

Course Outline: Communication

Course Description:

This microcredential will explore communication skills for the workplace. Communication is one of the Skills for Success for the Canadian workplace identified by Employment and Social Development Canada. Learners will focus on the importance of communication in the workplace; practice specific actions and behaviours that demonstrate communication; and develop strategies to communicate effectively in the workplace. Learners will work towards achieving a micro-credential that will help them succeed in entry-level positions across sectors in the Canadian workplace. The learning outcomes have been validated by professionals in three high-demand sectors including healthcare, construction, and manufacturing & supply chain industries; however, the microcredentials may also apply to other industries.

Hours:

20 hours

Eligibility:

Students must be:

1. A newcomer to Canada. A newcomer is defined as a citizen, refugee, or permanent resident who has been living in Canada for less than 5 years
2. Be at least 18 years old.
3. Legally entitled to work and study in Canada.

Students are recommended to have:

1. A CLB (Canadian Language Benchmark) of at least 6.
2. Minimum high school education or equivalent.
3. Access to a computer or laptop and reliable internet.
4. Some work experience, in any industry, either international or Canadian
5. Basic digital skills.

Course Competency

Competency Title: Skills Enhancement for Newcomers – Communication

Competency Statement: Having good communication skills allows someone to share information in a way that others can clearly understand.

Competency Description: Having strong communication skills is vital for entry level positions within the workforce. This microcredential focuses on demonstrating communication through monitoring stock levels/reporting deficiencies in inventory status and providing support to a coworker or client. In the workplace, employees are expected to show good communication skills by sharing information/ideas with clarity and purpose, by adapting to audience, context, and mode, by focusing on collaboration, and by identifying self-improvement goals.

Course Learning Outcomes:

By the end of the course...

1. Learners will be able to recognize the importance of sharing information/ideas with clarity and purpose, adapting to audience, context, and mode, focusing on collaboration, and identifying self-improvement goals while monitoring stock levels and reporting deficiencies in inventory status.
2. Learners will be able to recognize the importance of sharing information/ideas with clarity and purpose, adapting to audience, context, and mode, focusing on collaboration, and identifying self-improvement goals while providing support to a coworker or client.

Assessment:

This course follows an assessment-first approach. Learners will be assessed at the start of the course and, if meeting the required grade, will earn the microcredential. If learners do not meet the required grade on the initial assessment attempt, they will go through the learning pathway (consisting of a Learn section, a Practice section, and an Apply section) before attempting the assessment again. Learners will have multiple (but not unlimited) attempts to prove competency.

Course Learning Outcome	Assessment
Learners will be able to recognize the importance of sharing information/ideas with clarity and purpose, adapting to audience, context, and mode, focusing on collaboration, and identifying self-improvement goals while	Scenario-based assessment

monitoring stock levels and reporting deficiencies in inventory status.	
Learners will be able to recognize the importance of sharing information/ideas with clarity and purpose, adapting to audience, context, and mode, focusing on collaboration, and identifying self-improvement goals while providing support to a coworker or client.	Scenario-based assessment

Performance Standards:

Successful demonstration of ALL learning outcomes is required to pass this course.

Required Learning Resources:

All learning resources can be found in D2L Brightspace.