

# Preparing Skilled Workers for Integration Through Language Instruction: How Are We Doing?

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# Acknowledgements

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- Participants & their employers
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# Why Ask the Question?

Jason Kenney's questions

- Should we insist that people learn English or French overseas?
- Why is uptake of LINC limited to 25%?
- Why do some long-term immigrants still lack basic competence in an official language?



# Why Ask the Question?

- Are the learners getting the best program possible?
- Are there changes we could make that would better serve the newcomers' needs?

# Relevant Research

- CIC study results
- Time 8 (7 years study)
- Workplace study

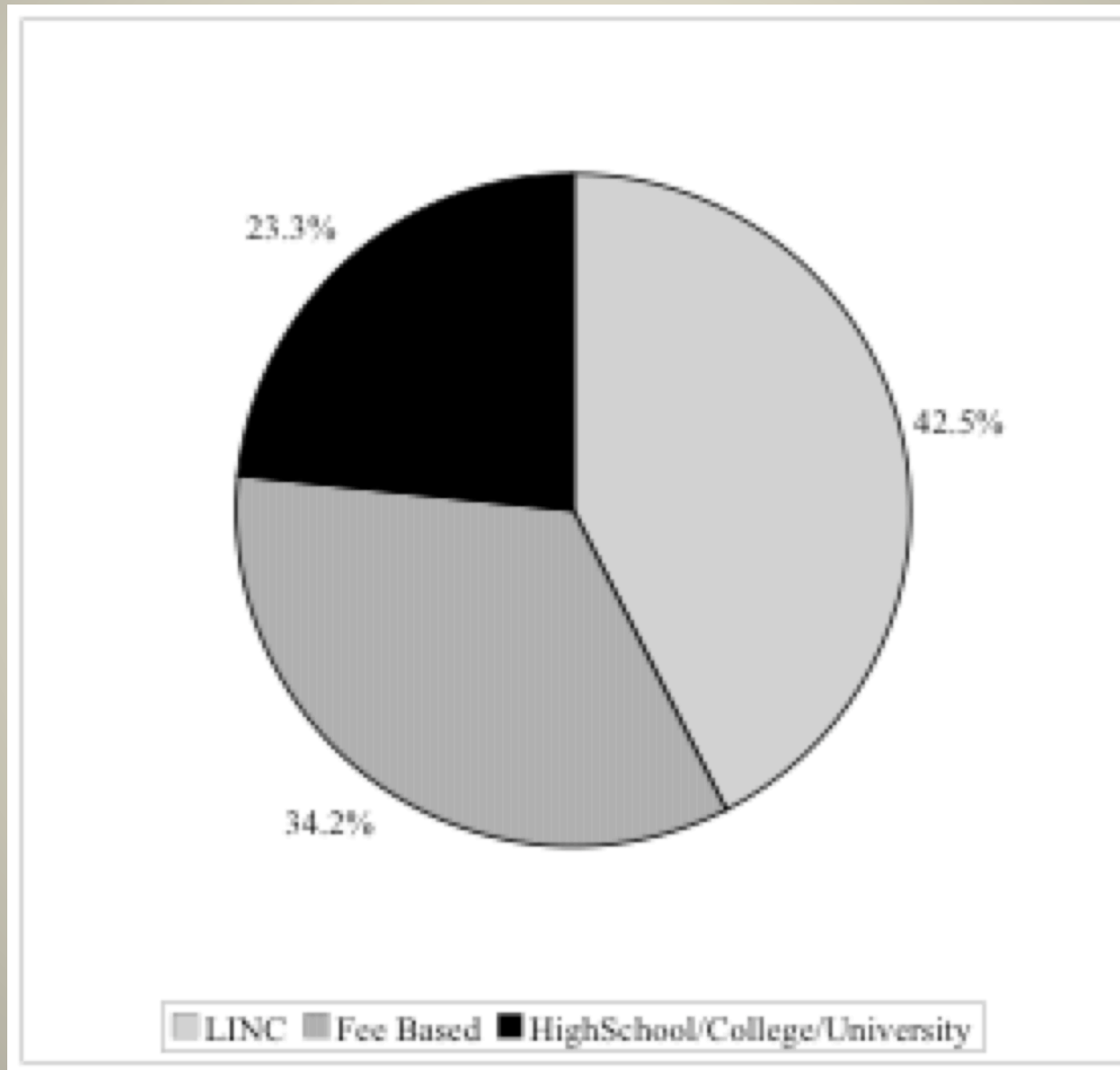
# CLB & Citizenship Language Survey

- Data collected in 2004
- Analyzed & report submitted in 2007
- Over 3800 immigrants surveyed and tested for speaking & listening at citizenship test
- Vancouver, Edmonton, Ottawa, Toronto, Montreal & Halifax


# Characteristics of Participants

- 54% female/46% male
- average age = 36 years (range = 18-61)
- average age at immigration = 30 years
- 20% refugee
- 34% family class
- 46% independent
- 121 countries of origin
- ~108 mother tongues
- 50.7% received some language training in Canada


# LINC/Fee Based/HS-College-Univ



<b>Language Family</b>	<b>Average CLB</b>
Romance Languages	7.8
Other Slavic	7.6
Other European	7.4
Other Languages	7.4
Niger-Congo	7.3
Filipino	7.3
Russian-Ukrainian	7.2
Other East Indian	7.1
Turkish	6.9
Somali- Oromo	6.8
Hindi-Punjabi	6.6
Other Chinese	6.5



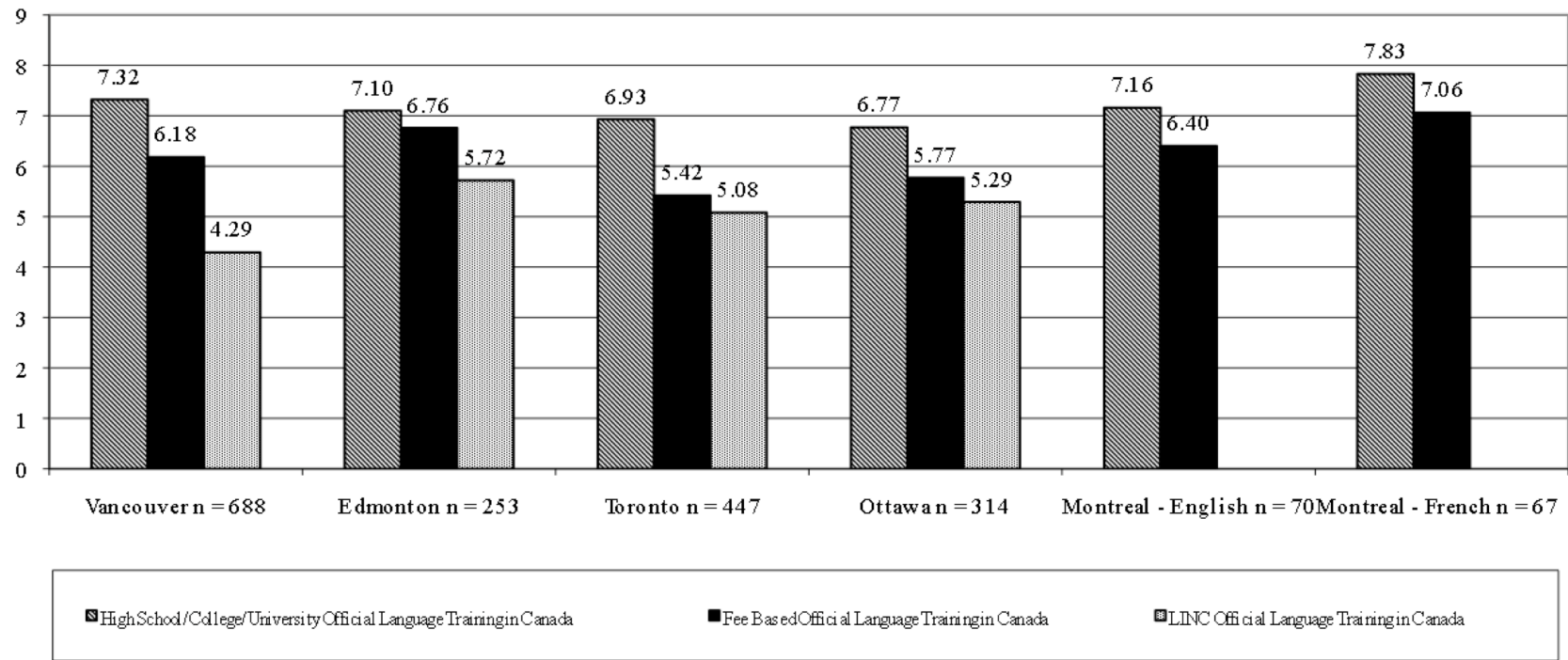
<b>Language Family</b>	<b>Average CLB</b>
Serbo-Croatian	6.4
Semitic	6.4
Iranian	6.3
Korean-Japanese	6.2
Mandarin	6.1
Tamil-Dravidian	6.0
Cantonese	4.9
Vietnamese-Cambodian	3.7



# Incongruity – Immigration Class & CLB Score

Language	Average CLB Score
Tagalog	7.2
Arabic	6.5
Mandarin (79% independent)	6.1
Punjabi	6.0
Cantonese (53.4% independent)	4.9

# Mean CLB Scores for 5 Cities by Language Training Source



## Mean CLB Score by City

City	N	Mean
Greater Vancouver	1369	6.3
Greater Toronto	801	6.2
Montreal - English	242	6.9
Montreal - French	273	7.8
Ottawa	531	6.3
Edmonton	520	6.9
Halifax	9	1.0

# Job Skill Level by Immigration Class



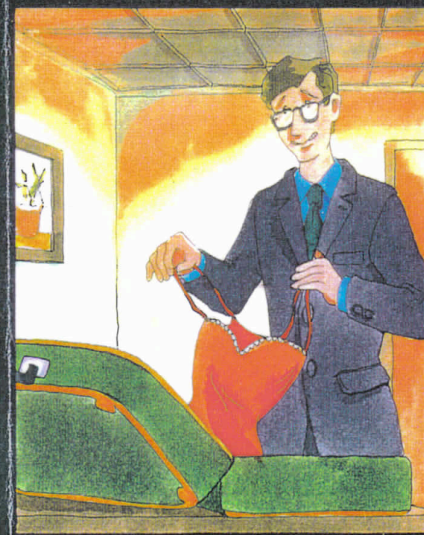
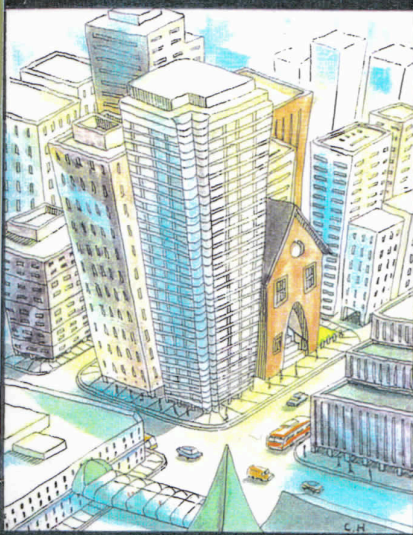
# Mandarin and Slavic Speakers

Times 1 – 6 (year 1 in Canada)

Time 7 (end of year 2)

Time 8 (end of year 7)

# Fluency/Comprehensibility



# Rating Experiments

- Fluency:

1 = extremely fluent

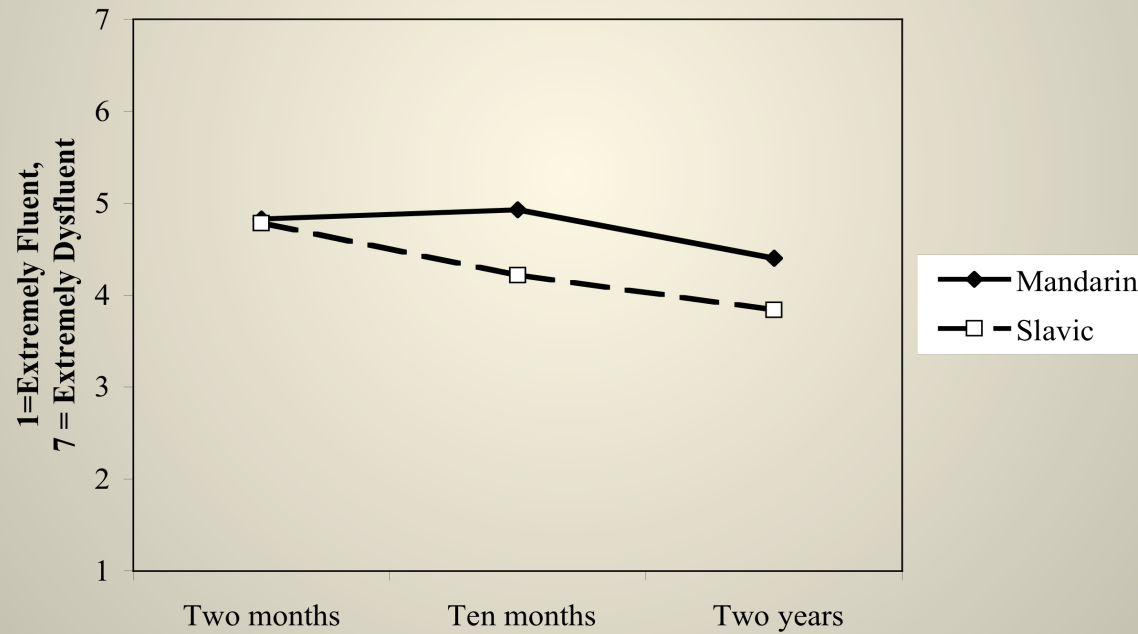
7 = extremely dysfluent

- Comprehensibility:

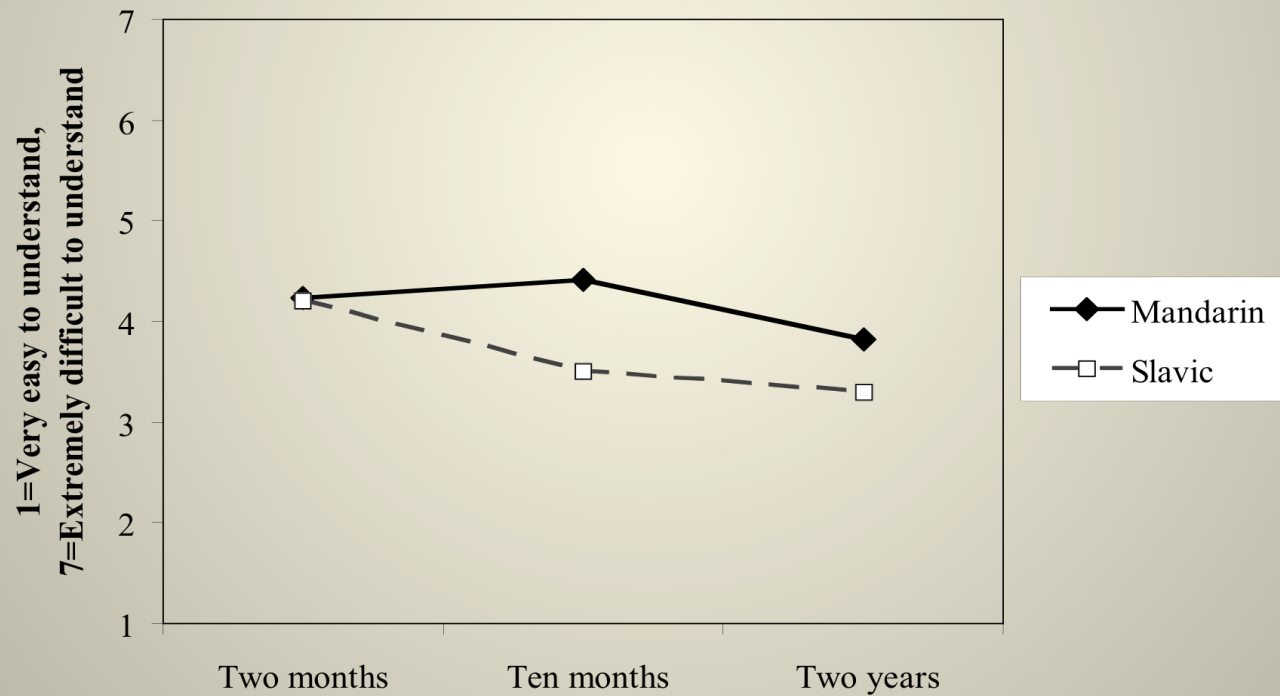
1 = extremely easy to understand

7 = extremely difficult to understand

# Fluency Improvement Over Time



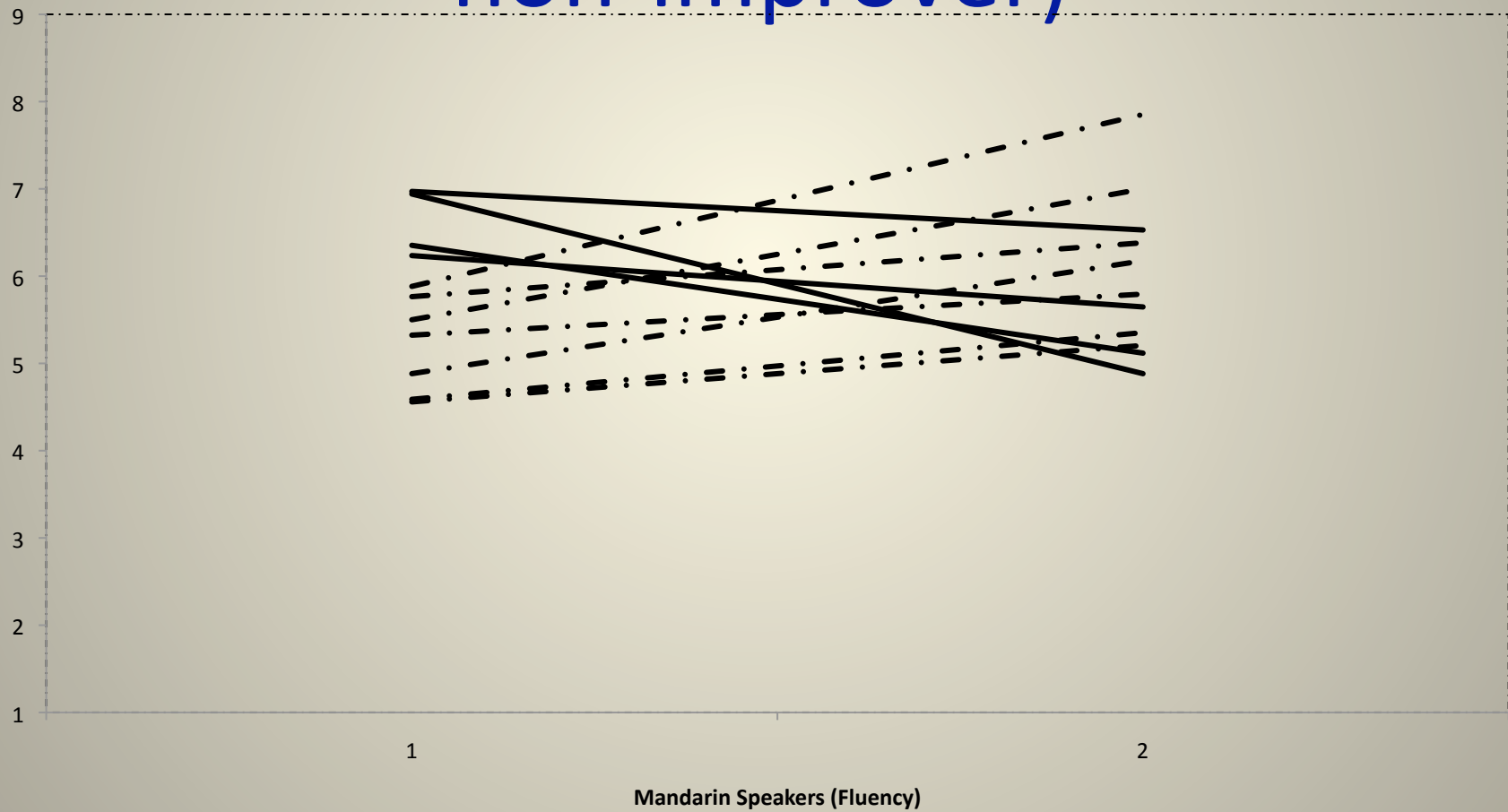
# Comprehensibility Improvement Over Time



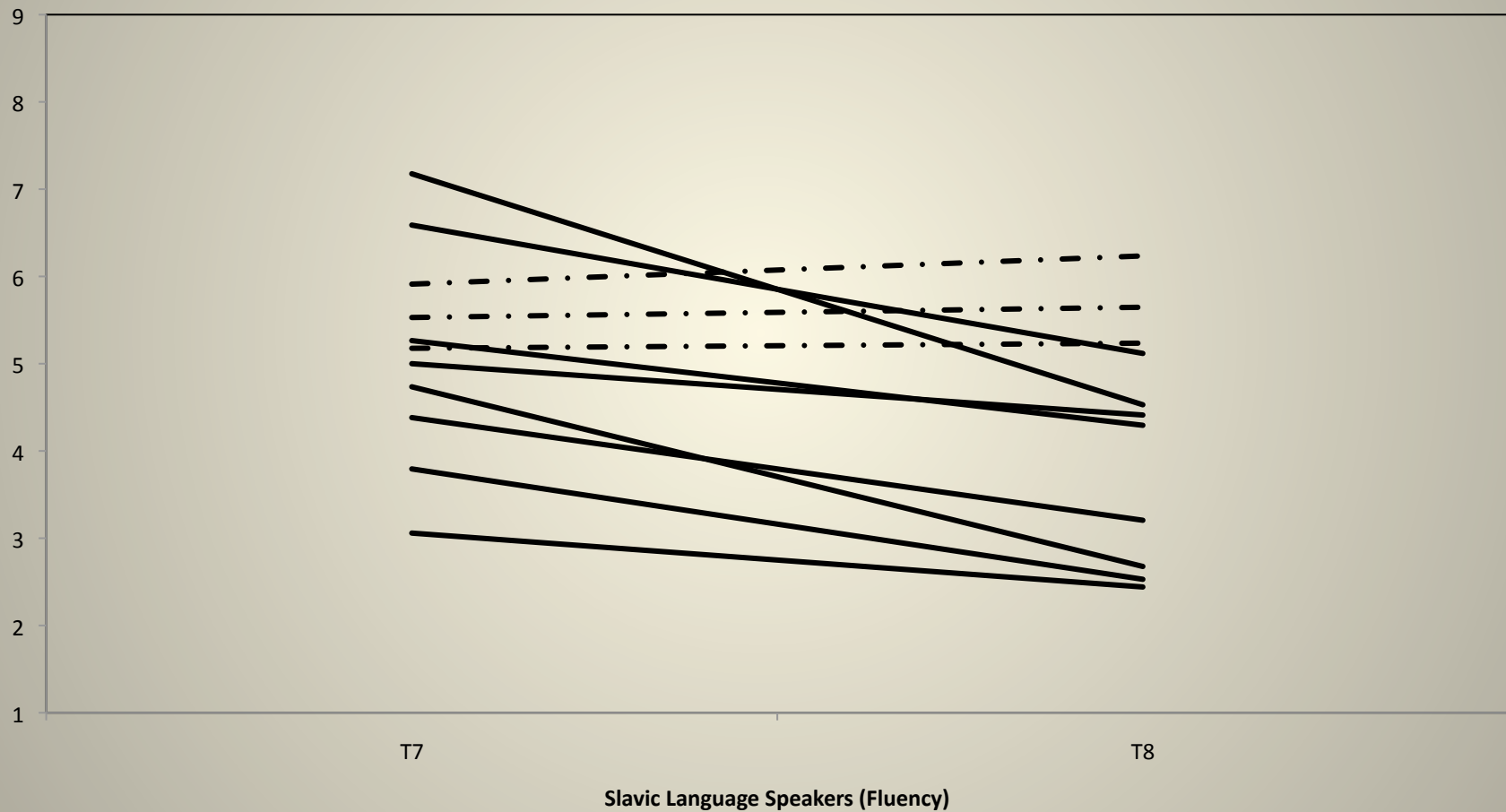
## Year 2 and Year 7 Comparisons

Measure	Mandarin	Slavic
Fluency	No change	Sig. improvement
Comprehensibility	No change	Sig. improvement

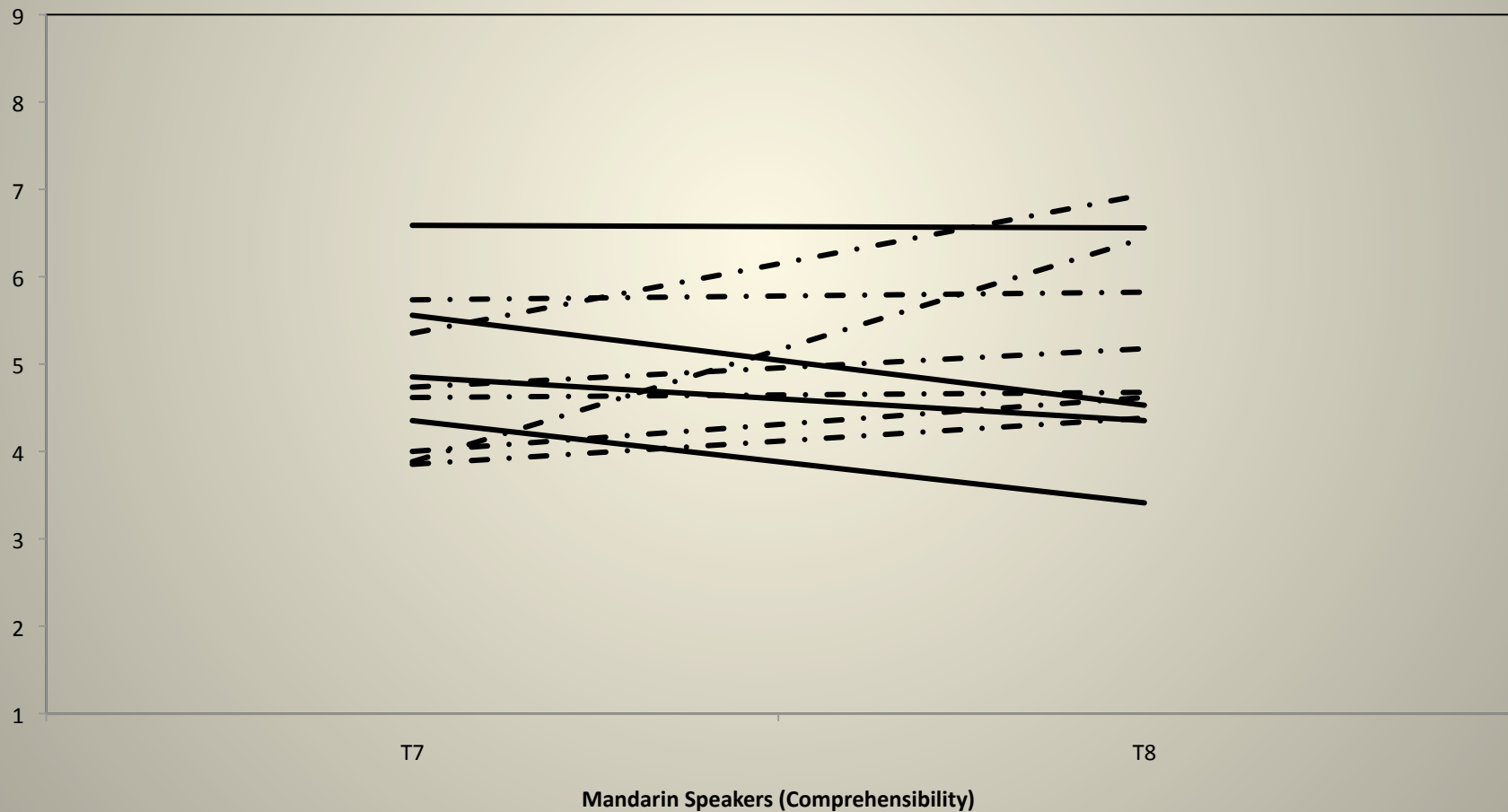
# Mandarin Speakers' Fluency at 2 & 7 Years (dotted line = non-improver)



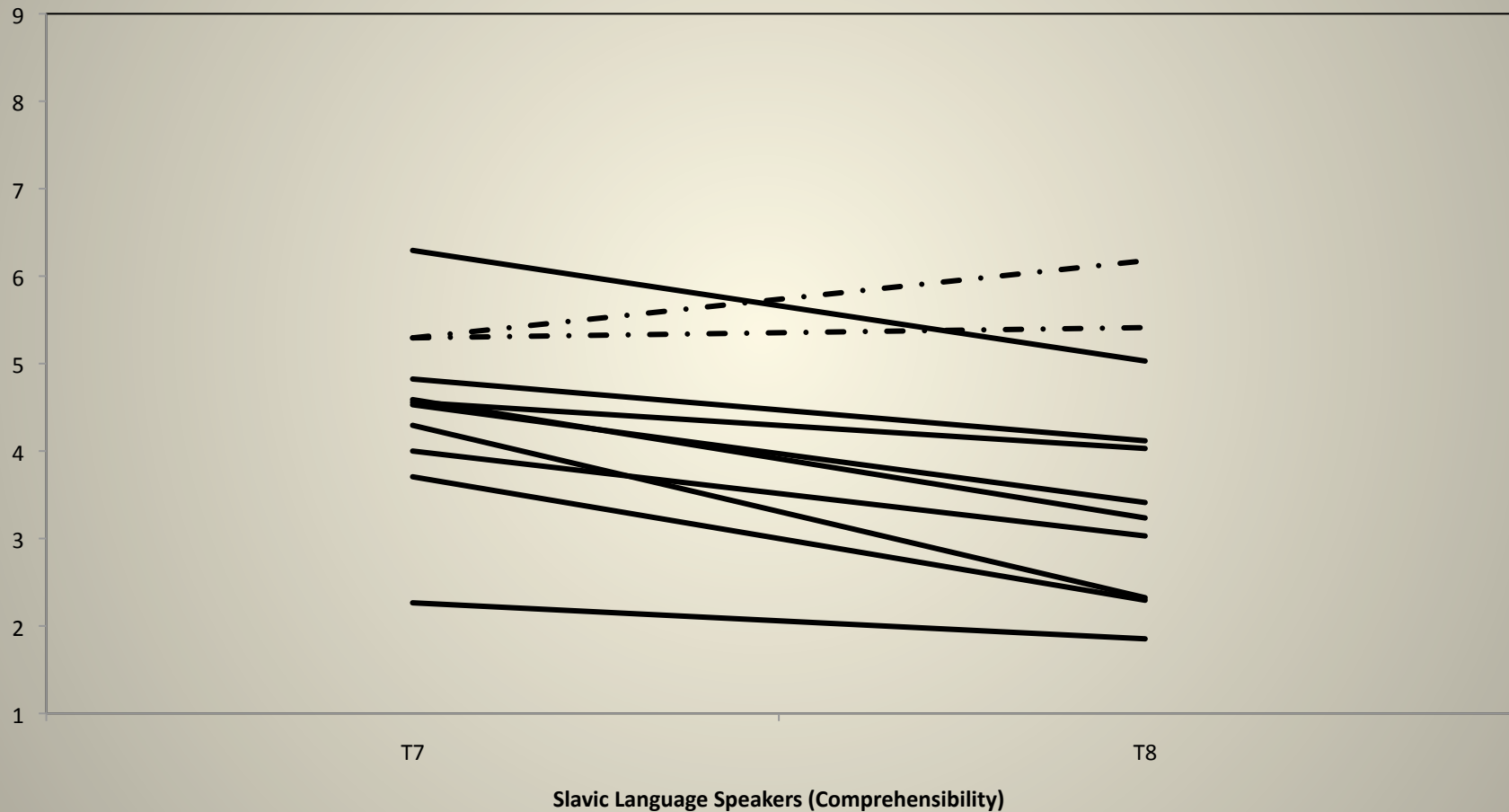
# Slavic Speakers' Fluency at 2 & 7 Years (dotted line = non-improver)



# Mandarin Speakers' Comprehensibility at 2 & 7 Years (dotted line = non-improver)



# Slavic Speakers' Comprehensibility at 2 & 7 Years (dotted line = non-improver)

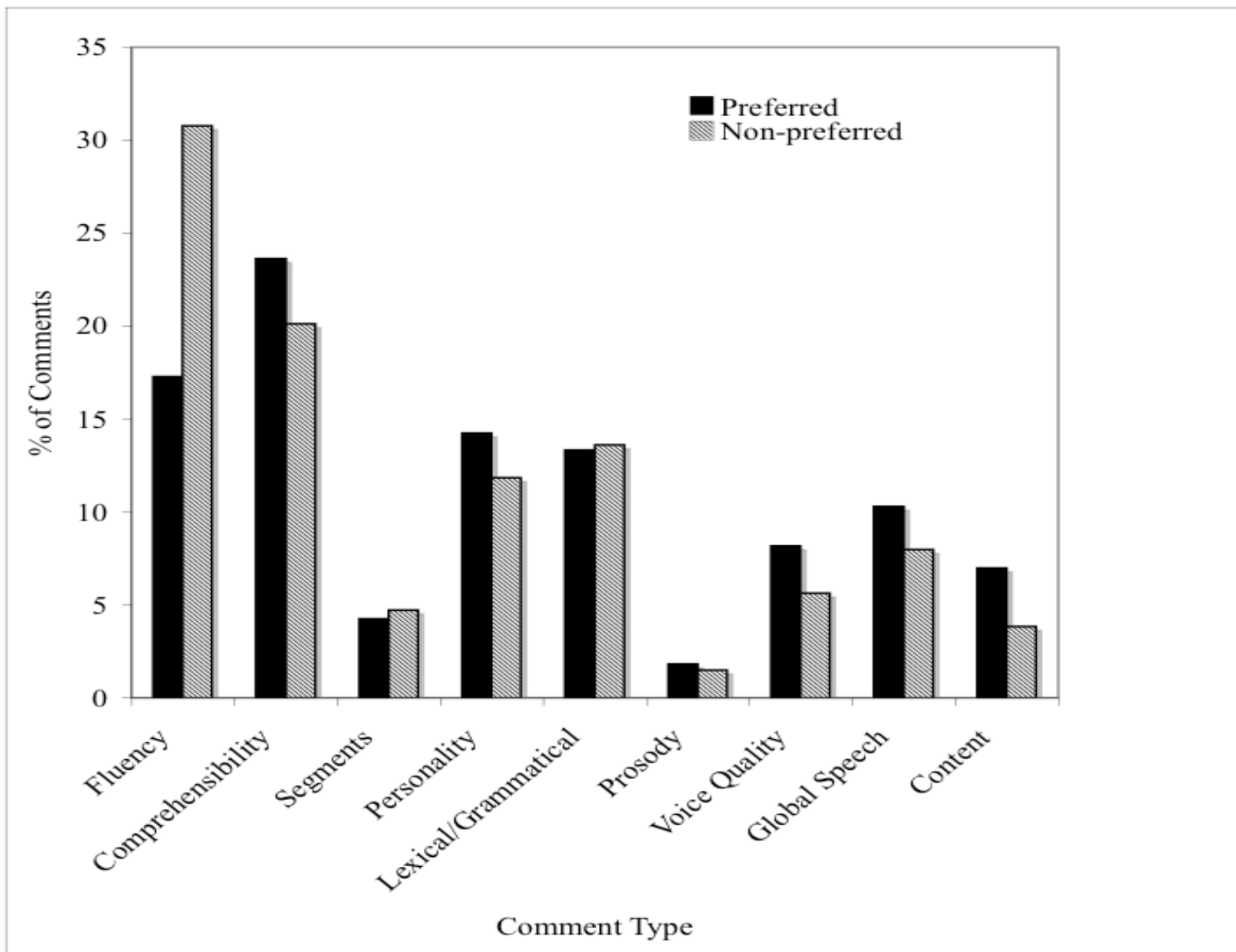


# Implications

- Exposure to speaking and listening matters

# Workplace Study

- 15 interviews with ESL engineers
- Questionnaire and listening experiments with 24 Canadian-born engineers (co-workers)



# NNSs

- 15 respondents - Columbia, China, Philippines, India, Venezuela, Pakistan, Bangladesh
- 10 males, 5 females
- Mean age = 42 (range = 34-55)
- 7 studied English in Canada

# NNSs

Was the EWP course helpful?

Oh, yeah, a lot - I was introduced to the Canadian workplace culture.

Yeah, sure, it helped but it was too short. The culture aspect was the most helpful.

Ah, yes, definitely ... I think this course could help me in the future.

The focus on speaking and communication was most helpful.

# NNSs

Was the EWP course helpful?

I took Phase 1 but because the classroom changed several times I went there but we couldn't find the classroom.

I couldn't take it - because this is the cultural issue, because Fridays - you know we have a special prayer on that day, so it is coming between the prayer. That is sort of a compulsory thing for us, so unfortunately I could not attend it. But I'd love to attend these kinds of things.

# NNSs

Are you happy in your job?

Ah yes...just sometimes maybe I have a little bit of difficulty, I mean for this language... but it's getting better I'm getting cooperation. People are friendly ... acceptance value is more. And the main thing is management is aware of immigrant limitations, so it's easy to move ahead.

# NS Employee Reactions

	Question	Yes	No	N/A
1.				
2.				
3.				
4.				
5.				

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	Question	Yes	No	N/A
1.	More effort with ESL than NS?	22	1	1
2.				
3.				
4.				
5.				

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	Question	Yes	No	N/A
1.	More effort with ESL than NS?	22	1	1
2.	Difficulty comm. with NNS?	22	2	
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	Question	Yes	No	N/A
1.	More effort with ESL than NS?	22	1	1
2.	Difficulty comm. with NNS?	22	2	
3.	NNSs have problems comm.?	24		
4.				
5.				

# NSs on ESL Colleagues

Yes, takes much longer to explain. You have to have patience and speak very slowly and patience to listen as well. Words chosen must be proper English, not slang. Some pronunciation is difficult to understand.

Yes – hard to understand what they are saying and hard to use vocabulary that they will understand. Frustrating to adapt to language level.

Yes, longer time, rework, mistakes, wasted budgets, poor quality products, hurt feelings and broken relationships especially as deadlines approach (or pass).

# NS Employee Reactions

	Question	Yes	No	N/A
1.	More effort with ESL than NS?	22	1	1
2.	Difficulty comm. with NNS?	22	2	
3.	NNSs have problems comm.?	24		
4.	Socialize within L1 groups?	23	1	
5.				

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1.	More effort with ESL than NS?	22	1	1
2.	Difficulty comm. with NNS?	22	2	
3.	NNSs have problems comm.?	24		
4.	Socialize within L1 groups?	23	1	
6.	NS reluctant to talk with NNS?	16	3	5

# NS Expectations of NNS Coworkers

“Practice”

Practice with speakers of native language; at home

Enunciate, speak slower

Learn more about the culture and norms of our conversation

Give up L1 altogether

Try not to be shy; interact more with all coworkers

# Summary – How Are We Doing?

- The average CLB scores of newcomers to Edmonton are higher than other cities
- Some groups have lower language skills at the time of citizenship than would be expected – Mandarin & Cantonese especially
- Some ethnocultural groups continue to improve their oral language skills after their ESL programs are finished – others do not
- Employees in the workplace are not entirely happy with their L2 co-workers' fluency and comprehensibility

# Summary – How Are We Doing?

- To what degree does a CLB score or occupation reflect integration?

# Summary – How Are We Doing?

- What is the hardest thing about adjusting to life in Canada?

# Recommendations

- LINC/ESL programs

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- EWP programs

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- LINC/ESL programs
- LINC funders
- EWP programs
- Teacher trainers

# Recommendations

- LINC/ESL programs
- LINC funders
- EWP programs
- Teacher trainers
- Researchers

Thank you!

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