

Project READ Literacy Network Waterloo-Wellington

Literacy Screening Tool and Guide



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Selling Adult Upgrading and Educational Assessments to your Client

Is the client ready to discuss skills and education?

It is not always the right time to talk about upgrading skills and education. It is important that a conversation about adult upgrading be handled with sensitivity and after trust has been established between the client and the service provider.

Your client may have more pressing needs than returning to a classroom. Other high priority factors that affect the chance of success in the classroom include but are not limited to

- Housing issues
- Financial security
- Health—illness, needs glasses, hearing aids etc...
- Family concerns
- Transport issues
- Childcare availability
- Stress
- Willingness

If your client is struggling with high priority needs like these, it may not be appropriate to discuss literacy or skills upgrading at this time.

Don't say Literacy!

The term "literacy" has started to take on negative connotations. Clients see the word "literacy" and think it means they cannot read anything at all. Even the term "Essential Skills" can make a client think of "life skills".

Clients prefer words or terms like

- Upgrading
- Skills upgrading
- Employment preparation
- Employment readiness training
- Adult Learning
- Adult Education
- Adult Upgrading
- GED preparation

This screening tool uses the term "Educational assessment" instead of "Literacy Assessment".



What to say if your client says, “I’m not going back to school!”

School may not have been a good experience for the client. Clients need to know that adult upgrading is different. It focuses on how adults learn and what adults want. Adult upgrading takes these factors into account.

Adults

- Are internally motivated and self-directed
- Bring life experiences and knowledge to new learning experiences
- Want learning to match their goals
- Want learning to be relevant to them
- Are practical
- Like to be respected

What to say if your client says “I just want a job!”

Clients often do not know that they can take part in upgrading

- At various times and locations
- as little as 2 hours per week
- part-time or full-time
- during the summer
- in a private one-to-one setting
- online
- outside regular 9-5 office hours
- While working
- While collecting EI
- While collecting other benefits

What if your client asks “Why do I have to do upgrading?”

Upgrading can

- Help a client work toward their GED or Grade 12 Diploma
- Help a client work toward an employment training course

In addition to the obvious benefits of going back to school, adult upgrading can also

- Help a client with specific and authentic job tasks to prepare for work
- Provide a current resume reference
- Help improve chances of moving up in a current job
- Help improve job security
- Help increase earning potential
- Provide a support network
- Provide transport and childcare supports

