

Florida Department of Education  
CURRICULUM FRAMEWORK

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| <b>Program Title:</b>  | Workplace Readiness Skills   |
| <b>Program Number:</b> | 9900400  |
| <b>Course Title:</b>   | Workplace Readiness Skills for the LEP Adult   |
| <b>Course Number:</b>  | 9900080  |
| <b>CIP Number:</b>     | 1532.010502  |
| <b>Grade Level:</b>    | 30, 31   |
| <b>Length:</b>         | 450  |
| <b>Certification:</b>  | Any Field<br>Any Academic Coverage<br>Any Field when Certification Reflects Bachelor or Higher |

- I. **PURPOSE:** The purpose of this course is to provide English language instruction for limited English proficient adults who are employed but need to improve English language skills to maintain and update employment.

The content is compatible with principles of language acquisition for adult learners of English and includes language skills that enhance the employee's career options within the company. Most skills included in this course are generic and their acquisition will benefit the worker at any place of employment.

- II. **LABORATORY ACTIVITIES:** None required.

- III. **PROGRAM STRUCTURE:** Workplace Readiness Skills for the LEP Adult is a non-credit course which is designed to enhance the English language ability and workplace cultural awareness of employees, thereby improving their opportunities for career development.

The course length will vary up to a maximum of 250 hours depending upon the circumstances of the particular workplace. The goal is to improve the student's ability to function in the particular workplace setting to maintain and upgrade employment at that site. The employer will identify the specific goals based on the intended outcomes and documented with specificity on the ESOL Training Plan.

Successful completion of the course by an individual student will be a joint decision of the instructor and the employer, and will be documented by completing and submitting the Workplace Education Accountability Report. A successful student will earn one Literacy Completion Point (LCP).

Other courses in this program include Adult English for Speakers of Other Languages (ESOL), Adult ESOL Academic Skills, English Language for Career and Technical Education (ELCATE) and Citizenship.

- IV. **SPECIAL NOTE:** This course is designed for working students enrolled in

customized work related classes.

Specific competencies are not listed for Standard 5.0 because this standard is to be customized to meet the needs of the employees at the individual worksite.

Examples are provided in parenthesis after certain performance standards. Samples so listed are not intended to limit instructional options.

A *Sample* of the Workplace ESOL Course/ESOL Training Plan and the Workplace Education/Accountability Report are included in this document.

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. **Adult students with disabilities must self-identify and request such services.** Students with disabilities may need accommodations in **such areas as** instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

IV. **INTENDED OUTCOMES:** After successfully completing this program the student will be able to:

- 01.0 Demonstrate English skills needed for customer service and communication.
- 02.0 Demonstrate English skills necessary for job duties and procedures.
- 03.0 Demonstrate English skills that document ability to work safely.
- 04.0 Demonstrate English skills needed for maintaining and advancing on the job.
- 05.0 Demonstrate English skills in the following specific areas.

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**Name of Educational Agency**

*Workplace ESOL Course  
ESOL Training Plan*

Date: \_\_\_\_\_

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Company Name

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Mailing Address

City

Zip

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Contact Person

Position

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Area Code/Telephone #/Zip

Fax

Class Dates: \_\_\_\_\_  
\_\_\_\_\_

Academic Year \_\_\_\_\_

Please identify below the specific topics to be covered in the current ESOL class session. You may choose from the Workplace Curriculum topics listed below or add topics that are more specific to your worksite.

- Customer Service and Communication
- Job Duties and Procedures
- Working Safely
- Maintaining and Advancing on the Job
- Specific areas related to this worksite

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*Please refer to reverse side - Workplace Readiness Skills for LEP Adult Curriculum Framework*

Were the primary goals/designated competencies of the training accomplished?

\_\_\_\_\_ Yes                      \_\_\_\_\_ No                      \_\_\_\_\_ To Be Determined

Comments:

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\_\_\_\_\_ **Name of Educational Agency**

*Workplace Education  
Accountability Report*

Date: \_\_\_\_\_

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|----------------------------|------------|----------------|
| <b><i>COMPANY NAME</i></b> | Department | Contact Person |
|----------------------------|------------|----------------|

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|                 |      |     |
|-----------------|------|-----|
| Mailing Address | City | Zip |
|-----------------|------|-----|

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|                       |     |        |
|-----------------------|-----|--------|
| Area Code/Phone /Ext. | Fax | E-Mail |
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| <b><i>EDUCATIONAL AGENCY</i></b> | Department | Contact Person |
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|-----------------|------|-----|
| Mailing Address | City | Zip |
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| Area Code/Phone /Ext. | Fax | E-Mail |
|-----------------------|-----|--------|

Class Dates: \_\_\_\_\_ Academic Year: \_\_\_\_\_  
                  \_\_\_\_\_

What is your company's contribution to this training partnership?

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In which of the following areas do you anticipate improvement as a result of this training?

\_\_\_\_\_ Customer Satisfaction                      \_\_\_\_\_ Communication                      \_\_\_\_\_ Diversity Awareness<sup>4</sup>

\_\_\_\_\_ Employee Attendance                      \_\_\_\_\_ Productivity                      \_\_\_\_\_ Teamwork

\_\_\_\_\_ Employee Attrition                      \_\_\_\_\_ Job Duties/Procedures                      \_\_\_\_\_ Reduction in Scrap/Remake

\_\_\_\_\_

Employer's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date

\_\_\_\_\_

Educational Agency Representative's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date

**This document must be submitted to the local educational agency representative in order to be awarded one Literacy Completion Point (LCP) per program year.**

*Thank you.*

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Program Title:** English for Limited English Proficient Adults  
**Program Number:** 9900400  
**Course Title:** Workplace Readiness Skills for the LEP Adult  
**Course Number:** 9900080

**Literacy Completion Point LCP-A**

WORKFORCE DEVELOPMENT SKILLS

01.0 DEMONSTRATE ENGLISH SKILLS NEEDED FOR CUSTOMER SERVICE AND COMMUNICATION: The student will be able to:

- 01.01 Give personal information (name, address, phone number, marital status).
- 01.02 Follow oral and/or written instructions, directions and requests.
- 01.03 Ask supervisor and co-workers for assistance, clarification, instructions, and feedback.
- 01.04 Communicate (small talk) with co-workers, guests, and clients.
- 01.05 Take and relate verbal and/or written messages.

02.0 DEMONSTRATE ENGLISH SKILLS NECESSARY FOR JOB DUTIES AND PROCEDURES-- The student will be able to:

- 02.01 Use telephone effectively to call in sick and/or late.
- 02.02 Demonstrate an understanding of punctuality in the workplace.
- 02.03 Demonstrate ability to read/interpret work schedule (breaks, vacation, holidays, over-time).
- 02.04 Request time off, schedule change and/or vacation time.
- 02.05 Identify supplies, materials and tools needed to carry out job tasks.
- 02.06 Locate common supplies and work areas.
- 02.07 Report work progress and completion verbally or by completing required forms.
- 02.08 Read and understand job descriptions, company benefits, insurance, paychecks, and deductions.
- 02.09 Read/understand company policies regarding dress, good grooming, personal hygiene.
- 02.10 Read/understand company mission statement, philosophy and/or manuals.

03.0 DEMONSTRATE ENGLISH SKILLS WHICH DOCUMENT ABILITY TO WORK SAFELY--The student will be able to:

- 03.01 Identify common safety signs related to the workplace (exit, flammable, evacuation).
- 03.02 Identify commons safety clothing and equipment.
- 03.03 Explain required repairs, equipment problems, defects and /or substitutions.
- 03.04 Read/understand product labels and warnings.
- 03.05 Identify safety precautions, hazardous conditions and chemicals Material

- Safety Data Sheets(MSDS).
- 03.06 Report accidents, injuries, emergency situations.
- 03.07 Demonstrate ability to take appropriate actions in work-related emergencies.

04.0 DEMONSTRATE ENGLISH SKILLS NEEDED FOR MAINTAINING AND ADVANCING ON THE JOB – The student will be able to:

- 04.01 Ask for information regarding job openings within the company.
- 04.02 Identify acceptable behavior, attitude and social interaction (hugging, body language, harassment).
- 04.03 Identify the chain of command.
- 04.04 Demonstrate an understanding of cooperation and teamwork.
- 04.05 Role-play decision-making skills by evaluating and choosing alternatives.
- 04.06 Role-play offering suggestions that enhance the work environment.
- 04.07 Identify skills training and educational opportunities available at work and in the community.

05.0 DEMONSTRATE ENGLISH SKILLS IN THE FOLLOWING SPECIFIC AREAS -- The student will be able to:

**SPECIAL NOTE:** Specific competencies are not listed for Standard 5.0 because this standard is to be customized to meet the needs of the employees at the individual worksite.