

**Florida Department of Education  
Division of Career and Adult Education  
Curriculum Standards**

Program Title: Workplace Readiness Skills for Adult ESOL  
Program Type: Adult General Education (ESOL)  
Career Cluster: N/A

<b>Workplace Readiness Skills for Adult ESOL</b>	
<b>Program Number</b>	9900080
<b>CIP Number</b>	1532.010502
<b>Grade Level</b>	30, 31
<b>Standard Length</b>	450 hours maximum recommended
<b>Teacher Certification</b>	Bachelor's degree or higher

- I. **PURPOSE:** The purpose of this course funded through state of Florida adult education funds is to provide English language instruction for adult ESOL learners who are employed but need to improve English language skills to maintain employment and to improve workplace skills.

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 adult ESOL learner who is a worker at any type of worksite.

- 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 450 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), Academic Skills for Adult ESOL Learners, Literacy Skills for Adult ESOL Learners, English Language for Career and Technical Education (ELCATE) and Citizenship.

- IV. **SPECIAL NOTE:** This course is designed to provide customized workplace English instruction to working adult ESOL students.

Specific competencies are not listed for Standard 5.0 because this standard is to be customized to meet the needs of the employer and the adult ESOL learner employees at the workplace.

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

Samples of the Workplace ESOL Course/ESOL Training Plan and a 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.

## 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 common 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 workplace.

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[Name of Educational Agency]

**ESOL Training Plan**

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

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Company Name

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Mailing Address

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City

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Zip

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Contact Person

---

Position

---

Area Code/Telephone #/Zip

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Fax

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

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

Please list the specific competencies that will be covered in the ESOL class sessions. It is expected that the Instructor, the Employer and the Educational Agency Representative will collaborate to select competencies from the Workplace Curriculum topics listed below and add competencies that relevant and specific to the workers and the workplace.

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

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*Please refer to the Workplace Readiness Skills for Adult ESOL Learners Standards*

**UPON COMPLETION OF THE COURSE:**

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

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

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Printed Name of Student                      Signature                      Date

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Printed Name of Course Instructor                      Signature                      Date

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Printed Name of Employer                      Signature                      Date

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Printed Name of Educational Agency Representative                      Signature                      Date

**Please submit this completed form to the Local Educational Agency  
for purposes of reporting course completion to FLDOE**