

NRP 7501: *Communicating at Work Beginning*

Canadian Language Benchmarks Alignment (Stage I: Workplace Focused)

Lesson / Project + Learning Outcomes	Canadian Language Benchmark Competencies
Unit 1: A New Job	
Lesson 1: Are you new here? <ul style="list-style-type: none"> • Greet people at work and end a conversation politely. • Introduce yourself and others. • Describe current job. • Respond to simple personal questions. 	Listening CLB 2–3 (III – Getting Things Done) Speaking CLB 2–3 (I – Interacting with Others)
Lesson 2: What’s your phone number? <ul style="list-style-type: none"> • Complete a simple form with personal information. • Ask for repetition and help understanding. • Say phone numbers, street addresses, and email addresses. • Make requests with can. • Use capitalization with proper nouns. 	Listening CLB 2–3 (III) Reading CLB 2–3 (IV – Comprehending Information) Writing CLB 2–3 (II – Reproducing Information)
Lesson 3: Can you use a computer? <ul style="list-style-type: none"> • Talk about skills and abilities. • Ask Yes/No questions. • Use short active listening phrases in conversation. 	Listening CLB 3 (IV) Speaking CLB 3–4 (I)
Lesson 4: Where is the break room? <ul style="list-style-type: none"> • Ask for and give directions in the workplace. • Listen for key words. • Repeat information to clarify and confirm. 	Listening CLB 3–4 (III) Speaking CLB 3–4 (III)
Lesson 5: Where can I find the . . . ? <ul style="list-style-type: none"> • Ask and explain where to find and put things. • Interpret prepositions of place and vocabulary related to storage. 	Listening CLB 3 (III) Speaking CLB 3–4 (IV)
Lesson 6: How do I . . . ? <ul style="list-style-type: none"> • Follow simple multi-step instructions. • Repeat to confirm information. • Ask clarifying questions 	Listening CLB 3–4 (III) Speaking CLB 3–4 (I)

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<p>Project 1: Training a New Employee</p> <ul style="list-style-type: none"> • Introduce yourself. • Describe your current job and responsibilities. • Ask and explain where to find and put things. • Ask for and give directions in the workplace. • Follow simple, multi-step instructions. • End a conversation politely. 	<p>Listening CLB 3–4 (III) Speaking CLB 3–4 (I) Writing CLB 3 (II)</p>
Unit 2 – Schedules and Timesheets	
<p>Lesson 7: Can you work on Saturday?</p> <ul style="list-style-type: none"> • Talk about work schedules. • Write and understand spoken days, dates, and times. • Communicate about timekeeping issues. • Ask for a day off. 	<p>Listening CLB 3–4 (III) Speaking CLB 3–4 (I)</p>
<p>Lesson 8: What if I'm sick?</p> <ul style="list-style-type: none"> • Call out sick. • Write a text message to a boss. • Apologize for being late and give a reason. 	<p>Speaking CLB 3 (I) Listening CLB 3 (III) Writing CLB 3-4 (I, IV)</p>
<p>Project 2: Managing Schedule Changes</p> <ul style="list-style-type: none"> • Talk about work schedules. • Write and understand days, dates, and times. • Understand a timesheet. • Communicate about schedule changes and timekeeping issues. • Call out sick (Call in sick) • Give reasons for schedule changes. 	<p>Reading CLB 3–4 (IV) Writing CLB 3 (II) Speaking (I, IV)</p>
Unit 3 – Workplace Culture and Policies	
<p>Lesson 9: Don't stand so close!</p> <ul style="list-style-type: none"> • Identify appropriate and inappropriate behavior for the workplace. • Show understanding with body language and expressions. • Give advice. 	<p>Listening CLB 3–4 (IV) Speaking CLB 3–4 (I) Reading CLB 3–4 (IV)</p>
<p>Lesson 10: What is a “good worker”?</p> <ul style="list-style-type: none"> • Understand performance reviews. • Use adverbs of frequency to describe habits. 	<p>Listening CLB 3–4 (IV); Reading CLB 4 (IV) Speaking CLB 3–4 (IV) Writing CLB 3 (II)</p>

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<p>Lesson 11: What can I do if someone treats me unfairly?</p> <ul style="list-style-type: none"> Describe discrimination and harassment. Identify and respond to unfair or inappropriate behavior at work. Identify sources of information and assistance at work. 	<p>Speaking CLB 3–4 (I) Reading CLB 4 (IV) Listening CLB 4 (IV)</p>
<p>Project 3: Employee Self-Assessment</p> <ul style="list-style-type: none"> Identify appropriate and inappropriate behavior for the workplace. Understand performance reviews. Evaluate yourself and others. 	<p>Speaking CLB 3–4 (IV) Listening CLB 3–4 (IV) Writing CLB 3 (II, IV)</p>
Unit 4 – Pay and Benefits	
<p>Lesson 12: Is this correct?</p> <ul style="list-style-type: none"> Interpret pay statements. Ask about earnings and deductions. 	<p>Reading CLB 3–4 (IV) Listening CLB 3 (IV) Writing CLB 3 (II)</p>
<p>Lesson 13: What if I get hurt?</p> <ul style="list-style-type: none"> Discuss work benefits and policies. Interpret a chart. Compare two health plans. Ask questions when you don't understand. 	<p>Speaking CLB 3–4 (III) Reading 3-4 (IV) Listening CLB 3–4 (IV)</p>
<p>Project 4: Checking Your Pay Statement</p> <ul style="list-style-type: none"> Interpret a pay statement. Check hours, earnings, and deductions for accuracy. Identify and ask about possible errors on a pay statement. 	<p>Listening CLB 3–4 (IV) Speaking CLB 3–4 (IV) Reading CLB 3–4 (IV)</p>
Unit 5 – Safety at Work	
<p>Lesson 14: Why do I need to wear this?</p> <ul style="list-style-type: none"> Communicate workplace safety rules. Express obligation and prohibition. Describe the purpose of safety rules and personal protective equipment (PPE). 	<p>Reading CLB 3–4 (IV) Listening CLB 3–4 (III) Speaking CLB 3–4 (IV)</p>
<p>Lesson 15: Look out!</p> <ul style="list-style-type: none"> Interpret simple warning and safety signs. Give warnings. Communicate workplace dangers. 	<p>Reading CLB 3-4 (II, IV) Speaking CLB 3–4 (IV) Writing CLB 3–4 (II)</p>
<p>Lesson 16: What happened?</p> <ul style="list-style-type: none"> Report an accident. Describe workplace injuries and their causes. Use the simple past to describe an accident. 	<p>Listening CLB 3–4 (III) Speaking CLB 3–4 (IV)</p>

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Project 5: Creating a Safety Presentation <ul style="list-style-type: none"> • Communicate workplace dangers and safety rules. • Describe safety rules and protective gear. • Give a simple presentation. 	Listening CLB 3–4 (III) Reading CLB 3–4 (IV) Speaking CLB 3–4 (I, III)
Unit 6 – Teamwork	
Lesson 17: Can you give me a hand? <ul style="list-style-type: none"> • Ask for help. • Offer help. • Respond to offers. 	Speaking CLB 3–4 (I) Listening CLB 3–4 (IV)
Lesson 18: Do we have any . . . ? <ul style="list-style-type: none"> • Describe the status or supply of stock. • Describe quantity. • Complete a chart. • Use quantifiers with count and noncount nouns. 	Reading CLB 3–4 (IV) Speaking CLB 3–4 (IV) Writing CLB 3–4 (II, IV)
Lesson 19: What’s the matter? <ul style="list-style-type: none"> • Explain a problem. • Suggest solutions. • Describe the condition of objects. 	Speaking CLB 3–4 (IV) Listening CLB 3–4 (III)
Lesson 20: Can you please send someone to help? <ul style="list-style-type: none"> • Call a co-worker and ask for help. • Answer the phone and take a message about a request. 	Speaking CLB 3–4 (III); Listening CLB 3–4 (III)
Project 6: Can I take a message? <ul style="list-style-type: none"> • Describe status/supply of stock. • Call a coworker and request help. • Answer the phone and take a message about a request. 	Writing CLB 3 (II) Listening CLB 3–4 (IV)
Unit 7 – Completing Tasks	
Lesson 21: What are you working on? <ul style="list-style-type: none"> • Describe activities in progress. • Talk about activities recently completed and not completed yet. 	Speaking CLB 3–4 (IV) Listening CLB 3–4 (IV)
Lesson 22: What did you do today? <ul style="list-style-type: none"> • Talk about completed tasks using past simple forms. • Interpret and respond to past-tense informational (Wh-) questions. • Complete a shift-change report with help from sentence stems. 	Speaking CLB 3–4 (IV) Listening CLB 3–4 (IV) Writing CLB 3 (II)

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Lesson 23: What's next? <ul style="list-style-type: none"> • Talk about personal plans. • Talk about work plans. • Talk about future goals. 	Speaking CLB 3–4 (IV) Listening CLB 3–4 (IV)
Project 7: Work Activities <ul style="list-style-type: none"> • Describe activities in progress. • Talk about completed tasks using simple past forms. • Talk about future goals. 	Listening CLB 3–4 (III) Speaking CLB 3–4 (IV) Writing CLB 3 (II)
Appendix – CLB Competency Roman Numerals	
I – Interacting with Others: Engaging in polite social exchanges; collaborating with co-workers and supervisors; expressing feelings or opinions appropriately.	
II – Reproducing Information and Following Instructions: Copying or recording written information (forms, checklists, reports) and following or giving basic instructions to complete workplace tasks safely and accurately.	
III – Getting Things Done: Requesting, giving, or clarifying directions and procedures to carry out work duties or solve routine problems.	
IV – Comprehending / Sharing Information: Understanding and conveying factual information, descriptions, or short reports related to work, schedules, and safety.	