



WORKPLACE CONNECTIONS
SKILLS FOR SUCCESS AT WORK

Frequently Asked Questions

Workplace Connections Practitioner Certification Program

What is the Skills for Success – Workplace Connections Practitioner Certification Program?

The Skills for Success - Workplace Connections, Practitioner Certification program is funded by the Government of Canada, and managed by Workplace Education Manitoba. It was created to certify 120 practitioners, *under the WEM umbrella*, across Canada to provide Skills for Success and *Relational Skills*© training to today's employers and employees.

What are the program outcomes?

Workplace Connections is responsible for integrating skill development into competency-based training. The program will focus on:

- Analyzing Canada's Skills for Success while integrating Relational Skills into training practices
- Developing options for assessing and evaluating workforce skill development
- Creating relevant and relational training to support workplace sustainability and scalability
- Implementing strategic skill development education is needed to make an impact beyond the learning environment

Who can qualify for the program/what type of professionals can apply to the program?

It is aimed at individuals who provide or would like to provide, workforce training to organizations and individuals. This may consist of Organizational Leadership, Human Resources and Training & Development teams, Corporate Trainers, Workplace Educators, Independent Consultants, Workforce Development, Career/Employment Services, Academic Instructors or Advisors, and Non-Profit individuals, among others.

How can the program be translated to the workplace?

The program will provide individuals with the tools and support needed to assess and monitor employees/students/workers within the [Government of Canada's Skills for Success Framework](#). Workplace Connections is aiming to certify 120 practitioners, across Canada, to address workforce challenges within organizations and communities. More specifically, practitioners will be able to assess and train employability skills/competencies for individuals trying to enter/navigate the workforce.

How is the program is structured?

The *Workplace Connections Certification Program* is designed to assist practitioners with integrating the Skills for Success and Relational skills into their training, teaching, or facilitation practices. Content will be delivered:

- Online
- Face-to-Face
- Hybrid options (combination of online or in-person based on context & availability)

Course 1: Skills for Success reflects on the [Skills for Success Framework](#), alongside Adult Learning principles. Learners will be able to:

- Define the values of the Practitioner Program.
- Summarize the Skills for Success, Universal Competencies, Strategic Competencies and Functional Competencies.
- Explore high-order thinking, leadership and organizational perspectives to create workplace partnerships and subsequent learner assessments.
- Break down adult learning practices to plan, prepare, assess and evaluate learners.

Course 2: Relational Skills & Practicum illustrates how relational competencies (*Social Intelligence, Civility & Citizenship, Change and Continuous Learning, and Cultural Competence*) are assessed, measured, facilitated, and evaluated in the workplace. Learners will be able to:

- Develop an understanding of relational competencies connected to employment.
- Integrate the competencies they've learned in Course 1 with the Relational skills deemed necessary for today's workplace.
- Outline effective training practices and principles used in workforce education.
- Apply the theoretical classroom knowledge in a practical setting.

What are the Skills for Success?

[Skills for Success](#) (formerly *Essential Skills*) are the everyday skills Canadians need for work, learning and life. Everyone benefits from having these skills as they help individuals find work or progress in their current fields. There are nine skills as identified by the Government of Canada and include:

Communication	Reading	Adaptability
Creativity & Innovation	Digital	Writing
Problem Solving	Collaboration	Numeracy

What are Relational Skills?

[Relational Skills](#)© expand on four of the Government of Canada's Skills for Success Framework including Collaboration, Adaptability, Problem Solving and Communication. Relational Skills discuss *Social Intelligence, Civility & Citizenship, Change and Continuous Learning, and the Cultural Competencies* needed to thrive within today's workforce. Upon successful graduation, the practitioner will be able to integrate Relational Skills within their individualized training plans so organizations can foster successful relationships in the workplace..

Communication in the New World Systems Thinking	Change Ready Mindset Cultural Competence Social IQ	Collaboration Resilience Civility & Citizenship
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What kind of certification will I obtain?

Upon completion of Course 1 and Course 2 successful graduates will receive:

- Skills for Success Certificate of Certification & Digital Badge
- Relational Skills Certification of Certification & Digital Badge
- Workplace Connections Certificate and & Digital Badge
 - *This certificate verifies the practitioner with the credentials needed to enter the workplace as a Workplace Connections Skilled Practitioner.*

What can I do once certified?

Depending on the certification obtained practitioners will be able to implement Skills for Success, Relational Skills or both within workplace training initiatives, under the Workplace Education Manitoba umbrella or in tandem with personal initiatives. Training material can be built into employee onboarding, workplace consultations, Human Resource initiatives, individual upskilling or more.

How much does the certification cost?

The program is **fully funded** (by the Government of Canada's Adult Learning, Literacy and Essential Skills Fund) meaning participants of the pilot project are eligible to take the program at **no cost**. The value of this first-to-market, pan-Canadian program is estimated at \$15 000. *Note: Exam retakes are \$295CND/exam.*

Why are there 300 hours to this program, and what does this entail?

The program overall will take approximately 300 hours to be completed over 12 months and is delivered as follows. **Note: Hours will vary based on learner experience and progression rate.**

- 100 hours of class time (*blended live, on-demand webinar, and online self-study*)
- 20 hours of reading and homework
- 10 meetings, support webinars, and general communication
- 10 hours of exam preparation
- 10 hours allotment to write a 100-question, open book, multiple-choice exam
- 24 hours of Masterclass (*day in-services*)
- Estimated 100 hours of practicum
- 20 hours for admin (*invoicing, workplace contact generation, reporting, and evaluation activities*)

What are future program dates and locations?

Cohort 2 Hybrid: Online In-Class Calgary Jan 17, 18, 19, 2023 Saskatoon Jan 31, Feb 1, 2, 2023 Toronto Feb 7, 8, 9, 2023 Charlottetown Mar 7, 8, 9, 2023	Cohort 3 Online: Online Self Study April 2023
Cohort 4 Hybrid: Location TBD Online In-Class October 3, 4, 5, 2023 October 17, 18, 19, 2023 November 7, 8, 9, 2023 November 21, 22, 23, 2023	Cohort 1: Certification – In Progress

I read information about pre-reading; do we need to purchase textbooks?

The cost for all course materials (*content and textbooks*) has been funded by the Government of Canada: Adult Learning, Literacy and Essential Skills. Course materials will be provided on the first day of class, with pre-reading being sent out prior to program delivery.

Why is there an attendance policy, and what if I need to miss a day?

As the program is offered as a hybrid we expect learners to submit all milestone markers and watch class recordings in order to review discussions and be aware of exam information. We do request that learners are present for any in-class Relational Skills components in order to build connections and understand the relationship dynamic.

Is there a list of anticipated assignments/due dates that I can add to my calendar?

Learners will be provided with a list of activities and due dates at the start of the program. We have been using Google Classroom to upload course materials and provide assignment information.

Will I be responsible for finding the organizations for workplace delivery?

As the program grows across Canada, we are asking learners to suggest places to complete their practicum delivery (*perhaps in their current place of work, or at an organization they are affiliated with*). We are also reaching out to potential connections, in order to help solicit delivery in workplaces which may benefit from Relational Skills based on news releases, social media announcements, economic trends, etc.

Will I need to renew my certification yearly, or is this a one-time certification process?

Certification will last for a year with master classes offered for recertification. To remain in good standing, participants will be required to take at minimum three (3) master classes to remain certified.

For more information about the program, please contact our Training Coordinator at training@workplaceconnections.ca