



REQUEST FOR PROPOSALS: Evaluation of the *English Workshops* For Immediate Release

ORGANIZATION PROFILE

Founded in 1983, KEYS Job Centre provides Kingston and communities in Eastern Ontario with a variety of dynamic employment programs and services. Our expertise in helping individuals to attain their employment goals extends to a diverse population including mature workers, persons with disabilities, youth, students and newcomers to Canada.

Whether our clients need support to identify a career, to learn job search techniques, to build an effective resume and cover letter, to practice interview skills or to access training funding to increase their marketability, KEYS is the Community Employment Centre.

KEYS Job Centre has been delivering programs and services for immigrants since 1994, working closely with other local settlement services and developing expertise to better serve immigrant job seekers. KEYS has specialized services for immigrants and newcomers to help you settle and integrate into your new community with an emphasis on supporting your job and career search, English language acquisition and settlement in Kingston and Canada.

Our services are available in English, French, Arabic, Mandarin, Spanish and Kirundi. Services include:

- [Employment Services for Immigrants](#)
- [English Language Classes](#)
- [The Professional Mentoring Partnership](#)
- [Refugee Resettlement Services](#)

PROJECT OVERVIEW

The KEYS English Workshops project will support the integration of vulnerable newcomers with limited language skills (Stage 1) through the delivery of innovative sector-specific English Workshops delivered through a combination of in-class (evening/week-end) and online activities. The project will also support the achievement of highly skilled newcomers with Advanced English language skills through honing specific Workplace English capabilities and preparing to achieve high band-scores in an IELTS exam for the purposes of pursuing academic opportunities, professional licensure, or immigration. The project will take advantage of online, hybrid and in-class teaching and build on the KEYS ESL Blended project. The project will also provide suitable and essential supports to vulnerable clients to facilitate participation and success. The project will ensure a maximum of reproducibility of developed teaching materials and will share lessons learned within the TESL community. Three Workplace English Modules will be delivered, 50 learners will participate in IELTS Prep Services (including workshops, essay correction and/or speaking test prep), and 40 learners will participate in an IELTS workshop. Learner



achievement, customer satisfaction, targets apply 80-135 learner with participate in either a stage 1 workshops or an advanced English for workplace workshops.

PURPOSE OF EVALUATION

KEYS is recruiting an external evaluator to conduct an in-depth look at the KEYS ESL Workshops project as a whole, including a review of each of the courses, the overall approach, the effectiveness of the tools and technology used, student achievement and student feedback.

The evaluator will decide what model and approach to use to examine key questions regarding the project. The evaluator should look at the strengths and weakness of the service delivery model; student success rates and feedback; whether the goals of the project were appropriate/useful and were those goals met; unintended outcomes; the need for the project within the community and how this project compliments other offerings; as well as offer recommendations for future project directions.

DELIVERABLES: The expected deliverable will be a Final Evaluation Report, which can draw on surveys, interviews, focus groups or whatever raw material the evaluator deems appropriate.

TIMELINE: The evaluation process will begin as soon as possible. **Evaluation proposals will be accepted until September 30th, 2019.** Final report will be due by February 16th, 2021.

BUDGET: The contract for the evaluation has a defined budget which cannot be exceeded. The fee proposal must include services, and all incidentals including travel costs. The request for proposal may be up to C\$10,000, including HST.

HOW TO APPLY

Please submit a current CV and a short proposal outlining how you will undertake the program evaluation to amals@keys.ca no later than 4pm on September 30th, 2019. Any questions regarding this RFP may be submitted to amals@keys.ca.

Please note that the successful applicant will be asked to comply with the KEYS Protection of Client Personal Information Policy.

KEYS is committed to employment equity. We encourage members of the designated groups to apply and self-identify. KEYS is also committed to an inclusive, barrier-free selection process. We will make appropriate accommodations for applicants with disabilities. To obtain a copy of this RFP in an alternative format or to request any accommodation please contact us directly through apply@keys.ca or by phone at 613.546.5559 or TTY: 613.546.0511. Information received relating to accommodation requests will be addressed confidentially.