

You've completed the Service Delivery Assessment!

This document will help you understand what you need to know to use each of the different service delivery options. No matter which method you choose, this will help prepare you for success.

If you need help finding a settlement worker, please visit:

<https://ircc.canada.ca/english/newcomers/services/index.asp>

If you have not yet had a CLB English assessment, you can call to make an appointment. You can find a list of locations here:

<https://www.language.ca/resources/expertise/for-language-learners/#1473771803983-0f2b7a24-0d0f>

Here are some things to consider, depending on the approach that you choose:

If you decide to use ONLINE or HYBRID services, it is a good idea to:

1. **Find out which tools you need.** Participating in an online or hybrid program usually requires that you have a computer. Sometimes, you can participate using a tablet or smartphone. Ask your program provider about which tools you need and whether you can borrow equipment if you need it.
2. **Test your equipment.** You can check that your computer camera and microphone are working by visiting this site: <https://www.loom.com/webcam-mic-test>
3. **Check your internet speed.** For video calls, it is best to have an internet speed of at least 2 Mbps for downloads and 2 Mbps for uploads. You can check your speed here: <https://www.speedtest.net/>
4. **Get organized.** Find a space in your home where you can attend online programming. It is best if the space is quiet and private.
5. **Make a schedule.** Online or hybrid programs may require synchronous (at the same time) and asynchronous (at different times) activities. Many people find it difficult to manage the asynchronous part. Try making a schedule for yourself. Plan to do your work at times of day when you are not too tired.
6. **Find support.** Do you have a friend or family member who can help you with technical problems? Can you ask your program instructor/leader for assistance? Can you get help



with childcare while you are online? Think about what support you will need to succeed.

If you decide to use IN-PERSON or HYBRID services, it is a good idea to:

1. **Look at your schedule.** See how much time you can spend on your program. Many adults also need time for work and family responsibilities. Consider whether a part-time or full-time program might be better for you.
2. **Arrange childcare, if needed.** Some programs provide childcare. If not, you will need to find a daycare centre or a friend/family member to take care of your child(ren). This website may be helpful: <https://findingqualitychildcare.ca/finding-child-care/child-care-in-each-province-and-territory>
3. **Plan your route.** Find your program on a map and get directions for how to get there. It's also a good idea to check how long it will take you to get there. You can use this site: <https://maps.google.ca/>