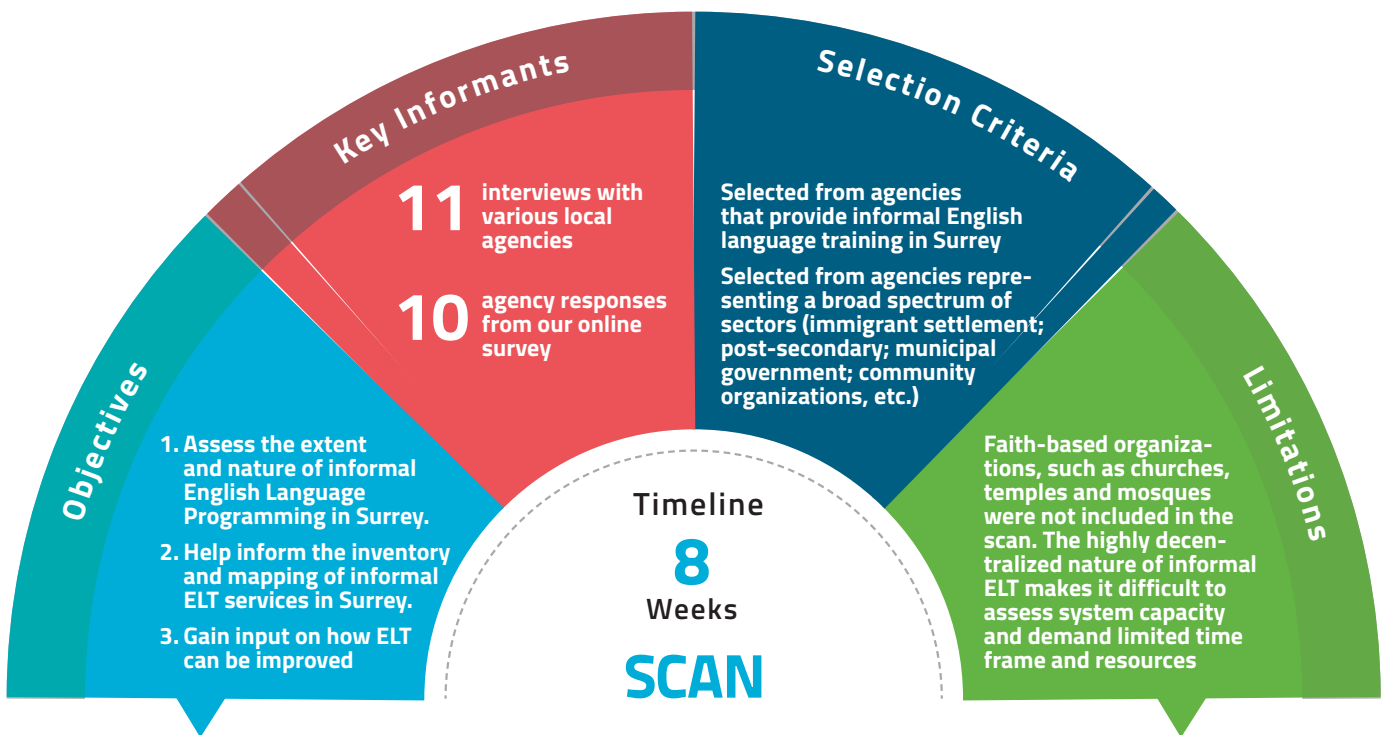




# INFORMAL ENGLISH LANGUAGE TRAINING (ELT) IN SURREY



## KEY FINDINGS

### Agencies Identified

15

agencies were identified that deliver informal English language programming including immigrant settlement agencies, post-secondary, municipal government, school district, public libraries, and youth services.

### Location

Like other immigrant settlement services, informal English language classes tend to be clustered in Newton, Whalley and Guildford

### Types

50% are drop-in and 50% require advanced registration

### Frequency

30-50 types of programs are offered on a weekly basis

### Time of the Day

Available on most days both a.m. and p.m.

### Class Size

5-15 students/class

### Challenges

#### Monthly Attendance

A few hundred students (without considering faith-based organizations)

#### High Demand

Most agencies report "having a hard time keeping up with demand" for informal English language services

#### Attendance

The number of participants fluctuate considerably

#### Instruction

Difficult to find qualified people who can teach and attend to special needs

#### Literacy Levels

Challenging to address high need for informal English programming for English learners with low literacy

### Value

#### Flexibility

Curriculums can be tailored to individual needs; no attendance requirements;

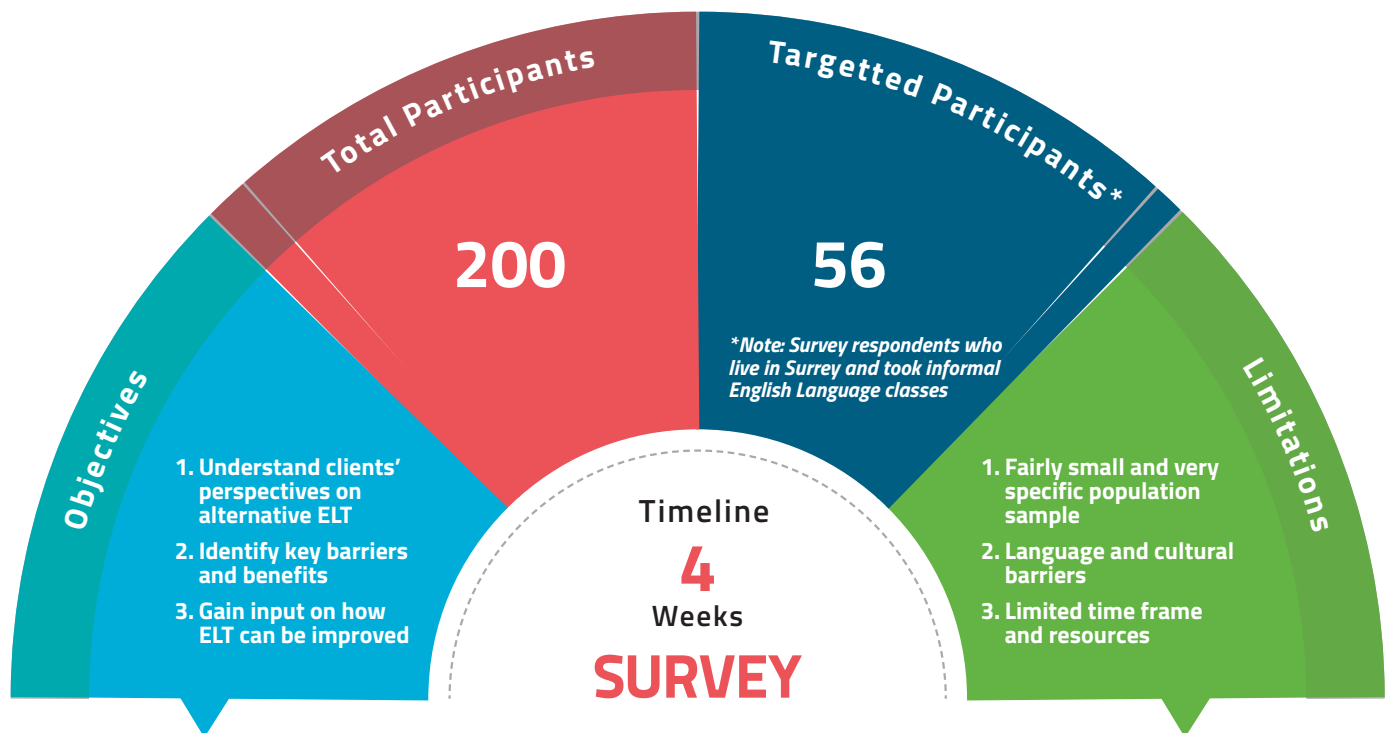
#### Cultural Sensitivity

Gender-specific classrooms; provide support in other languages; instructors are often familiar with cultures/languages

#### Classroom Size

Smaller classes; more opportunity for one-to-one learning

# INFORMAL ENGLISH LANGUAGE TRAINING (ELT) IN SURREY



## KEY FINDINGS

### ■ Clients Identified

Refugees, family sponsored immigrants and women are more likely to access informal English language training than other newcomers.

### ■ Good News

#### Benefits

60% are "satisfied" with their progress and learning of English in Surrey

#### Participation

Every third respondent: participates both in informal ELT and LINC\*\* classes

#### Attendance

Over 2/3 of respondents taking ELT have visited an authorized Language Assessment Centre

#### Top 4 Things People Like Best

1. Meet and socialize
2. Good instructors
3. Convenient location
4. Convenient hours

### ■ Challenges

#### High Demand

20% taking informal English language classes reported being on LINC waitlist

*Among them 60% of refugee respondents are on waitlists*

#### Long Waitlists

40% reported facing difficulty attending or signing for English language classes

*Among them only 17% of skilled immigrants and 90% of refugee respondents*

#### Top 3 Barriers

1. Long waitlists
2. Employment and work duties
3. Transportation

50% of refugees report "long-waitlists" as a main barrier for attending or signing up to English classes

### ■ Suggestions for Improvement by Survey Respondents

1. South Surrey needs more English language classes
2. Offer classes more often and tailor to different levels
3. Allocate more time for each session
4. Literacy levels

**\*\*LINC** – The Language Instruction for Newcomers to Canada