

Needs Assessment

Alberta Routes

Tip sheet 11

Determining Learners' Needs

The best way to determine a learner's needs is to ask questions that help them identify **why** they need to learn English and what they **need to use** their English for. Learning about your learner's background is also helpful when choosing resources and activities. Some questions you may ask are

- What can you already do in English?
- What challenges do you have when communicating in English?
- Where do you need to use English?
- What kinds of things do you need to listen to, read, write, and talk about in English?
- What topics do you need to learn about (i.e., banking, shopping, employment, safety, law, citizenship, health, school system, weather, etc.)?
- What is your overall experience with education in your home community?
- What type of job do you want to have?
- What type of jobs have you had?
- What are your interests and hobbies?

Intercultural Communication

Understanding how different perspectives and lived experiences affect learning will help you to help your learner. Take advantage of the following Alberta Routes workshops and resources that focus on intercultural communication.

- [Introduction to Intercultural Communication](#)
- [Intercultural Communication Workshop Series](#)
- [Cultural Incidents for Intercultural Communication in the Workplace](#)

NorQuest Resources

- [Community Learning Needs Assessment Toolkit](#)

This toolkit is designed to help CALPs, and community colleges collect data related to adult learning and the local labour market, map learning assets, identify and prioritize gaps, develop new programs, and includes 40 pages of sample tools.

- [Roots and Connection](#)

Roots and Connections Toolkit provides checklists to determine your learner's knowledge of community resources and skills in assessing community resources.

- [Alberta Routes Tip Sheets](#)

Tip Sheets are available on settlement services and language assessment, learner assessment, the CLBs, learning disabilities, Working with ELL learners, and much more

Alberta Routes Workshops

<https://albertaroutes.norquest.ca/events.aspx>

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Revision History

April 2014: Sara Gnida (creator)

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