



IEP Award in Employability Essentials and Fedcap Canada Pilot Report



FEDCAP
Canada

Introduction

Between September 2024, and April 2025, The IEP delivered a comprehensive 17-module online training pilot to frontline practitioners across Fedcap Canada's Employment Services network. The goal was to strengthen practitioner skill, confidence, and consistency across participant engagement, barrier identification, job readiness, and retention strategies.

This pilot was built to reflect the realities of employment services work in Canada, and to center practitioner voices in shaping the final learning content.

This report details the journey of the pilot program, the feedback received, the changes implemented, and the average statistics for different modules. It also outlines the next steps to be taken to continue enhancing the employability training for professionals in Canada.

Under each module, we have included a 'You said, we did' section. This is to highlight a general summary of the feedback and the actions we took to make the necessary changes.

Acknowledging Our Contributors

This pilot would not have been possible without the thoughtful, experienced voices who shaped it from day one.

Fedcap Canada and IEP Learning Academy, collaborated to ensure the IEP Employability Essentials learning program content was not only technically sound, but also culturally relevant, inclusive, and respectful of the lived experiences of Canadian participants and practitioners alike.

Pilot Testers – our frontline champions didn't just test the modules; they co-created them. Through detailed feedback, real world application, and critical reflection, they helped transform good training into practitioner-powered learning that truly reflects the field.

We're grateful for every comment, suggestion, and push to make this stronger; because of you, the final product is smarter, sharper, and more grounded in reality.



Pilot Reach & Engagement

- 17 interactive modules delivered.
- 305 individual feedback submissions collected.
- Engagement spanned 7+ Service Providers across Toronto, Hamilton, and surrounding areas.
- Participants included frontline staff, job developers, and leadership roles.

What Practitioners Said

“This training made me feel seen. It was written by people who understand the field.”

Key Enhancements Based on Feedback

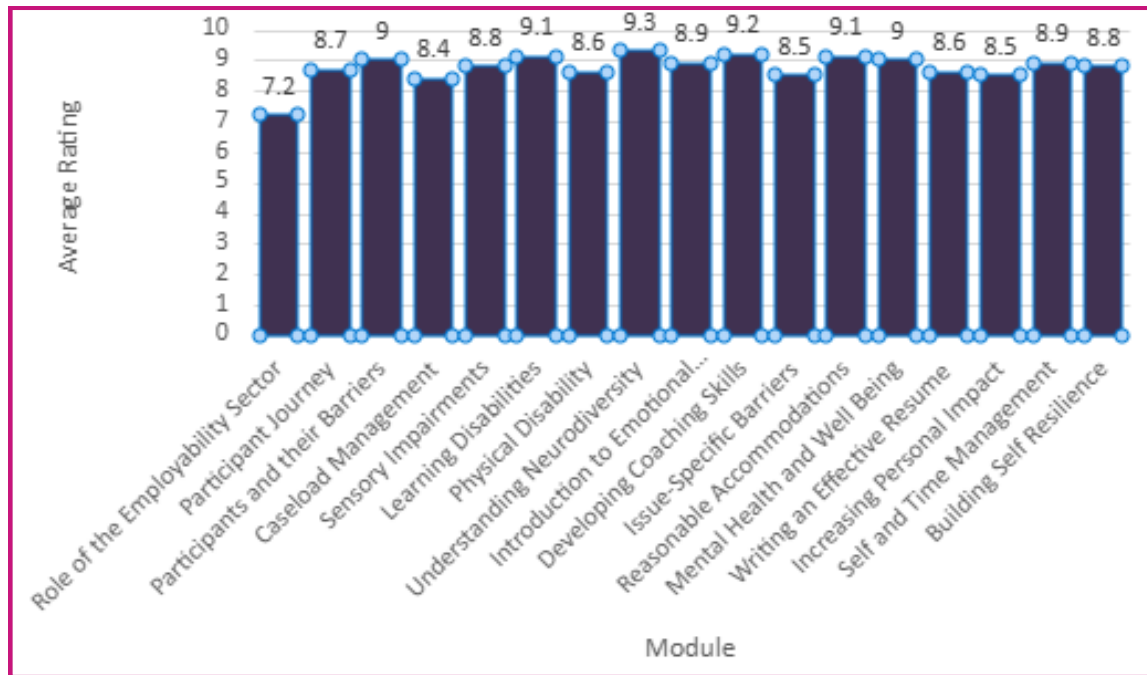
Practitioner insights were central to shaping improvements across all modules. Based on their input, the final version now includes:

- Real-world case scenarios with barrier analysis and quadrant-based strategies.
- Interactive learning scenes and reflective coaching prompts.
- Canadian resources and links tailored to Employment Ontario and local services.
- Simplified, practitioner-friendly language and printable tools.

“The balance of practical tools and reflection made it really impactful.”

“Every module felt like it was grounded in reality, not just theory.”

Average Usefulness



Module Ratings Overview (1 – 10 Scale)

- Highest Rated: Neurodiversity (9.3), Coaching Skills (9.2), Learning Disabilities (9.1)
- Most Improvements made on eLearning from Feedback: Barriers, Mental Health, Reasonable Accommodations
- Most Polarizing: The Role of the Employability Sector (strong for new practitioners, rated lower by experienced staff)



Rollout Plan (Fedcap Network)

- September 2024 – Initial re-write of EE commences for EE Canada.
- November 2024 – Pilot launched, and learners begin giving feedback on modules.
- March 2025 – Feedback stage comes to an end and the IEP action changes.
- April 2025 – Feedback session and report available to pilot participants.
- April 2025 – All learner enrolled onto new course and their activity is updated (Learners required to complete 2 new modules and are then certificated).
- April 2025 – Updated modules delivered to Fedcap.
- Ongoing – IEP support available for implementation, facilitation, and impact evaluation.

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Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
The Role of the Employability Sector	7.2/10	Great foundation for new practitioners, experienced staff wanted more relevance to current system.	"The information was good and helps new employment specialists understand the foundation." "While it is important for a new hire to understand the history, some of the module felt like information overload." "For practitioners new to the profession, I rate it highly. For experienced ones, it's more of a refresher."	• More information about the specific history of employment support in Canada. • Make changes in the work of employability coaches. • Instructions for the interactive tasks.	• Included a new timeline with Candian-specific employment changes. • Added an audio clip around the changes in the role. • We added instructions where interactive activities appeared.
The Participant Journey	8.7/10	Appreciated structure, clarified process from intake to retention. Helped new staff visualize the full pathway.	"This laid out the entire participant journey in a way I hadn't seen before." "The maps helped me visualize the flow from intake to sustained employment." "It reinforced the importance of collaboration at every stage."	• Add visual infographics for complex processes. • Include touchpoints where reassessment may be needed. • Provide examples of service plans or participant maps.	• Added more detail about Service providers. Service system manager and community partners. • Language changes for roles (supervisor). • Added audio recording to the module.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Caseload Management	8.4/10	Helped staff think about prioritization, organization, and juggling competing demands.	"I'm walking away with some practical tools I'll apply immediately." "It helped me reframe how I view my daily task list." "I needed this — no one really trains us on this part."	• Add downloadable tracker or calendar templates. • Offer strategies for high-volume caseload environments. • Include reflection prompts on time use and goal alignment.	Added 3 resource sheets on: • Managing large caseloads. • Managing stress and avoiding burnout. • Navigating Stream A participants.
Sensory Impairments	8.7/10	Practitioners valued the clear breakdown of sensory types and support needs. Encouraged more real-world workplace examples.	"Helped me understand barriers that aren't always visible." "This clarified a lot about assistive tech and physical space accommodations." "I feel better equipped to speak with employers now."	• Add short role-play scenes or video clips. • More emphasis on invisible impairments like sound sensitivity. • Expand on employer engagement language.	• Added case studies to 3 sections of the eLearning. • We have added resources such as tool kits, and inclusive employment template, and referral forms. • Created 10 news quiz questions and removed the old ones.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Learning Disabilities	9.1/10	Helped reduce stigma and increase comfort with supporting diverse learning needs.	“This helped me rethink how I approach resume writing with certain clients.” “Understanding how working memory affects job search was a big ‘a-ha’.” “It gave me confidence in working with neurodivergent learners.”	• More examples of accommodations in interviews. • Include alternative communication strategies. • Add practitioner tip sheets for common learning differences.	• Added case studies to the eLearning to give the module more real work application. • Added audio as a learning style. • Added specific resources relevant to the module.
Physical Disability	8.6/10	Raised awareness of built environment, accessible hiring, and practitioner biases.	“It reminded me to ask, not assume.” “This gave me new language to use with employers.” “More than just ramps — it addressed attitudinal barriers too.”	• Add more workplace accommodation examples. • Include real-world success stories. • Provide links to local disability supports.	• Changed stats to ensure they were up to date. • Added case studies. • Resources added on assistive devices and further training.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Understanding Neurodiversity	9.3/10	Strong appreciation for inclusive language, increased awareness, and hands-on strategies. Identified as a high-impact module.	“This module helped me better understand neurodivergent clients — I feel more confident now.” “The examples of masking were spot on. That resonated.” “This should be part of onboarding training for all staff.”	• More strategies on how to support disclosure. • Include checklists for workplace accommodations. • Add more specific employer messaging language.	• Added several resources and a tool kit. • Included new website links. • Added case studies.
An Introduction to Emotional Intelligence	8.9/10	Valued for practitioner self-awareness and communication insights. Supported better boundary-setting and empathy.	“It helped me stay calmer in client meetings this week.” “Now I understand the difference between reacting and responding.” “This was eye-opening for me as a newer practitioner.”	• Add role-play scenarios for conflict de-escalation. • Include an EQ self-assessment worksheet. • Provide examples of reflective language in action.	• Added case studies. • Changed links and added new resources. • Changed videos and tested sound.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Developing Coaching Skills	9.2/10	One of the highest-rated modules. Strong practical application, enhanced listening and rapport-building techniques.	"I strongly believe that all practitioners working with vulnerable individuals should take this." "Build rapport, listen and reflect — I'll be applying this right away." "This module would be highly useful even for experienced staff as a refresher."	• Add more interactive coaching practice and real-world case examples. • Include barriers/resistance coaching strategies. • Refresh video content for realism.	• Resources added on barriers. • Reduced the size of the unit and added some audio. • Changed the multi-media to ensure it is accessible. • Added scenarios to different parts of the module.
Issue-Specific Barriers	8.5/10	Valuable exploration of specific participant needs, appreciation for examples, some requests for more depth and real-life application.	"This gave me more insight into real barriers people face that don't fit into neat boxes." "I appreciated the contextual breakdown. It helped me identify supports I hadn't considered." "Would love to see more local examples and real client language."	• Add more Canada-specific examples. • Provide scripts or phrases to use when exploring barriers with participants. • Link to real community resources and program streams.	• Resources added on barriers. • Reduced the size of the unit and added some audio. • Changed the multi-media to ensure it is accessible. • Added scenarios to different parts of the module.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Reasonable Accommodations	9.1/10	High value placed on practical workplace strategies, gaps in employer engagement knowledge addressed well.	"This helped me understand accommodations in a more flexible and realistic way." "Loved the practical examples and how to talk to employers without making it feel clinical." "We need more of this content across all modules!"	• Include more role-play or sample dialogue. • Add downloadable tip sheets for both participants and employers. • Clarify practice obligations.	• Added case studies relating to several appropriate scenarios. • Added CHRC accommodations works resources. • Changed the language in areas of the module.
Mental Health and Well-being	9.0/10	Strong emotional connection to the material, gratitude for recognition of practitioner wellness, interest in more strategies.	"It felt like this module was written with care — not just for clients but for us too." "Sometimes we forget our own burnout until we see it named like this." "The reflection prompts hit hard. Thank you."	• Add in a section on how to address mental health in the workplace with employers and how to ask for accommodations that will not lead to stigmatization and biases in the workforce. • Remove some of the videos as this makes the unit too long and doesn't add value. • The fill in the blank questions was difficult to use. • Case studies and resources about how to manage conditions.	• Resources added on addressing mental health in the workplace. • Some videos removed and a downloadable participant resource added instead. • Change the 'fill in the blank' question. • Added resources to help practitioners work with those with mental health issues.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Writing an Effective Resume	8.6/10	Practitioners found it helpful for client-facing work; emphasized value of templates, language suggestions, and reframing gaps.	"The breakdown of transferable skills was super helpful for clients with gaps." "I liked the distinction between chronological and functional resumes — clients ask that a lot." "It gave me more confidence in helping people who haven't worked in a while."	• Include more examples for specific demographics (youth, newcomers, 50+). • Add a downloadable resume toolkit. • Provide guidance on AI-friendly resumes or modern formatting.	• Added How to Build a Resume from scratch. • Explaining gaps in work history. • Profession specific resumes tips. • Poor vs Improved resume examples. • Resume support for different groups. • Understanding ATS and optimizing your resume. • Updating a resume after gaps and setbacks.
Self and Time Management	8.9/10	Praised for relatable examples and relevance to both clients and practitioners. Encouraged more practitioner self-awareness.	"I realized how little time I give myself to reset. This was eye-opening." "The SMART goal breakdown is something I'll use with my caseload." "Helps frame conversations with participants who struggle with consistency."	• Offer downloadable time management tools. • Provide client-facing worksheets. • Include examples tailored to neurodiverse or ADHD participants.	• Created a resource for practitioners to plan their day. • Added information about how discussions around being overwhelmed by large workloads are important. • Added case studies to the learning.

Specific Module Feedback Summary

	Average Usefulness Rating	Key Themes	Standout Quotes	You Said	We Did
Increasing Personal Impact	8.5/10	Inspired confidence and self-awareness. Helpful in improving engagement strategies and coaching presence.	"I'm going to use these tips when building rapport with hard-to-engage clients." "Loved the personal reflection exercises." "This module made me stop and think about how I show up in my role."	• Provide downloadable activity sheets. • Add sample impact scenarios. • Include more examples from employment settings.	• Changed the way in which the drag and drop sections worked. • Added case studies with reflection points.



Conclusion

The Fedcap Canada Employability Essentials pilot has demonstrated significant progress in enhancing practitioner skills, confidence, and consistency across various aspects of participant engagement, barrier identification, job readiness, and retention strategies.

The collaborative efforts of Fedcap, the IEP and frontline practitioners have ensured that the training modules are both technically sound and culturally relevant, reflecting the realities of employment services work in Canada.

The feedback collected from over 305 individual submissions has been instrumental in shaping the final product, resulting in practical, impactful, and grounded training modules. The enhancements made based on practitioner insights, such as real-world case scenarios, interactive learning scenes, and localized resources, have further strengthened the training's effectiveness.

As we move forward, the commitment to continuous improvement and support for implementation, facilitation, and impact evaluation remains. The updated modules will be rolled out across the Fedcap network, ensuring that all learners are equipped with the tools and knowledge necessary to excel in their roles.

We extend our heartfelt gratitude to all contributors for their invaluable input and dedication. Together, we have created a smarter, sharper, and more grounded training program that will undoubtedly make a positive impact on employment services in Canada.



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