

TIP SHEET 1: Credential Recognition and Language Support

A challenge for any employer is the acknowledgement and recognition of qualifications, education and professional certifications of credentials received abroad – especially in the case of refugees, who were forced to flee their home countries with no supporting documentation and whose institutions might have no contact with the outside world.

1

General procedures for evaluating foreign credentials should:

- Situate the credential within the framework of the education system to which it belongs, taking into account its relative place and function compared to other credentials in the same system.
- Identify the level and type of credential in the system of the country in which recognition is sought that is most comparable to the foreign credential.
- Determine whether similarities between foreign and domestic credentials are sufficient for recognition.

Here's where you can find additional information and resources:

[Alliance of Credential Evaluation Services of Canada](#)

[BCIT International Credential Evaluation \(ICES\)](#)

[WorkBC Resources](#)

2

Open your assessment process:

- Where it is difficult to compare foreign credentials, ask for transferable skills rather than screening on education and certifications.
- Focus on competency-based hiring and try a working interview where candidates have an opportunity to demonstrate their skills and abilities.
- Use individual interviews alongside expert panels and witness testimony to make up for missing documentation.

Here is how a number of European countries that are currently facing a large influx of refugees have done it -- [Click here!](#)

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We operate in an environment where English is, for the most part, the primary language of communication.

3

Hire for technical skills and fit and consider investing in on-site language training.

- Consider providing sector-specific English language training or subsidize the cost of language training outside the workplace.
- Identify what information is critical, e.g. health and safety, and use more visual aids or other supports to reinforce learning.

4

Practice makes perfect, and language acquisition is a social exercise.

- Use “buddy pods” where co-workers are assisting their new colleagues with language acquisition.
- Host regular company luncheons and holiday events enabling employees to practise their English.

A host of additional tools, such as CAN DO statements and Support Kits, are available for free from the Centre for Canadian Language Benchmarks - [Click here!](#)

Coming Up:

Tip Sheet 2: Creating a Welcoming Workplace

Tip Sheet 3: Physical and Emotional Safety

Tip Sheet 4: Reasonable Accommodation