

Letter of Attestation
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Letterhead

Date

Centre for Learning Accreditation
Athabasca University
1 University Drive
Athabasca AB T9S 3A3

Attention: Learning Accreditation Director

I am pleased to write this Letter of Attestation for Jane Doe. I have worked with her closely, for six years and know her work quality to be of a high standard. The following is a list of learning statements provided to me by Jane and my comments on her related skills and knowledge. Please contact me if there is need for additional information or clarification of what has been written.

Professionally I have a four year degree in psychology from ABC University. I have a number of certifications as a Life Skills Counselor. As well, I have completed a practicum in psychometry under the supervision of a registered psychologist. I am qualified to use and interpret the Myers Briggs Type Indicator and the Strong Interest Inventory, as well as other vocational assessments. I am Job Club Facilitator certified. I have completed several seminars and workshops related to evaluation. I am a recognized Prior Learning Advisor.

I have been involved in a variety of people helping endeavors since 19xx. I have provided services to both the provincial and federal government through the following agencies and departments: Ministry of Education; Community and Social Services transfer payment agencies as well as Vocational Rehabilitation Services; Ministry of Colleges and Training; Workers' Compensation and now Workers' Safety and Insurance Board; Ontario Disability Supports Program; Canada Employment and Immigration, HRSDC and now Service Canada. I mention this service history because it demonstrates that I have experience in providing relevant supports to people regardless of policy and program changes, which is an ongoing challenge when working with government. I have come to rely on the realistic advice and creative problem solving abilities of Jane Doe in many circumstances.

In my current capacity, I am chairman of a non profit organization and president of an incorporated company. I employ eight people, some of whom work for both entities. Jane is one of these people. Our non profit organization delivers group employment counseling and career decision making programs throughout a large rural area. Over three hundred people are served yearly. Jane works on this career assessment program. She has worked on the project for several years and was recently promoted to senior facilitator. The majority of my comments relate to her work in this capacity. Other activities performed by Jane are in the form of fee for service arrangements with the incorporated company. She also facilitates job search strategies on an individual basis for clients of the Workplace Safety and Insurance Board. She has been

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involved in this fee for service activities for three years. My comments regarding her skills and knowledge, relate to all of the positions mentioned above.

Learning Statements	Evidence
<p>Take complex models and information, effectively organize and present ideas in a clear and logical manner with documentation and arguments, while adapting it to the audience.</p> <p>Delivers clear and concise verbal and written communication in a variety of settings, to present and back up ideas.</p>	<p>In her role with the career assessment program, Jane has been involved in the development of the curriculum and has the responsibility to deliver the material as well. Many complex topics are covered through a combination of overhead presentations, discussions and individual seat work. Such topics include understanding what supply and demand are and how this balance effects the labour market; the importance of identifying trends in industry growth; the difference between job creation and job openings in the local economy. Jane understands these concepts and the importance of communicating them in a way that will impart this essential information to each participant.</p> <p>Jane is able to use complicated overheads because she can explain clearly what is being conveyed by that overhead. She uses a flipchart to break down information and makes it understandable when necessary. She has gathered several humorous exercises and cartoons to make her lessons more appealing. She has developed a comprehensive summary presentation that helps to enforce what has been learned over a two week period.</p> <p>When assisting participants to complete the individual paper exercise, she is able to adapt her style as she moves from person to person, so that each is being communicated within the manner they appreciate. When leading group discussions, she is excellent at encouraging all to participate, adding what they are able to, at their level of understanding. This skill is essential to the success of a group program when the participants have vastly different levels of education and work experience. Jane's facilitating skills and ability to easily adapt her presentation, are excellent.</p> <p>It is my opinion that Jane Doe works at the same level of excellence as her predecessor who had a bachelor's degree in psychology and a diploma in Employment Counseling.</p>
Learning Statement	Evidence
Provides clients with	It is essential that our employees understand government

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<p>respectful, confidential explanations regarding government guidelines and how they apply to individual situations, in a professional manner.</p>	<p>policies and guidelines regarding funding of services (retraining and employment incentives) on a very current basis, as rules can change overnight. It is important that the existing criteria for funding is understood so that participants can be assisted to evaluate the options that are available to them on a realistic basis. At the same time, it is our responsibility to represent the goals and mandate of the sponsor (and subsequent funding guidelines) in a positive and respectful light. Jane is very vigilant in keeping up to date about changes in program funding – criteria, amount, duration, etc. She has an excellent working relationship with the sponsors and is able to communicate their goals to participants professionally. Having been involved in delivering our programs over a long period of time, she has become accustomed to periodic changes. She is excellent at dealing with the fall-out from these changes and quickly adapting to the new realities so that participants continue to be introduced to the best available options.</p> <p>Jane is a born collaborator. She enjoys networking with people working in many levels of Human Service. She is often able to identify alternative routes to achieving a plan. Whether it is obtaining funding or rephrasing goals, she is very effective at finding solutions.</p> <p>When beginning work in each of the services we provide to government agencies (Service Canada, Workers Safety and Insurance Board, and Ontario Disability Supports Program), Jane job-shadowed me for a period of time. Each of these organizations has a different set of guidelines and criteria for involvement. As well, they support very different populations. I have worked with several people who found it difficult to keep the organizations' policies and goals separate, thus making them ineffective in dealing with the people sponsored by these organizations. Over time, Jane has developed a very good understanding of how the services we deliver are governed by these sponsors. She is as effective as I am in dealing with the clientele of each. I am confident in her ability to provide quality service that meets the needs of the client, within the guidelines of their sponsor. Jane has received many thank you letters from people who have appreciated her realistic and positive approach.</p>
Learning Statement	Evidence
Promote and adhere	When Jane began her employment with our agency, it was

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<p>to personal/work policies and procedures re: respect, confidentiality and positive thinking.</p>	<p>evident that she had an excellent awareness of the need for respect and confidentiality when working with all people. I think it has always been part of Jane's personality to treat others with kindness. Her DSW training with respect to the handling of confidential client data has helped to reinforce these essential work personality characteristics. As well, her own life experiences have allowed her to be confident in the belief that all people are capable of achieving their goals, however many obstacles appear along the way.</p> <p>The course content of the career assessment program includes sections on goal planning, problem solving and decision making. There is also an exercise in identifying barriers to achieving a plan once it is developed. Jane has become an excellent facilitator of these sections, using personal examples to encourage maximum participation. Respect and confidentiality by all members of the group is requested and adhered to.</p> <p>Jane is very effective in getting people to disclose either in group or privately, unaddressed needs which may be preventing them from moving forward. She follows through with relevant information that will help meet these needs. Where necessary, she actually makes contact with other agencies on the client's behalf. While these are activities which are expected to be part of service delivery by all employees, Jane goes above what is expected in many situations. She is an excellent example for other staff and is always available to brainstorm client problems with them.</p>
Learning Statement	Evidence
<p>Develop a team approach to group employment counseling which fosters self-directed learning in a helping atmosphere.</p>	<p>Jane's main employment focus is the career assessment program. From the first day of the three week program she uses a variety of facilitation techniques to engage the participants. The group is encouraged to become a team through post presentation discussions and research exercises. They make presentations on their findings as a team. Jane sets a good model for acceptance of individual contribution, as some group members are more likely to want to take the lead, while others still need to be encouraged to offer input as well.</p> <p>When working on individual paper exercises, participants are asked to present their work to the group for feedback and suggestions for further research. The dynamics of this form of</p>

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	<p>information sharing can be very strong. Jane has an excellent way of making people feel that whatever they have just presented, it was important and worthwhile to be examining. This is crucial when people may be assessing work histories that vary from the food service industry to special education.</p> <p>A second type of team exists within this program. Jane becomes advisor to each participant in analyzing the results of the vocational testing and personal worksheets and identifying what needs to be researched and how to go about it. This counselor/client team is important in making sure the right information is gathered, so that the person can make informed career decisions. Jane has developed a good ability to motivate people during this phase of the program. She is patient when the process seems to need a push. The end result is that the client has a strong sense of ownership with the final employment plan.</p> <p>Another team that is created in each course, is that with other third party service providers. Jane networks extensively with people providing other Service Canada programs in our area so that participants are aware of what else is offered and how it is accessed. By course end, she has successfully introduced people to the next appropriate resource, so that they can continue to become self sufficient in obtaining their employment goals.</p>
Learning Statement	Evidence
<p>Respect and understand Adult Learning Principles and the need for individualized approach to learning styles.</p>	<p>Jane is currently taking part in a study assessing how our organization embraces and uses adult learning friendly practices in our services delivery. She has read the CAEL Benchmarking Study and the Best Practices Handbook. She has contributed a great deal to our part in the study.</p> <p>In her client work, Jane is very aware of each person's uniqueness. She is willing to make changes in the course flow to accommodate scheduled appointments which take participants away from class. She has worked many hours of overtime, helping late registrants to catch up on what they have missed. She is very creative in finding ways to meet people's special needs, such as note taking, interpretive services, etc., especially in circumstances where the funding sponsor has no means of covering these costs.</p>

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	<p>Jane is a very positive person who enjoys the challenge of helping people access financial resources which will enable them to carry out their educational and employment goals. She introduces people to very effective problem solving strategies, but at the same time is realistic about the fact that sometimes goals need to be re-phrased or different time lines established for meeting them. Jane receives letters of thanks from participants who have been turned down for funding as well as those who are successful. I feel that this is a good indication of her personal strength as an adult learning facilitator.</p> <p>One area of our business which calls for great flexibility, is in the provision of job search services for clients of WSIB. These people are injured workers who are re-entering the workforce. Many of them do not feel that they are ready to do so, either because of their current physical status or lack of opportunity for re-training. At the same time, they are on a very time sensitive path with regard to future financial security. They need to be focused on the task. Providing effective job search assistance in this case, calls for a very high degree of individualized service, from length of program day and training setting accommodations, to methods of researching feasible employment opportunities. Often these people have multiple barriers to employment which are not recognized by their sponsor. Jane is able to produce quality materials such as résumé and covering letter. She is very effective in getting the client to actively research leads and approach employers. She receives very high satisfaction rating on post program evaluations. In comparing her work to a former employee, I evaluate her work as superior in terms of program flexibility, written materials developed, and ability to maintain a positive professional relationship with the client. This former employee has a bachelor's degree in social work.</p>
Learning Statement	Evidence
Demonstrates respect and non-judgmental approach to group facilitation, where individuals with diversities come together to learn about themselves.	Jane has had many new Canadians in her courses throughout the years. She shows a genuine interest in their histories and culture. She is respectful of their learning challenges in terms of reading comprehension and vocabulary. She creates an accepting atmosphere where these participants feel comfortable expressing their thoughts. In many cases she is able to link them with community groups that will assist them with their integration into the community.

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	<p>Jane works in rural Ontario where there is a large diversity of opportunity. Participants have educational backgrounds that range from post graduate degrees to partial public school. The course flow and individualized worksheets make it possible for all participants to complete their self assessment and make career decisions that are appropriate for them. Jane has helped to develop this curriculum and is very supportive of individuals as they complete it.</p> <p>The fact that she is very successful in achieving this, is evidenced in the range of thank you letters that she receives and also in the 100% attendance in the pot luck lunch the group organizes for the last day.</p>
Learning Statement	Evidence
<p>Adapts program presentation and information to fit with government policy changes in program delivery.</p>	<p>This year there has been a major shift in Service Canada’s measures of success for the career assessment program. Jane participated as the senior staff person, in the redesign of the course. In a short time, the team evaluated the learning outcome of each existing activity to determine if it matched the new objectives. Some activities were dropped from the program, some were redesigned and some were created. The course flow was reshaped to allow for the learning outcomes that would match the new success measures. This was a difficult process that called for a balance between meeting the new objectives of the sponsor and providing material that participants wanted.</p> <p>Jane’s contributions to this exercise reflected her respect for the learner’s needs and priorities. She showed excellent insight into how each course activity provided a specific learning opportunity. Her professional and positive approach was appreciated by all who took part in the course make over.</p>
Learning Statement	Evidence
<p>Remains aware of the changes in programs and services provided to disabled persons under the ODSP Employment Support Program.</p>	<p>Jane has many years of experience working with people who have disabilities. She is very aware of changes in human service delivery that are ongoing. As a job coach in the Ontario Disability Supports Program, she is responsible for ensuring her clients make a successful transition into part time work. This requires that she get to know each person’s strengths and limitations. She must work with the client to identify what supports they will need in each specific work trial. She then accompanies the individual on their placement and provides</p>

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	<p>these supports. An in depth report on activities and progress in meeting the goals of the placement experiences is required daily.</p> <p>Jane carries out this job in a very professional manner. She is insightful when determining supports that will be required. She fosters a sense of mutual respect and trust with her clients. On placement she intervenes only when needed and maintains a low profile otherwise. She promotes self-confidence and a positive approach to problem solving on the job. Client confidentiality is maintained at all times when dealing with placement “co-workers.”</p> <p>Jane performs her work with the same professionalism as a co-worker who has 25 years’ experience in the job and has achieved professional association accreditation. Her work is considered by ODSP to be of such high quality, that she is my substitute in the role of ODSP Employment Planner when I am away.</p>
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In summary, I feel that I can speak to Jane Doe’s skills, knowledge and work personality in a fair and objective manner. As evidenced by this letter, her work is of very high quality. Her positive contributions to the organization and her longstanding commitment to helping people achieve their potential make her an ideal employee.

Please contact me if you require any other information.

Sincerely,

(Be sure to SIGN and send directly to the Centre for Learning Accreditation)