

# From Research to Impact: Building & Implementing a Curriculum for Change

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**Presented by:**

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# About NorQuest College



- Largest Community College in Alberta
- Workforce Relevant Programs
- 95% of Students find employment or pursue further education

# Continuing Education Case Study:

*Vehicle for Hire Driver Training Program*



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# Vehicle for Hire Driver Training Program

- Collaboration: **NorQuest** + **City of Edmonton**
- Goal: Enhance public safety, inclusivity per city bylaw



Source: Canva

# What was the need?

- Complaints from the community about safety
- Concerns raised by Women Advocacy and Accessibility Groups

# Project Deliverables

- **Development of Driver Training Learning Outcomes**
- **Research Reports**
  - Gap Analysis of Vehicle for Hire Industry's existing training curriculum
  - A Jurisdictional Scan across major North American jurisdictions
- **Development of training curriculum**
- **Incorporation of Industry Feedback**
- **Development of training implementation plan packaged for delivery to the VFH industry**



Source: Canva

# Goals for NorQuest College

- Create a socially responsible curriculum
- Understand the concerns of the industry
- Ensure City of Edmonton's mandate is achieved

# Project Mapping

| Deliverables                       | Skills Needed                                 | Resources/Staff Required                        |
|------------------------------------|---|---|
| Learning Outcomes                  | Research and project management               | Continuing Education Lead                       |
| Research Reports                   | Research and Analysis                         | Research Team                                   |
| Development of Curriculum          | Curriculum Development & Instructional Design | Subject Matter Experts & Instructional Designer |
| Incorporation of Industry Feedback | Stakeholder navigation, consensus building    | Continuing Education Lead                       |
| Implementation Plan                | Planning and program execution                | Continuing Education Lead                       |

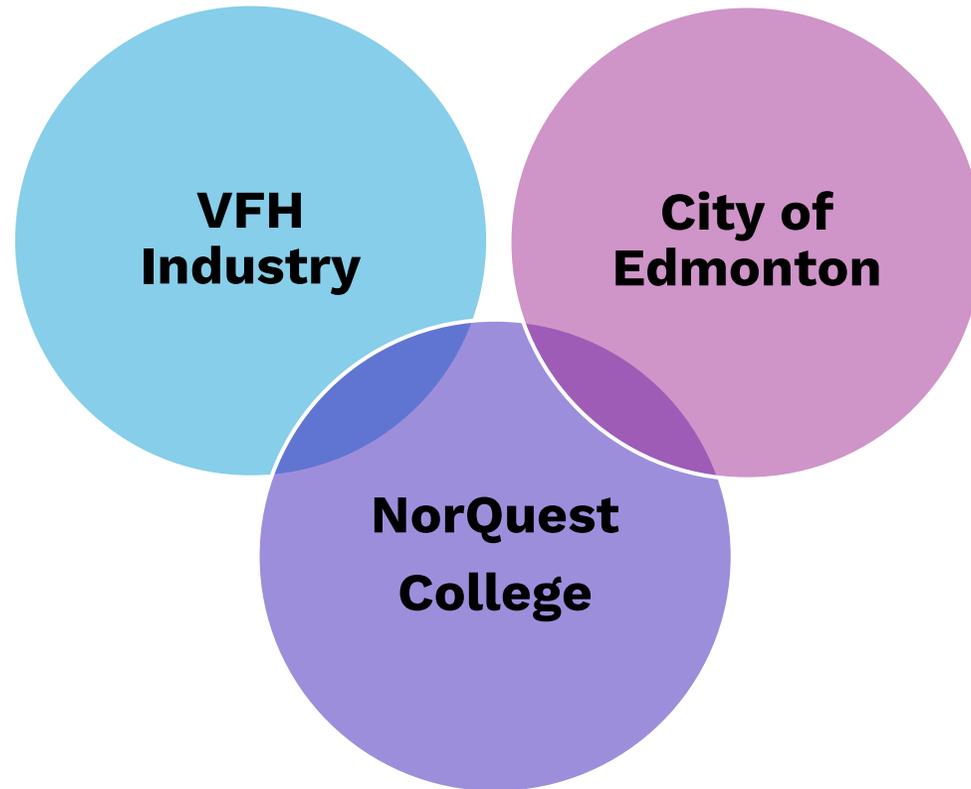
# Optimizing Internal Resources & Expertise

- Faculty of Applied Research
- Colbourne Institute for Inclusive Leadership
- Workplace Accessibility and Inclusion Centre

# What is the biggest challenge you've faced when collaborating with different faculties on a curriculum development project?

- Conflicting priorities
- Communication gaps
- Timeline Alignment
- Compensation agreement

# Navigating Stakeholder Resistance





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# NorQuest's Solution

- Incorporation of Industry Feedback
- Created a robust curriculum
- Developed a practical implementation plan

# Our Deliverables – City

## **Program aligned with learning outcomes and themes approved by the City**

- Accessibility
- Customer Service
- Safety and Responsiveness
- Navigating Vehicle for Hire

## **Program included a strong assessment component**

- No third-party assessment

## **Implementation Plan**

- A complete plan to implement the training program

# Our Deliverables – VFH

## Program addressing concerns of the Industry

- Clear Content (Simple English)
- Ease of Navigation
- Program Length
- Compatible with commonly used Learning Management Systems
- Program developed in all three modalities
- Modules were made available for usability testing



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# Systemic Shift

- Embedding Equity and Inclusion into Regulatory Frameworks
- Reframing Continuing Education as a Policy Tool

# Was the Project Challenging

# Any Comments/Questions?

CBC Video Report - <https://www.cbc.ca/player/play/video/9.6662125>

# Thank you!

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