

Literacy and Basic Skills (LBS) Program Guidelines Update

Service Provider Questions and Answers

1. Why is the Ministry updating the LBS program guidelines?

The Ministry routinely updates the LBS program guidelines as part of the continuous improvement process. The last time the guidelines were updated was in March 2017. Since that time, the ministry name and the Ontario government logo have changed. Additionally, key areas regarding program administration that require clarification were identified by Ministry regional and head office operational and policy staff.

A majority of the changes are focused on formatting, updating terminology and logos.

Formatting

- The documents were made AODA compliant, which involved some minor adjustments to headings, alternative text for the Ontario government logo and formatting of tables. Consequently, the table of contents was updated as well.
- Hyperlinks were updated (e.g. EOPG, e-Channel and to the Ontario Adult Literacy Curriculum Framework's EOPG web page (OALCF)).

Terminology and logos

- The Ontario government logo and ministry names have been updated throughout the document.
- Proper nouns like "Indigenous" and "Deaf" have been consistently capitalized.
- Acronyms were used where possible to enhance ease of reading (e.g. Performance Measurement System (PMS) and Performance Measurement Framework (PMF)).
- New program nomenclature has been updated (e.g. the Service Delivery Framework has been changed to the Ontario Adult Literacy Curriculum Framework).
- In Section 5. Program Administration in both sets of guidelines, mention of specific schedules in the service provider agreements have been removed to ensure users are not misdirected if the agreement changes.
- The following terms were updated in the Glossaries:
 - A description of the Programme for the International Assessment of Adult Competencies (PIACC), the new international literacy survey that replaced The International Adult Literacy and Skills Survey (IALSS) has been inserted.
 - In addition to a definition to the LBS Performance Management Framework (PMF), a definition of the LBS Performance Management System has been included, using language from the EOPG site.
 - The Support Organizations' definition has been updated to reflect that their publishing scope has diminished over time.

2. What areas of program administration were clarified?

The following minor changes were made to clarify content:

- To clarify ministry expectations, Section 2.5. Eligibility and Suitability in the Service Provider guidelines has been updated to articulate the three OALCF competencies to assess when determining eligibility of participants (i.e. Finding and using information, communicating ideas and information and understanding and using numbers).
- Sections 3 and 4 of the Service Provider guidelines, information about the PMF has been updated to reflect its current state. References to early data collected about Learner Gains has been taken out of the document since it is not relevant at this time. Please reference the [Learner Gains Research Project Questions and Answers](#) posted on the EOPG. The chart from Appendix A with information about the current state of the PMF is now inserted into the body of the text and Appendix A with early data about the PMF has been deleted from both sets of guidelines.
- Section 5.3. in the Support Organization guidelines, the requirement of Support Organizations to complete a MLTSD consent form for the indirect collection of personal information by the Ministry was removed as this was an incorrect reference.
- Section 5.8.1 Organization Training Support Policies in the Service Provider guidelines was updated to add the example of “accommodation for persons with disabilities” to the definition of training support funds to clarify how funds should be used to minimize barriers to participation and encourage persistence amongst learners. Similarly, the Training Supports definition in the Glossary now elaborates further on what type of uses this fund should be used for. Language was taken from the February 7, 2019 [Training Supports Memo](#) released on the EOPG.

3. Why does the eligibility criteria no longer reference the International Adult Literacy Skills Survey (IALSS) scale.

In Section 2.1. in both sets of guidelines, the LBS eligibility criteria has been updated to reference the OALCF and not the International Adult Literacy Skills Survey (IALSS) scale. This clarification was required because while the OALCF levels are based on the IALSS scale, now that the three OALCF competencies to be assessed for eligibility have been articulated, referencing IALSS domains could be confusing.

4. What should an LBS site do if they have determined learner eligibility based on an assessment of a competency that is not listed in this revised version of the guidelines?

Sites should continue to provide service to such learners and determine eligibility for new learners going forward according to the updated guidelines.

5. Were any other changes to the guidelines?

The following edits were made to support the flow of the document:

In Sections 1 and 2 of the Service Delivery guidelines, some additional wording has been inserted to improve flow and to ensure similar sections in both sets of guidelines mirror each other. Similarly, in Section 2. Program Description a few paragraphs were reorganized to mirror content in the Support Organization guidelines.

In Section 2.1.1. the Ontario Adult Literacy Curriculum Framework, language was adjusted slightly to provide a streamlined definition of the OALCF.

A few additional subheadings have been included for clearer navigation of document (e.g. in Section 3.1.1. Program Services).

In Section 3.2.3. in the Service Provider guidelines and Section 4.2. in the Support Organization guidelines, information about Business Planning has been updated to reflect content on the EOPG.