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**Employment and Training Division  
Ministry of Training, Colleges and Universities**

**ETD Update  
Service Delivery Advisory Group (SDAG)**

***February 17, 2011***

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## Common Service Standards

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### Current issue for discussion:

- Service providers have contacted our local offices to seek advice regarding closure of their operations for periods of time. MTCU is concerned about the impact of client service and access to much-needed employment services.



## Employment Service External Service Provider Reference Group

- An External Service Provider Reference Group has been developed to advise MTCU's Service Delivery Branch, as well as the Program Design and Program Development Units within SPPD, on provincial operational policy and delivery considerations related to the new Employment Service.
- The group will consult with Ministry staff and representatives of the ES service delivery network on different topics such as: promising practices; suggestions for continuous improvement in service delivery; and the overall capacity development needs of the ES network.
- The group is comprised of 12 members from across the province who were nominated by the regions. The list of nominees was circulated to SDAG members in January 2011.
- The first meeting with this group is currently being planned for early March 2011.



## Topics for Ongoing Discussions

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### Begin ongoing discussions with SDAG members on:

- Delivery of other ministry and federal government programs and the impacts on ES; and
- Working with other ministries and levels of government, including:
  - How to work more effectively with other government ministries around issues such as service coordination and administration of programs (i.e. Skills Link Program, MCI programs).

