

# Literacy and Basic Skills Support Organization

Guide for Monitoring Meetings  
Ministry of Advanced Education and Skills Development

# Literacy and Basic Skills

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# Literacy and Basic Skills

## 1.0 Purpose of Monitoring Meetings

The purpose of monitoring Literacy and Basic Skills (LBS) support organizations is to provide an opportunity for the organization to demonstrate and give evidence of its deliverables and results against contracted service commitments as outlined in its LBS agreement, its LBS business plan, and the LBS support organization guidelines. The successful execution of an agreement can only be confirmed through monitoring throughout the term of the agreement. The tools mentioned in this document have been designed to provide a consistent approach to monitoring across the LBS network.

## 2.0 Principles of Monitoring

- **Results Based:** LBS is a results based program that focuses on activities, outputs and outcomes. Managing results involves measuring outcomes and taking action to change business practices to improve these results over time.
- **Consistent/Objective Practice:** All support organization monitoring meetings employ a consistent approach and methodology.
- **Strategic:** Feedback to organizations during a monitoring meeting is strategic and, at the same time, relates to the specific circumstance of the organization.
- **Recognize Excellence:** The ministry will recognize excellence through best practices and continuous improvement.
- **Communication:** The ministry strives to communicate expected outcomes and standards effectively through clear, constructive verbal and written feedback.

## 3.0 Types of Monitoring Meetings

There are two kinds of meetings conducted by ministry consultants:

1) **Monitoring Meeting:** This is a comprehensive review of an LBS support organization's deliverables and financial and administrative systems. Conducted by a ministry consultant, the monitoring meeting addresses the items on the LBS Support Organization Self-Assessment Questionnaire. A monitoring meeting will result in a Feedback Report sent to the LBS organization and maintained by the ministry as part of the documentation of the organization.

2) **Support Meeting:** This meeting is conducted to check an organization's progress towards action items identified at the monitoring meeting, and to provide support and guidance to those organizations not meeting program

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requirements. A monitoring report is not completed at a support meeting. A letter summarizing the results of the support meeting is sent to the organization.

### 4.0 Frequency of Monitoring

Monitoring is conducted throughout the duration of the agreement through a combination of 'off site' and 'on site' activities. It is expected that every support organization will undergo a full monitoring meeting at least once per agreement cycle. During the agreement period, events may occur that will result in additional monitoring through support meetings. Support meetings can be scheduled between monitoring meetings, on an as-needed basis, to assess the progress the organization has made towards addressing the action items raised during the monitoring meeting or prior to specific activities, such as business planning, to provide ongoing support and guidance.

### 5.0 Prior to a Monitoring Meeting

1. The ministry consultant will contact the support organization at least four (4) weeks in advance to arrange for a monitoring meeting and outline the expectations for the meeting.
2. As part of their preparation for the meeting, the LBS support organization must complete the LBS Support Organization Self-Assessment Questionnaire in full. The self-assessment questionnaire must be submitted to the organization's ministry consultant five (5) business days before the scheduled meeting and can be found online at the [Employment Ontario Partner's Gateway](#).

The LBS Support Organization must also complete any supporting documentation or products related to their deliverables, as identified in their agreement.

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### **6.0 During the Monitoring Meeting**

1. The support organization's executive director will lead the ministry consultant through the evidence for items on the self-assessment questionnaire, and supporting documentation for deliverables. The executive director ensures that the proper documentation and reports are available for review, responding to any clarifying questions.
2. It is recommended that the support organization take note of the action items so that work on them can commence immediately after the meeting.

### **7.0 Following the Monitoring Meeting**

1. Following the meeting, your ministry consultant will send you a completed Feedback Report within ten (10) business days. The goal of this report is to communicate ministry feedback, based on findings and observations from the monitoring meeting, as well as action items to be addressed.
2. In the report, your ministry consultant may provide the date of a follow-up meeting, if applicable; ask for additional explanations; or request a work plan if the organization has a number of action items. The feedback report may also assign timelines for any issues to be addressed.
3. Carefully review the feedback report and respond to your ministry consultant according to the timelines indicated in the report.