



**EMPLOYMENT ONTARIO**

**LITERACY AND BASIC SKILLS (LBS) PROGRAM**

**2012-2013 Support Organization Plan**

**Instructions**

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

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## **1.0 2012-2013 LBS SUPPORT ORGANIZATION BUSINESS PLAN**

### **1.1 Introduction**

The Employment Ontario 2012-2013 Literacy and Basic Skills (LBS) Support Organization Business Plan is to be completed by all support organizations requesting funding to deliver LBS services. This document contains specific instructions on how to complete the business plan template provided.

### **1.2 Purpose of Business Planning**

The purpose of the business planning process is for LBS support organizations to plan how they will achieve their performance commitments, in agreement with the Ministry, within budget and within an annual fiscal-year based business management cycle (April 1 to March 31). Once completed, the business plan will inform the responsibilities and performance commitments in your LBS legal agreement.

### **1.3 Strategic Priorities for 2012-2013**

In 2012-2013, the Ministry's strategic direction will focus on the implementation of the Ontario Adult Literacy Framework Curriculum (OALCF) and its ongoing development as it supports clear client pathways across the broader adult education and training system.

Full implementation of the OALCF will be supported by support organizations through the following three **key strategic priorities** that will be reflected in your business plan:

1. Ontario Adult Literacy Curriculum Framework (OALCF)
2. Performance Management Framework (PMF) implementation through a model of continuous improvement
3. e-Channel and blended learning

### **1.4 Service Categories for 2012-2013**

Support organizations support funded service providers to deliver coordinated, quality services which are responsive to emerging needs (identified by the community and government) within an integrated training and employment system.

To achieve these objectives, support organizations undertake activities in four **service categories**:

1. Support seamless client pathways across Employment Ontario and Ministry of Education (EDU), Ministry of Citizenship and Immigration (MCI) and Ministry of Training, Colleges, and Universities (MTCU) programs.

2. Support quality delivery by providing resource development and support (including instructional content, mode of instruction, and assessment).
3. Support the improvement of service provider organizational capacity.
4. Support the collection and distribution of research findings and conduct research through research and development projects to strengthen the LBS Program and contribute to Ministry-led initiatives.

## 1.5 Support Organization Responsibilities

Support organizations will include details in their business plan to draw the relationship between:

- the business plan service category commitments services/activities and deliverables) undertaken from April 1, 2012 to March 31, 2013;
  - the four service categories; and
  - the three Ministry strategic priorities.
- 
- In 2012-2013, proposed activities and/or services for support organizations must fall under **each** of four service categories. Additionally, support organizations must indicate at least **one** activity and/or service under **all** three (3) MTCU strategic priorities. This translates into a minimum 12 services/activities.

Ministry staff will support organizations in developing their plans; however, each organization will be held accountable for the deliverables identified in its business plan, within budget.

Business plans are due at the Ministry by **4:00 p.m. on Monday, February 6, 2012.**

## 1.6 Ministry Responsibilities

The Ministry will review each business plan submission, once it is received, and consider if performance commitments are appropriate for the funding to be received. Please note that for the majority of LBS support organizations, funding for 2012-2013 will remain consistent with the base operational funding for 2011-2012.

## 2.0 LBS SUPPORT ORGANIZATION BUSINESS PLAN TEMPLATE INSTRUCTIONS

### Introduction

The Employment Ontario 2012-2013 LBS Support Organization Business Plan template is to be completed by all support organizations requesting funding to deliver LBS services.

The following pages will give you step-by-step instructions on how to complete the business plan using the template provided.

It is recommended that you have all of the following documents with you prior to attempting to complete your business plan:

- A copy of the 2011-2012 LBS Agreement (refer to Schedule B)
- 2011-2012 Program Monitoring Report
- A copy of your 2011-2012 business plan
- A copy of the Support Organization Guidelines

The Ministry requires the submission of the business plan electronically, as well as a signed hardcopy.

***Tip:** Save a copy of the business plan on your computer in a folder that you will be able to access easily. Print a copy of the business plan on **legal sized-paper landscape** and give it to your organization's authorized signing officer for signature.*

The completed business plan must be printed and signed by your organization's authorized signing officer, prior to submission.

It can then be submitted by email as a PDF attachment along with the .xml file, which is automatically generated through the completion of the template. **This is the preferred method.** Alternatively, the signed hardcopy can be sent by fax or regular mail. The contact information is on the template.

More detailed instructions on how to submit the plan are located on the last page of the template and in these 2012-2013 LBS Support Organization Business Plan instructions

Please ensure that the information submitted on your PDF, fax or mail report matches the data elements contained in the .xml file.

Business plans must be received by the Ministry by **4:00 PM on Monday, February 6, 2012.**

Please contact your MTCU Consultant if assistance is required.

## **PAGE 1: PREPARING FOR BUSINESS PLAN COMPLETION**

Accessing the 2012-2013 Support Organization Business Plan template is easy. The template and instructions are posted on the Employment Ontario Partners' Gateway Website (EOPG) at <http://www.tcu.gov.on.ca/eng/eopg/programs/training.html>

The business plan template is a PDF form and so you must have Adobe Acrobat installed on your computer to use it. Please contact the IT technical support person or department in your organization should you need assistance with Adobe Acrobat.

The form has navigation buttons built into it to allow you to move from one page to another. Once you have completed the form, save it on your computer's hard drive in a folder that you can easily access.

**The form must only be completed online. Handwritten submissions will not be accepted.**

The form has a PRINT button on the last page. Remember to print out a completed template for your organization's signing authority to review and sign.

***Tip:** Print a blank copy of the business plan before attempting to complete it so that you can familiarize yourself with all the different sections. The template will print out in Letter size but you can change your printer settings to print in Legal size.*

It is your organization's responsibility to ensure that the information submitted on your PDF, fax or mail report matches the data elements contained in the .xml file.

Select **NEXT PAGE** to move to Page 2

## **PAGE 2: SUPPORT ORGANIZATION INFORMATION**

This page allows you to provide your Support Organization (Corporate Head office) and Support Contact information as per the headings.

### **Support Organization Information**

Please provide the **full legal name** of the organization.

The Canada Revenue Agency Business Number (**CRA Business Number**) is the number issued to registered businesses for taxation purposes.

***Tip:** The EOIS Number can be found on your 2011-2012 Schedule B. Please ensure that you include the full site number in the business plan including the letter characters i.e. 4315A.*

### **Corporate Contact Information**

Please enter your corporate contact information including the name of the Corporate Head. Only an Officer or representative vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement can be listed as the Corporate Head. Examples are Chief Executive Officers, Presidents, and Executive Directors etc. Typically a Program Coordinator is not a Corporate Head.

### **Support Contact Information**

Please enter your support contact information. Typically, this may be a Program Coordinator or Program Manager.

Select **NEXT PAGE** to move to Page 3

## PAGES 3-6: SERVICE CATEGORIES

Useful documents to have:

- The 2012-2013 LBS Support Organization Guidelines
- A copy of your 2011-2012 LBS Agreement (refer to Schedule B)
- 2011-2012 Program Monitoring Report
- A copy of your 2011-2012 business plan

### **Service Categories 1-4**

In 2012-2013, proposed activities and/or services for support organizations must fall under **each** of four service categories. Additionally, support organizations must indicate at least **one** activity and/or service under **all** three (3) key strategic priorities.

### **Service/Activity Column**

Please briefly describe in the boxes on pages 3-6 the services/activities you will undertake to support each priority. You may use point form. Do not include detailed work plans that support the activity listed.

For example, an activity may be the “development of tools that support reporting and analyzing learner data”. You would list that activity only. You would not list each planning meeting that you would hold for this, the drafting of documents, the logistical arrangements etc.

**NOTE:** Your business plan should contain **only** those services/activities that are completed with Ministry core funding.

### **Deliverables Column**

Please list the deliverables (**maximum 140 characters**) that will result from the service/activity. This list will be transferred to your organization’s agreement. The deliverables should be high level descriptions.

For instance, using the example above, your deliverable might be the “creation of a practitioner guide.”

### **Completion Date Column**

Please indicate the completion date for each deliverable. Please note that completion dates should be throughout the year. You should not indicate that all of the deliverables will be completed by the last date of the fiscal year.

Select **NEXT PAGE** to move to Pages 4,5, 6, and 7

## **PAGE 7: SUPPORT ORGANIZATION NARRATIVE**

### **Description of Support Organization**

Please briefly describe your organization in the box (for example, mission, mandate, objectives, strategic priorities, values, etc). Please keep your responses brief. You may use point form.

### **Organizational Capacity**

Please explain how your organizational capacity and expertise qualify your organization to deliver the services and/or activities proposed in your business plan. Please keep your responses brief. You may use point form.

Select **NEXT PAGE** to move to Page 8

## PAGE 8: SIGNATURE

Useful documents to have:

- A printed copy of the completed 2012-2013 Support Organization Business Plan

***Tip:** Save a copy of the business plan on your computer in a folder that you will be able to access easily. Print a copy of the business plan and give it to your organization's authorized signing officer for signature.*

Obtain the necessary approvals and signature from your Corporate Head. Only an Officer or representative vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement can be listed as the Corporate Head. Examples are Chief Executive Officers, Presidents, and Executive Directors etc. Typically a Program Coordinator is not a Corporate Head.

Select **NEXT PAGE** to move to Page 9

## **PAGE 9: BUSINESS PLAN SUBMISSION**

The last page of the form gives you detailed instructions on how to submit your completed business plan to the Ministry.

Step 1: Save the completed business plan by selecting the "Save" button.

Step 2: Print a copy of the business plan for signature. Once signed, scan the signed business plan as a PDF.

Step 3: Select one of the three (3) submission methods. Depending on which option you pick the instructions below the selection box will change automatically.

***Tip:** To help you choose which submission method will be more convenient for you, select of the methods one by one and read the instructions to see which one may be easier for you.*

**Note:** It is very important that you follow the instructions on the form very carefully so that you submit all the required documents correctly.