

MEMORANDUM TO: Literacy and Basic Skills (LBS) Service Providers

FROM: Ministry of Training, Colleges and Universities (MTCU)

DATE: September 4, 2015

SUBJECT: **Announcing the Strategic Monitoring Framework**

OBJECTIVE:

The purpose of this bulletin is to inform LBS service providers of the upcoming Strategic Monitoring process.

In late 2014, 35 LBS service providers across a variety of sectors participated in a LBS Strategic Monitoring pilot. Driven by the positive reception of both internal and external stakeholders, a decision was made to implement the process for this fiscal year.

Background

In 2014, MTCU identified an opportunity to review the current LBS service provider monitoring process to better integrate MTCU's accountability mechanisms and existing tools and resources. Strategic Monitoring is being introduced to:

- Streamline the current monitoring process to better use existing tools and resources
- Allow MTCU and service delivery sites to better manage workloads and optimize resources in the time required for monitoring
- Identify service providers that require greater support.

The Strategic Monitoring Framework is a risk-based approach involving three levels of monitoring: Paper-Based, Targeted and Comprehensive (see descriptions below). Ministry staff will review existing reports and tools to determine the level of monitoring a site will receive.

| Monitoring Type | Description |
|------------------------|--|
| Paper-Based | Paper-Based monitoring provides an opportunity to check in with the service delivery site if no issues have been identified. The Paper-Based Self-Assessment Questionnaire forms the basis of the monitoring process. |
| Targeted | Targeted monitoring focuses only on areas identified as needing additional support. Through the service providers' completion of applicable areas of the Targeted Self-Assessment Questionnaire, ETCs can work with the site to identify improvement requirements. |
| Comprehensive | Comprehensive monitoring is an in-depth monitoring process for sites where a number of issues have been identified. Every service delivery site will undergo a Comprehensive monitor at least once every three years. |

Next Steps

If your organization has any questions about the Strategic Monitoring process, please contact your Employment and Training Consultant (ETC).