
Canada-Ontario Job Grant

Service Provider Training

Monitoring

October 2014

Employment and Training Division
Ministry of Training, Colleges and Universities

Monitoring done by Service Providers

The following monitoring activity will be required by service providers under COJG:

- 1. Training Activities Monitor**
- 2. Financial Activities Monitor**
- 3. Placement Monitor**

1. Training Activities Monitor

The COJG guidelines require:

- One (1) site visit to the training provider for **in-class training**.
This monitoring is strictly activity-based. An on-site visit should confirm:
 - that the agreed upon training is taking place – i.e. the widget making class is actually a widget-making class.
 - that facilities are appropriate and safe for training – i.e. that the facility has the necessary equipment for the course, and is set up to ensure the basic comfort of the students.
 - that the employer’s participants are attending the training.
- One (1) monitoring visit using appropriate methods to validate **on-line training** e.g. review of paper and electronic records, web-based validation of online training.
- On-going monitoring of the progress of **training activities** such as the review of training outcome reports from the employer.

1. Training Activities Monitor (cont.)

Why is on-site monitoring of training necessary?

- COJG is a new program. Monitoring is a proactive measure that combats fraud and collusion.
- On-site monitoring helps to build a knowledge base of appropriate training providers to aid in assessing future COJG applications.
- On-site monitoring will be crucial in building the evidence needed to develop a risk-based approach to the future of COJG monitoring policy.

Questions around On-site Monitoring

Q What if there are multiple intakes? Do I have to do an on-site monitor for all intakes?

A Only one (1) on-site monitor is required for each COJG employer agreement.

Q What if a trainer won't allow me on their site?

A Employers should advise trainers that service providers will require access to their facility for a site visit. If a trainer will not allow access, the SP should try to determine whether the reasons are valid (eg. for safety like on a construction site) or whether the training provider is trying to hide something (eg. that the training is not taking place or the facilities are inadequate). In all cases, the SP should place a note on the file and contact the employer to resolve the access issue.

Questions around On-site Monitoring (cont.)

Q What happens if the training site is at an unsafe or inaccessible employer location, like a mine or a construction site?

A Monitoring should take place where it is feasible and/or safe to proceed. If a service provider does not feel safe entering a training site, they should document their concerns and place on the file.

Q What if an event – such as a snow storm – makes it unsafe for me to travel to the site, but the training is going to proceed anyway? What then?

A The service provider should attempt to arrange to do the monitor an alternate date. If the training has already concluded then this should be documented in the file.

Questions around On-site Monitoring (cont)

Q Are we really expected to count heads? What if COJG participants only make up a small amount of the class?

A The purpose of the site visit is to check out the training facility, not take attendance.

Q What happens if the training site is far from my location, or if the training takes place outside of regular business hours?

A We recognize that on-site monitor can be challenging to arrange, and will require creative thinking and flexibility. We encourage service providers to think outside the box when such situations arise.

- For remote sites perhaps an arrangement can be made with a partner or branch office to do the on-site visit on your behalf.
- Or if the training takes place after hours, you could do the monitor during business hours before the training starts.

2. Financial Activities Monitor

The **COJG Guidelines** require the validation of financial activities.

Validation of financial activities includes (but is not limited to):

- confirmation of employer contribution to training service provider
- checking for possible reimbursement to the employer from the trainer for participants who withdraw
- ensuring that all financial reporting is complete
- reviewing the attestation document
- reconciling financial details before processing final payment

How will financial activities be monitored?

Through documentation received from employers as required by the agreement, such as receipts, attestations, training outcome reports etc.

3. Placement Monitor

The **COJG Guidelines** require service providers to monitor employers with whom they have COJG **placement** agreements. The level and extent of monitoring will vary depending on client need.

Coordinated and proactive monitoring with employers and participants allows the service provider to confirm the progress of the placement and solve problems with participants and employers before they become major issues

Service Providers must:

- conduct at least one initial site visit to the employer, prior to the placement(s) to confirm that the employer can provide a suitable and safe workplace environment
- ensure that regular contact is maintained with the employer and the participant
- negotiate incentives and supports as appropriate.