

**Literacy and Basic Skills Program Guidelines and  
Webpage Update**

**Questions and Answers**

**December 2023**

## **Support Organization and Service Provider Guidelines:**

### **1. Why is the ministry updating the program guidelines?**

The Ministry of Labour, Immigration, Training and Skills Development routinely updates the Literacy and Basic Skills (LBS) program guidelines as part of the continuous improvement process. The guidelines were last updated in March 2020. Since that time, the ministry's name has changed. Additionally, the ministry identified key areas of the program's eligibility criteria that require clarification.

### **2. What are the changes made to the program guidelines?**

#### **Terminology and logos**

- The ministry name and acronym have been updated throughout the document to reflect the ministry name change made in 2022.

#### **Minor changes to clarify content:**

- The eligibility requirements in Section 2.5.1 of the Service Provider Guidelines have been revised to provide clarification, as highlighted:
  - An adult whose literacy and basic skills are assessed at intake as being less than the end of Level 3 operating in either a print-based or **using digital technology format** in one or more of the following OALCF competencies:
    - Find and Use Information
    - Communicate Ideas and Information
    - Understand and Use Numbers
  - At least **18 years old**.
  - Sufficiently proficient in speaking and listening to benefit fully from the language of LBS instruction (English or French). This eligibility requirement does not apply to Deaf learners.

### **3. Why are there changes to eligibility criteria?**

The age of eligibility for enrolment in LBS was changed from 19 to 18 to align with the Ministry of Education's adult education programming, thereby enhancing service coordination and supporting seamless learner transitions.

The eligibility criteria were clarified to confirm that the Ontario Adult Literacy Curriculum Framework competency levels for learners at intake apply to digital as well as print-based formats.

A reference to a specific minimum speaking and listening proficiency in French or English (Canadian Language Benchmark level 6) was removed to confirm that the determination of a learner's ability to benefit from LBS instruction must be made by LBS practitioners in conjunction with potential learners.

## **Website Changes**

### **4. Why is the ministry updating the LBS website on the Employment Ontario Partners' Gateway, and what are the changes?**

The language on the LBS webpage was updated to be consistent with the guidelines and to include information that accurately highlights the focus of the program. The description of e-Channel was also updated.