

MINISTRY OF LABOUR, TRAINING AND SKILLS DEVELOPMENT
GLOBAL TALENT AND SETTLEMENT SERVICES DIVISION

Newcomer Settlement and Language Training Services
2021 Call for Proposals
Questions and Answers

Note: This document will be updated regularly and posted to the [Funding Opportunities](#) page along with other CFP documents. Look for **Newcomer Settlement and Language Training** in the list of available funding opportunities.

NEW QUESTIONS HAVE BEEN ADDED TO THE END OF THIS DOCUMENT

Submission Details and Deadline

Q1. When are applications due?

- The deadline to submit applications is **5pm on Monday, October 18, 2021**.

Q2. How do I submit my application?

- Applications must be submitted electronically in English or French through a dynamic application form on the Transfer Payment Ontario (TPON) website.
- Applicants will need to create or use an existing *One-key* account to access the TPON system. It may take up to five business days to obtain a *One-key* ID and password, so new applicants are advised to allow at least one week to register before starting the application process.

Applications not submitted through TPON will not be considered.

Q3. Can I submit multiple applications?

- No. Please submit a single application for all activities that you would like to deliver. TPON will allow only one submission per organization.
- The Ministry has integrated newcomer settlement and language training into one program with two funding streams. Applicants will submit one funding

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application, which could include a mix of activities under both funding streams.

- An exception will be made for projects or initiatives related to Capacity building and system supports (Settlement and Orientation stream) and System supports and quality assurance (Language Training stream) with a **total budget request exceeding \$250,000**. These initiatives can be submitted in a separate proposal. Please contact SettlementAndIntegrationPrograms@ontario.ca to request an exception.
- The Ministry may choose to fund all or a selection of the activities proposed. The Ministry reserves the right to adjust the amount of funding the selected applicant will receive, which may differ from the total funding requested.

Q4. What constitutes a “complete” application?

- To be considered a complete application, submissions must include:
 - A complete TPON dynamic application form
 - Partner letters (where applicable)
 - Organizational risk documents (as per section 7.2 of the Application Guide)
 - Conflict of Interest declaration

Q5. Can I attach other documents to support my application?

- No. Please attach only the documents requested in the application form/guide.

Q6. What if my proposal is submitted after the deadline?

- The ministry will not accept applications after the stated deadline - **5pm on Monday, October 18, 2021**.

Q7. Where can I find the application documents online?

- The Application Guide and any other documents can be found on WEBLINK.

Transfer Payment Ontario (TPON)

Q8. How do I get access to TPON?

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- [Learn how to sign up for a ONe-key account and access TPON](#)

Q9. Who do I contact for assistance with TPON?

- For TPON support, including changing pre-populated information, please email: TPONCC@ontario.ca or call TPON Client Care at 416-325-6691 or toll-free at 1-855-216-3090.

Asking Questions and Additional Information

Q10. Is there an e-mail account where I can send questions?

- Questions can be submitted to SettlementAndIntegrationPrograms@ontario.ca. Ministry staff will not assist with proposal development and cannot comment on individual proposal ideas.
- All inquiries will be answered within two (2) business days. The Ministry reserves the right to answer inquiries by e-mail or by telephone.
- In addition, the Ministry will compile all questions received and provide answers through regular updates to this Questions and Answers document, which can be found on the [Funding Opportunities](#) page.
- The Ministry will release updated versions of this document on the WEBLINK on the following dates:
 - September 15, 2021
 - October 13, 2021

Q11. Is there a deadline for submitting questions?

- The deadline for submitting questions is **October 6, 2021**.

Q12. Are there any other resources available to assist applicants?

- A Newcomer Settlement and Language Training Services CFP webinar is available on the [Funding Opportunities](#) page. This webinar provides an overview of the program, the application form, and how to apply.
- In addition, the Ministry will hold three live virtual Q and A sessions where applicants may ask questions in real time. The sessions will be held on:

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- September 16, 2021 (1-2pm)
 - September 21, 2021 (1-2pm) (French)
 - September 22, 2021 (1-2pm)
- To register for a Q and A session, email SettlementAndIntegrationPrograms@ontario.ca, indicating the date you would like to attend and to receive a link to the virtual meeting.
- Participants are **strongly encouraged** to read the Application Guide and this Q and A document carefully and to watch the webinar before attending a virtual Q and A session.

Applicant Eligibility

Q13. What organizations are eligible to apply to this CFP?

- The following organizations are eligible to apply to this CFP:
 - not-for-profit organizations (incorporated for at least 2 years)
 - school boards
 - publicly funded post-secondary institutions
- In addition, applicants must:
 - Satisfy the Ministry that they have adequate governance structures and accountability processes to properly manage public funds and to carry out the project consistent with the terms of the ***Transfer Payment Agreement***
 - Satisfy the Ministry that they have relevant, accurate, and timely financial reporting and audited financial statements. Successful applicants will be required to submit their annual Audited Financial Statement, including a Schedule of Revenue and Expenditure related to the funded project as part of their reporting.

Q14. Are private sector organizations eligible to apply to this CFP?

- Private sector organizations are not eligible to apply to this CFP. However, eligible applicants can partner with private sector organizations where appropriate.

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Client Eligibility

Q15. Who is eligible to access the services funded under this CFP?

- Eligible clients include the following and their families:
 - naturalized citizens
 - permanent residents
 - approved provincial nominees
 - refugee claimants
 - temporary foreign workers
 - international students

- The following clients are **not eligible for core language training (activity #2 in the Language Training stream)**:
 - Individuals under the age of 18
 - International students

Q16. Section 6.1 of the Application Guide (Eligible Clients and Language Learners) states that funded services will “give priority to newcomers that are not eligible for other services.” What does this mean?

- Permanent Residents are eligible for settlement and language training services funded by the federal government. The Ministry will prioritize funding services for clients who are not eligible for federal services. Applicants should coordinate with local organizations delivering federal settlement and language training services to refer federally eligible clients to those services.

Funding and Applying

Q17. How long is the funding period in this CFP?

- Funding will be awarded through this CFP for a period of up to **five years** (April 2022-March 2027).

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Q18. Can I apply to both program streams (Settlement and Orientation and Language Training)? Do I *have* to apply to both funding streams?

- Applicants can apply to the streams they have the capacity and interest to deliver. Applicants **can** apply to deliver services under one or both, funding streams. They are **not** required to deliver both.

Q19. Each program stream has multiple activities (three in Settlement and Orientation and four in Language Training). Are applicants required to deliver all activities within a program stream?

- No. Applicants can deliver any combination of activities within a stream, including all activities or a single activity.

Q20. In the past, only school boards could receive funding to deliver adult non-credit language training services. Is this still the case?

- No. Any organization that meets the eligibility requirements for this CFP (see Q13) can apply to deliver activities under the language training stream.

Q21. Does that mean school boards must apply to continue to deliver language training?

- Yes. School boards that wish to continue to deliver language training must submit proposals under the language training stream.

Q22. Is there a maximum amount the Ministry will give any one organization?

- No. There is no maximum amount an organization can be awarded through the CFP. However, the proposed budget must be in line with the proposed scope of activities and should demonstrate value-for-money. The Ministry reserves the right to reject proposed budgets, request additional information, or recommend a reduced budget based on the information provided.

Q23. Language training has been funded using the Average Daily Enrolment (ADE) formula. Is this the case under this CFP?

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- No. The Ministry is not using the ADE to fund language training activities under this CFP. Applicants should submit a budget based on reasonable costs to deliver proposed services. The Ministry will assess value-for-money based on the budget versus instructional hours and number of participants, taking course offerings, location, et cetera, into consideration.

Q24. The Application Guide encourages partnerships (section 3). What are examples of the kinds of partnerships the Ministry encourages?

- Partnerships should enhance the quality of services delivered. For example, an applicant delivering workplace language and skills training could partner with an employer to ensure the curriculum meets employer needs, to provide opportunities for participants to connect with employers and demonstrate their skills, or to help participants better understand the labour market in a specific occupation or sector.
- Another example would be outreach and promotion with local ethno-cultural organizations or faith communities to promote services and connect clients with their communities.

Q25. Will the Ministry fund remote/online service delivery?

- The Ministry encourages applicants to design service delivery to best meet client needs while ensuring effective outcomes. This can include virtual/online service delivery, to increase service access for harder to reach populations and to address limitations to in-person learning due to the COVID-19 pandemic.
- Applications should describe measures that will be taken to ensure newcomers have access to devices and know how to navigate the platforms used in service delivery. Budgets may include expenses related to technology support for learners and instructors.

TPON Application Form

Q26. Section D (Organization Capacity) requests the number of full-/part-time staff and volunteers. Is this for all the organization's services, or only settlement and language training?

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- Please enter the figures for all the organization's staff, including settlement and language training.

Q27. Section F (Project Information) asks for total cost of the project. How does that differ from "Requested Amount"?

- The "Total Cost of the Project" field should include both the funding requested from the Ministry and any other sources of funding, in-kind contributions, or other revenue related to the proposed activities.

Q28. Section F (Project Information) requests evidence of need for services. What kind of evidence is required?

- Applicants should reference any data/studies/research available that supports the existence of local demand for the proposed services (i.e., a population of newcomers requiring settlement and orientation services or language training services at a given language level).
- Applicants proposing to deliver occupation-specific language and skills training should demonstrate a labour market demand for the proposed occupations.

Q29. Section F (Project Information) asks applicants to describe how activities will complement rather than duplicate existing services. How does the Ministry define "duplicate"?

- Applicants should be aware of existing federal and provincial services in their local area. Proposed services should address gaps in existing services, for example, services targeted to specific language or ethnocultural groups, or to newcomers not eligible for federal services, or for services at particular language levels.

Q30. Under Section H (Service Location), should we enter every site we propose to deliver from? We plan to offer services from more than twenty sites.

- Yes, please complete an entry for each site from which you plan to deliver proposed services.

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Q31. Section I (Budget) has detailed rows for years 1 and 2 but not years 3-5. Is this correct?

- Yes. Applicants should provide detailed budget data for years 1 and 2, and higher-level budget data for years 3-5.

Settlement and Orientation Stream

Q32. If I apply to deliver Labour Market Orientation, do I have to deliver all of the activities in the bulleted list under this activity?

- No. You may tailor your programming to the needs of your clients and the labour market opportunities available in your community.

Q33. Can I apply to deliver youth-focused programming? Can youth programming address both settlement and employment needs?

- Yes. You may apply to deliver programming under both settlement and labour market orientation for youth who meet the eligibility criteria in Q15. Please provide evidence of need and describe the activities that will focus specifically on this group.

Q34. Will the Ministry continue to fund Orientation to Ontario and International Student Connect?

- The Ministry will accept proposals for Orientation to Ontario and International Student Connect services in response to this CFP.
- The Ministry understands that equipping service providers with training and information resources supports high quality programming. This includes development of reliable orientation resources that can be adapted to local needs.
- Projects of this nature should be proposed under Settlement and Orientation (Capacity building and system supports).

Language Training Stream

Q35. Do organizations currently delivering the *Coordinated Language Assessment and Referral System (CLARS)* need to apply for continued funding to deliver language assessments?

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- Yes. All organizations currently delivering language assessment services under the CLARS, must apply through this CFP for continued funding.

Q36. Section 3.2 of the Application Guide (under Core Language Training) indicates that “Priority will be given to proposals that address gaps in availability of intermediate level and employment-focused language training, at *Canadian Language Benchmarks (CLB) 4+.*” Can we deliver language training at lower benchmarks?

- While priority will be given to intermediate level and employment-focused language training, the Ministry will consider proposals for lower CLB levels. Applicants proposing to deliver lower CLB levels should prioritize services for clients who are not eligible for federally funded services.

Q37. Can applicants co-deliver provincial language training courses with federally funded LINC courses? For example, deliver a combined class with federal and provincial learners?

- Yes. Proposed costs for those courses should be proportionate to the number of provincial learners in the class. For example, if an applicant proposes to deliver a course with 15 LINC and 5 provincial learners, 25% of the costs associated with delivering that course should be included in the proposal.

Q38. Are Portfolio-based Language Assessments (PBLA) required for learners in workplace language and skills courses?

- Workplace language and skills courses primarily target employment outcomes. PBLA is not required in these courses.

Q39. Are employer partners required for all workplace language and skills courses?

- Employer partners are required for language training **in** the workplace courses. While employer partners are **not** required for sector-specific language and workplace culture courses, they are **strongly encouraged**.

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Q40. Would the Ministry support proposals to develop new curriculum for its Onyx learner management system?

- The Ministry would consider proposals to develop new curriculum for the Onyx learner management system that address clearly identified gaps in what is currently available.
- Proposals to develop curriculum for Onyx should include budget lines for Onyx support and training.

Performance and Service Targets

Q41. The ‘effectiveness’ performance target for workplace language and skills indicates that “75% of learners obtain employment.” How long after completing their training do learners have to meet this target?

- Service providers should follow up with learners at 3, 6 and 12 months after completion of training. Service providers will be asked to report on employment outcomes for each of these intervals.
- Service Providers should aim to meet the 75% target by 6 months after completion of training.

Q42. When should client satisfaction be assessed?

- Service providers should assess client satisfaction at least once a year. Providers may choose to disseminate an online survey or invite newcomers to complete a survey while participating in onsite services or training.

September 15 Additions

Q43. I want to change the application form I downloaded (to add, remove, or change streams). What do I do?

- Once you have downloaded an application form, you cannot change the form (e.g., add/remove streams) without re-downloading it. You will have to re-

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type or cut-and-paste any information from your initial application form that you would like to include in the new download.

- To add/remove/or change streams, return to **Step 2 – Complete Form** in TPON to make your desired changes.
- **Please note** that TPON will only allow you to submit the last form you've downloaded. If you change your mind and would like to go back to your original form, you will need to re-download it – TPON will not accept the first form you downloaded.

Q44. My organization does not have one of the required attachments (e.g., salary grid or AGM minutes). What do I do?

- If an applicant cannot provide one of the required documents, it should create a document with a short explanation of why it cannot be submitted and attach that document to the TPON submission under that document type. For example, if an applicant cannot provide a salary grid, they should attach a document with an explanation as the “salary grid” document type.

Q45. Where do I find the Conflict of Interest Declaration?

- The Conflict of Interest Declaration can be downloaded from TPON under **Step 1 – Review Program Information**.

Q46. Are international students eligible clients under the Newcomer Settlement and Language Training program?

- International students are eligible clients for activities under the Settlement and Orientation stream. They are **not** eligible clients for activities under the Language Training stream.

October 13 Additions

Q47. I have applied to deliver activities in both streams. Will the Ministry consider funding part of a proposal, or is it all-or-nothing?

- The Ministry may approve some or all activities in a recommended proposal, rather than accepting or rejecting the entire proposal.

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Q48. Would the Ministry prefer proposals that include activities from both streams?

- There is no preference for either one- or two-stream proposals. Applicants are encouraged to apply for funding in areas where they have the most experience and expertise, and where there is clear evidence of unmet needs in the community

Q49. Is it possible to apply for one stream starting April 1, 2022 and another stream starting in a later year?

- Applicants will need to apply now for any services they wish to deliver over the five-year funding period. Applicants do have the option to apply in such a way that the second stream only begins in Year 2, for example.

Q50. Can you clarify the difference between an “Activity,” “Key Milestone,” and “Expected Result” in Section F – Project Work Plan?

- Activity – the work or action being undertaken (e.g., developing curriculum, hiring staff, following up with participants)
- Key Milestone - a key project deliverable that signifies that the activity has been completed (e.g., curriculum is finalized and launched, all required staff hired, all participants have been contacted for follow-up)
- Expected Result – the outcome of the activity – what will this activity lead to (e.g., training to participants can begin, participants develop skills, staff begin to complete their tasks).

Q51. When should project budgets start for school boards that are currently funded to deliver core language training?

- School boards currently delivering core language training have contracts in place until August 2022. Applications for new funding should use a start date of September 1, 2022. Therefore, school boards should pro-rate their core language training budget for the first fiscal year to cover the period September 1, 2022 through March 31, 2023. Future years should be budgeted from April to March.

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Q52. If we currently deliver core language training but wish to apply to deliver other activities, should these be budgeted from April 1, 2022?

- Yes. If you are proposing to deliver other activities they should be budgeted from April 1, 2022.

Q53. If we do not currently deliver core language training but are applying to deliver core language training, what start date should we use in our budget?

- Delivery of core language training funded under this CFP will begin September 2022. However, applicants could propose start-up costs and activities for the period April-August 2022.

Q54. Are wage or employer subsidies an eligible expense under this CFP?

- No. Wage and employer subsidies are not eligible under this CFP.

Q55. Would an organization that donates space for delivering services (e.g., a language class at a library branch) count as a partner? Is a partner letter required?

- Yes. This would be an example of a partnership. You should submit a partner letter that confirms that the partner is providing space to the project.

Q56. With this increased focus on employment, will the Ministry still consider proposals to focused on seniors and youth?

- Yes. Activities in the Settlement and Orientation stream can be targeted to specific groups such as women, seniors, and youth.

Q57. Can an applicant apply to deliver both language assessment and language training?

- Under the Language Training stream, applicants can apply for language assessment OR language training but not both, given potential for conflict of interest.

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Q58. How will the Ministry assess “value-for-money”?

- Key metrics for value-for-money metrics are cost-per-client for Settlement and Orientation and cost-per-instructional hour for Language Training. The Ministry will also consider target client group and geographic considerations related to economies of scale in urban vs rural environments.

Q59. What are the instructor requirements for the Workplace Language and Skills Training activity? Is the same Teaching English as a Second Language (TESL) credential that is required for core language training required for Workplace Language?

- The TESL certification requirement is for core language training. Workplace language and skills instructors do not have to meet this requirement, but should have teaching experience relevant to the sector or workplace.

Q60. Can we deliver smaller specialized classes? Is there a minimum class size?

- The program will no longer use the Average Daily Enrolment (ADE) funding model. Applicants will request a budget that corresponds to the cost of delivering the proposed activities. Assessment will look at cost-efficiency in terms of cost/instructional hour.
- The Ministry encourages applicants to propose class sizes that use resources efficiently. Where small classes are proposed, please provide clear evidence of need and why larger classes are not possible.

Q61. How should we calculate instructional hours in the Language Training stream? Should we include prep time and/or professional development?

- An instructional hour should be considered time with/in front of learners. The Ministry will allow up to ten (10) minutes of each classroom hour to be used for PBLA and other non-instructional activities.
- Professional development and additional class preparation time can be included in the budget as part of instructor salaries.

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- However, the Ministry will use actual instructional hours in calculating value-for-money.

Q62. Does the performance target of 75% employment apply to core language training?

- The performance target of 75% employment applies to workplace language and skills training **only**. The workplace language and training category is for projects focused on a particular sector or workplace, where the goal is to help newcomers reach the language proficiency required to work in the target occupation.
- Core language training may include general workplace culture and communication content for learners who do not yet have the language proficiency to start looking for a job. For core language training, the focus is on CLB progression.

Q63. Will participants in Workplace Language and Skills Training require CLARS assessments?

- Participants in Workplace Language and Skills Training will require a CLARS assessment for entry into the program. Exceptions may be made for courses designed to be delivered **in** the workplace in partnership with an employer.

Q64. Section 4.2 of the Application Guide outlines class size standards for Core Language Training. Are there minimum/maximum class sizes for Workplace Language and Skills Training?

- The Ministry encourages Applicants to use funding as efficiently as possible. Where smaller class sizes are required, Applicants should provide a rationale that supports evidence of need and why larger classes are not possible.
- In order to support learner outcomes, Workplace Language and Skills classes should not exceed 20 participants.

Q65. I am proposing to deliver all services online. How do I complete Section H – Service Location?

- Applicants proposing to deliver all services online should create one site (e.g., the Applicant's main organization address) and enter all targets in that

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entry. The Applicant may wish to note that this is an online site (e.g., using “site name – online”)

Q66. Some of our required attachments (e.g., Financial Policies, HR policies, AGM minutes) are very large. Can we provide links if they are posted online?

- Yes, you can upload a document under the relevant attachment type that includes a link to where the document can be found online.

Q.67 Can you provide more information on the budget question: “Explain how budget supports equitable outcomes”?

- Applicants should explain what measures will be taken to ensure that disadvantaged groups, such as newcomer women or racialized newcomers, can access and benefit from the proposed services. Explain how the proposed budget supports these measures to ensure equitable service access and outcomes.

Q68. Only a few questions in the Application Form have character limits listed. Do the other questions also have limits? What are they?

- The character limits for each question are as follows. **Please note that these limits include spaces:**
- Section D – Organization Capacity – 2,000 characters for all narrative questions
- Section E – Project Information –
 - Project Summary - 1,000 characters
 - Project Description - 5,000 characters
 - Evidence of Need - 3,000 characters for each stream
 - Project Activities - 5,000 characters for each stream
 - Program Outcomes - 2,000 characters
 - Complement, not duplicate other services - 2,000 characters
- Section F – Work Plan – 1,000 characters for both narrative questions
- Section G – Partnerships/Collaboration – 1,000 characters for each stream
- Section I – Performance Measures – 3,000 characters for performance measurement and improvement question
- Section J – Budget –

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- Equitable Services and Outcomes - 3,000 characters
- Other sources/in-kind funding - 4,000 characters