Newcomer Settlement and Language Training

APPLICATION GUIDE

2021 Call for Proposals

Issued: August 2021

Application Deadline: October 18, 2021

Ontario

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1.   Introduction

Newcomers and the skills they bring are critical to Ontario's success.

The Ministry of Labour, Training and Skills Development supports the social and economic integration of newcomers by funding programming that helps newcomers to connect with services and social networks in their communities, to communicate effectively for life and work in Ontario, and to contribute their skills and experience to the labour market.

To maximize the benefits of immigration and to support newcomers to recover from the social and economic impacts of the pandemic, the Ministry is enhancing provincial settlement and language training services and bringing them together in one integrated and streamlined program. The program aims to welcome and include newcomers in communities and workplaces across the province.

The program offers a comprehensive suite of services specifically designed to address the needs of newcomers. Through this Call for Proposals, Ontario will fund a broad range of supports and training opportunities that respond to the settlement, language training, and employment needs of newcomers. Funded initiatives will help ensure that newcomers have the supports, skills and opportunities to participate in their local communities and succeed in the labour market.

The Ministry seeks broad provincial coverage for settlement and language training services, with a focus on newcomers that are not eligible for other services. The Ministry is also interested in proposals that address identified service gaps in the following areas:

- **Integrated programming that supports social and economic integration for underserved newcomer groups** including but not limited to women, youth, francophone newcomers, international students, refugees/refugee claimants and newcomers in smaller centres.

- **Employment-focused programming that responds to newcomer-specific needs**, such as workplace communication and culture, connections to employers and professional networks, and skills transfer (career planning, foreign qualification recognition, entrepreneurship, pathways to skilled trades, etc).

2.   Call for Proposals

This Application Guide describes eligible program activities, clients and applicants, and explains the funding application process and assessment criteria. All terms in ***bold italics*** are defined in the Glossary.

All provincial funding for newcomer settlement and language training services will be allocated through this Call for Proposals process.

2.1   Funding Period

The Ministry will award funding for up to five years from April 2022 to March 31, 2027.

2.2   Applying for Funding

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. Learn how to sign up for a One-key account and access TPON.

Figure 1: TPON sign-in page

Please submit **one application per organization**. On an exceptional basis, an applicant may submit separate applications for direct and indirect activities in cases where the total budget for indirect activities is $250,000 or more.

2.3 Application Deadline

All applications must be submitted through TPON by **October 18, 2021** at 5:00 p.m. (Eastern Standard Time). Applications received after the deadline will not be processed.

Upon submitting your application materials through the TPON portal, you should receive a receipt confirmation notice by email. If you do not receive a notice, please contact TPON Client Care by phone at 416-325-6691 or toll-free at 1-855-216-3090.

2.4 Development and Submission of Proposals

Applicants may email questions about the Call for Proposals to the Ministry at SettlementAndIntegrationPrograms@ontario.ca. Answers to the questions received will be made available on the TPON portal and updated regularly.

Ministry staff will not assist with proposal development and cannot comment on individual proposal ideas. For TPON support, please email: TPONCC@ontario.ca or call TPON Client Care at 416-325-6691 or toll-free at 1-855-216-3090.

The Ministry is under no obligation to fund any proposal submitted through this Call for Proposals nor to fund the entire duration or scope of a proposed project. There is no appeal process to contest a funding decision; however, the Ministry will provide applicants with an opportunity to request feedback on proposals not selected for funding.

3. Program Streams

Eligible organizations may apply to deliver activities under one or both of the following program streams:

Figure 2: Program Model

Program Objective – Support newcomers' social and economic integration	
Settlement and Orientation Stream	**Language Training Stream**
Settlement services: assessment, information, orientation and referral services **Labour market orientation:** employment readiness, career planning and support for foreign qualification recognition	**Language assessment**: language proficiency assessment and referrals **Core language training**: English and French language instruction **Workplace language and skills training**: occupation and employment related language training

Partnerships: Evidence suggests that robust partnerships, service coordination and *wrap-around services* optimize program delivery and produce the best outcomes for newcomers. Active service delivery partnerships are encouraged, including:

- **Partnerships with employers and industry associations** to optimize labour market relevance and outcomes for proposals with an employment focus.

- **Faith, ethnic and community partnerships** to improve early program access and geographic reach for proposals targeting social and economic integration.

3.1   Settlement and Orientation Stream

This stream includes one-on-one and group delivery of settlement and labour market orientation. Delivery may include a mix of in-person and remote / virtual activities. Projects may include development of information resources, workshop presentations and/or webinars for delivery by a range of project partners. Projects may also include activities targeted to specific populations, such as women or youth.

This stream has three component activities. Applicants may request funding to deliver one or more of these component activities:

- **Activity 1 – Settlement services**

  Newcomers receive information, referrals and assistance to access community and government services needs in areas such as health and mental health, housing, income support, language assessment and training, child care and education. A key feature of service delivery is working with the client to develop a *settlement plan*. Activities include:
  - outreach and promotion
  - needs assessment and service planning
  - information, orientation and service navigation
  - assistance with settlement related issues and referrals to other community and government services
  - case management for complex needs
  - social integration and connections

- **Activity 2 - Labour market orientation**

  Newcomers receive orientation to the local labour market, early information about foreign qualification recognition, and specialized advisory services to help them identify short- and long-term employment goals and pathways to skills-appropriate employment. Newcomers who are language-ready are referred to

Employment Ontario and other programming available through the employment and training system. A key feature of service delivery is working with the client to develop a *career plan*. Activities include:

- o information about employment opportunities, rights and requirements
- o foreign qualification recognition information and referrals
- o career planning for skills-appropriate employment
- o exploration of transferrable skills and self-employment
- o entrepreneurship support and referrals to business development services
- o mentorship, professional networks and employer connections

- **Activity 3 – Capacity building and system supports**

  Equipping service providers with training and information resources supports high quality programming. Newcomers benefit when organizations share best practices and specialized expertise, while adapting delivery to local needs. Capacity building projects enhance service capacity and improve newcomer settlement and employment outcomes through indirect activities such as:

  - o training for front line workers
  - o development of orientation materials and curriculum
  - o employer engagement to promote inclusive workplaces
  - o public awareness raising to foster welcoming communities and inform newcomers of available services.

3.2   Language Training Stream

This stream includes language assessment, referrals and training, including core language training and employer-driven, sector-specific language and skills training that helps newcomers find work more quickly, carry out their duties safely, and advance their careers. Delivery may include in-person and/or remote activities and learning.

This stream has four component activities. Applicants may request funding to deliver one or more of these component activities.

- **Activity 1 - Language assessment**

  Newcomers receive a language assessment and referral to learning opportunities appropriate to their language proficiency level and employment goals. Services include:

  - o intake and eligibility screening

- in-person and remote language assessments
- advice on course options appropriate to learner needs
- referrals to language training

Language assessment services must be delivered as part of the ***Coordinated Language Assessment and Referral System (CLARS),*** which provides assessment based on the ***Canadian Language Benchmarks***, and referral services for federally and provincially funded language training, using the shared ***History of Assessments, Referrals and Training System (HARTs)*** database. Language assessment and referral organizations operate on a regional basis serving clients in a defined catchment area. Funding applicants must demonstrate experience with CLARS assessment processes.

- **Activity 2 - Core language training**

  Newcomers receive training in language, workplace communication and online learning skills appropriate to their proficiency level. Activities include:

  - English and/or French language instruction
  - digital literacy skills required for online learning
  - general workplace culture and communication
  - academic and professional language skills

  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+.

- **Activity 3 - Workplace language and skills**

  Newcomers learn sector-specific vocabulary, with a focus on workplace culture and communication, occupational health and safety, supervision and quality control. They may also receive technical skills training. ***Projects*** will focus on semi-skilled sectors and entry level jobs that require language proficiency of less than CLB 7.[1] Activities include:

  - sector-specific language and skills training
  - sector- or employer- specific workplace culture and communication
  - workplace language training tailored to employer needs (e.g., language delivered at the job site to newcomers who are already working)
  - connection to employers (e.g., guest speakers, site visits)

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[1] The Ontario Bridge Training Program funds occupation-specific supports for high-skilled immigrants with CLB7+.

- **Activity 4 - System supports and quality assurance:** Common systems and standards for assessment and instruction are critical to effective language training systems. Systems support and quality assurance reduces duplication and creates efficiencies by providing tools for delivery of consistent and high-quality programming. Priority areas for funding include:
    - Updating provincial language curriculum guidelines to reflect a stronger emphasis on workplace culture and communication, and best practices for online learning.
    - Developing employment-related and sector-specific language curriculum and instructor training for use by providers across the province.
    - Providing maintenance, upgrades, and professional development related to assessment tools, data collection, and learning management systems.

4. Service Delivery

4.1 Program Delivery Principles

Delivery of both program streams will be guided by the following **principles**:

- **Client-Centric** – Service providers deliver effective and innovative programming tailored to the needs of newcomers, employers, and communities.

- **Equity and Inclusion** – Service providers deliver culturally responsive services, in languages spoken by newcomers, and/or official language training to help clients overcome barriers and achieve equitable outcomes. They demonstrate a commitment to anti-racism and gender equity, and work with partners and employers for inclusive communities and workplaces.

- **Respect and Reconciliation** – Service providers model respect for First Nations, Inuit and Métis peoples in Canada and help newcomers to learn about them. This may include learning about the diversity, culture and contributions of Indigenous peoples, as well as their rights, the treaty relationship and the history of colonization and residential schools.

- **Service Coordination and Partnerships**– Service providers participate in local planning initiatives to address service gaps, ensure complementary services and avoid duplication. They engage a range of partners to reach newcomers early in their integration journey and connect them to services and employers in their community.

- **Cost-Effectiveness** – Service providers innovate and leverage partnerships to optimize efficiency and effectiveness. They use public funds in ways that achieve the best results for newcomers with available resources.

- **Accountability** – The government and the third-party service providers it funds are accountable for fiscal oversight and service delivery results.

4.2   Stream-Specific Delivery Standards

Proposals must adhere to the delivery standards established for each funding stream.

Settlement and Orientation:

- **Language and accessibility:** Services are provided in newcomer languages that reflect local needs. Where first-language delivery is not feasible, interpretation is used to enhance service accessibility. See also Section 8.9 for obligations under the *French Language Services Act (Ontario).*

- **Linkages:** Service providers link newcomers to mainstream service systems and expertise, including licensing bodies for regulated professions and trades. They help clients to navigate service systems and identify reliable information sources.

Language Training:

- **Measuring language proficiency**: Core language assessment and training is based on the ***Canadian Language Benchmarks / Niveaux de compétence linguistique canadiens (CLB/NCLC)*** framework. Assessors determine a learner's starting CLB/NCLC level to direct them to an appropriate class, while instructors assess progression using ***Portfolio Based Language Assessment (PBLA).*** Workplace language and skills training targets employment-related outcomes.

- **Assessor qualifications:** Language assessors must be certified in a training program delivered by Achēv and/or the Centre for Canadian Language Benchmarks (CCLB).

- **Instructor qualifications**: All newly hired instructors for core language training in English will be required to hold a ***TESL Ontario Certificate of Accreditation***, also known as the ***Ontario Certified English Language Teacher (OCELT)*** designation, at the time of hiring. French language and workplace language instructors will have teaching experience relevant to their assigned courses.

- **Class size**: For optimal learning, providers will follow **maximum** class size guidelines set out in the PBLA Practice Guidelines:

  - **Literacy**: 8-10 learners
  - **CLB/NCLC 1-4**: Up to 20 learners
  - **CLB/NCLC 5+**: 25 – 30 learners

- **Language training in the workplace:** Providers offering language training at a work site will be expected to work with employer partners to provide in-kind contributions, such as paid time for employees to attend language training, meeting space and / or technology to support delivery, matching of learners with colleagues who have higher language fluency for language practice and mentoring, and / or other supports relevant to the specific workplace context.

5. Program Outcomes and Performance Measures

5.1 Program Outcomes

Funded services will target settlement, language and employment outcomes, helping newcomers to participate in the social, economic and civic life of the province.

Figure 3: Program Logic Model
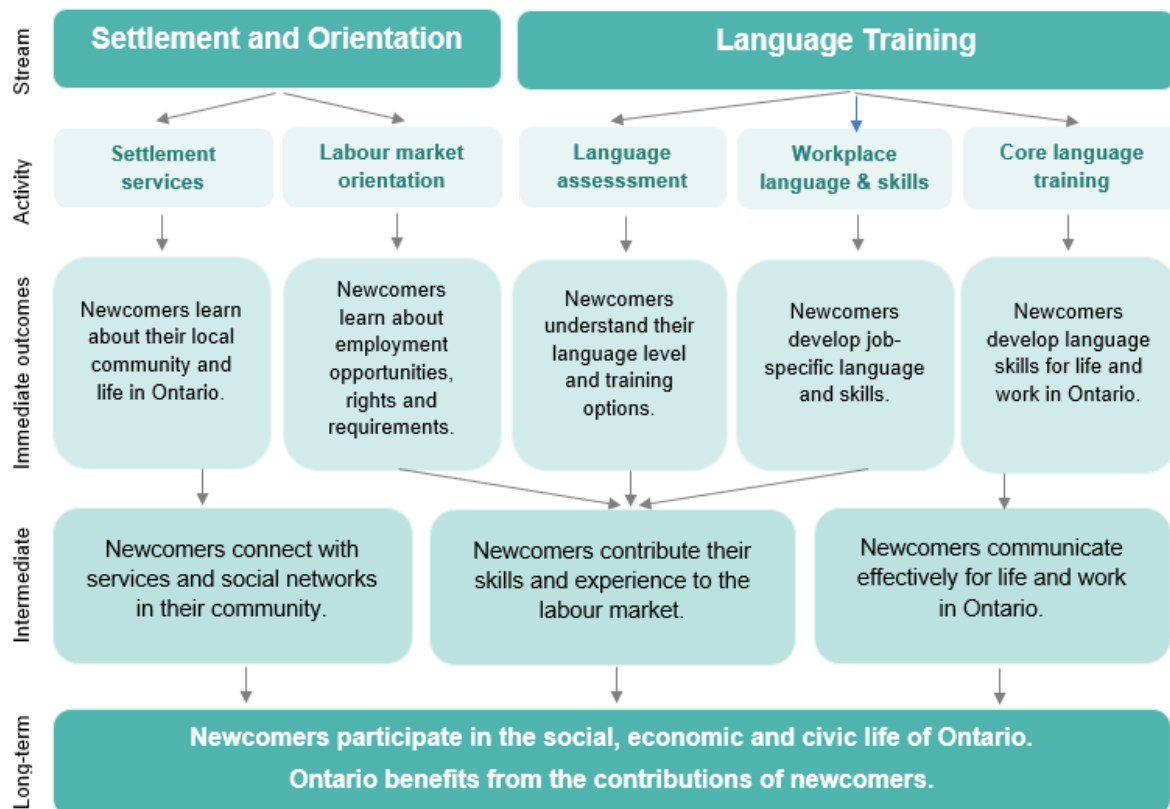
5.2   Performance Targets

Successful applicants will be required to report on measures of effectiveness (outcomes); efficiency (outputs); and client satisfaction.

Proposals should be designed to achieve the performance targets below:

	Settlement and Orientation	Language Training
Effectiveness	• **Settlement:** 75% of clients report that they have the knowledge they need to make informed decisions about settlement • **Labour market orientation**: 75% of clients report they have the knowledge they need to make informed decisions about employment	• **Core language**: 75% of learners who complete 200+ hours of training advance one CLB level in at least 1 *language skill* • **Workplace language and skills**: 75% of learners obtain employment
Efficiency	• 85% of the annual targeted number of newcomer clients are served	• 85% of the annual targeted number of clients are served • 85% of instructional hours are delivered
Client satisfaction	• 80% of participants are satisfied with services • 80% of participants would recommend the service to newcomers with similar needs.	• 80% of participants are satisfied with services • 80% of participants would recommend the service to newcomers with similar needs

The Ministry recognizes that performance measurement frameworks and targets evolve over time, as programming matures and performance data is collected and analyzed.

Ministry staff will work with providers over the course of the funding cycle to meet performance targets applicable to their project and to collect additional data on program-wide outcomes to inform continuous improvement efforts.

Applicants will be required to participate in any Ministry-led evaluation or data collection efforts, which may include dissemination of a program outcome survey (See Appendix A for outcomes and indicators of interest).

5.3   Service Targets

Applicants will establish service targets for all activities outlined in their proposal:

Program Stream	Efficiency Measures
Settlement and Orientation	# and demographics of newcomers served # of *client interactions* (virtual or in-person client / service visits) # of group sessions and/or workshops delivered # of referrals to employment and training programs # of referrals to credential assessment or regulatory bodies
Language Training	# and demographics of clients assessed # and demographics of learners served # of *instructional hours* delivered # of courses delivered (in-person, online, hybrid)

For projects focused on capacity building, system supports and / or quality assurance, performance measures will be tailored to the specific project.

6.   Eligibility Criteria

6.1   Eligible Clients and Language Learners

Funded services will support newcomers with varied immigration pathways and periods of residence in Ontario and give priority to newcomers that are not eligible for other services.

Eligible clients include the following and their families:

- naturalized citizens
- permanent residents
- approved provincial nominees
- refugee claimants
- temporary foreign workers
- international students

The following client types are **not eligible for core language training**:

- Individuals under the age of 18
- International students

6.2   Eligible Applicants

Eligible applicants include:
- not-for-profit organizations (incorporated for at least 2 years)
- school boards
- publicly funded post-secondary institutions

All 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.

6.3   Eligible and Ineligible Expenses

Applicants will submit a project budget. Expenses will be allowed or excluded at the sole discretion of the Ministry.

Eligible expenses for both program streams include:

- Salaries and benefits for positions necessary to carry out the project
- Professional development directly related to project duties
- Project delivery costs such as marketing and promotion, materials and supplies, technology and related supports for virtual and hybrid delivery. This includes costs related to purchasing devices for loan to newcomers and helping them learn any platforms or applications to be used for program delivery.
- Costs related to meeting public health requirements and occupational health and safety standards
- Administrative expenses: expenditures necessary for operating an organization but not directly related to delivery of the project. Up to 15% of total ministry funding may be allocated to a proportion of the following expenses:
    - space rental and utilities
    - administrative staffing (information technology, human resources, bookkeeping, etc.)
    - proportion of organizational audit

Ineligible expenses include:

- Costs not directly related to delivery of funded services

- Major capital costs and leasehold improvements

- Costs associated with the preparation of a proposal

- Budget deficits, debt reduction or organizational reserves

- Bonuses, honoraria, stipends or similar payments to project staff or others, except for honoraria provided to Indigenous elders performing ceremonial duties or functions

- Stipends or other direct payments to program participants or board members

- Legal fees and insurance coverage

- Activities for which funding has been secured from another funder

- Activities that have taken place before a funding agreement is in place

- Religious and/or partisan activities, as defined by Canada Revenue Agency

- Activities deemed discriminatory under the Ontario Human Rights Code

- Any costs deemed improper at the Ministry's sole discretion

7.   Application Assessment

Applications will be assessed for completeness, organizational risk, proposal content and value-for-money.

7.1   Completeness

Applicants must respond to all questions in the dynamic application form and provide complete budget details. Incomplete applications will not be assessed.

7.2   Organizational risk

Applicants will be required to submit evidence to the ministry that demonstrates the health of their organization and capacity to successfully deliver the project.

TPON will prompt applicants to submit mandatory attachments that document operational policies, procedures and infrastructure in the following areas:

- Governance (list of current board members, by-laws and minutes of most recent Annual General Meeting)
- Financial (financial policies and most recent audited financial statement)
- Technology and Privacy (information management and privacy policy)

- Human Resources (human resource policies and salary grid)
- Service Delivery (client service standards/principles and complaints policy)

The ministry will review the evidence presented, and assess whether the organization presents a low, medium or high risk to the successful delivery of the program.

High risk may result in a decision not to fund or to fund for a period less than the full funding cycle.

The assessed risk level will also be used to determine frequency of reporting and monitoring activities.

7.3   Proposal content

Applications will be evaluated against the criteria outlined in the table below. Applicants must pass the value for money criterion and achieve a total score of at least 60% to be considered for funding.

Applications that achieve the minimum score will be further ranked by cost/person (Settlement and Orientation) and cost/instructional hour (Language Training), with adjustments to ensure coverage of underserved populations and communities across the province, and to avoid service duplication. The Ministry seeks to ensure that services are accessible to newcomers across the province.

Please note there are no maximum or minimum funding amounts. The Ministry reserves the right to adjust the amount of funding the selected applicant will receive, which may differ from the budget submitted. The Ministry may also choose to fund all, or a selection of the activities proposed.

Although not required, applicants are strongly encouraged to leverage other sources of funding to support their application.

Assessment Criteria and Indicators

Weighting	Criterion	Indicators
25%	**Program Alignment** *Proposed activities and outcomes align with program streams, activities and outcomes, and respond to a demonstrated need for the target population, language*	• The proposal clearly aligns with the program streams, activities and outcomes set out in this document. • The proposal aligns with newcomer needs as identified and supported by relevant and reliable evidence (e.g. government statistics, research reports, client or stakeholder consultation).

	and/or the geographic area.	• Project activities complement rather than duplicate existing services and resources, while addressing language and geographic needs. • The proposal reflects service coordination and linkages to help newcomers to access complementary supports.
20%	**Organizational Capacity** *The applicant demonstrates experience and expertise in delivering proposed or similar activities and presents evidence of sound governance and financial and organizational management.*	• Demonstrates experience and expertise serving newcomers. • Demonstrates experience in delivering proposed or similar activities, with success in achieving outcomes. • Demonstrates partnerships relevant to the success of the proposed project (if applicable). • Demonstrates strong governance, financial management, human resource and information technology management systems, including capacity for remote service delivery. • Applicants that currently receive ministry funding will be assessed on performance and delivery on current contractual commitments.
20%	**Workplan/Project Activities** *The applicant demonstrates how the proposed activities will be implemented to achieve program objectives and identifies relevant activities and realistic timelines.*	• Describes realistic activities and timelines in a clear workplan designed to result in the proposed outcomes. Activities are aligned with other sections of the proposal. • Incorporates effective contingency and mitigation strategies in the workplan to address risks, including public health requirements, associated with the delivery of the proposed services. • The workplan clearly delineates the roles and responsibilities of any ***partner organizations***. Letters from partner organizations confirm the identified roles and responsibilities. • For applicants that currently receive Ministry funding, assessment will consider timely reporting, achievement of deliverables and transparent communication regarding challenges or delays.
15%	**Performance measures:** *The applicant identifies relevant performance measures and realistic targets, and demonstrates how*	• Identifies appropriate effectiveness (outcome), efficiency (output), and client satisfaction indicators and realistic / achievable targets. • Demonstrates clear alignment between proposed activities and the selected performance indicators. • Has an effective performance measurement plan that demonstrates how proposed outputs and

	they will be implemented and achieved	outcomes will be measured, evaluated and improved upon. • Has relevant tools and methodology to collect and analyse data.
20%	***Value for money:*** *Applicant demonstrates ability to deliver outcomes cost-effectively and cost-efficiently.*	• Provides a detailed budget with eligible and reasonable expenses. • Demonstrates value through a competitive cost/client or cost/instructional hour. • Demonstrates how the proposed funding is linked to the proposed outcomes. • Demonstrates how the proposal will leverage expertise, resources and services through partnerships, in-kind contributions and other funding sources. • For applicants that currently receive Ministry funding, assessment will consider past performance and responsible use of funds.

8. Additional Information for Applicants

8.1 Rights of the Ministry

By submitting an application, the Applicant is deemed to have acknowledged that the Ministry or its designate may:

- Communicate directly with any Applicant.

- At its sole discretion, accept applications for consideration that are not strictly compliant with the requirements outlined above.

- Verify with any Applicant or with a third party any information set out in an application.

- Make changes, including substantial changes, to this Application Guide and related documents including the application form by way of new information on the designated website.

- Cancel this Application and Call for Proposal process at any stage of the application or evaluation process.

- Reject any or all applications in its sole and absolute discretion; and

- Fund legal entities for similar projects regardless of whether these entities have submitted an application in response to this Application Guide.

8.2   Transfer Payment Agreement

Successful Applicants will be required to enter into a formal Transfer Payment Agreement with the Ministry. The Transfer Payment Agreement formalizes the understanding between the Province and the approved Applicant regarding the funded project and ensures accountability for the use of public funds.

Recipients are responsible for managing and executing their projects in accordance with their Transfer Payment Agreement with the Province. By entering into this Agreement, selected Applicants will be required to meet all legal responsibilities contained in the Transfer Payment Agreement, including maintaining all necessary insurance, in order to receive any funding.

8.3   Certificate of Insurance

All successful Applicants are required to carry at least $2 million commercial general liability insurance coverage before funding is released. It is mandatory that "Her Majesty the Queen in the Right of Ontario, as Represented by the Minister of Labour, Training and Skills Development" is added as an additional insured.

8.4   Project Partnerships

Applications must be submitted by a single Applicant. The Ministry encourages partnerships for project delivery wherever appropriate. For successful applications, a single Recipient must take responsibility for the development, implementation, reporting and evaluation of the project. The Applicant will be the single signatory to the Transfer Payment Agreement and will be identified as the Recipient. If funding is granted, successful Applicants may be required to develop formal agreements with any project partners to whom funding may be flowed for project activities.

8.5   No Commitment to Fund

The application process will not necessarily result in a funding commitment to any Applicant. Furthermore, the Ministry reserves the right to award newcomer settlement and language training funding through processes other than this application process.

The Ministry shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

8.6   Applicant Not to Communicate with Media

An Applicant shall not at any time directly or indirectly communicate with the media in

relation to this application process or any legal agreement in relation to this Application **without first obtaining the written consent of the Ministry**.

The Ministry may refuse to consider an Application from an Applicant or may rescind a grant awarded to an Applicant who has such communication without its written consent.

8.7   Intellectual Property

Materials created using Ministry funding are intended to be shared and publicly available. Language training resources should be posted to Tutela. Intellectual property remains with the creator, but others are free to use or build upon the material.

The Ministry may direct the Recipient to grant rights of access or use to the public or any third party with respect to any asset, including intellectual property, created or purchased by the Recipient with the Funding.

All online materials, including online course content, will be Sharable Content Object Reference Model – SCORM compliant, built with Open Standards to facilitate interoperability and data exchange among different products and services.

8.8   Confidentiality and Freedom of Information

The ministry is subject to the *Freedom of Information and Protection of Privacy Act* (the "Act"). The Act provides every person with a right of access to information in the custody or under the control of the ministry, subject to a limited set of mandatory/discretionary exemptions.

This means that the information that is collected pursuant to this application process may be disclosed in the context of an access request unless it is subject to a mandatory or discretionary exemption under the FIPPA. The Ministry has exclusive jurisdiction to determine whether information that is in its custody and/or control falls within a discretionary or mandatory exemption under the FIPPA.

Applicants are advised that the names and addresses of successful Applicants, the amount of transfer payments awarded, and the purpose for which the transfer payments are awarded is information the ministry makes available to the public.

8.9   French Language Services Act

Successful Applicants must adhere to their obligations under the French Language Services Act (Ontario).

This means practicing active offer and referral to French language services. Designated entities are required to offer programs / services in French in areas designated under the French Language Services Act (Ontario). All other providers must establish referral partnerships and provide timely referrals to an organization that provides similar services in French.

8.10   Conflict of Interest

All Applicants are required to complete a Conflict of Interest Declaration form and attach it to each submission.

"Conflict of Interest" includes, but is not limited to, any situation or circumstance where the Applicant, or any of its respective advisors, partners, members, directors, officers, employees, agents and volunteers has:

a) An unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage.
b) Other commitments, relationships or financial interests that:
   (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
   (ii) could or could be seen to compromise, impair or be incompatible with the effective carrying out of its proposed project.
c) Used confidential information of the Ministry without the Ministry's written consent; or
d) A direct or indirect financial benefit from the carrying on of the project.

Applicants must disclose any actual, potential or perceived Conflict of Interest by completing and submitting the Declaration of Conflict of Interest, which is included as a separate attachment.

9.   Glossary of Terms

Canadian Language Benchmarks (CLB): The Canadian Language Benchmarks/ *Niveaux de compétence linguistique canadiens* (CLB/NCLC) standard is a descriptive scale of language ability in English or French as a Second Language (ESL) written as 12 benchmarks or reference points along a continuum from basic to advanced. The CLB standard reflects the progression of the knowledge and skills that underlie basic, intermediate and advanced ability among adult ESL learners. For more information, visit www.language.ca

Career plan: A plan outlining actions to be undertaken to achieve short-term and long-term employment goals identified by a newcomer. Case workers assist clients to understand requirements and foreign qualification processes, identify laddered learning and employment opportunities to help them move towards their long-term goals, and/or explore transferrable skills, alternative careers and self-employment options.

Client interaction: A formal one-on-one service delivered through an in-person, phone or video interaction between a newcomer and a settlement worker for the purpose of assessing needs, providing information, making referrals, and / or engaging in follow-up.

Coordinated Language Assessment and Referral System (CLARS): CLARs agencies are jointly funded by the federal and provincial governments to assess language proficiency for the purpose of referring the learner to an appropriate language class funded by the federal or provincial government. Agencies operate on a regional basis. All organizations use common standards and protocols to assess clients against the Canadian Language Benchmarks and use the shared History of Assessments, Referrals and Training System (HARTs) database to record assessments and referrals.

History of Assessments, Referrals and Training System (HARTs): Database for client and course data for federal and provincial language training. Learner proficiency data is entered at the time of the initial assessment, with CLB progression entered by the language provider. Learner attendance is also tracked in HARTs.

Instructional hour: An instructional hour will include at least 50 minutes of language instruction and may include up to 10 minutes of non-instructional activities, including but not limited to those related to Portfolio Based Language Assessment.

Language skills: The four language skills are Listening, Speaking, Reading and Writing. Each skill is individually assessed for the purpose of initial placement and to determine progression through the Canadian Language Benchmarks.

Partner organization: Partner organizations have a formal role in the development and/or implementation of the proposed project.

Portfolio Based Language Assessment (PBLA): A teaching and assessment model designed to enhance nationwide consistency and quality in official language training for adult newcomers to Canada. It engages learners in goal setting and ongoing assessment. Each learner has a "portfolio" that documents their learning journey and collects evidence of their progress in language tasks over time. For more information, visit www.language.ca/resourcesexpertise/on-pbla/

Project: The entire initiative funded by the ministry, including planning, development, promotion, delivery and reporting.

Settlement plan: A plan outlining actions to be undertaken to address settlement needs identified by a newcomer client. Clients with complex needs may require in-depth needs assessment and case management to develop and carry out their settlement plan. Other clients may be able to complete their own settlement plan using the template in the Orientation to Ontario workbook and consult their settlement worker on more specific questions or issues of concern.

TESL Ontario Certificate of Accreditation / Ontario Certified English Language Teacher (OCELT): Designation earned through successful completion of a TESL Ontario Accredited Training Program or Prior Learning Assessment and Recognition process. The certificate confirms experience with English language teaching for adults and use of the Canadian Language Benchmarks. This designation has been the standard for newly hired instructors in provincial language training since 2012. TESL Ontario now calls this Ontario designation OCELT (Ontario Certified English Language Teacher) to distinguish it from the CTESOL (Canadian Teacher of English to Speakers of Other Languages) designation for graduates of TESOL Canada accredited training. For more information, visit https://www.teslontario.org/accreditation

Transfer Payment Agreement: A dually signed contract that identifies the rights, responsibilities and obligations for both the recipient and the accountable ministry. The agreement is used for the purpose of management and oversight of all transfer payment activities. Ministries must have a signed agreement in place with a recipient before a transfer payment is provided.

Wrap-around services: Wrap-around services take a holistic approach to addressing a range of client needs. In the settlement context, they ensure that newcomer clients with complex needs have the required supports to access services, participate fully and benefit from language classes and employment services.

10.   Appendix: Program Outcomes and Indicators

Monitoring and evaluation of program outcomes will address all outcomes outlined in the program logic model. The Ministry will develop tools to collect data on the following outcomes and indicators:

Activity	Outcome	Performance measure
Settlement services	Immediate**:** **Newcomers learn about their local community and life in Ontario.**	% clients who indicate they have the knowledge they need to make informed decisions for life in Ontario % clients who develop and receive a settlement plan to connect to activities and services in their community
	Intermediate**:** **Newcomers connect with services and social networks in their community.**	% clients who report increased social connections after participating in group programming % clients who report a strong sense of belonging to their local community
Labour market orientation	Immediate**:** **Newcomers learn about employment opportunities, rights and requirements.**	% clients who report increased knowledge of employment opportunities and rights % clients who develop and receive a career plan to address requirements to work in their target occupation
Language assessment	Immediate: **Newcomers understand their language proficiency and training options.**	% assessed clients who report a better understanding of their language proficiency and training options

Core language training	Immediate: **Newcomers develop language skills for life and work in Ontario.**	% learners who complete at least 200 hours of language training in a one-year period (these learners will be called engaged learners) % of engaged learners who advance one CLB level in a) one of the four language skills, and b)all of the four language skills
	Intermediate: **Newcomers communicate effectively for life and work in Ontario.**	% learners who report greater confidence communicating with others in their community and/or workplace
Workplace language and skills	Immediate: **Newcomers develop job-specific language and skills**	% learners who report greater confidence communicating in a workplace context % sector-specific and/or workplace learners who feel training moved them towards their employment goals
	Intermediate: **Newcomers contribute their skills and experience to the labour market.**	% sector-specific learners who are employed 6 months after program exit (new or continued employment) % sector-specific and/or workplace learners who report improved earnings 12 months after program exit