

Subject: Resource Centre Policy

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**BACKGROUND:**

The Resource Centre policy is an element under Career and Employment Information Services (CEIS). It replaces the Alberta Works Centres (AWC) policy with updates and a new name. A Resource Centre serves as a point of entry for Individuals to access career resources, information services, and employment supports.

The renaming of the policy to a 'Resource Centre' generic title creates a consistent reference and reinvigorates the Centre's purpose and function, given recent modernization. The intent is not to affect nor change current Centre administration, title, and operation, nor to replace an existing Centre or duplicate a Centre already existing in a community. Although the policy changes its name, it does not require a name change of the current Centres. The naming of current and future Centres is left to the discretion of the Centre operator or service provider.

A Resource Centre is established based on the resource and employment services needs of the Albertans in a specific community where those needs are unmet. Being responsible for delivering career, information and employment services, including the provision of a Resource Centre, Community and Social Services continues to see to those needs being met.

The Resource Centre policy:

- Enables discretion and flexibility in choosing the appropriate procurement and funding mechanism to provide a Resource Centre in a community to meet specific needs and circumstances.
- Clarifies the expectations of individuals using the Centre: to help individuals further their career, education, employment and training goals, to abide by local Centre guidelines, and to co-operate with staff.
- Emphasizes voluntary access to the Centre as needed by the individual by a variety of methods such as in-person, online, phone or electronic mail.
- Outlines expected individual outcomes such as enhanced individual awareness, knowledge, skills and self-reliance from the use of Centre services.
- Specifies the requirements of a Centre: to provide individuals with access to resources and self-directed services, to provide information services and supports, and to collect and report performance indicators.

**INTENT:**

To provide general direction and considerations for a Resource Centre (Centre) in the provision of information, employment services and supports to help individuals and employers achieve employment goals and resource needs.

**POLICY:**

The following CEIS policy is created:

- Resource Centre

The following CEIS policy will be replaced:

- Alberta Works Centres
  - Will remain available in the Select a Previous Policy drop down menu