

Subject: Policy Changes for New Streamlined Delivery Model

Number: ETS-2016-002
IS-LEARNER-2016-008

Date Issued: March 31, 2016

Effective Date: April 1, 2016

Issuer: David Schneider
Executive Director
Employment and Financial Program Policy

Distribution: Human Services Employment and Financial Supports Division
Human Services Common Service Access Division:
Common Service Delivery
Tuition-based Public and Private Training Providers
Student Aid Alberta

BACKGROUND:

The "[Human Services Delivery Model for Alberta Works Learners](#)" memorandum issued March 16, 2016 outlined a new delivery model and significant policy changes that would come into effect April 1, 2016. In follow-up to this memo we would like to advise you that these policies have now been posted.

INTENT:

All Human Services policies have been reviewed, updated, amalgamated and/or deleted to reflect the new delivery model.

POLICY:

The following sections in the Alberta Works policy manual have been updated:

- [Employment and Training Programs and Services](#)
- [Accountability](#)
- [Learner Policy and Procedures](#)

The following policies have been deleted as they are no longer applicable or have been incorporated into other policies:

- Accountability Framework Agreements (deleted)
- Applying for Further Benefits (incorporated into [Maximum Duration of Training Service Plans](#) policy)
- Accountability: Never Attended and Withdrawals (incorporated into Employment and Training Programs and Services: [Never Attended and Withdrawals](#))

- Review of Training Provider Decisions Delegated by the Director (deleted)
- Employment and Training Programs and Services: Eligible Individuals (deleted information in other policies)
- Training and Service Providers: Acceptable Progress (incorporated into [Acceptable Progress \(Learner\)](#) policy)
- Employment and Training Programs and Services: Participant Attendance (deleted information in other policies)
- Repeat Courses (deleted)