

Questions & Answers

Streamlined Service Delivery for Foundational Learners - Phase Two

1) What's the change?

On October 1, 2017, Phase 2 of the streamlined service delivery model for foundational learners will occur.

The work currently delegated to Community and Social Services Authorized Officials and Contracted Assessment Agencies supporting Non AFA training institutions will no longer be required. Under the streamlined service delivery model Non AFA training institutions will apply their own admissions criteria and processes to determine learner suitability for approved foundational learning programs.

All required learner information will be collected on the Full-time Learner Income Support and Part-time Skill Investment Bursary funding applications and applicable schedules.

All required training information, will be collected from the training institution, using the [Training Provider Information form](#).

IMPORTANT: This change excludes 16-19 year olds attending high schools and outreach schools under the School Act. These learners will continue to see Community and Social Services staff or Contracted Assessment Agencies for specialized supports.

2) Why has this change occurred?

Phase 1, implemented April 1, 2016, allowed learners attending 31 public and private institutions to apply for learner funding based on the institution's admissions criteria. This created streamlined access to approved foundational learning training programs.

Phase 2 completes the implementation of the streamlined service delivery model and all foundational learners attending approved foundational learning will be under the same model.

3) When will Phase 2 of the streamlined service delivery model come into effect?

Effective October 1, 2017 if a learner is interested in applying for funding to attend approved foundational learning with one of the Non AFA training institutions, the streamlined service delivery model will be in place.

Prior and up to September 30, 2017, learners will be assessed and service managed by a Community and Social Services Authorized Official or by a Contracted Assessment Agency.

4) How will this change affect foundational learners applying for funding to attend a Non AFA training institution?

Foundational learners will now only be required to meet the training institution's admissions requirements and not be required to see an Authorized Official as current practice states. Upon acceptance, the learners will have the training institution complete the Training Provider Information form and submit it along with their Full-time Learner Income Support or Part-time Skills Investment Bursary application to the Learner Income Support Office (LISO).

5) How will the Non AFA training institution know which delivery model to follow?

Non AFA training institutions will follow the streamlined service delivery model effective October 1, 2017. If a learner is applying for funding on or after the effective date, the streamlined service delivery model will be in place.

Prior and up to September 30, 2017, learners will be assessed and service managed by a Community and Social Services Authorized Official.

6) How will impacted training institutions be notified of this change?

Community and Social Services staff held discussions with training institutions spring 2017 of the upcoming change to move to the streamlined service delivery model for learners. Advanced Education staff will support those impacted training institutions through the transition to the new streamlined service delivery model for learners.

Advanced Education Staff are:

Learner Team for Red Deer and North - Corrie Elfring Jones or Sandy Poole

Learner Team for South of Red Deer - Natalie Carter-Briggs or Jessica Blakely

7) Who will service manage learners assessed by a Community and Social Services Authorized Official that supported the Non AFA training institutions prior to October 1, 2017?

A Community and Social Services Authorized Official or Contracted Assessment Agency will continue to service manage the learners assessed prior to October 1, 2017 until March 31, 2018 at which time a list of learners still in progress will be provided to Advanced Education.

8) Who can learners contact if they have questions about their funding or funding applications?

Learners can obtain information about their funding or funding applications by contacting LISO at 1-800-222-6485 or 780-427-3722 in Edmonton.

9) How can Albertans apply for financial assistance for foundational learning?

Albertans can apply either on-line or through a paper application. Albertans can access the online application through [My Alberta Supports](#) and click on Apply Online. Albertans can [apply in writing](#) and mail the completed and signed application to LISO.

10) What are the application processing timelines?

In times of peak demand i.e. fall and winter intakes, it can take several weeks for an application to be finalized at LISO.

It is recommended applications are submitted six to eight weeks prior to the training start date however an individual can choose to apply for funding a maximum of five months prior to the start date of training