

## Hamilton Get SET (Skills, Education and Training) - Inter-Agency Referral Protocol

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Use this document to make referrals from one Get SET program to another. For employment service referrals, please review the [Hamilton Referral Protocol – Get SET and Employment Service Providers](#) on LCH’s website. There is a list of all of the [Employment Service providers](#) on the site as well. To make a referral, please call/email the contact listed for the program you are referring to. **A referral form is not required.**

**Learning Connections Hamilton (LCH) is here to help with information and referral to support. If you need assistance with interagency or other referrals, please call 905-527-2222 or email [info@lchamilton.ca](mailto:info@lchamilton.ca).**

### Jump To

- [CNIB \(Canadian National Institute for the Blind\) – Deafblind Literacy Program for Adults](#)
- [Collège Boréal](#)
- [Conestoga College \(Brantford\) – online](#)
- [Hamilton Literacy Council](#)
- [Hamilton Regional Indian Centre – Native Learning Centre](#)
- [Hamilton-Wentworth Catholic District School Board – St. Charles Adult Education Centres](#)
- [Hamilton-Wentworth District School Board – Continuing Education](#)
- [Mohawk College – Deaf Empowerment Program \(DEP\)](#)
- [Niagara College – in-person and online](#)

## **Eligibility**

The [Get SET program](#) serves adult learners

- a. who are Ontario residents
- b. whose literacy and basic skills are assessed at intake as being less than the end of Level 3 in one or more of the following OALCF competencies (operating in either a print-based or using digital technology format) - Find and Use Information, Communicate Ideas and Information or Understand and Use Numbers
- c. who are at least 18 years old - on an exception-only basis, Get SET service providers may serve young adults between ages 16 and 17 who demonstrate the maturity to benefit from adult education
- d. who are proficient enough in speaking and listening to benefit fully from the language of Get SET instruction (English or French) - this eligibility requirement does not apply to Deaf learners

## **Suitability**

Get SET service providers also determine client suitability for the program based on identified barriers to learning. These barriers are described as Indicators of Suitability in Section 4.3.2 of the [Service Provider Guidelines](#).

## **Specialized Programming (review further details under the agency information below)**

- a. Learners with Developmental Disabilities - The Hamilton-Wentworth District School Board is recognized with the delivery niche in programming for people with developmental disabilities.
- b. Learners who are Deaf/Deafblind – The Deaf Empowerment Program (DEP) at Mohawk College and the CNIB Deafblind Community Services serve learners who are Deaf/Deafblind.
- c. Learners who are Francophone – these learners are served through Collège Boréal.

d. Learners who are Indigenous – these learners are primarily served by the Hamilton Regional Indian Centre – Native Learning Centre.

[e-Channel](#) – Most programs offer blended learning, in some cases in partnership with an e-Channel service provider. Learners may also be referred to distance upgrading options if they

- are put on the agency's waiting list and can't be referred to another community program
- have a scheduling conflict
- have transportation issues

## Program Entrance Criteria and Criteria for Targeted Training

\*[All Program Links](#)

Program		Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">HWCDSB - St. Charles Adult and Continuing Education Centres</a></p> <p>Academic Upgrading</p> <ul style="list-style-type: none"> <li>Literacy</li> <li>Numeracy</li> </ul> <p>Targeted Training Offered</p> <ul style="list-style-type: none"> <li>Computer Job Readiness</li> <li>Computers for Beginners</li> </ul> <p>Sarah Silva 905-577-0555 x 5058 <a href="mailto:silvas@hwcdsb.ca">silvas@hwcdsb.ca</a></p> <p>Brielle Lachance 905-577-0555 x 3226 <a href="mailto:lachanceb@hwcdsb.ca">lachanceb@hwcdsb.ca</a></p>	<p>Class</p> <p>Blended</p> <p>Online-only</p>	<p>a. Clients must have shown commitment to an upgrading program (good attendance)</p>	

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">HWDSB - Continuing Education</a> – Academic Upgrading</p> <p>Offers programs in literacy and numeracy (pre-secondary school credits) to adults 18+ years of age.</p> <p>Contact – Angela Parkin 905-561-2190 <a href="mailto:aparkin@hwdsb.on.ca">aparkin@hwdsb.on.ca</a></p>	<p>Class</p> <p>Blended</p> <p>Online</p>	<p>a. persons enrolled in credit courses are not eligible for the LBS program (temporary LBS bridging support may be provided in individual circumstances)</p> <p>b. Must have CLB 5 in Reading and Writing</p>	<p>B2.2 and A1.2 range - #23 and #4</p>
<p>Targeted Training – <a href="#">Cornerstone Program</a></p> <p>Food Handlers Prep</p> <p>Contact – Trevor Blanchette 905-561-2190 x 4791 <a href="mailto:tjblanch@hwdsb.on.ca">tjblanch@hwdsb.on.ca</a></p> <p>Computers, G1, Soft Skills</p> <p>Contact – Vanessa Byrne <a href="mailto:vbyrne@hwdsb.on.ca">vbyrne@hwdsb.on.ca</a></p>	<p>Class</p>	<p>G1 – CLB 5 in Speaking and Listening</p> <p>Food Handlers, Computers and Soft Skills - CLB 5 in all benchmarks</p>	<p>Must have completed a level 1 milestone</p>

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">HWDSB - Continuing Education</a> – Essential Skills Upgrading</p> <p>Offers classes to adults 21+ years of age with developmental disabilities</p> <p>Contact – Angela Parkin 905-561-2190 <a href="mailto:aparkin@hwdsb.on.ca">aparkin@hwdsb.on.ca</a></p>	<p>Class (also works with e-Channel)</p>	<p>a. recommended to be 21 years of age</p> <p>b. able to progress – individuals must be able to set goals with the instructor in the development of a learner plan (must be able to demonstrate progress towards goals and achieve milestones as determined)</p>	

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">Hamilton Literacy Council</a></p> <ul style="list-style-type: none"> <li>• offers foundational literacy skills training in reading, writing, math and computer-use</li> <li>• offers 1:1 tutoring by trained volunteers and small group classes</li> <li>• provides targeted training including <ul style="list-style-type: none"> <li>○ health service support worker</li> <li>○ (Re)Entering the Workforce</li> <li>○ Budgeting</li> <li>○ Online Job Search</li> </ul> </li> </ul> <p>Contact – Laurel Horning 905-529-9907 <a href="mailto:info@hamiltonreads.ca">info@hamiltonreads.ca</a></p>	<p>1:1 Small Grp Blended</p>	<p>Must</p> <ul style="list-style-type: none"> <li>• be an adult (18+)</li> <li>• conversant in English</li> <li>• have a specific goal</li> <li>• be able to commit time to upgrading</li> </ul>	<p>N/A – there are no entry admittance milestone requirements</p>

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p>Mohawk College – <a href="#">Deaf Empowerment Program (DEP)</a> – Academic Upgrading</p> <ul style="list-style-type: none"> <li>• is a program for Deaf adults</li> <li>• provides instruction in math, reading, writing, basic computers, personal development and employability skills for adults who are seeking entry into post-secondary or apprenticeship, have employment goals, or want to develop independence skills</li> </ul> <p>Contact 905-575-2029 <a href="mailto:dep@mohawkcollege.ca">dep@mohawkcollege.ca</a></p>	<p>Class Instruction is delivered in ASL</p>		

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">Hamilton Regional Indian Centre</a> - Native Learning Centre</p> <p>Offers an academic upgrading program for learners to prepare for writing the high school equivalency, high school credit programs, apprenticeship programs, and/or to gain further independence and enhance employment skills.</p> <p>Contact – Ingride Duval 905-548-9593 <a href="mailto:literacy@hric.ca">literacy@hric.ca</a></p>	<p>Class</p> <p>Blended</p> <p>1:1</p> <p>Small Class</p>	<p>18 years and older</p>	

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">CNIB – Deafblind Community Services</a></p> <ul style="list-style-type: none"> <li>• provides instruction in the individual’s preferred method of communication</li> <li>• uses computers equipped with technical devices needed for blind and Deafblind learners</li> <li>• uses materials adapted by instructors for learner accessibility</li> </ul> <p>Contact – Kim Setzer  <a href="mailto:Kim.setzer@deafblindservices.ca">Kim.setzer@deafblindservices.ca</a></p>	<p>1:1  Small Grp</p>	<p>Deafblind, blind or visually impaired</p>	

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><u><a href="#">Collège Boréal – Academic and Career Entrance (ACE)</a></u></p> <ul style="list-style-type: none"> <li>• serves French-speaking adults</li> <li>• delivered in French</li> <li>• also offers upgrading in French, mathematics, biology, chemistry, basic computers, time management and English</li> </ul> <p>Contact – Hajar Ait Taleb Moussa 905-544-9824 <u><a href="mailto:hajar.aittalebmoussa@collegeboreal.ca">hajar.aittalebmoussa@collegeboreal.ca</a></u></p>	<p>Class Blended Online</p>	<p>a. francophone or francophile b. Math and French assessments are completed to determine whether learners start in LBS or ACE</p>	

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">Conestoga College – Academic Upgrading</a></p> <p>Offers</p> <ul style="list-style-type: none"> <li>• Academic upgrading in literacy and numeracy (pre-college) to adults 18+ years of age</li> <li>• Academic and Career Entrance (ACE) courses in Math, Communications and Sciences</li> <li>• targeted training in basic computer skills, college bound, employability and leadership and self-employment and entrepreneurship</li> </ul> <p>For registration and other inquiries contact <a href="mailto:Upgrading@conestogac.on.ca">Upgrading@conestogac.on.ca</a></p>	<p>In-person (self-directed)</p> <p>Online (self-directed)</p> <p>Hybrid (self-directed)</p> <p>Online (teacher-led)</p>	<ul style="list-style-type: none"> <li>• Working at OALCF level 2-3 in corresponding competency (Math and Communications assessments are completed with learner to ensure appropriate placement)</li> <li>• Proof of CLB 6 or higher: IELTS or CELPIP results are also accepted NB: CLB-OSA assessments are not accepted</li> </ul>	<p>1/2 (A1.1); 9 (A2.1); 19 (B2.1); 27 (B3.1a); 218(C1.1); 41(C2.1); 45 (C3.1); 48/49 (C4.1)</p>

Program	Delivery	Intake Eligibility and Skills	Recommended Milestones
<p><a href="#">Niagara College Academic Upgrading</a></p> <ul style="list-style-type: none"> <li>• start dates throughout most of the year</li> <li>• Hamilton Site offering in person, daytime classes for: ACE Communication, ACE Technical Math, ACE Core Math, ACE Biology, ACE Chemistry</li> </ul> <p>255 King William Street Hamilton</p> <p><a href="mailto:academicupgrading@niagaracollege.ca">academicupgrading@niagaracollege.ca</a></p> <p>905-735-2211 ext. 4686</p> <p>How to apply</p> <p><a href="https://www.niagaracollege.ca/liberal/program/literacy/#how-to-apply">https://www.niagaracollege.ca/liberal/program/literacy/#how-to-apply</a></p>	<p>In person</p> <p>Online</p> <p>Blended</p>	<ul style="list-style-type: none"> <li>• may not have a grade 12 diploma</li> <li>• have a grade 12 diploma and need to upgrade their skills or grades to apply for college</li> <li>• lack specific courses/subjects needed to apply for a college program</li> <li>• are 18 years of age or older</li> <li>• are Canadian Citizens, Permanent Residents, Refugee Claimant, or Convention Refugees</li> </ul>	



This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario.