

# Monitoring Process –PILOT 2013 Mining Essentials: A Work Readiness Training Program for Aboriginal Peoples

Once per calendar year, the Assembly of First Nations (AFN) will select at random 10% of the Training Sites (at minimum 3 sites) that delivered *Mining Essentials*: A Work Readiness Training Program for Aboriginal Peoples within the year to participate in the following program monitoring process. Training Sites can only be randomly selected to participate for monitoring every three years. The Policies and Procedures that speak to the monitoring process are Confidentiality and Records Management (see *Mining Essentials* Policies and Procedures). MiHR will NOT be monitoring financial records.

The **purpose** of the monitoring process is to maintain quality of the Program and its delivery, by ensuring all Training Sites across Canada are adhering to the Training Standard, and that the Training Standard remains relevant. Monitoring will:

- 1. Ensure all *Mining Essentials* Training Sites in Canada are administering and delivering the Program consistently based on the Training Standard
- 2. Validate the requirements of the Training Standard and identify areas for administrative and delivery improvements for the Program
- 3. Maintain validity of the Program among industry members by ensuring as many high quality Training Sites as possible.

Monitoring is not conducted with the intention of finding errors or eliminating delivery sites. Rather, it is to ensure high quality delivery, warranting industry validity of the Program across Canada. In most cases, the review itself will take half a working day to complete.

MiHR will provide each selected Training Site with a schedule detailing activities and timelines. Training Sites will have at minimum four weeks to prepare for monitoring (i.e., between being informed of selection and submitting required documentation).

### **Monitoring Team:**

A monitoring team will be established for each Training Site selected comprised of three members, including at least one MiHR staff member and one member external to MiHR. Cultural consideration will be made when selecting monitoring team members external to MiHR.

All monitors will be fully informed of the monitoring tasks required. The monitoring team may request interviews with Trainers, Elders, Partners and/or Learners if further evidence is required.

#### **Supporting Materials:**

- 1. Selected Training Sites will be monitored against the Training Standard using a number of existing documents. Many of these documents are already available at MiHR. The Training Site will be informed of which documents they need to send to the monitoring team:
  - a. Approved Demonstration of Capacity submitted to MiHR to become a Training Site
  - b. Bi-weekly reports submitted to MiHR throughout the delivery
  - Assessment records: Record of Assessment, attendance records, quizzes, skills checklists, Learner resumes
  - d. Mid-point Program Evaluations
  - e. Trainer Evaluations
  - f. Delivery Overview Table (below)
- 2. The monitoring team may request interviews with Trainers, Elders, Partners and/or Learners if further evidence is required
- 3. Monitoring will not take place at the Training Site, yet evidence of the physical space, security and equipment components of the standard must also be monitored. This can be done in the following ways:
  - a. If MiHR visited the Training Site on another occasion (i.e. Train the Trainer Workshop) the staff can provide feedback on the physical aspects of the site that they saw.
  - b. Photos, videos or a virtual tour (i.e. Skype)

## **Monitoring Process Activities:**

1. MiHR will enter content from the approved Demonstration of Capacity received prior to delivery into the Delivery Overview Table (see below).

- 2. The Training Site will review this content and indicate if the program was delivered as planned or provide any changes that occurred over the course of delivery in the third column.
- 3. The monitoring team will review the Delivery Overview Table, completed biweekly reports, Program and Trainer Evaluations and Learner Records to identify compliance and any questions to ask the Training Site.
- 4. MiHR will randomly select 50% (minimum of 3) of the Learners who participated in the *Mining Essentials* delivery to compare the content inputted into the final RoA with information in Learners file.
- 5. The Training Site will be asked to pull these selected Learners records (attendance records, quizzes, skills checklists) and send copies of these by email (and/or courier at MiHR's expense), as per the timelines established in the monitoring schedule.
- 6. The Training Site will email (and/or courier at MiHR's expense) the Delivery Overview Table, requested Learners records, and any other required information, such as photos or videos to:

#### miningessentials@mihr.ca

MiHR ATTN: ME Registrar 260 Hearst Way, Suite 401 Kanata, ON K2L 3HL

7. The monitoring team will compare the information submitted on the RoAs to the original paperwork provided by the Training Site.

### **Reviewing and Responding to Results:**

- 1. MiHR will provide the Training Site with a report that includes findings of the document review and, where applicable, interviews. (Interviews will only be conducted if further information is needed pertaining to a particular area of the Standard and will be informal). A conference call will be scheduled to review the report.
- 2. Issues requiring action must be followed-up on by the Training Site. MiHR will suggest actions in the report, but these activities will be up for discussion during the conference call. Actions will vary depending on what areas need attention, but they may include:
  - a. A follow-up visit in the middle of a subsequent delivery (appropriate if inaccurate learner records for example)
  - b. Submission of acceptable evidence that meets the Training Standard (appropriate if facilities lack access to a certain piece of equipment (i.e. Internet) for example)
  - c. More rigorous monitoring, such as pulling more Learner records or interviews with key people
  - d. Other (to be defined through the testing of this process (2012-2013))

## Mining Essentials Delivery Overview Table

NAME OF ORGANIZATION:	
CONTACT NAME AND TITLE:	
EMAIL:	PHONE:

#### **INSTRUCTIONS**

- 1. Carefully review the information MiHR has provided in column two (Content from Demonstration of Capacity) from your site's original proposal submitted to MiHR to become a *Mining Essentials* Training Site. (Note: the numbers identified next to each requirement refer to the numbering system in the Training Standard). Send any questions or comments to the registrar at: <a href="miningessentials@mihr.ca">miningessentials@mihr.ca</a>.
- 2. To complete column three (Changes between the Demonstration of Capacity and Delivery), review and indicate if and how the actual administration and/or delivery of *Mining Essentials* differed from the Demonstration of Capacity. This process will be helpful in seeing how activities changed and why. It will inform discussions pertaining to both the Training Site delivery and potential revisions to the Training Standard.
- 3. Provide Photos, Video or a Virtual Tour of the physical facilities and equipment as per the *Mining Essentials* Training Standard, sections 1.11, 1.12, 1.15.
- 4. Send the Learner's Records as requested by the monitoring team.
- 5. Email the completed form and supplementary information to the registrar (email above) as per the monitoring schedule.

REQUIREMENTS FROM THE MINING ESSENTIALS TRAINING STANDARD (METS)	CONTENT FROM DEMONSTRATION OF CAPACITY (MiHR to INSERT from the Original Proposal)	CHANGES BETWEEN THE DEMONSTRATION OF CAPACITY AND DELIVERY (TRAINING SITE TO COMPLETE)
<ul> <li>1.1 Entrance requirements The prospective student must:</li> <li>Be 17 years of age or older (or the provincial requirement for a person to be registered in an adult education program)</li> <li>Must be self identified Aboriginal</li> <li>Have completed Grade 8 or equivalent</li> <li>Be screened into the Program through preassessment and application activities</li> </ul>		
1.2 Appeals process  The training organization must establish a step-by- step process enabling candidates to challenge assessment results throughout the Program and upon completion of the Program. Consider allowing the use of individual learning tools for example, learning journals, buddy system, mentors, sharing circles, identified support systems. This appeals process must be approved by MiHR.		
1.3 Program content  The Mining Essentials curriculum is to be divided into sections or units that lead to an approximate total of 230 in-class hours (see A Guide to Mining Essentials). Generally modules should be delivered in sequence, but if need be, modules or lessons can be organized in various ways to meet learners' needs and partners' schedules. The remaining third must be spent in enrichment-type activities.  WHIMIS is a national employment requirement. Therefore WHIMIS training is the only mandatory enrichment activity requirement. Other enrichment activities must occur and should relate to the requirements of industry in the local area and/or individual employability challenges.		

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<ul> <li>1.4 Program duration</li> <li>Considerations for length of Program time include:</li> <li>The maximum time people will be willing to commit to a training Program of this nature</li> <li>Recommend that no more than half a day of inclass time be spent each day on the Program curriculum where possible</li> <li>Coordination with enrichment activities such as work experience, community volunteer activities for practicing skills and attitudes, or other hands-on training programs (See Section 1.3)</li> <li>Interruptions to the Program in a local community (death, seasonal short-term work)</li> <li>Schedule should be flexible to accommodate cultural practices, for example, hunting, spiritual activities and ceremonies.</li> <li>Availability of experienced trainers</li> <li>Consider other community events going on at the time that would be a distraction</li> </ul>		
<ul> <li>1.5 Evaluation approach</li> <li>Participant evaluation will consist of:</li> <li>In-class quizzes for industry knowledge</li> <li>Assignments for home or community</li> <li>Performance skills checklists</li> <li>Self-evaluation forms and checklists</li> <li>Participation and attendance</li> <li>Oral testing and informal discussion considered on a case by case basis</li> <li>Sharing Circles</li> </ul>		
<ul> <li>1.6 Requirements to graduate</li> <li>In order to graduate, students must:</li> <li>Write <u>all</u> module quizzes and meet or exceed</li> </ul>		Send Learner Records as requested by the monitoring team

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<ul> <li>average passing score of 60%</li> <li>Attend at minimum 51 days of the 12 week Program</li> <li>Demonstrate 80% of the skills in the Skills Checklist</li> <li>Complete a Portfolio (resume)</li> <li>Training Sites must submit a Record of Assessment (RoA) for all Learners</li> </ul>		
1.7 Record of completion  MiHR will issue learners an official certificate of completion if the learner's RoA meets the requirements to graduate.		No Action Required by Training Site
1.8 Teaching and Learning Approach All learning outcomes in the Mining Essentials Work Readiness Skills List (see A Guide to Mining Essentials for further details and curriculum breakdown) are integrated into the course content.  • The following principles of adult learning have been applied to the curriculum and must be applied when teaching the skills:  • Short learning segments  • Quick reinforcement of answers  • Relevance is made to immediate needs of user  • Focus on one thing at a time  • Instruction accommodates a variety of learning styles  • Follow a logical learning sequence  • A balanced approach to learning (spiritual, physical, emotional and mental)  • Everything is a lesson learned towards growth and development; there is no right or wrong in the process towards the end		

Class activities and assignments will be designed to meet the needs of the learner which will give them an opportunity to reflect on, use and practice the skills or attitudes they are expected to develop in the course; learning journals and self-assessments are critical Participants should be engaged in critical thinking involving group work and problem solving with criteria for achievement Authentic workplace materials and essential skills tasks found in the mining workplace will be reflected in learning activities Activities that will allow for a holistic community-centric approach to meet the needs of the local community will be provided The use of symbols and charts should be incorporated where appropriate community-centric approach to meet the needs of the local community will be provided The use of symbols and charts should be incorporated where appropriate  The use of symbols and charts should be incorporated where appropriate  Fairness, e.g. learners with disabilities, assessment, testing procedures must be accounted for Additional program materials and enrichment activities must reflect the goals of the Program Art should be incorporated into both instructional activities and the learning environment to reflect feeling and mood where students can illustrate their learning activities	REQUIREMENTS FROM THE MINING ESSENTIALS TRAINING STANDARD (METS)	CONTENT FROM DEMONSTRATION OF CAPACITY (MiHR to INSERT from the Original Proposal)	CHANGES BETWEEN THE DEMONSTRATION OF CAPACITY AND DELIVERY (TRAINING SITE TO COMPLETE)
and/or assist in decorating their classroom to	<ul> <li>Class activities and assignments will be designed to meet the needs of the learner which will give them an opportunity to reflect on, use and practice the skills or attitudes they are expected to develop in the course; learning journals and self-assessments are critical</li> <li>Participants should be engaged in critical thinking involving group work and problem solving with criteria for achievement</li> <li>Authentic workplace materials and essential skills tasks found in the mining workplace will be reflected in learning activities</li> <li>Activities that will allow for a holistic community-centric approach to meet the needs of the local community will be provided</li> <li>The use of symbols and charts should be incorporated where appropriate community-centric approach to meet the needs of the local community will be provided</li> <li>The use of symbols and charts should be incorporated where appropriate</li> <li>Fairness, e.g. learners with special needs, accessibility to learners with disabilities, assessment, testing procedures must be accounted for</li> <li>Additional program materials and enrichment activities must reflect the goals of the Program</li> <li>Art should be incorporated into both instructional activities and the learning environment to reflect feeling and mood where students can illustrate their learning activities</li> </ul>		

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make it more conducive to learning  – The Program will make available Aboriginal supports for example, social advocate, tutor, job coach, Elders		

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4 O Train an annaith a tion a	Proposal)	(TRAINING SITE TO COMPLETE)
<ul> <li>1.9 Trainer qualifications The Mining Essentials Program must be taught by:</li> <li>Two Aboriginal individuals with experience in the mining industry and with instructional strategies or</li> <li>The training may be shared by an individual with instructional strategy experience and another individual with experience training in mining. One trainer must be Aboriginal.</li> </ul>		
Each Mining Essentials training team must have:     Training in adult education methods (instructional strategy experience) from a recognized provider of adult education training (at least one trainer, recommended both trainers)		
<ul> <li>Training experience in the mining and mineral exploration sector (at least one trainer)</li> <li>Attended the <i>Mining Essentials</i> Train the Trainers Weekleberg (but the trainers)</li> </ul>		
Trainer Workshop (both trainers)  First Aid training (both trainers)  Class 4 Driver's License (if providing transportation to and from the sites)		
Gender-sensitivity training (recommended, not required)		
Desirable qualities of the trainer:  • A good understanding of local Aboriginal		
peoples and their histories  Reflective and respectful of Aboriginal culture		
and values		
Aligned with learners' mission, values and goals		
<ul> <li>Flexible in meeting the unique and specific needs of learners</li> </ul>		
Able to deliver the Program with respect for individual and cultural diversity     Creative and pro-active		

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1.10 Trainer/student ratio  There will be two trainers per site. Maximum class size is 16 learners and minimum class size is 10.  The number of learners will be approved by MiHR at Program start-up and again at the two-week mark. Available seats due to attrition may be filled with reserve list of learners within two weeks of Program commencement.		
<ul> <li>1.11 Training facilities</li> <li>Training facilities must include:</li> <li>An environment that is conducive to learning, for example: <ul> <li>comfortable chairs</li> <li>good lighting; natural is preferred but at least not humming or glaring</li> <li>few temperature fluctuations</li> <li>no noisy distractions</li> <li>good air circulation</li> <li>room for participants to move around the room to engage in classroom activities</li> <li>the use of fires and sharing circles</li> <li>art work (ties in culture as a reminder to both student and trainer)</li> </ul> </li> <li>An adequate number of appropriate tables so each learner has elbow room</li> <li>Enough space in the room to arrange and rearrange the tables in different configurations depending on classroom activities</li> <li>Walls should be finished in materials that allow for the posting of flip chart pages and other classroom activities</li> <li>Adequate plug-ins for computers, Internet, overhead projectors or video machines</li> </ul>		Provide photos/video/Virtual Tour and/or name of MiHR staff who visited the Training Site

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<ul><li>Internet connectivity</li><li>Male/female washroom facilities</li></ul>		
<ul> <li>Outdoor security lighting for night-time courses</li> <li>Filing cabinets under lock and key, or other</li> </ul>		
secure places for student files and tests		
1.12 Training equipment		Provide photos/video/Virtual Tour
Trainers must have access to the following		and/or name of MiHR staff who visited
equipment:		the Training Site
Computers – one per student ideally		3 - 1
Computer projector		
Television/VCR/DVD player		
Whiteboard or blackboard		
Flip charts, markers, paper		
Art supplies		
Mining and exploration simulators, tools, and/or		
devices for hands-on learning where possible		
It is also recommended that each site have a		
camera or video camera to document learning.		
1.13 Trainers' Resources		
Each training organization is required to use the <i>Mining Essentials</i> curriculum provided by MiHR.		
These materials can be supplemented by		
additional resources. The resources include the		
following:		
Orientation Session materials		
Trainer's Guides with appendices and		
resources		
<ul> <li>Trainer's Kits with hand-out, samples,</li> </ul>		
maps, resources, etc.		
Learner's Workbooks		
Assessment tools (quizzes, Skills Checklist, attendance record, Record of Assessment)		
attendance record, Record of Assessment		

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(RoA), portfolio checklist, answer keys)  The trainer will also require human resource support when delivering the Program. Site Coordinators (Administrators) and Elders play a very important role in the Program's success and are required for sites to be accepted as delivery agents of the <i>Mining Essentials</i> Program.  Site coordinators' time allocation over the Program is estimated at 1.5 days per week for 6-8 months. Potential roles and responsibilities:  • Setting up enrichment activities  • Sending paperwork to MiHR (quizzes, RoAs, bi-weekly reports)  • Registering learners, trainers, and	i Toposai)	(TIVAINING SITE TO GOMI ELTE)
observers in the <i>Mining Essentials</i> Learner's Registry  • Managing any invoicing  • Coordinating communications  • Etc.  The involvement of Elders is very important, as personal or cultural issues may arise during the training which trainers are not qualified to address. An Elder should come to class at minimum total of 3 days, in ½ day segments throughout the duration of the Program. This is the absolute minimum, but ideally an Elder could be there more often, up to 12 days.		
Elders can be incorporated into the training Program in the following ways, depending on the		

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expertise of the Elder:  Informal sharing, such as having tea with the group Presenting on work/life balance Conducting environmental walks Building fires Smudging and/or other cultural ceremonies Explaining cultural history Etc.		
It is recommended that the Elder (or a counsellor if the Elder does not have the required expertise) spend time with each learners on a scheduled basis for check-in, mid-point check, check-out. These sessions would be a time to talk about career development, work-life balance, perspectives on the Program, and/or personal issues.		
1.14 Involvement of Partners  The participation of at least three local partners is critical to the success of this Program. The partnership must include at minimum, one Aboriginal community group, one industry member, and one qualified training body (college, university, community trainer). All partners must state their commitments to the Program in writing at the proposal stage for MiHR review.		
Industry Partners: Ensuring industry involvement will offer a more enjoyable and enriched experience for learners through industry exposure and hands-on learning. Required commitments include:		

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<ul> <li>Interviews with backing jobs for all or a portion of the successful <i>Mining Essentials</i> learners</li> <li>Intent to hire (post interview) all or a portion of the successful <i>Mining Essentials</i> learners</li> </ul>		
Educational Partners: The educational body may be the delivery agent of the Program; however, they may also be the partner assisting the delivery agent if the delivery agent is a community trainer or a company.		
Community Partners: Community partners can be one or more Aboriginal associations, tribal councils, economic development groups, etc. operating in the Program's catchment area. Community partners must be onboard with the Program in order for it to succeed.		
1.15 Confidentiality and Security The training site offering the Mining Essentials Program will be required to maintain records and computer systems that contain confidential information pertaining to students in a secure fashion. A policy will need to be developed by each site and approved by MiHR that includes information on:  - How quizzes will be kept so that learners can't		Provide photos/video/Virtual Tour and/or name of MiHR staff who visited the Training Site
access them  – How the assessment results will be stored (RoAs)  – How the marks for all attendance, quizzes, and RoAs will be kept secure		

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<b>1.16 Training quality process</b> Two types of quality processes will be put in place:		
External: The <i>Mining Essentials</i> Program will be subject to an external evaluation. A formal monitoring process will be developed by 2012 and administered by MiHR. MiHR and the AFN reserve the right to halt a Program at any time if the Program is not being held to the components of the Training Standard.		
Internal: Each training site must outline for MiHR internal approval processes that will be used to assure quality of the Program. These should include activities that will determine if the Program was successful from several points of view: • Learners • Trainers • Observers • Program coordinators Partners (industry, education, community)		

Please send the completed Delivery Overview Table to: miningessentials@mihr.ca

# MINING ESSENTIALS MONITORING REVIEW (TEMPLATE)

# to be completed by each member of the monitoring team

Name, title and company of Monitor #1:					
Name, title and company of Monitor #2:					
Mining Essentials Training Site Monitored:					
Training Site Members Involved:					
Date of Review:		Tim	e Required:		
LEARNER RECORDS					
	Quizzes		Skills Checklists	Attendance Records	
Number of Records Requested					
Number of Records Available					
Number of Records Accurate in comparison to the RoAs submitted					
Issues					
Records management item requiring improvement		Recor	nmendation to improve re	cords management	

Other Comments:	

Complete the following table after reviewing all evidence provided, including:

- a. Delivery Overview Table
- b. Bi-weekly reports submitted to MiHR throughout the delivery
- c. Assessment records: Record of Assessment, attendance records, quizzes, skills checklists, learner resumes
- d. Mid-point Program Evaluations
- e. Trainer Evaluations
- f. (If required) information derrived from interviews with Trainers, Elders, Partners and/or Learners if further evidence is required
- g. the staff feedback on the physical aspects of the site that they saw.
- h. Photos, videos or a virtual tour (i.e. Skype)

REQUIREMENTS FROM THE MINING ESSENTIALS TRAINING STANDARD	EVIDENCE PROVIDED	ACCEPTABLE (Y/N)	ACTION
1.1 Entrance requirements			
1.2 Appeals process			
1.3 Program content			
1.4 Program duration			
1.5 Evaluation approach			

REQUIREMENTS FROM THE MINING ESSENTIALS TRAINING STANDARD	EVIDENCE PROVIDED	ACCEPTABLE (Y/N)	ACTION
1.6 Requirements to graduate			
1.7 Record of completion			
1.8 Teaching and Learning Approach			
1.9 Trainer qualifications			
1.10 Trainer/student ratio			
1.11 Training facilities			
1.12 Training equipment			
1.13 Trainers' Resources			
1.14 Involvement of Partners			
1.15 Confidentiality and Security			
1.16 Training quality process			
1.1 Entrance requirements			
1.2 Appeals process			
1.3 Program content			

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REQUIREMENTS FROM	EVIDENCE PROVIDED	ACCEPTABLE	ACTION
THE MINING ESSENTIALS		(Y/N)	
TRAINING STANDARD		` '	
1.4 Program duration			
1.5 Evaluation approach			
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graduate			
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1.8 Teaching and Learning			
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1.12 Training equipment			
1.13 Trainers' Resources			
1.15 Trainers Resources			
1.14 Involvement of			
Partners			
1 15 Confidentiality and			
1.15 Confidentiality and			
Security			
1.16 Training quality			
process			

## MINING ESSENTIALS MONITORING REPORT (TEMPLATE)

## completed by MiHR monitoring team member and submitted to training site

Name, title and company of Monitor #1:					
Name, title and company of Monitor #2:					
Name, title and company of Monitor #3:					
Mining Essentials Training Site	e Monitored:				
Training Site members Involve	ed:				
Date of Review:					
REQUIREMENTS FROM THE MINING ESSENTIALS TRAINING STANDARD	EVIDENCE PROVIDED	ACCEPTABLE (Y/N)	ACTION		
1.1 Entrance requirements					
1.2 Appeals process					
1.3 Program content					
1.4 Program duration					
1.5 Evaluation approach					
1.6 Requirements to graduate					
1.7 Record of completion					
1.8 Teaching and Learning Approach					

REQUIREMENTS FROM THE MINING ESSENTIALS	EVIDENCE PROVIDED	ACCEPTABLE (Y/N)	ACTION
TRAINING STANDARD		(1714)	
1.9 Trainer qualifications			
1.10 Trainer/student ratio			
1.11 Training facilities			
1.12 Training equipment			
1.13 Trainers' Resources			
1.14 Involvement of Partners			
1.15 Confidentiality and Security			
1.16 Training quality process			
1.1 Entrance requirements			
1.2 Appeals process			
1.3 Program content			
1.4 Program duration			
1.5 Evaluation approach			
1.6 Requirements to graduate			
1.7 Record of completion			
1.8 Teaching and Learning Approach			

REQUIREMENTS FROM THE	EVIDENCE PROVIDED	ACCEPTABLE	ACTION
MINING ESSENTIALS		(Y/N)	
TRAINING STANDARD			
1.9 Trainer qualifications			
1.10 Trainer/student ratio			
1.11 Training facilities			
1.12 Training equipment			
1.13 Trainers' Resources			
1.14 Involvement of Partners			
1.15 Confidentiality and Security			
1.16 Training quality process			
Other Comments:			

Thank you for participating in this monitoring review. Monitoring ensures the ongoing quality delivery of the *Mining Essentials* program across Canada, which is of benefit to all Training Sites. Ensuring quality delivery by a number of high performing training agents assures the industry's confidence in the Program leading to the employment of the Program's graduates.