



## Frequently Asked Questions

**1. Is the training really free?**

Yes it is. The Ministry of Advanced Education and Skills Development is the government organization that gives funding to this literacy Service Provider, so it can train learners like you under the Literacy and Basic Skills Program (LBS), as part of Employment Ontario programs and services.

**2. What if I don't have my latest high school transcript?**

We will give you an educational assessment to determine your skill levels and help you to determine the most appropriate program for your goal path. For example:

- employment
- secondary school credit
- post secondary education
- apprenticeship
- independence

**3. I'm looking for work. Can I go to school too?**

Yes, you can. We have many flexible options for you. We have classrooms, small groups, or you can work a few hours a week with a tutor.

**4. Can anyone register?**

You need to be out of school, able to set goals, able to make progress, at least 19 years of age and in need of literacy upgrading.

**5. I used to be one of your students. Can I come back?**

Yes, returning learners are always welcome. We have new program options and occupational training starting all the time.

**6. How do I get started/register?**

Call 613-932-7161 and book an appointment with the agency's Literacy Assessor.