

Referral Protocol

December 2016



Referrals to Job Zone d'Emploi

1. The Assessor will complete the Employability Network Participant Referral Form with the learner at Intake.
2. The Assessor will email this form to Job Zone Referrals.
3. The Assessor will return the completed form to the Instructor.
4. The Instructor will enter the referral into CAMS and place the Employability Network Participant Referral Form in the learner's file.

Referrals Out to Other Community Resources (Guest Speakers and Site Visits during program)

1. Each Learner signs the Information Session/Referral Form.
2. The Instructor will enter the referral information into CAMS.
3. The Instructor submits the Information Session/Referral Form to the IMS office. This is placed in the IMS Statistics binder.

Referrals to Other Programs and Services (during program)

1. The Instructor will inform the Assessor by email of the learner's request for a referral.
2. The Assessor will complete the required referral form (Employability Network form **or** TCLC Referral form) and submit this to the partner/agency by fax or email.
3. The Assessor will return the completed referral form to the Instructor.
4. The Instructor will enter the referral information into CAMS and place the completed referral form in the Learner's file.

Referrals Resulting from TCLC Exit Package

1. The Instructor will photocopy the page of the Exit Package showing the Release of Information and the referral request. This hard copy will be submitted to the Assessor.
2. The Assessor will complete the required referral form and submit this to the partner/agency by fax or email.
3. The Assessor will place the completed referral form in the Learner's file.
4. The Instructor will **not** submit the learner's file to be exited for a period of 2 weeks, during which time TCLC will wait to hear from the other agency for confirmation of the learner's participation in their program.
5. If the Assessor receives confirmation from the partner agency, the Assessor will enter the Referral into CAMS and inform the Instructor that the file can now be closed and exited.
6. If the Assessor does not receive confirmation from the partner agency, the Assessor will make 2 attempts to contact the partner agency to confirm the client's participation.
7. The Instructor will complete the required paperwork to close and exit a file as per normal guidelines.