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REPORT RAPPORT

1983/84 Year End Report

Technical Services and Contracts
Training Program for Indian Bands

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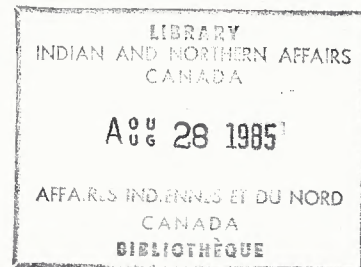
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Technical Services
and Contracts

Services techniques
et marchés



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Training Program for Indian Bands

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TABLE OF CONTENTS

- 1.0 EXECUTIVE SUMMARY
- 2.0 BACKGROUND
- 3.0 TECHNICAL TRAINING
 - 3.1 DEVELOPMENT
 - 3.2 DELIVERY
- 4.0 CONTRACT TRAINING
 - 4.1 DEVELOPMENT
 - 4.2 DELIVERY
- 5.0 FIRE & SAFETY AWARENESS
 - 5.1 DEVELOPMENT
 - 5.2 DELIVERY
- 6.0 OTHER 1983/84 INITIATIVES
- 7.0 FEEDBACK ON THE 1983 PROGRAM
- 8.0 FUTURE INITIATIVES

Reference: EA-HQ-82-89 Technical Services and Contracts Training
Program for Indian Bands and Field Staff - Master Plan
(copies available on request)

1.0 EXECUTIVE SUMMARY

This paper describes the Technical Services and Contracts (TS&C) training program for Indian bands and its objectives in support of Indian self-government. It reports the progress made by TS&C Branch, working in concert with Band Training and Advisory Services (BTAS) Directorate, the regional Engineering and Architecture (E&A) units and the regional Finance and Administration (F&A) contracts units towards achieving these objectives in 1983/84. The paper concludes with a brief overview of the feedback received on the program from bands, regions and other interested outside agencies.

In summary, in 1983/84 TS&C Branch carried out development work on a total of 41 band training initiatives comprised of: 33 technical courses; 4 contract courses; and 4 fire and safety activities.

The Branch made a total of 43 deliveries of technical and contract courses to 300 native participants representing over 100 Indian bands. In total, the Branch provided 789 person-days of TS&C training to Indian bands.

In 1983/84, regions continued to develop and evolve their role in the training program by taking increased responsibility for the delivery of TS&C training to bands. In total, in 1983-84 regions made 310 technical and contract course presentations to 1,598 native participants, who received 6,451 person-days of training. Regions also made 612 deliveries of fire and safety courses to 14,818 native participants, who received 11,760 person-days of training.

Regions also continued to develop and implement their own band training initiatives. Some of these were joint regional-headquarters projects. All were publicized nationally in the TS&C training program master plan to promote interregional use of available materials.

In addition to the development and delivery of training courses both the Branch and E&A regional units initiated other key activities in support of the training program. These include: the development and distribution of the master plan; the allocation of training delivery funds to the regions; the provision of increased native involvement in the program through consultation and course development by native organizations; the identification of alternative resources for course delivery; and the establishment of the roles and responsibilities of the regional band technical training coordinator.

Feedback on the TS&C program received from native participants, Indian organizations, regional and district staff, Housing Corporations, other federal departments and international agencies has been uniformly positive.

2.0 BACKGROUND

In support of developing Indian government, and working in conjunction with BTAS, TS&C Branch and regional E&A and F&A Contracts units have, since 1980, devoted resources to the development and delivery of a technical services and contracts training program for Indian bands. The objectives of the program are to provide bands with the opportunity to acquire knowledge and skills that will assist them to:

- manage the design, construction, operation and maintenance of their physical assets;
- manage and administer consulting and construction contracts; and
- reduce the loss of life and property due to fire through raising awareness at all age levels in the community.

In response to needs expressed by bands to regional and district staff, as well as representations made by Indian associations such as the Ontario Indian Housing Council, TS&C Branch established the program and has, to date, produced 29 training initiatives in technical, contracting and fire and safety areas.

TS&C Branch develops the courses with regional and native involvement. Each course usually consists of an instructor's manual, a participants' manual and a slide-tape presentation. The courses are field-tested with native participants and modifications are made as required. Branch staff then deliver them directly to bands until regional and district staff are sufficiently familiar with the courses in order to take over delivery.

Regions and districts either then continue to deliver the courses or arrange for alternative delivery methods such as through Indian educational organizations, associations, technical and/or community colleges or by TS&C Branch staff.

TS&C Branch has also been successful in interesting other agencies such as Canada Mortgage and Housing Corporation, National Health and Welfare, the Ontario Indian Housing Council, and the Northwest Territories Housing Corporation, in delivering the training to bands. Some of these, as well as other agencies, have used the courses to train their own staff and/or clients.

3.0 TECHNICAL TRAINING

3.1 Development

In 1983/84, TS&C Branch carried out development work on the following 33 technical training courses:

<u>title</u>	<u>course duration</u>	<u>course status as of March 31/84</u>
<u>Project Management</u>		
- Management of Day Labour Projects	2 1/2 days	draft available
- Overview of Project Management	1 day	under development
<u>Housing</u>		
- House Repair and Maintenance		
- Painting	1/2 day	completed
- Plumbing	1/2 day	completed
- Heating	1/2 day	completed
- Door and Window Repair	1/2 day	completed
- Electrical Repairs	1/2 day	completed
- Walls and Ceilings	1/2 day	completed
- Flooring	1/2 day	completed
- Roofs	1/2 day	completed
- Home Plumbing	1/2 day	completed
- Site Investigation	1 day	under development
- Fundamental Concrete Technology	1 day	under development
- Blueprint Reading	1/2 day	under development
- Residential Building Codes	1/2 day	under development
<u>Municipal Services</u>		
- Chlorination Training for Band Utility Operators	1/2 day	completed
- Waste Stabilization Ponds	1/2 day	completed
- Septic Tank Systems	1/2 day	completed
- Water Systems in Small Communities	1/2 day	draft available
- Maintenance of Water Distribution Systems	1 day	under development
- Wastewater Orientation	1/2 day	under development
- Solid Waste Orientation	1/2 day	under development
- Operation and Maintenance of Rotating Biological Contactors	1/2 day	under development
- Operation and Maintenance of Wells	1/2 day	under development
- Operation and Maintenance of Extended Aeration Plants	1/2 day	under development
- Operation and Maintenance of Diesel Power Generating Facilities	1/2 day	under development

Maintenance Management

- Introduction	1/2 day	completed
- How the System Works	1/2 day	completed
- Responsibilities	1/2 day	completed
- Taking Inventory	1 day	draft available
- Organizing the Work	1 day	draft available
- Planning Ahead for Maintenance	1 day	draft available

Energy Conservation

- Energy Conservation Practices for School Custodians and Janitors.	1/2 day	completed
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In addition to the courses developed by the Branch, the TS&C training program master plan indicates that as of April 29, 1983 regions had developed or coordinated 17 other technical training initiatives for bands. A further 9 technical training courses were developed by the regions in the balance of 1983/84.

3.2 Delivery

In 1983/84, Branch staff made a total of 33 technical course presentations to 189 native participants. In total, the Branch provided 312 person-days of technical training to Indian bands. E&A regional units made or arranged for a total of 300 technical training course presentations to 1,487 participants. The total number of person-days of training provided was 6,230.

In addition, Ontario Region working in conjunction with the Ontario Indian Housing Council has developed and delivered a 247 hour training program for native housing inspectors. As a result of the program, there is now a sufficient number of qualified native housing inspectors to carry out all on-reserve housing inspections in the region.

4.0 CONTRACT TRAINING

The mandate to develop and deliver contract training for bands rests with the TS&C Branch and the regional F&A contracts units. To date, the policy has been for TS&C Branch to take the lead role in the development and delivery process while the capacity to take over these functions, particularly course delivery, evolves within the regional F&A contracts units.

4.1 Development

In 1983/84, TS&C Branch carried out development work on the following four contract training courses for bands:

<u>title</u>	<u>course duration</u>	<u>course status as of March 31/84</u>
- Construction Contract Administration (Part 1)	2 days	draft available
- Construction Contract Administration (Part 2)	2 days	draft available
- Contracting for Consulting Services	2 days	draft available
- Contracting for Non-professional Services	2 days	under development

4.2 Delivery

In 1983/84, the Branch made a total of 10 contract course deliveries to a total of 104 native participants representing 37 bands. In total in 1983/84, TS&C Branch provided bands with 477 person-days of contract training. Regional F&A contracts units made a total of 10 presentations of contract courses to 111 native participants who received 221 person-days of training.

5.0 FIRE AND SAFETY AWARENESS

5.1 Development

In 1983/84, TS&C Branch carried out development work on two fire and safety courses and two fire and safety training aids for children:

<u>title</u>	<u>course duration</u>	<u>course status as of March 31/84</u>
- Fire Prevention for Adults	1 day	completed
- Fire Safety Series for Children	3 lessons	completed
- I'm Fire Smart Book	N/A	completed
- Learn not to Burn Behaviour Cards	N/A	completed

The Fire Safety Series for Children started out as a pilot project initiated by the Branch in 1980. One lesson for school children in kindergarten through grade three was developed with assistance and input from Indian educational staff. The lesson was evaluated in three Indian schools and based on the positive response received and the training needs identified by teachers, the Branch developed a further eight lessons, each comprizing a five minute videotape, teacher's guide and learning support materials.

The series is being used on a continuous basis by regional fire and safety offices as a part of their fire prevention/protection awareness training programs. With the coordination of Education Branch, it is being used in 107 reserve schools across Canada as a part of their annual curriculum.

The I'm Fire Smart book is the fourth instructional booklet of its kind to be produced by the Branch for Indian children. The response that the first booklet, Fire-Friend or Foe, received was so great that it was necessary to reprint it very shortly after initial distribution. A total of 50,000 copies were distributed to regions for distribution to bands. In response to the demand for this type of training aid, the Branch developed three additional booklets, A Safe Bet, Play it Safe and I'm Fire Smart. Over 25,000 copies of each are now in distribution.

The Learn Not To Burn cards were developed by the Branch to facilitate the use of the Learn Not to Burn curriculum in Indian schools. The curriculum was developed by the National Fire Protection Association for American children. TS&C Branch, working in coordination with the Education Branch, restyled the existing behaviour cards so that they would be more relevant to Indian children.

5.2 Delivery

The departmental delivery of TS&C fire and safety training materials is arranged through the regional fire and safety officers who use the materials in conjunction with their comprehensive fire protection/prevention training and awareness programs. In 1983/84, regional fire and safety officers made a total of 322 course presentations to 3,943 adults which represents 6,210 person-days of training. They also made a total of 290 fire and safety presentations to 10,875 school children. This represents a total of 5,550 person days of training. The latter is over and above the everyday usage of the materials made by Indian schools.

6.0 OTHER 1983/84 INITIATIVES

Other initiatives undertaken as a part of the training program by the Branch and E&A regional units in 1983/84 are described below:

(i) Master Plan

For the first time, all headquarters and regional TS&C band training activities were catalogued in one document, the TS&C Training Program for Indian Bands and Field Staff

- Master Plan, EA-HQ-82-89. The plan identifies all the courses in the program and provides a brief description and the current status of each. The document was distributed to the regions in April 1983 and has received wide distribution through various workshops and other events, e.g. the Ontario Region TS&C tradeshow at the All Chiefs Conference in June 1983.

The master plan is used as planning tool, by the TS&C Branch. It is also an order catalogue for regions/districts, Indian groups and others planning band training workshops. Further, it is used as a survey instrument in the identification of band TS&C training needs.

(ii) Funding for Regional Delivery

A major concern arose in 1983/84; the availability of funds for regional delivery of technical training to bands. Funding was available for management and housing related training from BTAS and Housing Branch respectively. However, funds for strictly technical training were not readily available.

As a result, TS&C Branch reclassified its training courses into these three categories and then made an unfunded proposal in the 1984/85 Operational Plan for \$180,000 from the common services budget to be distributed to the regions for the delivery of band technical training. This initiative, which was supported by BTAS, was approved in February 1984 and funds are now being allocated to regions for delivery activities.

(iii) Increased Native Involvement

TS&C Branch has always recognized the need for significant native involvement at all stages in the training development and delivery process. At the outset of the program, native input was obtained through the regional/district units. It was also obtained directly from bands through the process of initially presenting the courses to native participants prior to course finalization. While these two methods continue to be used, other initiatives were taken to obtain increased native input.

In 1983/84, the Branch contracted with the North American Indian Film Company and First Nations Consulting Ltd. to develop two courses. Tribal Council Members were asked to consult on the development of a third course. In addition, the Branch has sought extensive advice and input from Mr. Manson Ireland of the Ontario Indian Housing Council on courses and the program in general.

In June 1983, the Branch had a display at the Ontario Region Trade Show as a part of the All Chiefs Conference and obtained input to the training program directly from Indian representatives. The trade show provided the Branch with the opportunity to display and distribute copies of the training material available to Indian people.

The Branch also contacted six Indian management development institutes to explore their possible involvement with the TS&C program.

In Quebec Region, one approach taken to contact bands and seek their involvement was the development and distribution of a brochure that "advertizes" the training courses available from the region. It was distributed to all band offices. The Branch is now at work on a similar brochure that can be used on a national basis.

(iv) Alternative Delivery Mechanisms

The regions and the Branch continued to explore all available avenues of delivery of courses to bands, whether by outside agency, eg. Canada Mortgage and Housing, technical colleges, Indian groups and institutes, and private training firms. On a trial basis in 1983-84, B.C. Region had a contract with a technical college to deliver TS&C courses to bands on behalf of Engineering and Architecture staff. The arrangement was satisfactory and the region now has two standing offer agreements with the technical college and an Indian institution to deliver training to bands. Copies of the contracts will be circulated to all regions as examples in the event that they wish to follow suit.

(v) Regional Band Technical Training Coordinator (TTC)

There has been a band TTC in every Indian and Inuit Affairs region since August 1981. Originally, the TTC's role was basically one of liaison with headquarters. However, what with more and more bands assuming

responsibility for the management of the construction and maintenance of physical assets and looking to the Department for support, advice and training, the role of the TTC has expanded considerably. In 1983/84 the regions sought to establish the new role of the TTC and his/her management responsibility for the overall regional TS&C band training program. They worked with the Branch to produce guidelines in this area. These guidelines were formalized in the document, Role of the Regional Band Technical Training Coordinator, EA-HQ-83-16.

7.0 FEEDBACK ON THE 1983/84 PROGRAM

The opportunity for direct feedback on the TS&C courses is provided during initial presentations conducted prior to finalizing each course as well as through formal evaluation held at the end of each course. The feedback received in 1983/84 directly from native participants was very positive. The most common comments received were:

- 1) The knowledge acquired will be helpful to me in my work;
- 2) I would recommend the course to others;
- 3) The information given is new and of interest and importance to me;
- 4) The course provided basic, step-by-step practical information; and
- 5) There should be more courses similar and/or as follow-up to this one.

Other opportunities to collect feedback on the TS&C program arose when presentations on the program were made in 8 district offices in B.C. Region and at various regional and Program conferences throughout the year. In general, response to the program was highly supportive. District staff had constructive criticism to offer on course content. Also, the availability of resources, human and financial, to deliver the courses was often a subject of discussion.

Reaction from other federal and outside agencies was very encouraging. Health and Welfare Canada, Canada Mortgage and Housing Corporation, the Ontario Indian Housing Council and the Northwest Territories Housing Corporation all obtained copies of several TS&C courses and are actively involved in delivering them to bands.

Professional instructors at the Malaspina Technical College in British Columbia had the opportunity to deliver TS&C courses to bands in 1983/84. Their reaction to the courses was also good. They found the courses to be well designed, practical and straightforward to teach.

Reaction to TS&C fire and safety initiatives was very rewarding. In 1983/84, the Fire Safety Series for Children was obtained by the National Museum of Science and Technology for ongoing display. In addition, TS&C Branch received an international award from the National Fire Protection Association for work on the Learn Not to Burn behaviour cards.

8.0 FUTURE INITIATIVES

Major emphasis in the near future will be on completing the courses under development and delivering the courses developed to date, with revisions as required to keep the material current. The number of new courses developed each year will likely decrease but they will be developed as training needs are identified. Development will continue to be done in conjunction with BTAS, Indian and Inuit Affairs Program.

Also, efforts to identify alternative delivery mechanisms (such as through Indian organizations, associations, consultants and others) will continue. As previously mentioned, ongoing emphasis will be placed on increased native involvement at all stages of the program.