Learner Support	NA	1	2	3	4	5	Comments
12. Learner orientation							
13. Communication with learners							
14. Access to support services							
15. Linkages with service providers							
16. Learners connected to the community							
17. Transition out of the program							

Actions:

1=No indicators have been checked and there is agreement among evaluators that the Best Practice is not at all in place.
2=Just one indicator or sub-indicator has been checked. It wouldn't be fair to say that there is nothing in place, but in reality, the Best Practice isn't being met.
3=A few indicators have been checked. There is an attempt on the part of the program to meet this Best Practice, but there is much room for improvement and identifiable gaps.
4=A substantial number of indicators have been checked, but there is still room for improvement. Some additional indicators may be in place. One could say the program is "approaching best practice."
5=All of the indicators have been checked, and additional indicators may be in place. There is agreement among evaluators that the program is very clearly and substantially meeting the Best Practice.