

Subject: Updated Business Processes for New Delivery Model

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**MESSAGE:**

On April 1, 2016 a new delivery model for Alberta Works tuition-based learners who are planning to attend former AFA providers or a public post-secondary institution was implemented. To support the new delivery model, a review of business processes has occurred.

The following business processes have been updated or created:

- R01. Register a Person
- R02. Assessment
- R03. Service Management
- R04. Counsel to Leave Employment
- R06. Recording Education Exceptions
- R07. Reduced Course Load
- R08. Subsequent Training Service Plans
- I01. Preliminary Employment Insurance Verification
- I02. Potential Employment Insurance Status Verification
- I03. EI Status Scree- Review Results
- I04. Exchange of Information- Training Program Information Cluster
- I05. Feepayer
- P01. Register a Product Provider
- P04. Modify Product Provider Registration - Change in Owner and/or Legal Operating Name
- P12. Create, Add, and Activate Envelope Allocation
- E01. Entering Evidence and Application Processing- Full-Time Non-EI/EI
- E03. Part-Time Skills Investment Bursary Applications
- E09. Tuition, Overpayments and Reconciliation
- E11. Cancellation, No Shows, Withdrawals, and Early Completion
- E12. Entering Education History
- E13. Waitlist Workflow
- E18. Additional Time to Complete a Program Session
- E02. Enter Evidence- Training Benefit Evidence

The following business processes have been deleted:

- R05. Duration Maximum Override
- P05. Program Approval Stop Orders and Terminations Overview
- P08. Stop Orders- Temporary/Permanent
- P09. Stop Orders- Temporary
- P10. Stop Orders- Permanent
- P11. Training Provider Allocation
- P12. Incorporated into new P12.Create, Add and Activate Envelope Allocations.
- P13. Provider Envelope Allocation- Non-EI Provider Envelope Allocation has been deleted. The content has been incorporated into the new P12.Create, Add and Activate Envelope Allocations.
- P14 Modify Provider Envelope-AFA
- E11.01 Cancellations
- E11.02 No-Shows
- E11.03 Withdrawals
- E11.04 Early Completion