

Coronavirus (COVID-19)

FAQs for Training for Work Training Providers

Does the announcement to indefinitely cancel all regularly scheduled programs in the K-12 system and at post-secondary institutions extend to Training for Work programs?

- Yes, all learners should stay home during this time. No face-to-face or classroom delivery of training should be done.

What can training providers do in light of this directive to minimize impact to Learners?

- Training providers can consider alternate delivery options to satisfy eligibility requirements. These may include distance delivery and online learning.

What are the expectations for monitoring attendance if programs are delivered online?

- We expect training providers to continue to monitor the learner progress based on the instructor's expectations as well as program expectations, while ensuring course objectives are met.

If students shift to taking asynchronous courses for the rest of the term, does this impact their funding?

- No. Learners will continue to be eligible for funding. We will work with training providers to support alternate delivery models.

What if a program that is already in progress cannot be offered using alternate means and has to be cancelled?

- Learners may continue to receive learner income support for up to two months.

What if a program that was scheduled to start is cancelled, but learners had already been paid their monthly living allowance? Will there be an overpayment to the learner?

- No overpayment will be calculated.

What if a program has continuous intakes and cannot be delivered using alternate means, and has to be cancelled?

- Learners may continue to receive learner income support for up to two months.
- Learners will be encouraged to re-apply when new training dates become available.

Should training providers report any learners who voluntarily withdraw from training that is currently in progress?

- Training providers should use their discretion regarding withdrawing learners due to non-COVID-19 related reasons during this time. Withdrawal notices should be sent to LISO.WDNOSHOW@gov.ab.ca

What if a program cannot start on the scheduled start date?

- If the learner application has already been processed, the learners may receive funding until the end of May.
- No overpayments will be assessed due to program closures or COVID-19.
- Learners will be encouraged to re-apply when new training dates become available.

Can the expected start date of a program be postponed or cancelled?

- If the training provider is unable to deliver a program using alternate means, cancelling or postponing the start date should be considered.
- Please talk to your Contract Services Coordinator about making changes to start dates.

Can a Training for Work program be extended for Learners to complete training?

- As a one-time occurrence, Learner Policy allows for an extension of up to one month immediately following the original session end date.
- The training provider needs to contact their Contracted Services Coordinator to discuss extensions and to provide names of impacted learners.

How does an impacted Learner receiving Employment Insurance (EI) complete their reporting cards?

- Generally, when a learner is in training and continues to be in receipt of learner income support, they continue to report that they are in training.
- Learners receiving EI only can continue to report they are in training until the end of May.
- Service Canada can provide the best information for an individual's situation. The contact number for the EI Telephone Information Service is 1-800-206-7218

For More Information

- Alberta Health continues to monitor the situation closely. Please visit alberta.ca/COVID19 for daily updates.
- If anyone thinks they may have been exposed to COVID-19, stay home and call Health Link 811.
- Learners can call LISO if they have any concerns at 780-427-3722, or toll-free at 1-800-222-6485