

Government of
Northwest Territories

Tourism Training Fund Guidelines



UPDATED: JUNE 2021

Introduction

The Tourism Training Fund (TTF) is funded and administered by the Tourism and Parks Division of Industry, Tourism and Investment (ITI), Government of the Northwest Territories (GNWT).

The purpose of the TTF is to:

- ❑ Fund short-term training opportunities for tourism workers to gain new skills or to upgrade skills; and
- ❑ Assist tourism operators in the NWT to support and encourage a well-trained tourism labour force.

Program Goals

The goals of the fund are to:

- ❑ Increase the number of skilled and certified people working across various tourism sectors;
- ❑ Retain tourism workers by supporting their access to training opportunities critical for job satisfaction and labour market competitiveness;
- ❑ Develop tourism workers in the NWT who are professional and offer safe services at a world-class level;
- ❑ Support training which increases opportunities for tourism workers to diversify their income; and
- ❑ Develop capacity and long-term sustainability in tourism sectors, where tourism operators retain a workforce trained to meet their needs.

Tourism Priorities

The following areas are the priorities of the fund:

- ❑ Hospitality and customer service
- ❑ Cultural experience delivery
- ❑ Safety training (e.g. first aid, wilderness first aid)
- ❑ Community tourism development
- ❑ Communications (e.g. social media, marketing)

Other training topics will be considered subject to funding availability.

Eligibility Criteria

An applicant is required to meet at least one of the following conditions to apply to this Program:

Individual

1. Must be a resident of the NWT
2. Hold a valid Tourism Operator License
3. Non-GNWT Visitor Information Centres
4. Accommodations sector employers or employees

Group

1. Businesses, not-for-profit tourism associations or organizations engaged in the tourism sector in the NWT. Formal volunteers (e.g. festival or event) can be considered under group funding
2. A group of individuals from various tourism businesses collaborating for training

Note: Individuals or businesses in the aviation industry are not eligible for this program.

Eligible Training

Training must be short, formal courses or workshops, less than 12 weeks in duration and not eligible under Employment Insurance (EI) training funding. Courses can be either:

- in-person courses or workshops or
- distance education such as online courses,
- or a combination of in-person and distance education

Ineligible Training

Training that is part or all of a formal education program, such as a degree or diploma, will not be considered as this is eligible to be funded through Student Financial Assistance (SFA).

The TTF is not intended for:

- board development
- training of government employees
- training unrelated to the tourism sector
- the administration or co-ordination of institutions, organizations, or projects
- the purchase of software or equipment
- attending conferences or conventions

Training outside of Canada will not be considered.

General Funding Requirements

- ❑ Training must relate to a tourism sector.
- ❑ Applicants must be employed by or volunteer formally for a tourism business or organization to be eligible for maximum funding.
- ❑ Applications for training outside of the community or territory will not be funded if equal training opportunities exist within the applicant's community of residence or within the NWT and are offered within the same fiscal year.
- ❑ Funding will cover a maximum of 75 percent of total eligible costs. Applicants are required to invest a minimum of 25 percent financial equity of the total eligible costs.
- ❑ If the training is a "refresher" or a recertification for training that expires after a set period of time, funding will cover a maximum of 50 percent of total eligible costs. Applicants are required to invest a minimum of 50 percent financial equity of the total eligible costs.
- ❑ All funding allocations are subject to fund availability.
- ❑ Training must be completed by March 31 of the application year.
- ❑ **Funding is on a reimbursement basis upon evidence of successful completion of training and submission of receipts and required reporting for eligible expenses.**

Eligible Expenses

- ❑ Course fees and materials
- ❑ Instructor fees
- ❑ Travel costs (flights, ground transportation, car rental)
- ❑ Accommodation

Ineligible Expenses

- ❑ Meals or per diems
- ❑ GST/HST

Individual Applications

- ❑ One application per year per applicant. Maximum funding per application is \$3,000.
- ❑ A letter of support from a tourism sector employer or a potential tourism sector employer and/or representative stating the applicant's suitability is required. (Note: a letter is not required if the applicant is the business owner.)
- ❑ A maximum of two applicants per tourism business per course will be given priority. Additions will be considered based on course and funding availability.
- ❑ Non-NWT resident owners of an NWT tourism business may claim only course fees and course materials as eligible training costs.
- ❑ An applicant not yet employed in but striving for a tourism job may apply for funding up to a maximum of 50 percent of eligible training costs.
- ❑ **Important note:** Individual applicants who have training applications approved two fiscal years in a row are not eligible to apply in the third fiscal year. Applications will be accepted again in the following fiscal year.

Business or Group Applications

- ❑ One application per year per business or group. Maximum funding per application is \$6,000.
- ❑ Eligible costs include instructor fees, airfare or ground transportation (bus or cabs) and accommodations for the instructor and course materials. Note: per diems or meals are not an eligible expense.
- ❑ Applications for group funding must demonstrate that the funding is intended to train more than one staff by a certified instructor.
- ❑ Participants registered for the training who must travel from another community to attend the training may apply for up to 75% of their eligible training costs to be reimbursed upon proof of completion of the training. These requests will be reviewed on a case-by-case basis. Priority will be given to training opportunities in communities. The total funding request for instructor and travelling participants must still be within the maximum funding allowable for group applications.

Application Process

Applications will be accepted two times per year: April and September. Deadline dates will be advertised and posted on the ITI website at www.iti.gov.nt.ca/en/TTF

Applicants can get an application form at their regional ITI office or download forms online at www.iti.gov.nt.ca/en/TTF

Completed forms and supporting documents are to be submitted at a regional ITI office or sent by email to the regional tourism development officer (RTO). Applicants are encouraged to ask their RTO about any questions they have or for assistance to complete the application form.

Applications must be submitted by the intake deadline that is prior to the training start date. Applications for training already completed will not be considered.

Selection Process

A selection committee with representation from ITI headquarters and regional offices will evaluate the applications. Final approval of successful applicants is with the Director, Tourism and Parks, ITI.

Appeals Process

In the event an applicant is unsuccessful in their application and/or is not satisfied with the decision of their ITI regional office, they can appeal in writing to the Assistant Deputy Minister, Economic Development, Department of Industry, Tourism and Investment, Government of the Northwest Territories.

Appeals may be sent by email to parksandtourism@gov.nt.ca

Appeals should outline the reasons why the applicant is appealing the decision.

Applicant Notification

ITI will notify successful applicants in writing within two weeks of the program deadline.

Finance and Reporting

- Successful applicants will be required to submit receipts for all eligible expenses at the end of the training in order to be reimbursed.
- For individuals:
 - a written final report (short evaluation of the training course and its benefits) and
 - evidence of course completion (certificate, signed letter from instructor or other proof of completion).
- For group funding:
 - a written final report detailing how many people enrolled, and
 - evidence of course completion (certificate, signed letter from instructor or other proof of completion), location, duration and subject of training, and
 - a financial statement for eligible training costs are required in order to be reimbursed.
- Failure to meet these reporting requirements may result in the applicant being refused reimbursement of costs from the TTF.

Contact

For more information or to apply, please contact the Tourism Development Officer in your region:

Beaufort Delta

Phone: (867) 777-7196

E-mail: Tourism_BeaufortDelta@gov.nt.ca

Dehcho

Phone: (867) 695-7500

E-mail: Tourism_Deicho@gov.nt.ca

North Slave

Phone: (867) 767-9212

E-mail: Tourism_NorthSlave@gov.nt.ca

Sahtu

Phone: (867) 587-7171

E-mail: Tourism_Sahtu@gov.nt.ca

South Slave

Phone: (867) 872-0912

E-mail: Tourism_SouthSlave@gov.nt.ca

Online Training Opportunity

You may wish to check the following website for online training:

emerit Professional Certification - emerit.ca

Online learning and training for over 40 tourism occupations.

Based on the National Occupational Standards, emerit Professional Certification is a prestigious, national credential that recognizes individuals who have demonstrated their competence in the workplace.

Professional certification from emerit:

- Raises professionalism and improves job performance
- Attests to superior on-the-job performance
- Provides a competency-based industry credential that is recognized by employers across the country

Frequently asked questions: emerit.ca/pages/faq