

Government of
Northwest Territories

Youth Mentorship for Tourism Program Guidelines



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Introduction

Industry, Tourism and Investment (ITI) recognizes the value of mentoring in ensuring competent future leadership of the tourism industry. The Youth Mentorship for Tourism Program aims to provide students and/or young professionals interested in working in any area of the tourism industry the opportunity to work with experienced industry professionals (mentors) who are willing to share their expertise and knowledge. The program will match Northwest Territories (NWT) students and/or young professionals with an appropriate experienced professional in a specific area (based on the mentee's interest), which may lead to employment at the mentor's place of business.

Program Goals

The goals of the program are to:

- Provide opportunities for students interested in tourism to meet and observe experienced professionals in a given tourism sector at work.
- Provide opportunities for youth to learn and be mentored by potential employers in tourism for the purpose of direct employment.
- Provide the resources to interested tourism businesses willing to mentor students and/or young professionals interested in their sector of tourism for the purpose of employment.
- Provide students and/or young professionals the opportunity to network with more experienced professionals in the different sectors of the tourism industry.

Program Tourism Definition

For the purpose of this program, the definition of a tourism business is a business that relies on travellers for a significant portion of their income. For the purpose of this fund, the aviation industry is excluded from this definition of tourism.

Program Priority Areas

The following areas are the priorities of the program:

- Hospitality Services
- Tourism Operations Management:
 - Fishing Lodge Operations
 - Outdoor Adventure Operations
 - Community Tourism Development, Planning and Operation.
- Tourism Product Packaging and Pricing
- Parks Operations and Management
- Interpretive Skills and Programming

Benefits of the Program

- Networking opportunities
- Gaining employable skills to be employed in the industry
- Learning about or gaining advanced knowledge of the tourism structure
- Gaining professional development experience
- Developing a professional relationship with someone who:
 - Is a source of knowledge for projects, events, etc
 - Can provide professional guidance (i.e. Job searches, resume writing, interview preparation)
 - Is a role model within the industry
- Opportunity for long-term guidance

Program Structure

In addition to getting mentees acquainted with the different aspects of the tourism industry, the program also aims to encourage, where possible, employment at the place of business of the mentors. As such there are two program streams:

Stream 1: Industry Awareness

This stream aims to provide opportunities for students and young professionals to gain knowledge and experience in the industry for a period of no less than three months. This process will involve visits by mentees to their mentor's place of business.

Stream 1 is designed for mentees seeking more knowledge and experience in the industry but who may be already employed, still in school and/or looking to be employed somewhere other than at the place of business of the mentor. For this stream, mentors will receive an honorarium as per the GNWT honorarium policy up to a maximum of \$2500, while mentees will receive \$1250 for the duration of the mentorship program which will be no less than three months and not exceeding five months.

Stream 2: Path to Employment

The aim of stream 2 is to provide an opportunity for the mentees to learn and acquire specific skills in an area of their choice with the goal of employment at the mentor's place of business.

Stream 2, also known as path to employment stream, is aimed at students and young professionals willing to be mentored towards employment at the mentor's place of business. Mentors for this stream will be NWT businesses in the tourism sector and will receive a maximum of \$6000, to cover the cost of taking on the mentee for a period of no less than three months and not exceeding five months. Mentees could be paid a stipend from the \$6000 awarded to the mentor; however they will still be eligible to receive \$1250 (maximum) from the GNWT as mentees under the program.

Eligibility Criteria

Mentees

To be eligible for the program a person needs to meet the following criteria:

- Must be a resident of the Northwest Territories.
- Must be less than 18 years old but no younger than 16.
- If more than 18 years old and not older than 26 years old and employed, must be able to show proof of employment in tourism to qualify as young professional.
- If older than 18 but not older than 26 years old and not young professional, must provide a motivation letter for admission into mentorship program. The motivation letter should address why the applicant wants to be mentored, how the mentorship will help them and what they plan to do after the mentorship.

Mentors

Mentors will have to meet the following criteria to be considered for the Program:

- Should be experienced successful tourism industry professionals;
- Must have worked in the tourism industry for at least five years;
- Willing to make time available for their mentees and commit themselves to meet their “protégé” frequently during the mentorship process;
- Understand the skills and tools required to be a mentor;
- Be open to further developing their mentoring skills;
- Understand the legal and ethical requirements of mentoring
- Be able to ensure mentees understand what they can expect from the mentoring process;
- Be able to create an environment in which mentees will feel at ease;
- Be able to communicate effectively with mentees;
- Be able to help mentees identify their real needs and priorities;
- Be able to encourage mentees to develop the confidence, understanding and skills to meet their personal and business objectives;
- Be able to help mentees manage a program of activity that develops their confidence, understanding and skills.

Interested mentors will be required to fill out a registration form to become a Tourism Youth Mentor. The selection and approval of mentors will be completed in a timely manner by ITI.

Approved mentors, if not GNWT or GNWT Agency employees, will be paid an honorarium as indicated in the GNWT Financial Administration Manual. Once the process is completed the mentor will be expected to provide a written evaluation as per the agreed evaluation format.

Program Ethics

- Mentors and mentees must agree to the terms outlined by ITI before the start of the process.
- Mentors and mentees will jointly and in confidence decide on what issues to address during the course of the relationship subject to the program guidelines.
- Respect should be given to the privacy and confidentiality of mentor and mentee information.

General Funding Requirements for Stream 1 and 2

- The duration of the Program (stream 1 and 2) shall be no less than three months and no longer than five months.
- All mentees under the Program (stream 1 and 2) will receive a grant of \$1250 upon completion of the mentorship process and submission of required reporting.
- For stream 1, mentors who are not GNWT employees will be paid an honourarium as per the GNWT Financial Administration Manual, up to a maximum of \$2,500, upon completion of the mentorship process and submission of required reporting.
- For stream 2, mentors shall receive a maximum of \$6,000 to cover costs incurred in taking a mentee under the path-to-employment stream. Mentors will be paid by way of a contribution agreement, upon approval of the process by the director of Tourism and Parks. The \$6,000 grant to the mentor (mentoring business) can also be used by the mentor at his/her discretion for providing a stipend to the mentee for the duration of the mentoring process.
- All allocations are subject to fund availability.

Exceptions and special circumstances

Under special circumstances, determined at the discretion of the director of Tourism and Parks, the grant to mentees may exceed the stipulated \$1250. This will only be in cases where the mentee has to travel to the place of business of the mentor either under stream 1 or 2. The exceptional circumstances cost may not exceed \$6000 and shall be only for the following eligible costs: airfare, accommodations, meals and ground transportation.

Reporting Requirements

- Payment under stream 1, for both mentor honourarium and mentee grant, is on a reimbursement basis upon submission of signed copies of the final mentoring report and logs of the mentoring process from both the mentee and mentor.
- Successful applicants under stream 2 (path-to-employment) mentorship process will be required to direct their potential mentors to submit detailed estimates of anticipated costs, up to a maximum of \$6,000, at which time the mentor will be paid through a contribution agreement.
- Stream 2 mentees will be paid the mentee grant of \$1,250 upon submission of final mentoring reports and logs at the end of the process.

Administration of the Mentorship Program

Selection of Mentors and Mentees

Mentee Proposes Mentor

Potential mentees will have to propose a mentor, who will then be vetted by ITI to see if they meet the criteria for mentorship. The vetting would be done by ITI through different means, including, but not limited to, sending out a questionnaire form to the prospective mentor, telephone conversation and email contacts.

Mentor Proposes Mentees

Potential mentors can also propose mentees. ITI will vet both the mentor and the mentee to determine eligibility for the Program. The vetting would be done by ITI through different means, including, but not limited to, sending out a questionnaire form to the prospective mentor, telephone conversation and email contacts.

Matching of Mentors to Mentees

The matching of mentees to mentor may be decided in any of the following ways:

1. Mentees send an application to ITI, indicating their desire for mentorship and the name and resume of the potential mentor.
2. Mentors send an application proposing mentees.

The ITI selection committee would then study the file and, using defined criteria, determine if the mentor is a good match for the mentee and approve accordingly. If the mentor or mentee does not meet the ITI criteria, the committee will inform the mentee and/or mentor. The final approval on who becomes a mentor or mentee is with the committee. The committee will then advise the director of Tourism and Parks of their decision.

Approval of Mentorship

- Final approval of mentorship agreement will be by the director of Tourism and Parks.
- Successful applicants will be notified by letter, email or telephone.

Appeals Process

Applicants who have not been selected for the program and are not satisfied with the decision of the selection committee can appeal the decision to the Assistant Deputy Minister of ITI. Appeals must be submitted in writing and include details as to why the applicant is appealing the decision.

Contact

If you would like to apply to be a mentee in the Youth Mentorship for Tourism Program, please contact:

Beaufort Delta (867) 777-7196

Dehcho (867) 695-7500

North Slave – Behchokq (867) 392-6119

North Slave – Yellowknife (867) 767-9212

Sahtu (867) 587-7171

South Slave (867) 872-0912

Visit www.iti.gov.nt.ca/ymp to download application forms, read Frequently Asked Questions and much more.