

## Apprentice Enquiry FAQs

**Q: What is the process for applying for apprentice funding?**

A: The full process for applying for apprentice funding is as follows:

- First an apprentice must apply in the Apprentice Online Portal (<http://www.labourmarketservices.gov.bc.ca/apprenticeships.html>) and to do this they will need their ITA number, their SIN Number, their school start and end dates, and the number of dollars/kilometres for which they want funding for travel, commuting, dependent care, etc.
- One of the first steps of the application process is to create a BCeID, which is like an email account with the provincial government; apprentices need a “Basic BCeID” (NOT a “Personal BCeID”).
- Within a couple of days of submitting their application, they will receive an email at the email address they provided advising them to log into their BCeID account to receive a notification containing the EI Reference Code and instructions on how to use the code to apply for regular EI with Service Canada (<http://www.servicecanada.gc.ca/eng/home.shtml>).
- Once they have completed the BCeID, AOP, and EI application they are done with the application process.

**Q: Why do I have to fill out two applications to get my EI benefits?**

A: The Apprentice Online Portal is the application for Part II EI benefits (secondary benefits including travel, living away from home, commuting, disability, and dependent care benefits). The portal also initiates the Section 25 approval that apprentices need to collect EI while attending school and generates the EI Reference Code that apprentices must provide on their Regular EI application with Service Canada. The EI application completed with Service Canada is the application for Part I (loss of wages) EI, which is totally separate from the Part II benefits.

**Q: I am trying to apply in the AOP but it won't let me enter my start date.**

A: Applications in the AOP cannot be backdated; an apprentice will have to enter the current date in order for the application to work. They will still receive benefits for the full period during which they attended school because Service Canada will contact us to confirm their course dates based on class lists if the dates on their regular EI application and their AOP application don't match.

**Q: Why does my “Application Status” say Preapproved when I am already accepted by BCIT/already in class?**

A: The application will continue in this status until approximately one week after the apprentice has started school. At the one-week mark, the school will fax class lists which will be used to mark applications in the portal as “Attending” to move applications on to the next stage, which is ICM.

**Q: My “Application Status” says ICM. Does this mean it's “incomplete”?**

A: This status refers to the fact that this application has now generated an accompanying Contact/Case in the Integrated Case Management System and is actually a good thing, not cause for concern.

**Q: I received an email that my AOP application status is “Closed” due to non-attendance, but I have been attending school. What's wrong?**

A: There are two main reasons why this can happen. If an apprentice applied more than one week after starting school, they may have missed the date on which their classmates were rolled over. It's also possible they entered their first name as last name and were missed for that reason. Refer call to staff member with access to AOP and class lists to confirm attendance and mark “attending”; client will still receive funding for the full duration of their course.

**Q: How will my benefits be paid? What if I put the wrong direct deposit information?**

A: GT Hiring Solutions is currently issuing all payments to apprentices using live cheques to the mailing address provided to reduce the possibility of money being paid into the incorrect account. There have been many instances of data entry errors by apprentices completing the application and the CFO does not want to risk apprentice losing out on payment this way. If an apprentice really needs direct deposit (i.e. they are going to work remotely/offshore following school) then arrangements can be made with head office; the apprentice will have to provide a direct deposit form from their bank to confirm their account information.

**Q: How long will it take to get my money? Why is it taking so long to get paid?**

A: It will likely take at least four weeks from your start date to receive payments for Part II benefits; this is based on the average processing time that Service Canada posts on their website. We are dependent on Service Canada to provide information on whether an apprentice is eligible for funding and how much. The regular EI benefits paid directly by Service Canada may initiate more quickly.

**Q: I only received \$65 for my commuting money instead of the \$650 I was expecting. What's going on?**

A: There are two reasons why an apprentice might receive less than they had expected for their commuting costs, which is often the largest benefit for apprentices:

- If the amount is about one tenth of what they expected, most likely they entered their one-day/one-way kilometres travelled into the Commuting section of the application instead of the required weekly total of kilometres travelled.
- If the amount is random, likely they entered their one-way/one-day kilometres into the Travel section instead of completing the Commuting section.

*\*\*\*In the AOP application, "Travel" refers to travelling to the region where an apprentice will attend school at the beginning of the course and then travelling home at the end of the course and is calculated as one-day/one-way (i.e. an apprentice normally lives in Prince George but is travelling to Burnaby to attend BCIT and will travel home again when finished). "Commuting" refers to daily travel to and from class and requires entering the weekly total of kilometres travelled (i.e. an apprentice lives in Surrey and drives 28 kilometres each way to school for a weekly total of  $28 \times 2$  times per day = 56 then  $\times 5$  days per week = 280 total.*

**Q: I have to stop attending class. What happens now?**

A: The apprentice will be paid their Part II benefits for the period during which they attended class.

*\*\*\*These calls are very serious and need to be referred to Bernie immediately to instruct Head Office to terminate payment; it will be very difficult to try to retrieve funds that were paid in error.*

**Q: On my application I did not request any benefits (i.e. I put zero for all the benefit options) but then I found out my classmates got money and now I want money, too.**

A: If an apprentice doesn't ask for any money, they don't get any money. This is not something that can be changed and they are not going to be able to get funding.

**Q: I started school more than four weeks ago but I never applied in the AOP. Can I still get funding?**

A: The government has implemented a strict four-week cutoff following an apprentice's start date and unfortunately there is nothing we can do. *\*\*\*This four-week grace period is temporary and soon if apprentices do not apply prior to their first day of school they will not receive funding!*

**Q: Why is the application so difficult now? Why does this process take so long? I hate it!**

A: This process was developed by the provincial government as part of the new service delivery model for employment services. If you have feedback regarding this process, please contact Enquiry BC at 604-660-2124.