

DECISION/DIRECTION NOTE

Title: Employee Training and Learning Policy

Date Prepared: October 16, 2019

Report To: Committee of the Whole

Councillor and Role: Councillor Dave Lane - Finance and Administration

Ward: N/A

Decision/Direction Required: Approval of the Draft Employee Training and Learning Policy to replace Education Policy 03-13-01 to take effect December 1, 2019 and general acceptance of draft guidelines.

Discussion – Background and Current Status:

The City of St. John's is committed to developing a learning culture. Key to achieving a learning culture is having the right tools, processes, and policies in place to guide employee and corporate Learning and Training activity. Development of a comprehensive Employee Training and Learning Policy is the first step in achieving this.

Currently, the Education Policy 03-13-01 is the only policy pertaining to Training and/or Learning at the City and is specific to the educational assistance program. The policy is descriptive but limited in terms of direction and there is limited link to overall strategy.

Through both the 2016 Quality of Work Life Study and the 2018 Continuous Improvement project focused on Learning, it was clear that there is confusion in the current process to obtain funding and a view that access to funding is not consistent across the organization.

There are currently various methods and processes to access Training and Learning at the City described as follows:

- The corporate Training budget managed by Organizational Performance and Strategy (OPS)
- Educational assistance managed by Organizational Performance and Strategy
- Conference budgets managed in various divisions
- Departmental/divisional training budgets for divisional specific training
- Employee Wellness budget for Occupational Health and Safety (OHS) regulatory Training managed by Human Resources (HR)

The new policy and procedures streamline and clarify these processes, define Training and Learning clearly, and create shared ownership between the employee and the organization for education assistance.

ST. JOHN'S

As well, reviewing the processes holistically has provided an opportunity to remove unnecessary extra steps, thereby simplifying administrative procedures as well.

Key Considerations/Implications:

1. Budget/Financial Implications: The City budgets for employee Training and Learning annually. This includes regulatory and required Training, conferences, professional development, corporate Training and job specific Training. There is currently no policy-defined limit on how much an employee can be reimbursed per year or how many programs an employee can be funded for throughout their career. The City currently funds up to 100% of tuition, books, and associated fees and approves funding on a first-come-first served basis until monies are depleted.

By streamlining the process, creating one comprehensive policy, and changing the finding limits for credit courses, the City can better plan annually for its Training and Learning needs, link Training and Learning to strategy, and better create shared ownership of Learning between employees and the employer.

2. Partners or Other Stakeholders: Training and Learning impacts all employees.
3. Alignment with Strategic Directions/Adopted Plans: This policy aligns with the “An Effective City” strategic direction of the City’s Strategic Plan 2019-2029.
4. Legal or Policy Implications: The Office of the City Solicitor has reviewed and approved the attached policy.
5. Privacy Implications: Privacy statements as per City guidelines are included in the application form, which will accompany this policy.
6. Engagement and Communications Considerations: OPS engaged with HR and consulted with internal stakeholders during the development of the policy. Details of the new policy will be communicated to staff via various internal communication methods including the intranet and information sessions.
7. Human Resource Implications: Staff within OPS and HR are responsible for the implementation of the Policy.
8. Procurement Implications: N/A
9. Information Technology Implications: N/A
10. Other Implications: N/A

Recommendation: Approve the Training and Learning Policy, accept the draft guidelines, and rescind Education Policy 03-13-01.

Prepared by Victoria Etchegary, Manager, Organizational Performance and Strategy
Reviewed by Derek Coffey, Deputy City Manager, Finance and Administration
Approved by Kevin Breen, City Manager

Attachments:

Employee Training and Learning Policy (draft)
Guidelines for Training and Learning (draft)
Intranet Content (draft)
Education Policy 03-13-01 (current)

DRAFT – For Discussion Only

City of St. John's Corporate and Operational Policy Manual

Policy Title: Employee Training and Learning Policy	Policy #: 03-13-01 (to replace existing policy)
Last Revision Date: N/A	Policy Section: Human Resources> Education and Training
Policy Sponsor: Deputy City Manager, Finance and Administration	

1. Policy Statement

The City of St. John's recognizes the importance of a skilled and educated workforce. We need to support Employees to achieve the highest organizational and individual performance; and create a culture that values Training, Learning, and continuous improvement.

The City is committed to providing Employees with access to Training and Learning opportunities that enable a safe work environment and meet the current and emerging needs of the organization with a goal of providing excellent service to our residents and customers.

This policy details the City's position on Training and Learning and the funding mechanisms used for activities such as:

- Training that is specified in a job description; required due to the nature of the work; governed by the collective agreement, legislation, occupational health and safety regulations, and/or standards, etc.;
- Training identified and planned by the organization to advance corporate strategic directions; and/or
- Learning for professional development and performance.

2. Definitions

“Department Head” means all Deputy City Managers (DCMs) and the City Manager or their designate.

“Employee” means any person employed by the City of St. John’s as a permanent, term, part-time, casual, contract, seasonal, temporary, or student worker.

“Permanent Employee” means an Employee who is actively working for the City of St. John’s in a permanent position or attached to a permanent position, that is, full-time permanent, part-time permanent, or seasonal permanent.

“Training” means activity that provides required skills and/or required knowledge which applies to present job duties. Training is not discretionary. It is mandated by the organization and meets requirements specified in a job description, legislation, collective agreements, occupational health and safety regulations and/or government standards, etc.

Reasons for Training may include:

- a) occupational health and safety training that is mandated by the Government of Newfoundland and Labrador through Workplace NL such as: confined space entry, traffic control, fall protection, etc.;
- b) job-specific occupational health and safety training that is required as part of one’s job to perform tasks safely such as: forklift, overhead crane and rigging, scaffolding, etc.; and/or
- c) corporate training that is linked to the City’s overall strategic directions, goals, and core values such as: respectful workplace, continuous improvement, etc.

“Learning” means activity that enhances skills or competencies that have application to present duties or performance, and/or to maintain a designation for a specialized field, trade or profession, or provide opportunity for personal growth. Learning may be driven by the Employee or by a need to improve performance. It may include knowledge or skills gained through post-secondary courses, conferences, webinars, seminars, and/or informal means.

Reasons for Learning may include:

- a) requirements to maintain professional designations, for example, Professional Engineers (PENG), Chartered Professionals in Human Resources (CPHR), Chartered Professional Accountants (CPA), etc.;
- b) courses towards a post-secondary college diploma or university degree; and/or
- c) to update or advance professional knowledge and/or skills through workshops, conferences, seminars, webinars, etc.

3. Policy Requirements

3.1 Guiding Principles

The following principles will guide the application of this policy:

- a) We commit to providing an environment where Training and Learning are valued;
- b) Investment in effective Training and Learning advances strategic directions;
- c) We commit to providing Training and Learning in a fiscally responsible manner;
- d) Learning is a shared responsibility between the City and its Employees;
- e) We will share our Learning with others;
- f) This policy shall take precedence over any existing policies and shall be read in accordance with applicable legislation. Any Training or Learning provisions in current collective agreements of the City of St. John's shall supersede the relevant provisions found herein.

3.2 General Policy Requirements for Training and Learning

- a) All Training and Learning shall conform to procurement legislation and policy.
- b) The City may consider opportunities to arrange and organize Training and Learning with partners so that costs are minimized and resources maximized.

3.2.1 Policy Requirements for Training

- a) Managers shall plan annually for their Training needs and identify Training for budgeting purposes.

- b) Training does not require an Employee to complete an application form.

3.2.2 Policy Requirements for Learning

- a) All Learning shall consider the City's overall strategy and goals, departmental priorities and performance, and/or individual Employee professional development.
- b) Learning requires completion of an application and appropriate approval as outlined in the procedures (link to procedures). In situations where Learning is a credit course initiated by the Employee, Section 3.3 of this policy applies.
- c) Employees shall be actively working at the time of application and completion of Learning.
- d) Learning shall be subject to budgetary review and operational and/or organizational need.
- e) The City reserves the right to impose budgetary limits to ensure equitable and fair distribution of funds.

3.3 Learning through Tuition Reimbursement (credit courses through tuition reimbursement)

- a) The City recognizes the importance of Learning through post-secondary education and offers tuition reimbursement to eligible Employees who are pursuing courses;
- b) Funding for tuition reimbursement shall be open to all Permanent Employees who are past their probationary period and have worked a minimum of 12 cumulative months.
- c) Tuition reimbursement shall be cost-shared between the City and the Employee;
- d) The City will consider reimbursing 50 percent of tuition fees per course per Employee per semester for up to a maximum of \$1,500 (Canadian dollars before taxes) per calendar year;

3.3.1 Tuition Reimbursement Consideration for Approval

- a) Funding preference may be given to first-time eligible applicants;
- b) The City may consider tuition reimbursement for courses towards one post-secondary program during a Permanent Employee's career unless it is determined, at the sole discretion of the Department Head, that exceptional circumstances exist;

- c) The City shall not reimburse for any associated fees including books, materials, application fees, student union fees, recreation fees, semester fees, exam fees, etc.;
- d) A blanket approval for funding is not available for a full degree or diploma program; approvals shall be made on a course-by-course basis;
- e) Approval and funding for tuition reimbursement shall be managed by Organizational Performance and Strategy (OPS) Division;
- f) Permanent Employees shall be responsible for enrolling and paying up front for their courses and shall provide documentation to the City for consideration of tuition reimbursement. Enrollment does not guarantee approval.

3.3.2 Conditions for Tuition Reimbursement

- a) Requests for tuition reimbursement shall be initiated by the Permanent Employee;
- b) Permanent Employees completing post-secondary courses shall do so on their own time;
- c) The Learning requested shall be consistent with the career goals related to the Permanent Employee's current position or upon approval by the City, for future career goals;
- d) Learning through tuition reimbursement shall be delivered through an accredited educational institution or organization. Eligible courses include post-secondary credit courses through colleges and universities; accreditations; and specializations related to vocations and/or professional designations. Such courses require a formal evaluation and/or testing component;
- e) The Permanent Employee shall disclose funding from other sources, if applicable. The City shall not provide tuition reimbursement if the Permanent Employee is receiving reimbursement from another source such as grants, scholarships, or other governmental funds;
- f) If the course requested is available at a local public, post-secondary institution, but is being completed through an institution outside of the province, the Permanent Employee shall receive tuition reimbursement based on the fee structure at Memorial University of Newfoundland (MUN) and College of the North Atlantic (CNA), as per Section 3.3(d);
- g) Permanent Employees shall provide proof of successful completion within thirty days of the course end date.

- h) If the Permanent Employee is unsuccessful in the course, they shall reimburse the City in full within six months unless it is determined, at the discretion of the Department Head and Director of Human Resources, that exceptional circumstances exist and an extension may be granted.

4. Application

This policy applies to all Employees as it relates to Training. Learning applies to Permanent Employees only.

Requests for Learning from the Office of the City Internal Auditor shall be reviewed and approved by the Audit Standing Committee and funded through that Office's Divisional Budget.

5. Responsibilities

5.1 Department Heads are responsible for:

- a) supporting the Employee Training and Learning Policy, including allocation of funds to meet the annual Training and Learning needs of the organization;
- b) identifying corporate Training and Learning needs;
- c) ensuring managers plan annually for their Training needs;
- d) ensuring managers identify and recommend Learning that supports the City's strategic directions, goals, departmental priorities, and/or individual Employee professional development.

5.2 Managers are responsible for:

- a) ensuring Training needs are planned for and proper authorization and budget approval have been received;
- b) valuing Employee Training and Learning as an essential part of building a skilled, well-trained, and professional workforce;
- c) using the Corporate Strategic Plan, legislative requirements, core values, and staffing plans to identify and plan for current and future departmental Training and Learning needs;

- d) ensuring the investment in Training and Learning is benefiting their Employees and the organization;
- e) engaging in conversation with Employees about their Training or Learning.

5.3 Employees are responsible for:

- a) participating in Training as required for their positions as specified in a job description; as required due to the nature of the work; or governed by the collective agreement, legislation, or occupational health and safety standards, regulations, etc.;
- b) actively identifying their Learning needs and bringing these to the attention of their supervisor and managing their own professional development plans;
- c) discussing with, and seeking support from, their manager regarding their Learning to determine suitability;
- d) ensuring they complete the necessary application for Learning and not commit themselves to any Learning activity without prior agreement from their supervisor and appropriate approval as outlined in the procedures (if the Employee is applying for funding). For requests for tuition reimbursement, Section 3.3.1(f) also applies.

5.4 The Organizational Performance and Strategy Division is responsible for:

- a) working with departments, in consultation with Human Resources, to assess, plan, and budget for Training and Learning that advances strategic directions;
- b) providing support, advice, and recommendations to departments in identifying and planning Training and Learning opportunities;
- c) reviewing and assessing applications to ensure they are consistent with the policy, the City's overall strategy and goals, departmental priorities, and budget availability;
- d) reviewing and assessing applications to ensure they meet the Learning objectives of the Employee and that they support performance and growth;
- e) reviewing, amending, and recommending changes to the Employee Training and Learning policy, as necessary, to continue to meet the City's objectives; and

- f) communicating the policy and process to Employees.

5.5 Human Resources is responsible for:

- a) maintaining Employee records of Training;
- b) planning for and funding occupational health and safety job-specific and regulatory Training.

6. References

- Guidelines for Training and Learning (draft)
- Intranet content (draft)
- Education Policy #03-13-01 (current)

7. Approval

- Policy Sponsor: Deputy City Manager, Finance and Administration
- Policy Writer: Manager, Organizational Performance and Strategy
- Date of Approval from
 - Corporate Policy Committee: June 11, 2019
 - Senior Executive Committee:
 - Committee of the Whole:
- Date of Approval from Council:

8. Monitoring and Contravention

The monitoring of this policy shall be done as per the responsibilities outlined in Section 5 of this policy.

Any contravention of the policy may be brought to the attention of the DCM, Finance and Administration; Department of Human Resources; the Office of the City Solicitor; and/or the City Manager for further investigation and potential follow up disciplinary or legal action, up to and including dismissal.

9. Review Date

The recommended time period is three to five years and to be in line with any updates to the Corporate Strategic Plan, where possible.

Guidelines for Training and Learning

Introduction

Training is [defined here](#). A form is **not** required for Training.

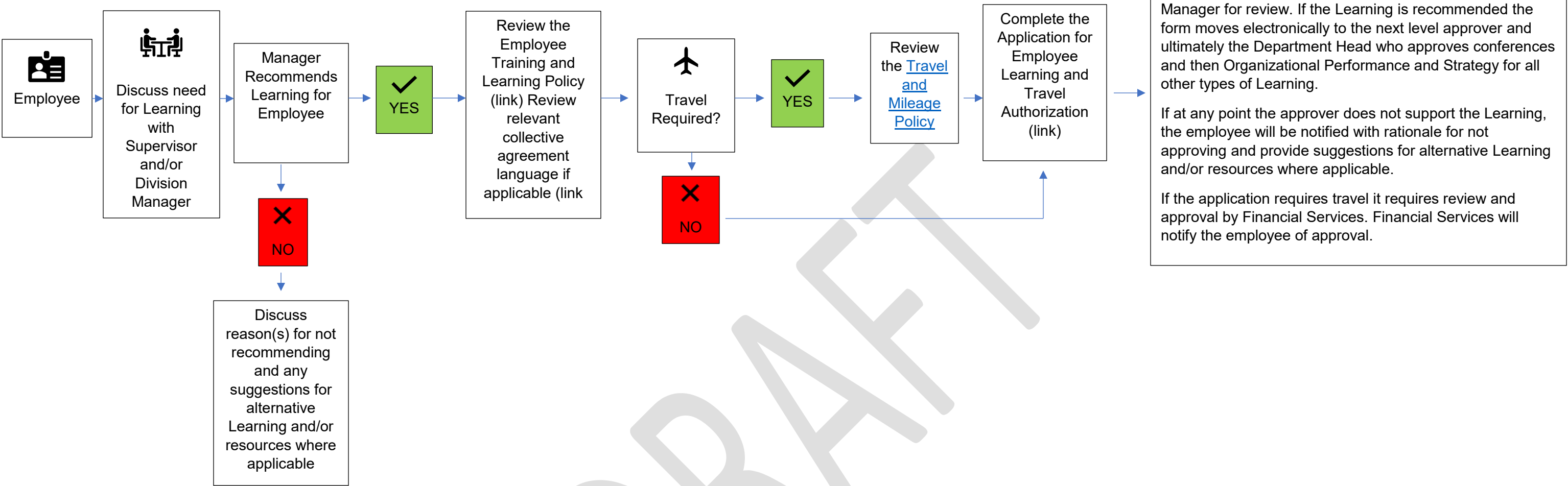
Learning is [defined here](#). A form is required for Learning.

Explanation of Processes

Type	Title	Description	Process
Training	Corporate Training	Refers to Training that is linked to the City's overall strategic directions, goals and core values such as: respectful workplace, continuous improvement, etc.	<p>No form is required for corporate Training.</p> <p>Corporate Training is advertised on the City's Intranet under the Employee Calendar section.</p> <p>Corporate Training required by specific groups are organized by divisional managers.</p> <p>Participation must be authorized by the supervisor.</p>
Training	Occupational Health and Safety (OHS) Regulatory Training	<p>Refers to Training that is regulated by the Government of NL, through Workplace NL. This is required Training and would be managed by Human Resources-Wellness Division.</p> <p>This Training currently includes:</p> <ul style="list-style-type: none">• Power Line Hazards• Traffic Control• First Aid• Fall Protection• JOHS Committee Training• Respiratory Training• Confined Space Entry	<p>No form is required for OHS regulatory or OHS job-specific Training.</p> <p>OHS regulatory Training is advertised on the City's Intranet under the Employee Calendar section. The Manager will check the schedule and enroll employees.</p>

	Occupational Health and Safety (OHS) Job-Specific Training	<p>Refers to Training that is required as part of one's job to perform tasks safely. This type of Training is the responsibility of the department and is organized through Human Resources-Wellness.</p> <p>This Training may include:</p> <ul style="list-style-type: none"> • Forklift • Overhead Crane and Rigging • Aerial Boom and Scissor Lift • Arc Flash • Scaffolding 	<p>Requests for OHS job-specific Training require an email from the supervisor to the HR Service Centre at hr@stjohns.ca to register their employees and include:</p> <ol style="list-style-type: none"> (1) name of employee(s) (2) employee number(s) (3) title of Training requested (4) preferred dates and times
Training	Job-Specific Training	<p>Refers to Training that is required as part of one's job to perform the duties. This Training is specified in the job description or is required due to the nature of the work. This type of Training is the responsibility of the division. It could be specific to one or a few divisions, not the entire organization.</p> <p>A sample of job-specific Training is included below, the list is not comprehensive.</p> <ul style="list-style-type: none"> • Lifeguard Certification • Playground Inspection Certification • Heavy Equipment 	<p>No form is required for job-specific Training.</p> <p>Requests for job-specific Training are organized by the division manager, employees needing job specific Training should speak to their direct supervisor.</p>
Learning	Professional Development	<p>Reasons for Learning may include:</p> <ol style="list-style-type: none"> a) Requirements to maintain professional designations for example, Professional Engineers (PENG), Chartered Professionals in Human Resources (CPHR), Chartered Accountant (CPA), etc.; b) Courses towards a post-secondary college diploma or university degree; c) To update or advance your professional knowledge and/or skills through workshops, conferences, seminars, webinars, etc. 	<p>ALL requests for Learning require completion of an application (link) and discussion and support from the employee's manager and recommendation from the Department Head.</p> <p>Other than conferences, all Learning applications must also be approved by OPS.</p>

Process to access Learning



Employee Training and Learning

The City is committed to providing opportunities for employees to acquire and maintain the knowledge, skills and abilities they need to provide quality services to our clients (internal and external).

The City's Employee Training and Learning Policy details the City's approach to Training and Learning and the funding mechanisms used for activities such as:

- Training that is specified in a job description; is required due to the nature of the work; or governed by the collective agreement, legislation, or occupational health and safety regulations and/or standards, etc.;
- Training identified and planned by the organization to advance corporate strategic directions; and
- Learning for professional development and performance.

Training

“Training” means activity that provides required skills and/or required knowledge which applies to present job duties. Training is not discretionary. It is mandated by the organization and meets requirements specified in a job description, legislation, collective agreements, occupational health and safety regulations and/or government standards, etc.

Reasons for Training may include:

- a) occupational health and safety training that is mandated by the Government of Newfoundland and Labrador through Workplace NL such as: confined space entry, traffic control, fall protection, etc.;
- b) job-specific occupational health and safety training that is required as part of one's job to perform tasks safely such as: forklift, overhead crane and rigging, scaffolding, etc.; and/or
- c) corporate training that is linked to the City's overall strategic directions, goals and core values such as: respectful workplace, continuous improvement, etc.

Note: Training **does not** require completion of an application form.

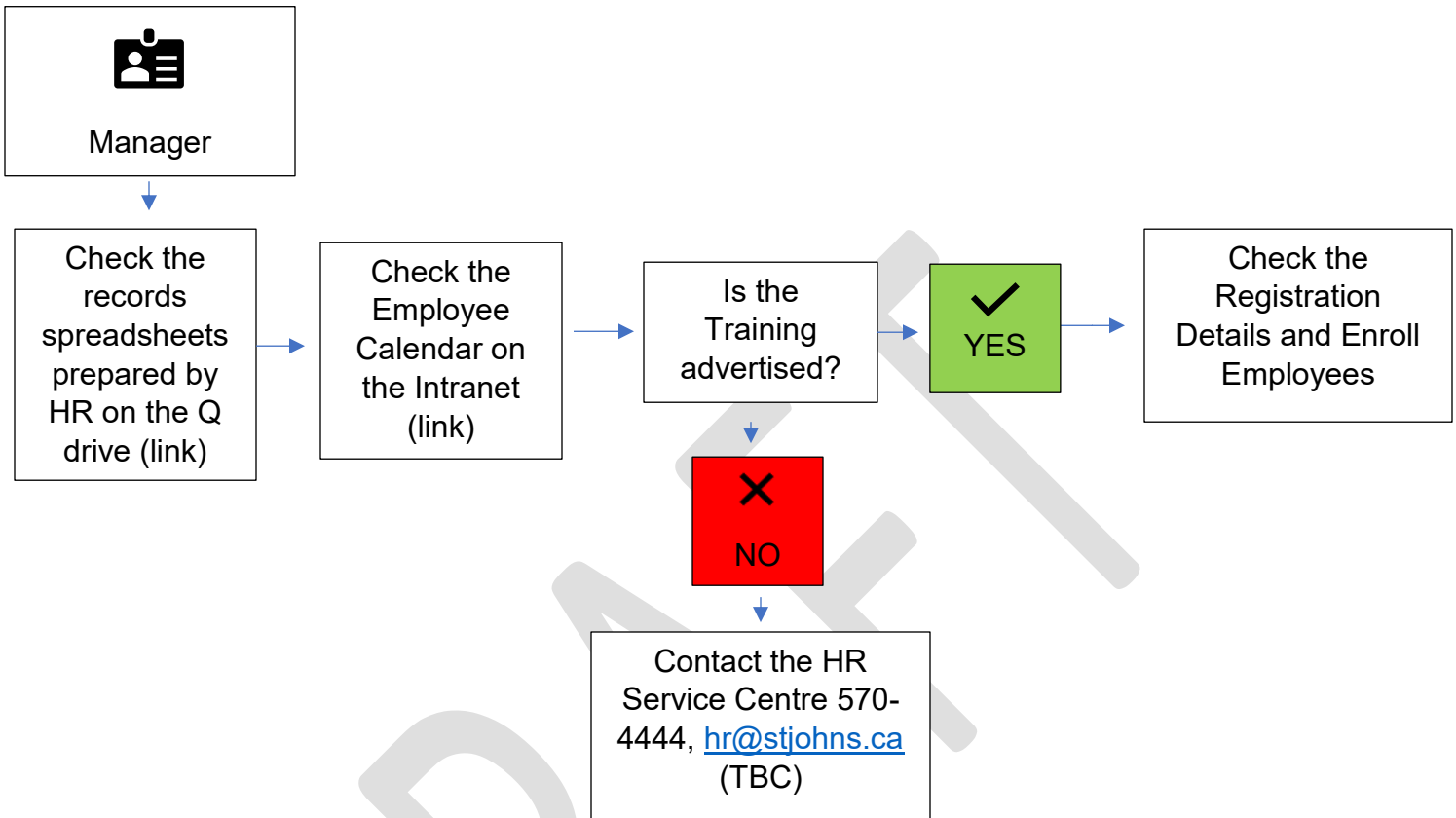
Process to access Training

OHS regulatory Training that is mandated by Workplace NL currently includes:

- Fall protection
- Powerline Hazards
- Traffic Control
- Joint OHS Committee
- Confined Space

Human Resources Information Systems (HRIS) provides updated records information for OHS regulatory Training in a shared spreadsheet available to applicable managers on the Q drive ([link](#)). Managers are to review the spreadsheet and see what Training their staff requires, look to see what is advertised and register their employees. This Training is advertised regularly on the [Intranet Employee Calendar](#). Registration details are included in the Training description. If you require OHS regulatory Training that is not advertised on the employee calendar contact the Employee Wellness OHS Advisors. (Contacts to be confirmed (TBC)).

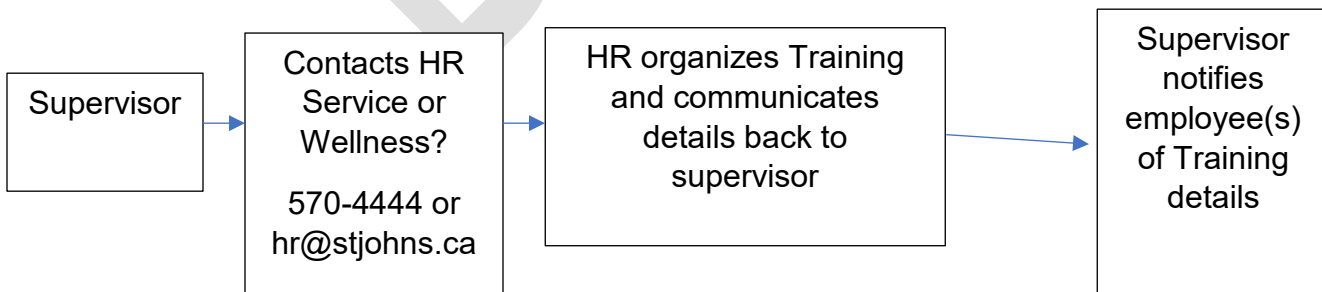
Process for OHS Regulatory Training



Process to access job-specific OHS Training

Job-specific occupational health and safety Training is required as part of one's job to perform tasks safely. The supervisor is responsible to ensure their employees have the necessary Training and knowledge to perform their job tasks safely. Supervisors communicate their needs to the HR Wellness Division (TBC). The Training will then be organized.

The employee is also responsible for maintaining an up to date copy of their own Training and Learning records (TBC).



Process to access corporate Training

Corporate Training is advertised on the [Employee Calendar](#) or accessed by request for specific topics/needs. Descriptions and registration details are available under each advertised course. Corporate Training currently includes sessions such as:

Training type	Non-Management	Management
Respectful Workplace	X	X
Continuous Improvement (CI) 101	X	
Corporate Orientation (in development)	X	
Continuous Improvement (CI) for Managers		X
Management Orientation Program		X
How the City Works and Governance		
Financial Accountability		X
Customer and Stakeholder Relations		X
Human Resources for Managers (in development)		X
Information Services for Managers (in development)		X
* Supervisory Occupational Health and Safety Roles and Responsibilities		X
Employee Occupational Health and Safety Roles and Responsibilities	X	
* Incident Investigation		X
* New Supervisor Training		X

Access to Information and Protection of Privacy	X	X
* Writing Effective Briefing Notes	X	X
* Public Engagement 101	X	X

The City continues to develop corporate Training for employees and as new products are created they will be added here.

*Available for those who require this type of Training.

Learning

“Learning” means activity that enhances skills or competencies that have application to present duties or performance and/or to maintain a designation for a specialized field, trade or profession, or provide opportunity for personal growth. Learning may be driven by the Employee or by a need to improve performance. It may include knowledge or skills gained through post-secondary courses, conferences, webinars, seminars and/or informal means.

Learning **requires** completion of an application form, recommendation from the department, and is subject to budget availability.

Reasons for Learning may include:

- a) requirements to maintain professional designations, for example, Professional Engineers (PENG), Chartered Professionals in Human Resources (CPHR), Chartered Professional Accountant (CPA), etc.;
- b) to update or advance professional knowledge and/or skills through workshops, conferences, seminars, webinars, etc. and/or;
- c) courses towards a post-secondary college diploma or university degree;

Learning through Tuition Reimbursement

Tuition reimbursement is one type of Learning that is available for eligible permanent employees as defined in Section 3.3 of the Employee Training and Learning Policy # 03-13-01 ([link](#)).

Process to access Learning

Employees must complete an application for Learning, ([link to form](#)). The employee must discuss with their immediate supervisor or division manager the intention to participate in a Learning activity prior to completion of the application form.

The process to access Learning can be viewed here. ([link to process](#))

How does payment for Learning work?

Where the vendor accepts a purchase order, Organizational Performance and Strategy (OPS) will initiate and notify the applicant once the purchase order (PO) is created. If the vendor does not accept a PO, OPS will action a cheque payment to the vendor. If the vendor does not take PO or cheque, once approved, the employee can pay and submit receipt(s) and cheque requisition to be reimbursed. ([link to form and guidelines](#))

For tuition reimbursement where the course is post-secondary credit, once approved, the employee will pay up front and submit receipts and a completed cheque requisition form (link to form and guidelines).

FAQ's

1. What is the difference between Training and Learning?

Training and Learning are defined in the Employee Training and Learning Policy (#03-13-01) and on this page as [Training](#) and [Learning](#). Training does not require completion of an application form, whereas Learning requires completion of the Employee Learning and Travel Authorization Form. (link) Contact learning@stjohns.ca for additional information.

2. Does the City have a policy on Training and Learning?

Yes, the City's Employee Training and Learning Policy (03-13-01) can be found here (link)

3. How do I access Training?

Training is broken into three categories: (1) OHS regulatory Training; (2) OHS job-specific Training and (3) corporate Training. The process to access each can be found here:

[Process to access OHS regulatory Training](#)

[Process to access OHS job-specific Training](#)

[Process to access corporate Training](#)

More information about how to access Training is available in the [guidelines](#).

4. How do I access Learning?

The employee must complete the Employee Learning and Travel Authorization Form (link to form). The employee must discuss with their immediate supervisor/division manager, their intention to participate in a Learning activity **prior to** completion of the application. Completion of the application and recommendation from the supervisor does not constitute approval.

The process to access Learning can be [viewed here](#).

5. How do I enroll in internal Training?

Check the [employee calendar](#) for details on how to register for Training.

6. How do I apply for tuition reimbursement?

Tuition reimbursement is one type of Learning available to eligible permanent employees as defined in Section 3.3 of the Employee Training and Learning Policy # 03-13-01 (link). Employees are required to complete the Employee Learning and Travel Authorization Form (link). As with any

other type of Learning, tuition reimbursement requires completion of an application form, recommendation from the department, and is subject to budget availability.

7. How can I access records of what Training and Learning I already have?

Employees should maintain their own personal records of any Training and Learning they participate in. Employees can add records to their personal Njoyn account. ([link](#)). The City maintains records of all Training.

8. How do I find out if my OHS Training is expired?

Talk to your supervisor who has access to the information.

9. What if I require travel for my Learning?

The Employee Learning and Travel Authorization Form ([link](#)) includes both details of travel and Learning. Approval from the Department Head is required and is subject to budget availability.

POLICIES

ST. JOHN'S

Corporate and Operational Policy Manual

Passed By Council on:1994/07/25

Last Revision Date:2006/12/11

Policy: 03-13-01

Education Policy

Purpose

To provide financial support for employee development. This type of development is initiated by the employee and pursued through credit course offerings from a college or university. Credit courses are courses that can be applied towards a degree, certificate or diploma. Courses for personal enrichment which fall outside of the City's operations do not qualify for reimbursement under this program.

Policy Statement

1. The educational assistance program is open only to full time permanent employees (or employees who have worked a minimum of seven consecutive months in each of the previous two years). Employees must have successfully completed the probationary period in their current job. The employee must also be working for the City during the period that the assistance has been requested.
2. Educational assistance will be considered for development courses that are believed to increase employee competence in their current position or help develop them for future advancement within the organization. Each course request must be submitted on a separate application.
3. Requests are reviewed and approved on a course by course basis only. A blanket approval for funding is not available for full degree or diploma programs under the mandate of the Educational Assistance program.
4. Applications must be received and approved prior to employee registration. If an employee registers without pre approval the City has no obligation to provide reimbursement.
5. The City of St. John's will not provide reimbursement of eligible expenses that are also reimbursed by another source of financial aid such as grants, scholarships, or other governmental funds. The employee is expected to disclose funding from other sources if applicable.

6. Under normal circumstances the City will consider funding for part time studies only. Memorial University of Newfoundland's calendar currently defines part time as up to a maximum of two courses per semester. Employees and supervisors should consider establishing a balance and creating an environment for success when supporting requests for study.

7. The financial reimbursement for credit courses is based on the fee structure at Memorial University of Newfoundland. Although employees can participate in courses at other universities, tuition will be reimbursed based on Memorial's fee structure when that course is available at Memorial. Miscellaneous fees such as union dues, and recreation fees are not reimbursed under the current program.

8. Application fees to a university or college are normally reimbursed on a one time basis only. Fees to attain entrance requirements or program eligibility (such as GMAT) are not to be reimbursed under the Educational Assistance program.

9. Graduate study courses will be reimbursed according to the fee structure at Memorial University of Newfoundland. For most graduate programs this is currently based on the nine semester payment plan. Under normal circumstances reimbursement will only be considered when the employee is required to participate in course work that has a beginning and end date.

10. In all cases reimbursement will be subject to availability of funding. The City reserves the right to impose limits to ensure equitable and fair distribution of funds.

11. Educational assistance courses usually take place after regular working hours, without time reimbursed to the employee. Staff can take classes during working hours only when the work requirements of the department can be met and they have authorization from their supervisor to do so.

12. If payment for course expenses are made directly to the employee he or she must submit appropriate receipts within 14 days of the course start date.

13. Employees must provide proof of successful completion within thirty days of the course end date.

14. If the employee fails to submit records of completion or fails to complete the course for academic or other reasons he/ she is responsible to reimburse the funds that were issued. This may be done in a lump sum payment or through payroll deductions approved by the Finance Department. Payment can be made to the appropriate budget number through Access St. John's. Receipts of reimbursement must be submitted to the Human Resources Department, Employee Development Division.

Responsibilities

The Employee will:

- ensure all course information, including course description, duration, registration information, deadlines, and costs (tuition , books) is in place as needed
- be responsible for his or her own learning. In doing so he/she must pursue training and development opportunities to increase effectiveness in their current position as well as prepare for future advancement should opportunities arise.
- upon request, complete an evaluation (verbal or written) and submit it to the department head.
- provide receipts and records of completion within the time frames indicated.

The Supervisor will:

- encourage and support employees to pursue training opportunities that will enhance skill, knowledge and ability in current job as well as prepare for future opportunities.
- review any requested course(s) or training. Recommend if considered suitable. Each request should be considered in terms of the overall employee development. Some factors that could be considered in reviewing the request are, relevance (supported by job descriptions, job competency profiles), succession planning, cost, operational impact, workload demands, and workforce planning for the department, assessment of need, urgency of training, performance review, and employee length of service
- assist employee with appropriate completion of request.
- maintain contact with employee and incorporate opportunities to use new skills whenever possible.

The Human Resources Department will:

- work with departments and employees to provide services and advice in terms of research, assistance and consultation in identifying and establishing training and development programs.
- administer the corporate Employee Development budget for the City of St. John's.
- maintain employee records of training and development.

The Department Head will:

- promote and support the need for ongoing employee development and to ensure staff training and development is conducted in a planned and comprehensive manner.
- incorporate individual employee development plans with the goals and objectives discussed at employee performance reviews.
- ensure training opportunities are linked with departmental and overall organizational plans.
- request sufficient funds be budgeted for the provision of programs required to meet the training and development needs of staff

Application and Authorization Procedure

- Funding for employee initiated Educational Assistance requires completion of an application which can be found on the City's intranet or by contacting the Employee Development Division of the Department of Human Resources.
- The supervisor and the employee will complete and review the application details together. In considering the request, supervisors should contemplate operational requirements, costs, benefit to the employee, benefit to the City and relevance to the overall employee development plan.
- When the supervisor verifies completion of the application, he/ she signatures it appropriately and forwards it to the Department Head (or designate) for their formal approval. The Supervisor should also communicate his/her recommendation directly to the employee.
- The completed application, with attached information should be forwarded to Human Resources, Employee Development division. The application will be reviewed and the employee and supervisor will be advised if funding has been approved. The employee will be notified within two weeks if funding is approved. If travel is necessary expenses must be authorized by the Department Head and Chief Commissioner.
- If the educational assistance request is approved by Human Resources the employee will be notified by letter. Payment will be requisitioned from the Finance department.

Application

Responsibilities

Department of Human Resources.

Definitions

References/Appendix

Monitoring and Contravention

Approvals

Support Services Standing Committee July 13, 1994; Regular Meetings of Council, July 25, 1994; Finance and Administration Standing Committee Report October 10, 1996; Regular Meeting of Council, October 21, 1996; Finance and Administration Standing Committee report - November 28, 2006; Regular Meeting of Council - December 11, 2006.

Review Period