
Canada-Ontario Job Grant

Service Provider Training

Section 25 Requests

October 2014

Employment and Training Division
Ministry of Training, Colleges and Universities

WHAT IS A SECTION 25 APPROVAL REQUEST?

- Section 25 refers to Section 25 of the *Employment Insurance Act*.
- Section 25 allows individuals who receive EI regular benefits to take part in training programs and other employment activities that will facilitate their return to the labour force by exempting them from their obligation to look and be available for work.
- MTCU has the authority to issue a Section 25 approval request under LMDA and already does so for clients participating in EO programs .

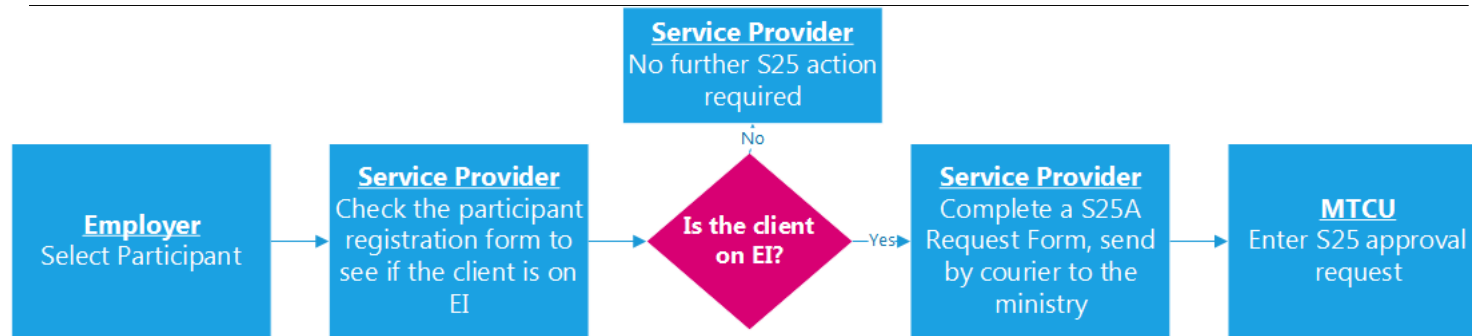
WHEN CAN A SECTION 25 APPROVAL REQUEST BE MADE?

- When an unemployed individual on EI client is selected by an employer that has been approved for COJG funding.

For the purposes of COJG:

- It is issued when an unemployed participant is on an active EI regular benefits claim and wishes to continue receiving income support while in training.
- The employer will determine what its training needs are as defined by the Guidelines.
- MTCU will transmit the course details to Service Canada so that the Section 25 approval request can be made.

HOW TO REQUEST A SECTION 25 APPROVAL



1. When registering the participant, the service provider will note on the Participant Registration Form whether the individual is receiving EI regular benefits.
2. If so, they will consult with the participant, and if required, complete the **S25A Request form**, and send to the ministry either by mail or courier.
3. MTCU will process the request.



REMINDER:

A Section 25 request must be submitted and processed *before* training commences, otherwise there is a risk of the client's employment benefits being cut off.

The form should be sent to the local office **2 weeks** before training commences.

SECTION 25 APPROVAL REQUEST FORM

The following information will be required from a Service Provider to request a Section 25 approval:

- **Client Information**
 - Client name, SIN, EO Case Number, Employer name

- **Service Provider Information**

- **Training Information**
 - Course name
 - Training start date, training end date
 - Start and end dates of any breaks in training
NOTE: Breaks over 4 weeks require a separate request submission
 - Training Provider name and contact Information

- **Comments (if applicable)**

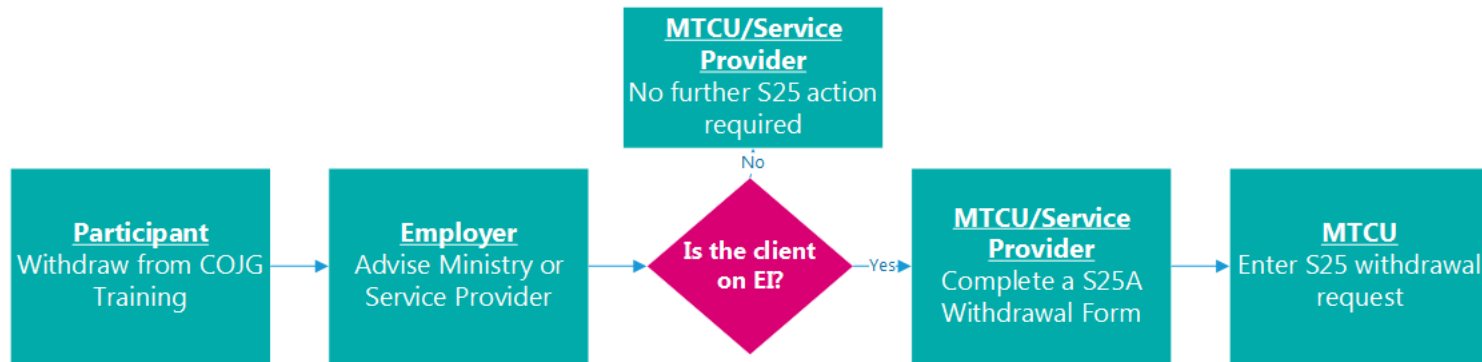
- **Sign off**

“Breaks” vs “Gaps” in Training

- A “break” in training refers to any hiatus that is four weeks or less. Service Canada will continue to provide EI regular benefits to clients during a break
- A “gap” in training refers to any hiatus that is over four weeks. Clients must be available for work during training gaps.
- If there is a gap in training, a service provider must input a training end date that corresponds with the beginning of the gap on the Section 25 Approval Request form.
- A new Section 25 Approval Request form must be submitted at the end of the gap for the next training period

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HOW TO REQUEST A SECTION 25 WITHDRAWAL



1. When a participant withdraws from the training program, the employer is to advise the ministry or the service provider immediately.
2. If the participant is on EI, the ministry or the service provider will consult with the participant and then fill out a **S25 Withdrawal Request form**.
3. MTCU will process the request.



REMINDER:

A Section 25 withdrawal request must be sent as quickly as possible for processing. If this information is not transmitted in a timely manner, this may result in an overpayment to the client.

SECTION 25 WITHDRAWAL REQUEST FORM

The following information will be required from a Service Provider to request a Section 25 withdrawal:

- **Client Information**
 - Client name, SIN, EO Case Number, Employer name

- **Service Provider Information**

- **Training Information**
 - Course name
 - Original start date of training, original end date of training
 - Date of withdrawal
 - Reason for withdrawal
 - Training Provider name and contact information

- **Comments (if applicable)**

- **Sign off**

PRIVACY ISSUES

- The ability to share a participant's personal information to maintain their EI eligibility is covered in the **Notice of Collection and Consent** on the participant registration form.
- Social Insurance numbers are considered to be sensitive personal information.
- Client information cannot be transmitted via email or fax as these are not considered to be secure.
- MTCU and service providers are responsible for the protection of client information.
- The forms will therefore have to be sent out **by mail** or **hand-delivered**.
- In urgent situations, service providers can phone information in to the MTCU office and follow-up with paperwork within 7 days.

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