

### **General Information**

#### What does the MTO do?

The MTO is a not-for-profit organization whose purpose is to deliver training to Hamlet employees and volunteers.

### Where can I find courses offered by the MTO?

Upcoming courses and workshops are posted on the MTO course calendar on the MTO website (nmto.ca).

Provide your email to us to get weekly updates from our communications email (communications@nmto.ca).

#### What type of courses does the MTO deliver?

It varies from year to year. In 2023-24, the MTO is delivering a variety of courses; Firefighting, Sage 300, Fundamentals of Leadership, Accounting, Applied Management, Human Resources, Ground Search & Rescue, Community Emergency Response Plan, Class 2 Driving, Heavy Equipment Operator, Planning & Lands Administration and AutoCAD.

### How does the MTO choose which courses to deliver?

There are two types of training; delivered at the request of a funder or delivered with funding the MTO applied for. The MTO has no say in the former. The MTO initiates the latter after identifying a need.

### How does the Hamlet register a participant?

A person interested in taking training should access the MTO website and fill out a registration form online. The form has to be sponsored by their employer and signed by the applicant and by the sponsor to be considered. A completed application does not mean that the applicant is registered to a course.



Applicants will receive a confirmation from the MTO if they have been accepted as a participant.

## Why does the registration form have to be signed by the participants and by the SAO?

The two signatures show that the participant and the Hamlet support the initiative, both agree that the participant will follow MTO policies and code of conduct and acknowledge that there are costs associated with the course.

#### What Policies?

The MTO has a Code of Conduct for the participants. There are policies addressing fees, contributions, training program delivery, and violence & harassment.

### Why does the MTO charge registration fees?

The registration fees collected help pay for MTO administration costs.

#### Why does the MTO send so many emails to the SAO?

The MTO sends emails to the designated contact person in the Hamlet. For most Hamlets, the contact person is the SAO. It can be anyone designated by the SAO.

We try to limit emails by sending course advertisements through our MTO Communications email. If an SAO is contacted directly, it is because the training is related directly to their staff or a course happening in their community.



### **Online Training**

# The Hamlet sent a completed registration form for a participant to attend a course online. Now what do we do?

Wait. An MTO Project Manager will contact the participant to let them know if they have been accepted to the course.

If they have, it is the participant's responsibility to meet the course prerequisites and to be fully present for the duration of the course. Online courses are delivered via Microsoft Teams. The participant must ensure that they have access to a computer that has the Microsoft Teams program, audio and video capabilities, and has access to the internet.

If you would like to check the status of an application, contact the Project Manager in charge of the course. Their contact details are listed under the registration form on the website event.

### Why should someone register early for an online course?

They should register early for an online course because some courses fill up quickly, some courses have prerequisites such as reading assignments, and a course may get canceled if there are low registrations one month prior to the start date.

### What is the cost to the Hamlet to register a participant to an online course?

The registration fees are \$75/day + GST per participant to a maximum of five days regardless of the course length. When the MTO offers a program which consists of multiple courses, registration fees are invoiced for each of the courses.



## The Hamlet would like to register someone for an online course, but the Hamlet does not have a laptop to use for a course. Can the MTO help?

The MTO can lend a laptop kit to the municipality. A laptop kit consists of a laptop, a case, a mouse, and an internet modem. The SAO (or designate) will assign the laptop to a participant for the duration of the course. The laptop must not leave the Hamlet office. If internet access is limited, the MTO can activate the internet modem for the duration of the course. Most municipalities have received a laptop kit. If your hamlet did not, and one is required for an online course, a request should be made to the MTO well in advance of the course.

### Out-of-Town Training

# The Hamlet sent a registration form for a participant to attend a course out-of-town. Now what do we do?

Wait. An MTO Project Manager will contact the participant to let them know if they have been accepted to the course.

If the participant has been accepted, the Hamlet will receive an MTO Course Confirmation. It is important to follow the instructions on the Confirmation as soon as it is received. The Hamlet should share the instructions and information on the MTO Course Confirmation with the participant.

### What is a MTO Course Confirmation?

An MTO Course Confirmation lets the Hamlet know that the participant's registration form has been accepted. The logistics for the course are all on the letter (dates, location, venue, accommodations, and prerequisites).

The Hamlet must book the participant's flights and accommodations in-transit and confirm their rooms under the hotel group booking. The Hamlets should book the flights and the accommodations in-transit as soon as possible. A copy of the travel arrangements (e-ticket) should be sent to the MTO Project Manager before the course start date.



The MTO will have booked rooms for the course. As early as possible, the Hamlet must call the hotel and use the group booking code (provided in the MTO Course Confirmation Letter) and change the method of payment to the Hamlet's credit card. Rooms may be cancelled if this is not done.

The hamlet will receive an MTO Municipal Contribution towards the participants flights, accommodation, and per diems after the course has ended. The participants must attend a *minimum* of 80% of the course to be eligible for the MTO Municipal Contribution.

#### Why should a participant register early?

For the same reasons as they should register early for online courses. Also, because it involves travel and accommodations.

## What is the cost to the Hamlet to register a participant to a course out of town?

The registration fees are the same for all MTO courses.

#### Should the Hamlet send the MTO an invoice for travel expenses?

No. Do not send the MTO an invoice. The MTO will issue an MTO Municipal Contribution to the Hamlet if their participant successfully attended more than 80% of the course. The MTO only needs the copy of the travel arrangements. The e-ticket is the only supporting document required. This is because flight costs vary across Nunavut.

Rarely, an MTO Project Manager will require an invoice and supporting documents for travel expenses. It is only for specific funding.

#### What is an MTO Municipal Contribution?

An MTO Municipal Contribution is a contribution to the Hamlet to assist with travel costs. It is based on travel arrangements, accommodations, and per diems. It sometimes includes training allowances. It does not assist with booking



fees, administration fees, and GST. The MTO uses the travel arrangements and the attendance records to calculate the MTO Municipal Contribution.

# A participant was delayed for 3 days on her way back because of weather delays. Who pays for that?

The MTO. The Hamlet needs to send a copy of her revised itinerary to the Project Manager with a detailed explanation. The MTO will pay for additional expenses due to weather and mechanical delays. The MTO will not pay for additional expenses if the expenses were avoidable (such as missing a flight).

## The Hamlet sent a participant to a course out-of-town last year and the MTO would not pay an MTO Municipal Contribution. Why not?

The participant may not have met the 80% attendance requirement or may have breached one of the MTO Policies. When this occurs, the MTO will contact the Hamlet so that they can reschedule the participant's return travel.

### Frequently Asked Questions

### Why do some courses pay training allowances to the participants and others do not?

The funder who sponsors a course or training opportunity may choose to offer a training allowance to the participants.

#### What is a Training Allowance Notice?

A Training Allowance Notice is sent to the Hamlet after the MTO has received the attendance records from the instructor. The letter will ask the Hamlet to issue specific training allowances to the participants who qualify. The MTO will reimburse the Hamlet when issuing the MTO Municipal Contribution for travelling courses. For courses that take place within the community (travel is not required



by the participant) the MTO requests an invoice with supporting documents (cheque stubs).

### Does the Hamlet invoice the MTO for training allowances?

Yes & No. The MTO always sends a Training Allowance Notice to the Hamlet.

The Hamlet should send an invoice to the MTO with the supporting documents if the course was delivered in the Hamlet.

The Hamlet should **not** send an invoice to the MTO if their participant traveled out-of-town to a course. The MTO will pay the training allowance when it issues the MTO Municipal Contribution.

The MTO does not pay administration costs on training allowances.

### Can the Hamlet pay the registration fees by direct deposit?

Yes. The Hamlet's Finance Department should contact the MTO.

### How is the MTO Municipal Contribution paid? Can the MTO issue a direct deposit?

An MTO Municipal Contribution is paid by cheque unless the Hamlet has asked to be paid by direct deposit and forwarded their banking information to the MTO.

# The Hamlet needs employees with Class 3 Airbrakes or HEO training. How can the Hamlet get you to deliver a course?

The MTO knows that there is a need for municipal staff with driver or HEO training. The MTO applies for funding annually to deliver driver and HEO training. We were not successful with our applications in 2023-24 but we will be applying again in 2024-25. If your Hamlet requires training, let us know so we may include the Hamlet in our proposals.



### The Hamlet has a course scheduled to be delivered in the community, will live translation be provided?

The funder, who sponsors a course or training opportunity, may choose to offer a live interpretation to the participants. The MTO is always looking to build relationships with interpreters in your community. If you know of anyone in your community looking for work, please have them contact the MTO.

#### How does the MTO advertise their courses?

The MTO sends weekly MTO Communications emails to the SAOs. A course may be advertised via Facebook Ads and the MTO website via our calendar. If you would like to have the weekly communications sent to more members of your staff, please let us know.

#### Does the MTO offer certificates of completion?

The MTO provides a certificate of completion once the instructor has confirmed that the participant has successfully completed the course. Certificates from 2022 and later can be downloaded from our website. Participants are provided with a username and password. If a participant does not have an email or internet access, the MTO can send the certificate to the hamlet or to the SAO.

### A participant said they were present every day, why were they marked as not present?

All participants are expected to arrive on time. If they are not able to arrive within 15 minutes of the start of the session, they will be marked absent. MTO instructors take attendance in the morning and afternoon sessions. Participants who are expected to arrive late should notify their instructor or the MTO. Under some uncontrollable circumstances participants may be excused, such as travel or weather delay.



### **MTO Contact Information**

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