



shíshálh Nation

ADULT EDUCATION PROGRAM POLICY & PROCEDURES

IMPLEMENTED APRIL 1, 2022

shíshálh Nation Education Department

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<https://shishalh.com/support-services/education/post-secondary-employment-training/>

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1. ʔimash ʔimash (Welcome)

1.1 tsut-iwan (Intention)

The shíshálh Nation Employment, Training and Post-Secondary (ETAPS) Program provides employment-related and career development assistance and outreach to shíshálh Nation members and other Indigenous youth and adults. Programming is aligned with the shíshálh Nation Strategic Plan.

Through community-based decision making and client-centred programming, we are working to support the growth of the shíshálh Nation and foster lifelong learning, skills development and training. We provide Nation members with education, skills and support they need to compete equally and effectively in today's job market. We work alongside our colleagues within the Education Department and Community Member Services Division to ensure Nation members are empowered through culture, wellness, achievement, and self-sufficiency.

Through the design and implementation of Adult Education Program, the ETAPS team is focused on supporting clients to gain greater and transferrable skills that will support their employment path and long-term career success.

1.1.1 ETAPS Department vision

To achieve a sustainable self-sufficient Nation, educated and healthy in mind, body and spirit.

1.1.2 ETAPS Department mission

To provide the highest quality of programs and services to our shíshálh people in the most equitable and efficient manner, while supporting them along their education and/or employment path to long-term career success.

1.1.3 ETAPS Department core values

- To respect the diversity of our members and their varied educational and employment needs
- To foster and promote the shíshálh people ways of knowing, being and doing
- To uphold and apply all policies in a consistent, equitable manner to all clients

1.2 Program Description & Goals

1. The objective of the Nation's Adult Education Program is to support the growth of the shíshálh Nation and foster lifelong learning, skills development, and training.
2. Funding is provided to eligible shíshálh Nation members and children of shíshálh parents for professional development and career advancement, including, but not necessarily limited to:
 - a. Attendance at professional courses, workshops, and/or conferences, including travel and accommodation costs
 - b. Participation in online professional development courses, workshops, and/or conferences
 - c. Professional memberships
 - d. Residency requirements for post-secondary programs of study
 - e. Post-secondary education application fees, entrance exams, and/or exam prep courses.
3. Non-status shíshálh Nation members may also apply for Adult Education Program funding to support their post secondary education as per the **shíshálh Nation Post-Secondary Education Program Policy and Procedure Manual**.
4. The goals of the program are to:
 - a. Provide opportunities for Nation members to access professional development specific to their career goals
 - b. Encourage capacity building and career growth for shíshálh Nation members

5. Adult Education Program funds are not intended for personal development, hobbies, and interests or for health and wellness or cultural activities.

1.3 Purpose & Scope

1. The purpose of this Policy Manual is to be a publicly available resource for shíshálh Nation members accessing the Nation's Adult Education Program. The Manual strives to provide a clear, written course of action for the planning and implementation of the Program.
2. The policies included within this manual apply to the Adult Education Program only. Individuals accessing other ETAPS programs and services should refer to the **Indigenous Employment Skills and Training (ISET) Policy Manual** or the **Post Secondary Education Policy**
3. In the event of a conflict between the policies in this Manual and the applicable legislation, the shíshálh Nation Constitution, the shíshálh Nation Human Resource Manual or individual employment contracts, then those documents will take precedence over this Manual.
4. No Policy and Procedure Manual can anticipate every circumstance or question about policy. Questions about anything contained in this manual, or about any aspect of the Adult Education Program, should be directed to the ETAPS Manager and/or Director of Education.

1.4 Commitment Statement

The shíshálh Nation and the ETAPS team are committed to:

- A transparent and fair process for determining eligibility for programs and services
- Clear and consistent procedures for applying for funding, decision-making, reporting, dispute resolution and appeal process for staff and clients
- Supporting clients throughout their skills development and employment path
- Collaborating with clients to co-create individualized, client-centred action plans that respect their needs and preferences
- Facilitating access and connection to holistic, wrap-around services and community support to address barriers to education, employment and career success
- Ensuring culturally safe and responsive interactions between ETAPS staff and clients

1.5 Organization

The ETAPS team is part of the Education Department within the Community Member Services Division of the shíshálh Nation. ETAPS programs and services are overseen by the Education Director and ETAPS Manager. The ETAPS team works in close alignment with the rest of the Education Division and Community Member Services Division to ensure clients have access to all the services and support they need



shíshálh Nation

STRATEGIC FRAMEWORK



shíshálh Vision

The shíshálh Nation is committed to innovation in program and service delivery designed to assist our members and community to achieve greater interdependence, wellness and self-sufficiency. Foundational to our shared work is the protection, promotion and practice of shíshálh culture, language and laws within our swiya. We proudly advance the work of those that have gone before us.

shíshálh Guiding Principles

In pursuit of our Vision we will role model the following values:

Integrity – We act with integrity and honesty in the work that we do, the people we interact with, and in the decisions that we make. We are accountable to one another and to those whom we serve.

Community – We appreciate the value and diversity of the shíshálh team – members, staff and leadership. We respect, trust and support one another.

Open-Mindedness – We strive to continually learn, adapt, evolve and innovate in our program and service offerings. We have a positive and proactive attitude.

Balance – We value a holistic and balanced work environment and community. We strive for excellence and also take time for fun and celebration recognizing that happy individuals are productive individuals.

Open Communication – We encourage directness, candor and honesty so that people and ideas thrive. We respect ideas that are different from our own, practicing compassion from a strong ethical foundation.

Collaboration – We will work together to use all resources efficiently and effectively in order to further the organization's mission to serve our community and members.

Service – We want all members to have meaningful and positive interactions with the shíshálh Nation.

shíshálh Nation Mission

The Mission of the shíshálh Nation is to promote, maintain and protect our inherent and constitutional rights and title. This is accomplished by:

- Recognizing, honouring and promoting shíshálh cultural systems, traditions and practices;
- Providing programs and services that are proactive and support healing and healthy individuals and families through the promotion and practice of our language, culture and identity;
- Upholding our traditional systems and processes alongside of contemporary organizational systems and processes for the effective and efficient conduct of our government; and,
- Developing and maintaining relationships that advance the shíshálh worldview and acknowledging and addressing current financial, administrative, capacity and infrastructure challenges.

shíshálh Nation Goals

| PROFESSIONAL SERVICES | COMMUNITY SERVICES | INFRASTRUCTURE & GOVERNMENT SERVICES | STEWARDSHIP & TERRITORIAL LAND MANAGEMENT |
|---|---|--|--|
| To create operational excellence and a positive organizational culture to drive the success of our Nation | To be healthy in mind, body and spirit | To manage and deliver coordinated government and infrastructure services | To assert our collective right to live as a distinct people |
| Constitution Renewal Communications Federal Transfer Agreement (FTA) Housing Policy Intergovernmental Relations Policy: HR, C&C, Finance | Data Collection & Compilation – In Conjunction with CCP Develop Operational Manuals Education & Employability Training Health & Wellness Promotion Plan Mem7iman Business Plan | Comprehensive Community Plan Housing Strategy Restructuring SIGD/PW | Government-to-Government Implementation Day Scholar Class Action Litigation Resource Enhancement Cultural and Recreation Plan |

2. Policy Administration

1. This Manual will come into force and effect on the day after it is approved by the Chief and Council.
2. The Nation may revise, supplement, or rescind any policies or portion of the Manual, as the Nation deems appropriate, in the sole and absolute discretion of Chief and Council. These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval from senior management.

2.1 Review

1. The Director of Education will ensure that this Manual is reviewed every two years, whenever there is a significant change in the organization or relevant legislation, or as need arises due to program challenges and/or emerging issues and amended as necessary.
2. All amendments shall be approved by Chief and Council.

2.2 Record of Amendments

| DATE | CHANGES | PAGE # | APPROVED BY |
|---------------|---------------|--------|-------------------|
| March 2, 2022 | Full revision | All | Chief and Council |
| | | | |
| | | | |
| | | | |

3. Responsibilities

3.1 Responsibilities of Clients

1. Clients who receive funding through the shíshálh Nation's Adult Education Program have the following responsibilities:
 - a. Conduct themselves in a prompt, courteous and respectful manner
 - b. Provide all necessary information to the ETAPS Coordinators and sign all necessary forms
 - c. Provide documentation to support applications. All documentation is subject to verification
 - d. Maintain communication with ETAPS Coordinators, including providing all follow-up information as requested
 - e. Where applicable, commit to completing funded programs, including attend all program sessions and letting program instructors know if they are not able to attend
2. Clients who receive funding through the shíshálh Nation's Adult Education Program may:
 - a. Apply for funding they believe they may qualify for
 - b. Have information and assistance available to them to complete the application process
 - c. Know what personal information is collected and have the opportunity to correct information if they believe it is inaccurate
 - d. Have eligibility determined on the basis of verified information
 - e. Have their personal information be treated as private and confidential
 - f. Appeal decisions
 - g. Receive courteous, respectful, efficient, and fair treatment
 - h. Have complaints addressed appropriately and in a timely manner

3.2 ETAPS Leadership and Staff Responsibilities

1. shíshálh Nation's ETAPS Program staff are responsible for:
 - a. Assessing and recommending funding requests for eligible clients as per this Policy
 - ETAPS Coordinators have the overall responsibility of assessing applications, conducting any necessary follow up, and making funding recommendations.
 - The ETAPS Manager is the designated authority to approve funding applications.
 - b. Ensuring programs and services are administered and managed in a professional, efficient, fair and culturally responsive manner
 - c. Implementing the policies within, as approved by Chief and Council, through practices that honour and affirm shíshálh knowledge and teachings

3.3 shíshálh Nation Chief and Council Responsibilities

1. Chief and Council of the shíshálh Nation hold the following responsibilities
 - a. Liability for the overall management of the Education Division, including Adult Education Programs
 - b. Authority for final approval of policies for ETAPS programs and services
 - c. Allocation of Own Source Revenue (OSR) annually to support the Adult Education Program budget.

4. Definitions

"Academic term" means a part of the academic year, as defined by a post-secondary education or training institution.

"Academic year" is defined by the post-secondary institution but will not be less than eight months duration during a calendar year

"Client" means any individual accessing services or supports through the shíshálh Nation's Employment, Training and Post-Secondary (ETAPS) Department.

"Client contract" means an agreement that a client signs to receive financial support in accordance with The Policy.

"College/Trade Certificate" means certification for completion of a college or trade school program of study

"Common Law" means a marriage-like relationship where the common-law spouses have been living together for one year or more.

"Degree" means certification for completion of a university program of study

"Dependent Child" means a child under the age of 18 (with the exception of a child 18 or older with Persons with Disabilities designation) who resides with the student at least 50% of each month and whom relies on the student for necessities of life. Students may claim a dependent child for whom they are not the legal parent or guardian if:

- The child lives with the student at least 50% of each month, and
- The student holds responsibility for day-to-day decisions affecting the child, including day-to-day care and supervision, or
- The student is the parent of a parenting dependent.

"Dependent Spouse" means a person who is married to the client or a person who has lived with the in a marriage-like relationship for a period of at least one year prior to the client's application for financial support. The person is dependent upon the client and does not receive income in excess of the level of income allowed for a dependent spouse by Revenue Canada.

"Diploma" means certification for completion of a college diploma program.

“Full-time employee” refers to a person who works 30 hours or more per week

“Full-time Student” means a student/client who is enrolled in a minimum of 3 courses or as defined by an accredited post-secondary education or training institution.

“Full-time Studies” refers to a program of studies that has a minimum of 3 courses for full time studies or as defined by an accredited post-secondary education or training institution.

“Good standing” refers to a student/client who is successfully completing their program of studies. (as per institution definition)

“Immediate family member” means, in relation to a ETAPS staff member or client:

1. Spouse
2. Parent (including in-law and stepparents)
3. Son or daughter, stepson or stepdaughter, or the spouse of any of them
4. Adopted or foster parent or child
5. Sister or brother, stepsister or stepbrother, or the spouse of any of them
6. Grandparent or grandchild

“Non-status shíshálh Nation Member” refers to a person who is registered on the Membership List maintained by shíshálh Nation pursuant to the shíshálh Constitution and who does not have legal status as an Indian under the Indian Act.

“Part-time student” means a student/client who is enrolled in less than 3 courses of a program of study at an accredited post-secondary education or accredited training institution.

“Part time studies” means less than 3 courses or as defined by an accredited post-secondary education or training institution.

“Program of study” means a program offered by an accredited post-secondary education to training institution, usually at least one academic year in duration, leading to a certificate, diploma, degree or other formal credential offered by the accredited post-secondary education to training institution.

“shíshálh Nation Member” means a person who is registered on the Membership List maintained by shíshálh Nation pursuant to the shíshálh Constitution.

“Training Certificate” means a certificate provided at the completion of a training course or program

“Targeted or Restricted Funding” means funding that cannot be transferred to any other program. The funding is targeted or restricted to the program it is intended for. Unless otherwise indicated, all ETAPS funding is targeted or restricted funding and not to be transferred to any other program(s).

“Valid identification” means 2 pieces of personal identification that include the client’s full legal name. Examples of acceptable identification include: Driver’s License, BCID, Status Card, BC Care Card, Birth Certificate.

5. General Guidelines & Eligibility

1. shíshálh Nation members and their children living on/off swiya are eligible to apply for Adult Education Program funding of up to \$3000 per fiscal year pending available budget.
2. Funding is provided by the Nation via own source revenue (OSR) and intended for activities that promote professional development and career enhancement. Funds are not intended for personal development, hobbies, and interests or for health and wellness or cultural activities.

3. Recommendation for Adult Education funding requires the completion of an application package (including an **Application for Funding** and all necessary supporting documentation) and may require a follow-up discussion with the ETAPS Coordinator.
4. Until clients are informed, in writing, that funding recommendations are approved, clients assume all financial risk associated with any training program or course (including registration fees and pre-booked travel costs). Clients may not be reimbursed for any costs associated with the program if those costs and participation by clients are not approved by the ETAPS Department prior to the start of the training program.
5. All clients must submit two (2) pieces of valid identification
6. Decisions for allocating funding may be dependent on additional factors outlined below.

Related documents and forms

- ❖ [Appendix A: ETAPS Services Pathway & Program Eligibility](#)

6. Professional Development Courses, Workshops, and Conferences

1. Eligible professional development activities are those that enhance the applicant's capacity to perform their current work or prepare them for an expanded or different role in alignment with demonstrated career goals. Examples of eligible activities include those that will:
 - a. upgrade skills and knowledge related to technological advances
 - b. provide applicants with opportunities for advancement and promotion within their current career
 - c. develop skills needed for new job requirements (technological/operational/organizational change)
 - d. support professional growth and development
 - e. help applicants build a portfolio of transferable skills
2. In addition to traditional in-person courses, workshops and conferences, other methodologies such as online learning, one-to-one coaching and structured experiential/action learning may be considered appropriate for funding.
3. To support their application for funding, applicants must provide:
 - a. a completed **Application for Funding**, including a signed **Application Form** and **Budget Breakdown**
 - b. a letter from their employer demonstrating the need and benefit of the professional development activity
 - c. documentation of the course, workshop or conference, including:
 - program outline, description, or flyer
 - contact information (including phone number) of the training institute or organization
 - program start/end date
 - d. acceptance letter or copy of registration
4. Once funding has been approved, the applicant is expected to make all arrangements for the course, workshop, or conference.
5. All receipts and confirmation of program participation/completion must be submitted to the ETAPS office no later than one-week after completion of the program.

6.1 Registration Fees, Textbooks, Equipment

1. Eligible costs include the actual cost of tuition/registration, required course materials, professional certification, and exam fees.
2. Social events offered as part of a course, workshop or conference are not eligible for funding.
3. Costs may be paid directly to the service provider/training institution, or the applicant may register directly and apply for reimbursement. It is strongly recommended that applicants apply and receive approval for funding prior to registering and/or making any travel arrangements.

6.2 Travel, Meals, and Accommodation

1. Funding may be used to cover reasonable out-of-town expenses in accordance with shíshálh Nation travel policies. As a general rule, travel is calculated using the most cost-effective mode of public transportation, in accordance with rates set out by the shíshálh Nation for travel. All travel arrangements must result in the most economical use of Nation resources.
2. Travel expenses are considered for learning opportunities that are not available locally and will be approved on a case-by-case basis. In general:
 - a. Preference will be given to the learning opportunity nearest the applicant's place of residence
 - b. Applicants seeking funding for out-of-town learning opportunities must be able to demonstrate how the opportunity would lead to better/different professional development than a similar local opportunity
 - c. Professional development activities requiring international travel will be considered once every two years (one year = April 1 to March 31st) for individual applicants
3. Meals not provided during the course, workshop or conference are covered in alignment with shíshálh Nation travel rates (see [Appendix B: Maximum Eligible Funding Amounts \(Adult Education\)](#)). The full allowance cannot be claimed if meals are provided and/or there is only a partial day's travel. Receipts do not need to be submitted.
4. Only the most reasonable single hotel rates will apply. When a family member or other persons accompany the participant, they are responsible for the additional charges.
5. Note: Clients are generally expected to reserve and pay for hotel accommodation and then submit receipts for reimbursement. In some cases, the ETAPS Department may be able to complete a 3rd Party Authorization form or Purchase Order and complete the booking and payment on behalf of the client. Clients requiring this accommodation are expected to consult the ETAPS Coordinator prior to booking accommodation. If the Nation guarantees a room and the client does not show up and does not cancel the room, they are responsible for any charges incurred.
6. Original receipts are required for all travel and accommodation expenses other than for meals.
7. Travel reimbursement will only be made in full if the participant attends for the duration of the professional development course, workshop, or conference. If a client only attends part of the activity, only partial reimbursement may be forthcoming.

7. Professional Membership to Professional Organizations

1. Adult Education funding may be approved for non-training professional development costs such as professional memberships.
2. To be eligible, costs should be directly related to the applicant's current career and supported with a letter from the applicant's employer confirming the need/benefit.

8. Driver Training

1. Eligible clients may apply for Adult Education funding to attend a driver training course or receive lessons from a registered driving school.
2. Graduated Licensing Programs (GLP) must be ICBC approved and individual lessons must be taught by a recognized driving instructor.
3. Funding may not be used for driving fines, debts to ICBC, or for any costs associated with any [RoadSafety BC High Risk Driver Programs](#) (e.g. breathalyzer installation, Responsible Driver Program), or any other remedial driving programs.
4. Tuition for driving instruction will be paid directly to the instructor/school by the Nation and must be invoiced accordingly.

5. Until clients are informed, in writing, that funding recommendations are approved, clients assume all financial risk associated with any driver training program/lessons (including deposits). Clients may not be reimbursed for any costs associated with the driver training program/lessons if those costs and participation by clients are not pre-approved by the ETAPS Department.
6. If a client fails to attend/complete a funded driver training program or lesson, they must follow up with an ETAPS Coordinator. Missed lessons will generally not be covered and are the responsibility of the client.

8.1.1 Commercial Driver Licensing

1. Eligible clients may apply for Adult Education funding to cover the cost of commercial driver licensing, renewal, and exam fees (Class 1 – 4).
2. Clients are required to pay licensing, renewal, and exam fees directly and submit receipts for reimbursement.
3. In the case of a failed road test, clients may be reimbursed for one failed attempt per level. Subsequent failures shall be covered by the client and not eligible for reimbursement.
4. Fines and/or debts to ICBC are not eligible for funding.

9. Post-Secondary Application Fees, Entrance Exams and Exam Prep Courses

1. Eligible client may apply for Adult Education Program funding to cover the cost of applying to eligible post-secondary institutions (as per the **Post-Secondary Education Program Policy and Procedures Manual**), fees for required standardized entrance exams (e.g. GRE, GMAT, MCAT, LSAT), and/or eligible entrance exam prep courses.
2. Clients may be reimbursed for up three (3) applications to eligible institutions per academic year. Original receipts must be provided for reimbursement.
3. Clients wishing to be reimbursed for registration fees associate with a standardized entrance exam must provide documentation showing that the exam is required for entry to their chosen post-secondary program of study. Clients must submit proof of exam completion to the ETAPS Coordinator once they have taken the exam. If a client misses an exam for which they have registered, they must follow up with the ETAPS Coordinator as soon as possible.
4. Funding for eligible entrance exam prep courses is subject to the same guidelines as [Professional Development Courses, Workshops, and Conferences](#)

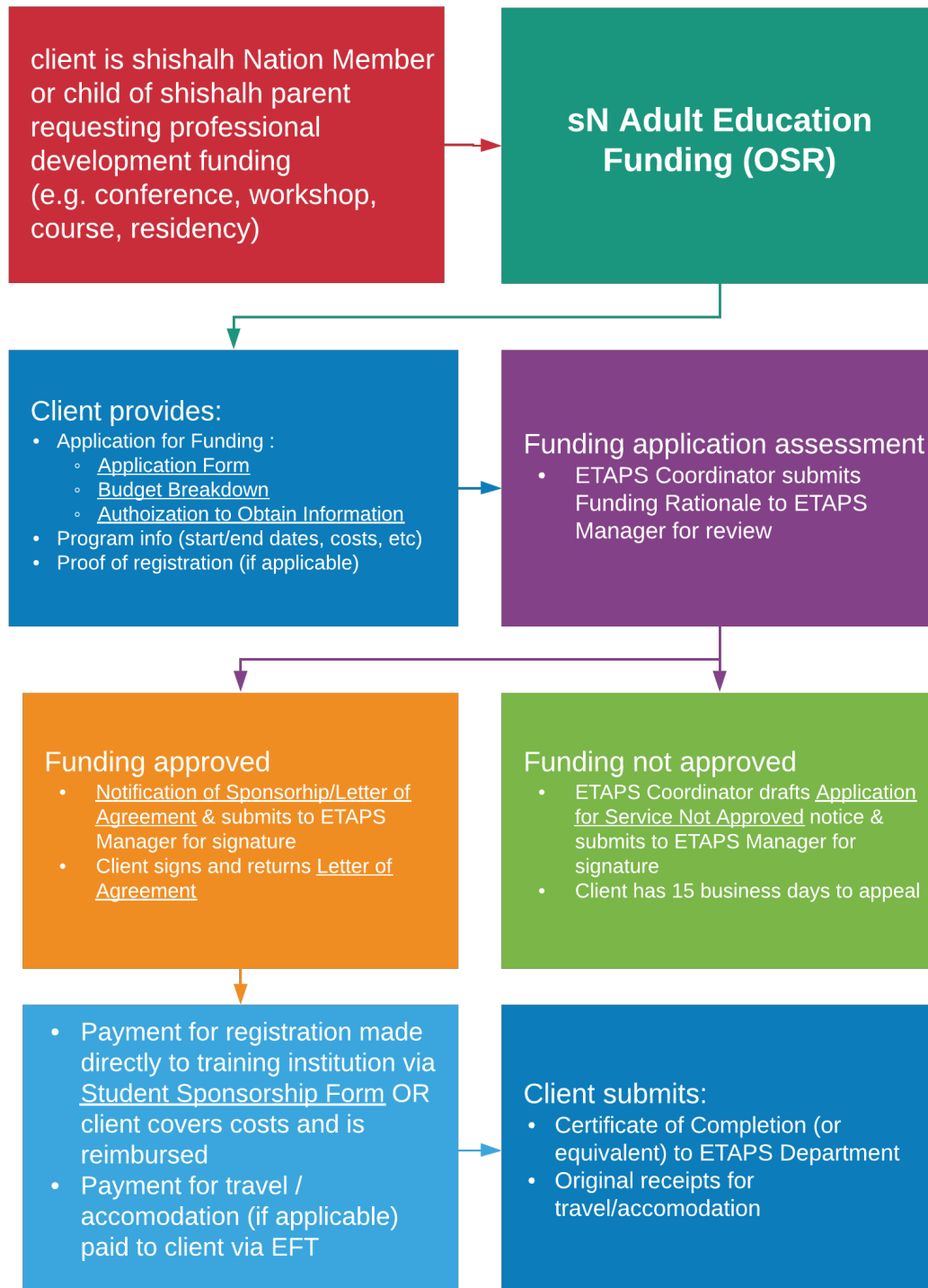
10. Assessment Process & Time Frame

1. Clients will be informed, via letter/email, that their request for funding has been received, including the status of the application (i.e. how it will be reviewed) and any missing information that must be submitted to continue processing.
2. Once all required and supporting documentation is received, recommendations for funding are forwarded to the ETAPS Manager for approval with priority given to shíshálh Nation members and children of shíshálh parents.
3. The ETAPS Coordinator will let the client know the outcome of their request within two to three weeks from the date of receipt of all required and supporting documentation.
4. When a recommendation has been approved, the client will receive written confirmation detailing what has been approved and the process for receiving funding. Clients must sign and return the funding agreement portion of the letter before funds will be released.
5. In cases where tuition funding has been approved, a **Student Sponsorship Form** will be sent directly to the training institute. Clients may also choose to pay registration fees directly and submit receipts for reimbursement.
6. When a recommendation has not been approved, the ETAPS Coordinator will inform the client in writing of the reasons for decline and will provide the applicant with information concerning the appeal process.

Related documents and forms

- ❖ Form: Funding Rationale
- ❖ Form: Student Sponsorship Form
- ❖ Notification of Sponsorship/Letter of Agreement template
- ❖ Application for Service Not Approved template

FIGURE 1: ADULT EDUCATION FUNDING



11. Post-Secondary Funding for non-status Nation Members

1. Non-status shíshálh Nation members may apply for Adult Education program funding to attend recognized post-secondary (college and university) certificate, diploma or degree programs.
2. To support their application for funding, applicants must provide:
 - a. a completed **Application for Funding**, including a signed **Application Form** and **Budget Breakdown**
 - b. a signed **Authorization to Obtain Information** Form
 - c. Program outline
 - d. Program academic planner (list of courses required for certification, course taken/remaining)
 - e. Phone/fax/email for both Admissions Office and bookstore
 - f. Official transcripts in a sealed envelope (high school students can submit unofficial transcripts until final graduation transcripts are available)
 - g. Acceptance letter from post-secondary institution and program (high school students can submit conditional letters of acceptance until final acceptance letter received)
3. Clients funded for post-secondary studies through Adult Education funding must adhere to the **shíshálh Nation Post-Secondary Student Support Program (PSSSP) Policy Manual**, including application deadlines, required documents, selection priority, eligible costs and funding amounts, student expectations, reporting, etc.
4. shíshálh Nation does not normally cover the cost of medical/dental plans for post-secondary students. However, non-status shíshálh members who are not eligible for coverage through other means may have medical and dental plan fees covered by the program at the discretion of the ETAPS Manager.

11.1 Technology Grant (Non-Status shíshálh Nation Members)

1. shíshálh Nation recognizes the need for student access to laptops, iPads, tablets, technology for success in pursuing post-secondary education and will support our students in their pursuit of higher education by providing a technology grant.
2. Eligible students funded for post-secondary studies via the Adult Education Program may apply for a technology grant if the device is required by the student for their program of studies subject to post-secondary budget availability. Eligible amounts are detailed in [Appendix B: Maximum Eligible Funding Amounts \(Adult Education\)](#)
3. Eligible costs include devices, peripherals (e.g., mouse, headset, webcam, keyboard, protective case), extended warranties and/or essential software (e.g., Office 365) up to the eligible amount.
4. The Nation will not cover costs for damaged or lost devices or accept more than one application per student.
5. Students may be enrolled in part-time, full-time or online students.
6. Students are eligible for one grant every five (5) years. Students who have previously received a technology grant via the shíshálh Nation K-12 Education Program may reapply for a grant via the Adult Education Program when they begin post-secondary studies.
7. A **Technology Grant Form** must be submitted to the ETAPS Department for approval prior to reimbursement. Grant applications must be accompanied by:
 - a. A letter, email, or course outline from the institution or instructor confirming that device/software is required for the registered course/program.
 - b. A store quote for the device, peripherals and/or software they intend to purchase.
8. Technology grants are paid directly to the student via Electronic Funds Transfer. Receipts of purchases must be submitted to the ETAPS Coordinator within one week of purchase.

11.2 Tutoring Support

1. In some instances, students may require tutoring support to successfully complete a specific course. Prior to requesting tutoring support, clients are encouraged to seek assistance from the institute and instructors.

2. To receive tutoring support, students must complete a **Tutoring Support Request Form** and submit to the ETAPS Coordinator.
3. Eligible students may receive up to a maximum amount per term for tutoring support (see [Appendix B: Maximum Eligible Funding Amounts \(Adult Education\)](#)).
4. Tutor fees will be paid to a maximum of \$50 per hour based on credentials (see [Appendix C: Tutor Renumeration Grid](#)). Any amounts over these limits are the responsibility of the student.
5. Invoices for tutoring services must be submitted by the tutor directly to the ETAPS Coordinator and must set out the date, time, hours of service, and services provided to the student.
6. Tutoring support funding is subject to funding availability and annual budgets. These amounts are not guaranteed each term/semester.

Related documents and forms

- ❖ [Appendix B: Maximum Eligible Funding Amounts \(Adult Education\)](#)
- ❖ [Appendix C: Tutor Renumeration Grid](#)
- ❖ Form: Technology Grant Form

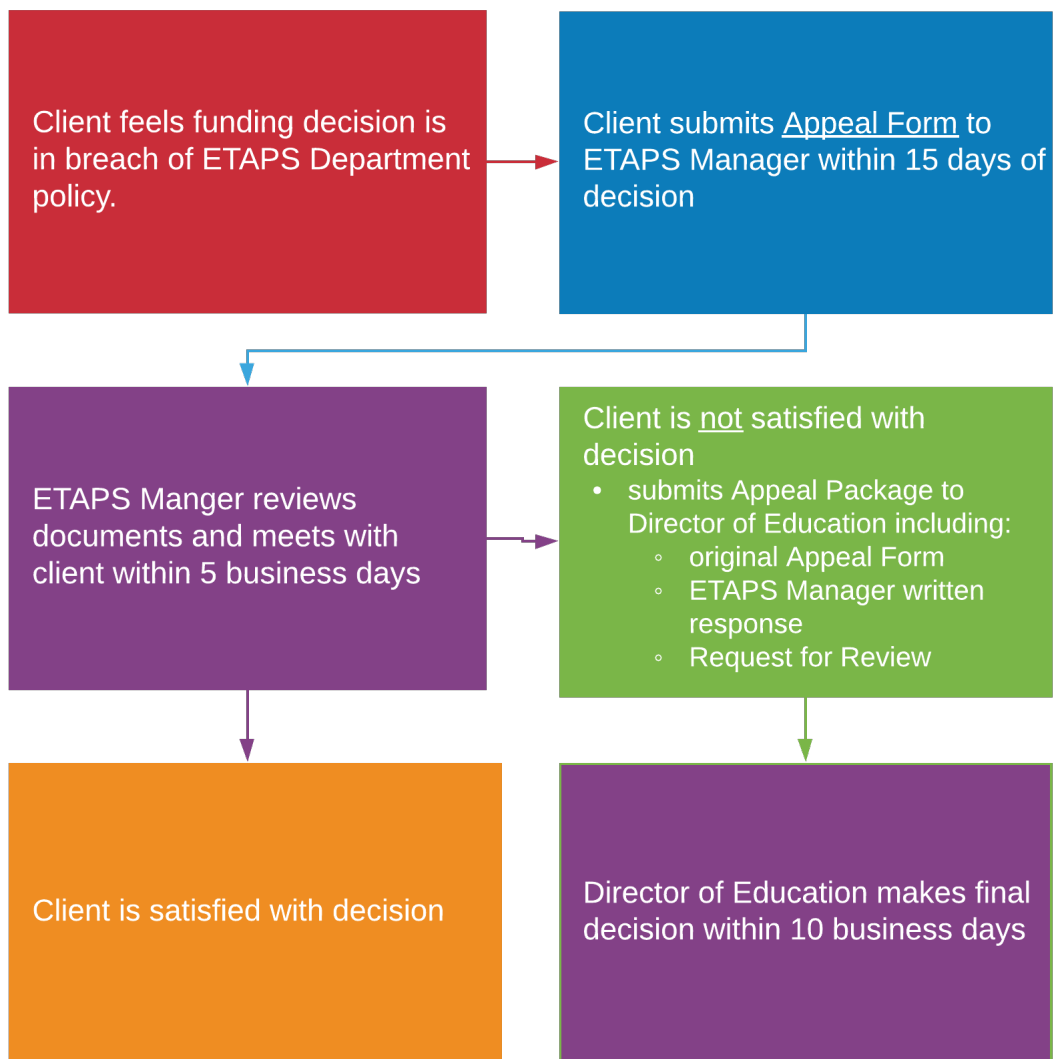
12. Appeals Process

1. To ensure fairness and equitable treatment within our services, the ETAPS Department has established an appeal process.
2. Clients may appeal a service and/or funding decision if they feel that the Adult Education Program policy and procedures has not been applied.
3. The procedure for appeals is as follows:
 - a. Stage one: The client must submit a written grievance using the **Appeal Form** and submit all supporting documentation to the ETAPS Manager within fifteen (15) business days of the initial decision.
 - b. Once the ETAPS Manager has reviewed the documents, a discussion will be coordinated with the client to verify the decision within a five (5) business days period. The appellant will be notified of the decision in writing.
 - c. Stage two: If the client is not satisfied with the decision of the Manager, an appeal package including the original **Appeal Form**, written ETAPS Manager response, and a **Request for Review** can be submitted to the Director of Education within five (5) business days of the ETAPS decision; the client may request a meeting with the Director of Education and ETAPS Manager to discuss the grievance
 - d. The Director of Education will make a final decision within ten (10) business days. The decision will be consistent with Adult Education Program policy and procedures and is considered final. The appellant will be notified of the decision in writing.
 - e. The Chief and Council will not consider appeals.
 - **Note:** Incomplete grievance packages will not be reviewed; the onus is on the client to ensure all documents are included at the time the package is submitted.

Related documents and forms

- ❖ Form: Appeal Form
- ❖ Form: Appeal Form - Request for Review

FIGURE 2: ETAPS APPEAL PROCESS



13. Collection and Protection of Personal Information

1. The shíshálh Nation ETAPS Department collects Personal Information from participants as required to effectively provide programs and services within our mandate. Information is collected by fair and lawful means.
2. The shíshálh Nation respects clients' rights to privacy and to have any information held about them kept confidential. The principles of 'need to know' will guide all staff in judging who will have access to what information about participants and their families as well as how much information will be shared.
3. The shíshálh Nation will not release or disclose client information without the consent of the Participant, unless authorized by law to release or disclose such information
4. The shíshálh Nation ETAPS Department takes all reasonable security measures necessary for the protection of confidential information against unauthorized release or disclosure

14. Conflict of Interest

1. The shíshálh Nation is responsible for ensuring ETAPS Department staff do not place themselves in a conflict of interest between their work obligations and their private interests.
2. To avoid real or perceived conflict of interests, ETAPS staff members will recuse themselves of financial matters involving immediate family members, including:
 - a. funding decisions
 - b. signing off on cheque requests
 - c. issuing Purchase Orders (PO)
3. Immediate family of ETAPS staff may not benefit or receive special consideration (either positive or negative) by virtue of their relationship with the staff member
4. ETAPS staff may not make decisions or take part in decision-making processes relating to ETAPS Department policy or procedures that will either benefit or disadvantage the staff member or their immediate family.

15. Appendices/Forms:

- ❖ Appendices
 - Appendix A: ETAPS Service Pathway & Program Eligibility
 - Appendix B: Maximum Eligible Funding Amounts (Adult Education)
- ❖ Templates/Forms (for Coordinator use)
 - Notification of Service Approved template
 - Notification for Service Not Approved template
 - Notification of Sponsorship/Letter of Agreement templates
 - Student Sponsorship Form
- ❖ Client Forms
 - Appeal Form
 - Application for Funding: Adult Education
 - Change of Personal Information
 - Tutorial Support Request Form
 - Technology Grant Request Form

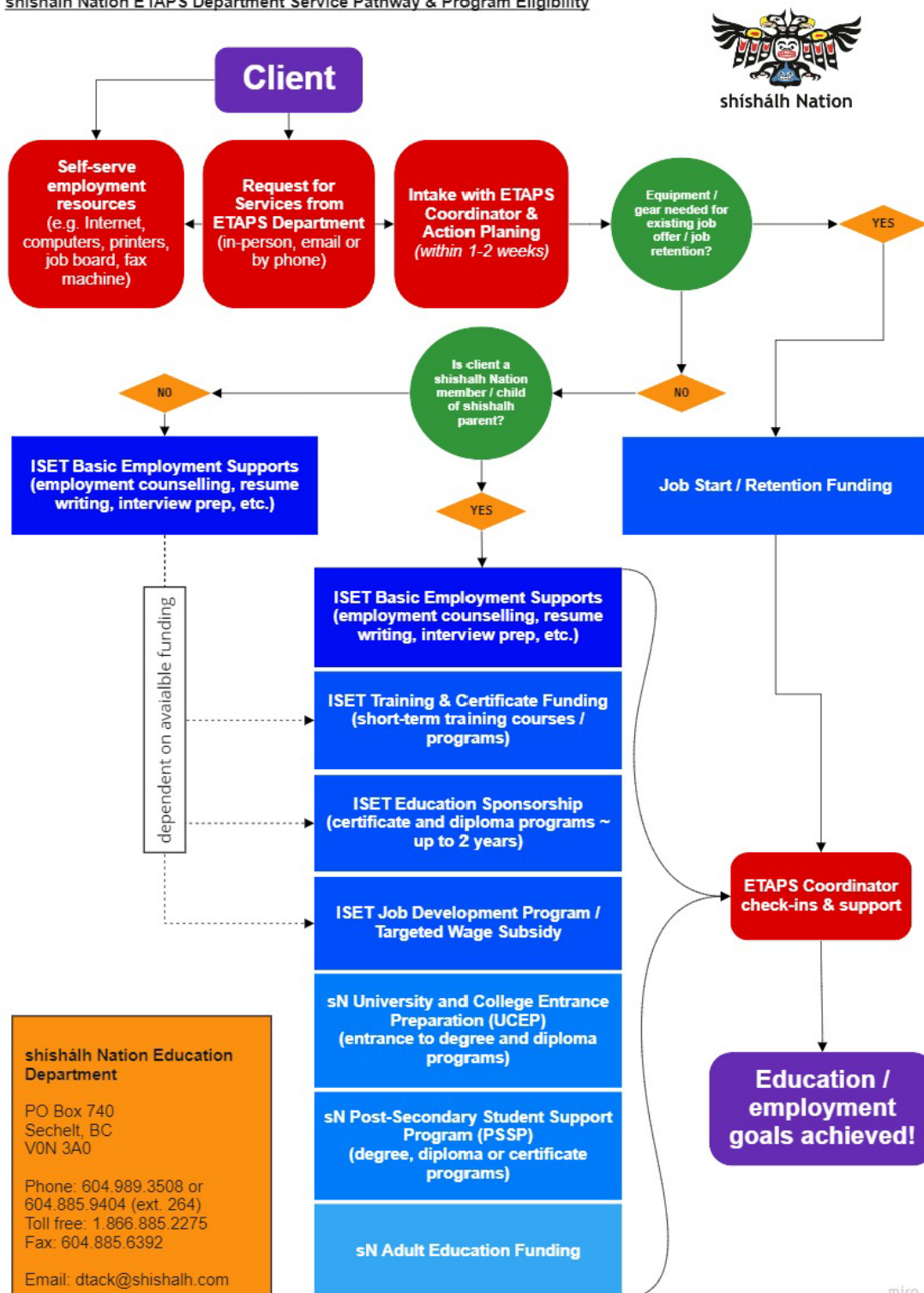
All Client forms can be found online on the shíshálh Nation website or picked up in hard copy from the Community Services Building. To receive forms by email, please contact the ETAPS Coordinator.

shíshálh Nation Employment, Training & Post-Secondary (ETAPS) Department



Appendix A: ETAPS Service Pathway

shíshálh Nation ETAPS Department Service Pathway & Program Eligibility



shíshálh Nation Employment, Training & Post-Secondary (ETAPS) Department



Appendix B: Maximum Eligible Funding Amounts (Adult Education)

| Category | Cost | Maximum eligible amount | Notes / Exceptions |
|--|--|---|--|
| Professional Development Sponsorship | Max \$3000 per year | | |
| | Course tuition (including professional certification and exam fees) | Actual cost | |
| | Mandatory textbooks, materials and supplies | Actual cost | |
| | Living allowance (programs of at least one week) | \$250/week | Clients receiving pay during the training program are not eligible |
| | Travel and accommodation | | |
| | • Mileage | \$.59/km | |
| | • Ferry | \$60 for car/driver; \$10 per passenger | |
| | • Airfare / taxi / bus | Actual cost | Most economical option |
| | • Hotel | Actual cost | Most economical option |
| | • Private accommodation | \$50 night | |
| | • Parking | Actual cost | Most economical option |
| | • Meals | \$40/overnight; \$20/full day | if meals are not included and client is not receiving living allowance |
| Post-Secondary Education (Non-Status shíshálh Nation Members) | Tuition and fees, Books and Supplies, Travel, and Living Allowance as per Post-Secondary Education Program Maximum Eligible Funding Amounts | | |
| | Tutoring support | Max \$1000 per term | Students must complete a Tutoring Request Form |
| | Required technology (device, peripherals, essential software) | Max \$1000 every 5 years | Students must submit a Technology Grant Form |

NOTE: The amounts listed are the maximum amounts payable for each specific eligible cost. No student is automatically entitled to the full amount. All expenses must be pre-approved and supporting documentation (e.g.: program information, receipts, tax information, etc.) must be provided as indicated within the relevant policy section and at the request of the ETAPS Department.

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Appendix C: Tutor Renumeration Grid

| Tutor qualification | Eligible hourly rate | | |
|---------------------------------------|----------------------|------------------------------------|--------------------------------------|
| | Minimum | Mid (2 - 9 years of experience) | Maximum (10+ years of experience) |
| High school graduate | \$20 | \$25 | \$30 |
| Undergraduate degree | \$25 | \$30 | \$35 |
| Graduate degree (non-Education) | \$30 | \$35 | \$40 |
| BC Certified Teacher in good standing | \$40 | \$45 | \$50 |