Access to Technology (A2T)

SERVICE PROVIDER GUIDE

June 2022
Fourth Edition

Contents

Welcome

We are pleased to work with all of you to provide laptops to eligible clients in training programs. Access to Technology (A2T) is the first time we have come together this way to help our clients. As we move along over the year ahead, we will evaluate and adapt to support clients to succeed in training to get employment. We welcome feedback and input along the way.

Overview

This guide will help you connect clients with laptops for training that will lead to employment. It includes details about client and training eligibility, as well as other key information to help our clients, such as a simple client information sheet you can print or email to clients and learning resources and frequently asked questions for you.

You will notice the guide includes some policy language for Service Providers and we've included Appendix 4 - Definitions for these.

Laptops

Laptops come with Windows 10/Windows 11, Microsoft Office (Word, Excel, and PowerPoint) and anti-virus software installed and are WiFi capable. The laptop comes with some information that will help clients use it and troubleshoot problems. This includes:

- Setup instructions
- Virtual technical support about hardware and software setup
- Troubleshooting tips and online resources
- Warranty information
- A return shipping label if they need to return it

There are free Wi-Fi services or low-cost internet options if clients need to setup internet access.

Free Wi-Fi services:
- Telus: http://wififinder.telus.com/
- Shaw: https://www.shaw.ca/internet/wifi

Low-cost internet:
- Telus Internet for Good: 1 888 811-2323

Let's get started

This is a quick step-by-step process for you to get a laptop for your clients.

> ➢ **Important detail:** You can begin Step 1 of the application process up to six weeks ahead and are encouraged to begin the process no later than two weeks before training starts to ensure the laptop will arrive in time.

Step 1: Client consent and eligibility

Service Provider steps:

- Check if your Clients and Training qualifies.
- Go to the A2T Homepage and click "Start" to send the online Client Consent and Agreement form to the client.
    - ➢ Ask your client to complete and submit the Client Consent and Application form as soon as possible.
    - ➢ If the client cannot complete the online Client Consent form, refer to the A2T Resources section.
- Receive an email after consent is complete. This email will include a unique application ID number, the client's full name, and an Application Form button.

Step 2:

Application

Service Provider Steps**:**

- Click the Application Form button to complete and submit the A2T application form for each client.
- Receive an email confirming your submission of an A2T application form for each client.
- Provide the client information sheet to your client. (Congratulations on your upcoming training.)

    Technical tip: If you have any technical difficulties or you need to update the form after you have submitted it, email AccessToTechnology@gov.bc.ca and we will be happy to help.

Client Steps:
- Receive an automated client email confirming you have submitted an A2T application form on their behalf.

Step 3: Processing and Shipping

Ministry Steps:

- Check the A2T application form to ensure all information is complete.
- Email you and your client a shipment notification with the Canada Post tracking number when the laptop is shipped.
- Send the laptop, instructions, and information to your client.

Eligibility criteria

Clients

Laptops are available for Clients if they are:
- In an approved skills training program; and
- Requiring a laptop to participate in the identified skills training program; and
- Assessed as having financial need.

Laptops are not available to Clients if:

- Their training already started before you submit the A2T application form
- They already have a laptop
- They are [full-time students](#)

Training

Now that we know who can get a laptop, there are parameters about eligible training. It must:

- Require a laptop to participate in the identified skills training program;
- Lead to employment;
- Be a minimum of four consecutive weeks; and
- Be on the list of approved skills training programs below.

Approved Skills Training Programs Include:

WorkBC Employment Services:
- Short Duration Training
- Occupational Skills Training
- BC Adult Graduation Diploma
- As identified by the Ministry of Social Development and Poverty Reduction (for eligibility details please see [WorkBC A2T Eligibility and FAQ](#) on the Extranet)

Workforce Development and Skills Training:
- Skills Training for Employment
- ITA Funded Pre-Apprenticeship Training
- BladeRunners

Indigenous Skills and Employment Training:
- Requires a laptop to participate in the identified skills training program, and offers four consecutive weeks of training that will lead to employment
- Have been provided to the Ministry of Social Development and Poverty Reduction to include under eligible programs on the A2T application form

Your role

In addition to helping get a laptop for your client, you also help to support follow up.

Returning the laptop

A return shipping label is in the information shipped with the laptop should the client not begin training and the laptop needs to be returned. To protect privacy, data will be wiped from the returned laptops.

Follow-up

If the client's shipping address, training plans, program start dates, change or a client ends training early, please email [AccessToTechnology@gov.bc.ca,](mailto:AccessToTechnology@gov.bc.ca) with the application ID in the subject line.

We are also collecting some information to help us understand the effectiveness of A2T in supporting clients to get employment. Please reply to the emails you will receive. They are scheduled to be sent one month and three months after training is completed.

A2T resources

Alternate Application Process

In support of clients who are <u>not</u> able to provide electronic Client Consent and Agreement and to avoid delay in laptop shipment, you will be required to:

- Provide the following manual PDF Client Consent and Agreement Form for the client to complete.

    📄 PDF

    ClientConsentAndA
    greementForm.pdf

- Send completed Client Consent and Agreement Form to AccesstoTechnology@gov.bc.ca.
- Go to the manual consent A2T application to complete and submit the application form for your client.

Other A2T Resources

- Client Information Sheet (Appendix 1 below)
- Client automated emails (Appendix 2)
- Frequently Asked Questions (Appendix 3)

Contact us

Email questions or concerns to AccessToTechnology@gov.bc.ca and we will get back to you as soon as possible.

Appendix 1 – Client Information Sheet

The Client Information Sheet on the next page can be printed and provided to the client as part of the application process.

Congratulations on your upcoming training.

We're excited that you are taking a training program that will help you gain employment, and we're pleased to provide you with a laptop to help you get there. We have some information to share with you and encourage you to keep this letter handy in case you need it in the future.

The laptop is delivered with Windows 10, Microsoft Office and anti-virus software installed and is WiFi capable. The laptop will come with some information to help you operate it and troubleshoot problems. This includes

- Setup instructions
- Troubleshooting tips and online resources
- How to get virtual technical support
- What to do if your laptop doesn't work
- Warranty information
- A return shipping label if you need to return it in the original shipping box.

You will be able to keep this laptop when you successfully complete your training or have made good progress towards that goal.

Internet access options

There are free Wi-Fi services or low-cost internet options if you need to set up internet access:

> **Free Wi-Fi services:**
> Telus: http://wififinder.telus.com/
> Shaw: https://www.shaw.ca/internet/wifi
> **Low-cost internet:**
> Telus Internet for Good: 1 888 811-2323

Best of luck on your training and employment journey

Please contact us if your training plans change or if your contact information changes, like you are moving or getting a new phone number.

We hope this laptop will help you in your training program and we wish you success in your future job!

Appendix 2 – Automated client emails

The following excerpts help inform service providers of the automated emails that are sent to Clients as part of the A2T notification process.

Consent and Agreement Required

The notification of the requirement for the client to complete the electronic Consent and Agreement Form. The application cannot be processed until completed.

Client Consent and Agreement

The notification confirming that the Client Consent and Agreement has been completed with a copy for their records.

Access to Technology - Client Consent and Agreement

Hello <Client First Name>,

You are receiving this email as confirmation that your Client Consent and Agreement form has been received. A copy of this form is included below for your records.

COLLECTION, USE OR DISCLOSURE OF PERSONAL INFORMATION

Access to Technology ("A2T") is a Ministry of Social Development and Poverty Reduction ("SDPR") program that is delivered in part by BC Technology for Learning Society ("BC Tech for Learning") under a contract with SDPR.

SDPR and the Ministry of Advanced Education, Skills and Training ("AEST") each provide employment related training programs that are delivered by private sector organizations under contracts with SDPR (the "SDPR Service Providers") and AEST (the "AEST Service Providers"), respectively. Employment and Social Development Canada ("ESDC") provides the Indigenous Skills and Employment Training Program ("ISET"), which is delivered by private sector organizations under contracts with ESDC (the "ISET Service Providers").

The applicant is participating in an employment-related training program delivered by <Service Provider Name>, an <AEST/ISET/SDPR> Service Provider. The applicant is applying to SDPR and A2T for a laptop computer that the applicant requires to complete the employment-related training program. <Service Provider Name> is referring the applicant to SDPR and A2T.

Certain personal information of the applicant is directly related to and necessary for assessing the applicant's eligibility for A2T, administering A2T with respect to the applicant and evaluating the effectiveness of A2T (the "A2T-Related Personal Information". It will be necessary for the following organizations to collect, use and disclose A2T-Related Personal Information:

1. <Service Provider Name>
2. SDPR; and
3. BC Tech for Learning.

APPLICANT CONSENT

I, <Client Full Name>, am applying to SDPR and A2T for a laptop computer that I require to complete an <AEST/ISET/SDPR> employment-related training program.

I CONSENT to:

1. SDPR collecting my A2T-Related Personal Information indirectly from <Service Provider Name> or BC Tech for Learning, for the purposes of administering, delivering or evaluating the A2T program;
2. SDPR disclosing my A2T-Related Personal Information to BC Tech for Learning or <Service Provider Name>, for the purposes of administering, delivering or evaluating the A2T program;
3. <Service Provider Name> collecting my A2T-Related Personal Information indirectly from SDPR or BC Tech for Learning, for the purposes of administering, delivering or evaluating the A2T program;
4. <Service Provider Name> disclosing my A2T-Related Personal Information to SDPR or BC Tech for Learning, for the purposes of administering, delivering or evaluating the A2T program;
5. BC Tech for Learning collecting my A2T-Related Personal Information indirectly from SDPR or <Service Provider Name>, for the purposes of administering, delivering or evaluating the A2T program;
6. BC Tech for Learning disclosing my A2T-Related Personal Information to SDPR or <Service Provider Name>, for the purposes of administering, delivering or evaluating the A2T program;

The consents described above are effective on the date I sign this document and expire of the date SDPR completes an evaluation of the A2T program.

Any disclosure of my A2T-Related Personal Information as described above may take place only in Canada.

COLLECTION NOTICE

Personal information collected in this application is collected under the authority of sections 26 (c) and (e) of the *Freedom of Information and Protection of Privacy Act* or Parts 3 and 4 of the *Personal Information Protection Act* and is subject to all the provisions of the applicable Act. The personal information collected will be used by the Ministry of Social Development and Poverty Reduction ("SDPR"), and its contracted A2T service provider to administer the A2T program, and may also be used to evaluate the effectiveness of the A2T program. If you have any questions about the collection of your personal information, please contact the Records Clerk of the Employment and Labour Market Services Division, SDPR at WorkBCOESprivacy@gov.bc.ca.

TERMS AND CONDITIONS

I have reviewed and agree to all below-noted terms and conditions:
  a) My receipt and use of a laptop computer provided to me through the A2T program is dependent on my participation in the training described in my A2T application;
  b) If I complete the training described in my application to the satisfaction of <Service Provider Name> I may keep the laptop computer provided to me through the A2T program;
  c) If I do not complete the training described in my A2T application to the satisfaction of <Service Provider Name> I must return the laptop computer, in good working order, to the A2T contractor;
  d) I may not and will not use any laptop computer provided to me through the A2T program for the purposes of:
    i.   sexual exploitation;
    ii. promoting hate or discrimination;
    iii. any other illegal activity; or
    iv. promoting any illegal activity.

Application

The notification that the A2T application has been submitted on their behalf along with a copy for their records.

BRITISH COLUMBIA

Access to Technology - Application

Hello <Client First Name>,

You are receiving this email as confirmation that <Service Provider Name> has electronically submitted an Access to Technology (A2T) Application on your behalf to the Ministry of Social Development and Poverty Reduction ("MSDPR"), which administers the A2T program to support eligible clients participating in eligible skills training programs.

A copy of your application information is included below for your records. Please review this information and contact your Service Provider if you have questions and/or if any of the information is not correct:

Service Provider: <Service Provider Name>

Staff Name: <Staff Name>

Contact Email Address: <Staff Email>

Contact Phone Number: <Staff Phone Number>

APPLICANT INFORMATION

Application ID: <Application ID>

Shipping Address: <Client Shipping Address>

Phone Number: <Client Phone Number>

Eligible Skills Training Program: <Client Eligible Training Program>

Training Program Start Date: <Program Start Date>

Training Program End Date: <Program End Date>

Canada   BRITISH COLUMBIA

Funding provided by the Government of Canada through the Canada-British Columbia Workforce Development Agreement.

Shipment Notification

The notification confirming that the laptop has been shipped and includes Canada Post Tracking Number.

Access to Technology - Shipment Notification

Application ID #: <Application ID>

Hello <Client Full Name>,

You are receiving this email as confirmation that your laptop has been shipped. You may track the delivery status at Canadapost.ca, using the Canada Post Tracking Numer: <Tracking Number>

Have a great day!

Funding provided by the Government of Canada through the Canada-British Columbia Workforce Development Agreement.

Appendix 3 - Frequently asked questions

1. **How will A2T help clients and service providers?**

    Clients will receive a laptop to attend training programs that will lead to employment. A laptop supports a client's success when taking virtual training or blended training.

    As the Province of British Columbia is paying for the laptops, you will not have to pay from your own budgets. From application to shipping, the process requires minimal effort for you and our clients.

2. **Will there be a future opportunity for other ISETs to take part in A2T?**

    We welcome ISETs if they would like to join later and we will arrange onboarding with eligible organizations and training programs.

3. **Were Indigenous organizations consulted in the development of this Initiative?**

    Yes, SDPR sought input from Metis and First Nations Indigenous Skills and Employment Training providers early in the development of A2T.

4. **Will my organization need to issue income tax receipts to clients?**

    There is no requirement for Service Providers to issue an income tax receipt for a laptop issued under Access to Technology.

5. **Regarding client eligibility – would an Agreement with a Young Adult (AYA) which is administered through a delegated Aboriginal agency also be eligible for an A2T laptop? For example, Nuu-chah-nulth Nations have USMA which administers all parts of the Child, Family and Community Service Act (not MCFD).**

    Yes. Eligible clients include those with an AYA Agreement which is administered under a delegated authority, such as a treaty agreement.

6. **Are clients in Apprenticeship training eligible for an A2T laptop?**

    At this time, A2T is only providing laptops to clients in eligible training programs which are identified on the approved list of training programs.

7. **Which sub-programs are eligible under "Skills Training for Employment" or "ITA Pre-Apprenticeship"?**

   Please contact your AEST Contract Manager regarding specific eligible sub-programs.

8. **How does a laptop affect a client's income or disability assistance?**

   Please encourage your client to contact their income and disability assistance program for information or help completing their monthly reports.

   ➢ Individuals on-reserve receiving federal assistance should contact their service provider responsible for providing this program to their eligible on-reserve members.
   ➢ Individuals receiving provincial assistance can contact the Ministry of Social Development and Poverty Reduction:
     • Call toll free 1-866-866-0800 or they can use [My Self Serve](#)

9. **What are the parameters of 'having a financial need'?**

   Where a service provider has assessed that:

   ➢ The client does not have the personal resources and;
   ➢ Has not and will not receive funding from another individual or organization for the purchase of the required laptop computer and;
   ➢ Without access to this technology the client would otherwise be unable to continue participation in training

Laptops

10. **What are the technical specifications of the laptop?**

    The laptop is suitable for educational purposes, and will meet the following computing requirements:
    Memory: 8GB
    Storage: 256GB Solid State Drive
    Processor: AMD Ryzen 5, Intel Core i5 or equivalent
    Webcam: Integrated/built-in

    Software: Windows 10/Windows 11, Microsoft Office (Home and Student Edition 2019) and anti-virus software.

    Peripheral accessories: keyboard and mouse are not included.   If a client requires additional technology, other funding sources should be considered.

*Due to manufacturer availability over time, each laptop may contain different components.

11. Is there a camera built into the laptop?

Yes, the laptop will come with an integrated webcam.

12. Is internet included with the laptop?

We have provided information on low-cost internet options and free WiFi services as the laptop does not include the internet. The information sheet for clients includes contact information about these services.

13. Is funding available for a more advanced laptop or software package?

If a client needs more advanced technology or software, please explore other options to support a client's learning needs.

14. How and when will a client get a laptop?

Laptops are shipped to the client's address on the application form. Delivery times may vary. Wherever possible, clients should receive their laptop two weeks prior to their training start date.

15. Are applications accepted if a client has already started skills training?

Please ensure applications are submitted before a client starts training to ensure they receive a laptop in time.

16. Can clients receive more than one laptop paid with government funding?

Laptops are for individuals who do not own one and need one to meet their training requirements in an approved online or blended skills training program. In some cases, where a client has already received a laptop through a different program or service they are not eligible for A2T.

17. What if a client loses their laptop? Can a replacement laptop be requested?

Clients are only eligible to receive one laptop through the A2T program. However, the Ministry may consider exceptions on a case-by-case basis. In rare situations where the Service

Provider deems the client situation to warrant Ministry consideration for a replacement laptop, please email AccessToTechnology@gov.bc.ca referencing the Application ID number in the subject line to explain the circumstances surrounding the loss and the associated efforts made to recover it.

Technical Support

18. How do I know if my client has received their laptop?

Once the laptop is shipped, you and your client will receive an email with a Canada Post tracking number to receive updates about delivery. You can also encourage your client to let you know they have received it.

19. What should a client do if they have not received their laptop?

On behalf of your client, please email AccessToTechnology@gov.bc.ca with the application ID included in the subject line.

20. How can my client get help setting up or troubleshooting issues?

Each laptop will come with set-up instructions and information on virtual hardware and software support. Please encourage them to keep that information handy in case they need technical support.

In addition, the YWCA Metro Vancouver's TechLink program provides the **Lower Mainland** with free helpdesk support with any general IT/tech related questions. Monday to Friday 9am-5pm, contact 1-833-386-4129 or https://ywcavan.org/techlink-support

21. My client has lost the return shipping label that was sent to them with their laptop. How can they get another one?

Service providers can direct Clients to a Canada Post Office or utilize the online Print a Return Label at www.canadapost.ca.   Information required includes: "Return ID" **PR610736**, a "Return Authorization" **6741,** and the unique serial number found on both the laptop and the packaging box.

Online Application Form

22. In situations where more than one service provider is supporting a client, which service provider should complete the application form?

The organization funding most of the skills training program should apply for a client's laptop.

- ➢ Example 1: A WorkBC Centre client taking occupational skills training is needing additional financial support and is referred to an ISET. In this situation, WorkBC staff would complete the application form.
- ➢ Example 2: An ISET client taking individualized skills training is needing additional financial support and is referred to a WorkBC Centre. In this situation, ISET staff would complete the application form.
- ➢ Example 3: An ISET client is referred to a BladeRunners program. In this situation, AEST funds the majority share of the eligible skills training program, BladeRunners staff would complete the application form.

23. When a client does not have a fixed address or lives where Canada Post does not deliver, what shipping address should be used in the application form?

On the application form, please tick the "In Care Of" box on the application form and add the name and address of the individual who will receive the laptop for the client.

For example, a client may provide their parent's name and address and the client needs to get the laptop from them.

Please encourage your client to let this "In Care Of" individual know they will receive the package on their behalf.

24. Who can help if there are problems or changes needed with the application form? Or if an automated email was not received after submission?

Any questions and details about challenges can be sent to AccessToTechnology@gov.bc.ca with the application ID in the subject line and someone will get back to you as soon as soon as possible.

Appendix 4 - Definitions

Full-Time Student means a person who, at the time of requesting services:

- Is registered full-time at an educational institution during the current academic year; or
- Was registered full-time at an educational institution during the previous or current academic year, and
- Who intends to return to school in the upcoming academic year.

Service Provider means any person or organization that, for any client:

- Provides or delivers to the client, a training program approved by the Ministry for the purposes of the A2T program; or
- Refers the client to the Ministry or the A2T contractor, for the A2T program.