

Service Canada financially supports registered British Columbia apprentices through the technical training portion of an apprenticeship program through the delivery of:

- **Employment Insurance (EI) Benefits** - payable to apprentices who have worked enough hours to establish a claim AND who do not have any conditions that would prevent payment on that claim (e.g. quit a job without just cause)
- **Personal Support Payments** – may also be payable if an apprentice qualifies for EI Benefits. Personal Support Payments are designed to assist with the additional costs associated with attending an apprenticeship program.
- **Apprentice Incentive Grant** – a taxable cash grant available to apprentices upon successful completion of their 1st or 2nd year of their apprenticeship program.

WHAT YOU MUST KNOW BEFORE APPLYING EI BENEFITS & PERSONAL SUPPORT PAYMENTS

Contact Service Canada **BEFORE registering for a program if...**

- ... you are not registered as an apprentice with the Industry Training Authority (ITA),
- ... you plan to attend training outside of British Columbia, OR
- ... you plan to quit your job to attend the program.

The Reference Code

A 16-digit reference code is provided to each ITA-registered apprentice by either the school/institution delivering the apprenticeship program or by Service Canada. This reference code is required in order for the apprentice to access a specialized apprenticeship application when applying for EI Benefits.

Warning!!! Reference codes must not be shared. Anyone filing with a code that s/he has not been authorized to use may be required to pay back all benefits received.

If you have lost your code or have not received one by the end of their first day of classes, you may obtain a new one by providing your ITA Apprentice and Registration number in-person at your local Service Canada Centre or over the phone at 1-800-206-7218.

The Application for EI Benefits

On or after your last day of work, file an on-line application for EI benefits by logging on to::

www.servicecanada.gc.ca/en/sc/ei/index.shtml

To start an application, you must be able to enter your Social Insurance Number (SIN) and your 16 digit reference code.

The “Financial Assistance & Referral Request” Form

You must complete the “Financial Assistance & Referral Request” form and return it, in-person or by mail, to the Service Canada Centre that is processing your claim.

- ✓ Section A and C of the form is required in order for Service Canada to approve the payment of EI benefits while you are attending technical training.
- ✓ Section B of the form is required if you would also like to be considered for Personal Support Payments.

Your Record(s) of Employment (ROEs)

In order for your claim to be finalized, you must obtain a ROE for every employer you have worked for in the past 52 weeks, or since the start of your last EI claim (whichever the shorter) and submit it to the Service Canada Centre that is processing your claim.

Note: ROEs with a serial number (top, left hand corner of the ROE) starting with W or S have been electronically submitted by your employer. Keep these ROEs in a safe place for future reference.

Currently have an Active EI Claim? If you currently have an established EI claim and are continuing to submitting claimant’s reports, you have a continuing claim. Do not re-apply for EI benefits. Simply **complete and return** the “Financial Assistance & Referral Request” form two to three weeks before the course start date.

Are you eligible for the Apprentice Incentive Grant (AIG)?

Further details on who is eligible for the AIG and how to apply are found at:
www.servicecanada.gc.ca/en/goc/apprenticeship.shtml

EI BENEFITS – PAYMENT INFORMATION

- ✓ **Two-Week Waiting Period** - You must serve a 2 week non-paid waiting period on the 1st claim you establish for your apprentice program. If you file another claim while in the same apprentice program, your waiting period MAY be waived.
 - ✓ **Separation Monies** - If you receive vacation pay or other monies because you stopped working the start of your payments may be delayed.
 - ✓ **Bi-Weekly Claimant's Reports** –Payments are normally made based on information you submit on bi-weekly claimant's reports. However, if you will not be working while attending your Apprenticeship Program, you may be exempt from completing these reports. You will be asked on the application if you would like to be considered for this option.

Note: If you are requesting the payment of regular EI benefits for any weeks before your apprentice program begins or after it ends, you will be required to complete a report for that period.
 - ✓ **Secure Payments** - Direct deposit is the fastest, most secure method of getting paid. You will be asked to provide your account information on your application. If you do not have it when you make your application you may add it later by calling 1-800-206-7218.
- *New* Date Payments are Made**– Payments are made at the end of each reporting period for which benefits are being paid.

PERSONAL SUPPORT PAYMENTS

- ✓ **Financial Assistance** may be available for expenses related to:
 - **Childcare** - to assist with the cost of supervised care not already being paid for.
 - **Commuting** - rates are calculated on the distance you commute daily to and from school.
 - **Travel** - to help cover the transportation costs between your home and the place of training at the beginning and end of training.
 - **Living Away from Home** - for apprentices who maintain a permanent residence as well as a temporary residence (at least 100 kms away from the training institution) while attending training. If living with parents, you must contribute 50% towards household costs to be eligible for support under this category.
 - **Disability** – for apprentices who are disabled and need special arrangements or a device (that you are not already paying for) to participate in the course. “Disabled” is having any persistent physical, mental, sensory or learning impairment.
- ✓ **Direct Deposit** - Personal Support Payments are made separately from EI benefit payments. If you would like to use the same direct deposit information as provide for your EI payments, please answer the direct deposit question on the “Apprentice – Financial Assistance and Referral Request” accordingly. If you wish to change or cancel your direct deposit account, you must immediately notify the office listed below.

Additional Questions? Call, Click or Visit.

Your questions may be answered via the telephone at 1-800-206-7218, on the internet at www.servicecanada.gc.ca or in-person at your local Service Canada Centre. Once you have filed your claim and received your Access Code by mail, you may also access your personal claim information through the Service Canada website by logging on to [My EI Information On-line](#).