

NLC 'Alberta Works' Applicants: Frequently Asked Questions & Answers

Q: Does it matter if I apply online or by paper?

A: No, both applications are acceptable and processed in the order received.

- Apply [ONLINE](#) (both full-time and part-time applications)
- [Learner Income Support Application](#) (full-time training)
- [Skills Investment Bursary Application](#) (part-time training)

Q: What information do I need for my application?

A: Please refer to Page 1 of each of the Application Instruction booklets:

- [Learner Income Support Application Instructions](#) (full-time training)
- [Skills Investment Bursary Application Instructions](#) (part-time training)

Q: Who can help me fill out my application?

A: For assistance in completing your application, you are encouraged to seek assistance from someone who knows you, understands your life circumstances, and that you are comfortable with. Use these 'Application Instructions' for more information:

- [Learner Income Support Application Instructions](#) (full-time training)
- [Skills Investment Bursary Application Instructions](#) (part-time training)
- If you have any further questions or need help with filling out your application, contact the Alberta Supports Contact Centre by dialing 1-877-644-9992 toll-free in Alberta.

*** Please contact your local campus for drop-in times when you can ask questions about completing your application'***

Q: How do I get living expenses if I live on reserve?

A: For students living on reserve and who have an Indian Registration Number, living costs are the responsibility of the Income Support program on the reserve. Submit a Grant application as usual, but once you receive a Funding Decision letter from the Government of Alberta you will need to take this letter to the Income Support Office on your reserve to be assessed for eligibility of living costs. Remember to apply early, and discuss your plans with your Band.

Q: Can I qualify for funding if I am on EI?

A: Individuals who are requesting assistance to attend training are required to apply for and access income available from the Employment Insurance benefit program. You may be eligible for EI funded Learner Income Support if:

- You are currently receiving regular EI benefits, or you have received EI benefits in the past 5 years, or
- You were receiving EI special benefits (e.g. sickness) and are now ready, willing, and able to work
- You are employed full time and an Alberta Community and Social Services official has authorized a 'Counsel to Leave Employment'.

Your application cannot be processed if:

- You are on a leave of absence from your employer and plan to continue to collect EI special benefits, or
- You have recently been laid off and have not applied for EI, or
- You are appealing a denial of your EI claim.

Contact your [nearest Service Canada Office](#) or dial 1-800-206-7218 for more information.

Q: Why does my spouse/partner have to sign the application?

A: If you claimed a spouse/partner on your application, they must sign the application form (if applying online, they need to sign the 'Declaration' form). Your application will not be processed without this.

Q: How do I find out if I've been approved?

A: It takes approximately 6-8 weeks for your application to be processed by the Learner Income Support Office (LISO). You will receive a Funding Decision Letter from LISO by regular post or e-mail once a decision has been made. If you have questions about this letter, or want to inquire about the status of your application, please call 1-800-222-6485.

Q: How much money will I get?

A: Each individual is assessed by the Learner Income Support Office on a case-by-case basis. For the current funding structure, please refer to [Financial Benefits Summary – Learner](#) (Fact Sheet) EMP5585. Please note that Northern Lakes College does not determine your Sponsorship eligibility or amounts and this is for your information only.

Q: What happens if I need more money?

A: For information about appealing the funding decision, please refer to your Funding Decision letter or call the Learner Income Support Office at 1-800-222-6485. If your circumstances have changed and you would like to be reassessed, complete and send out a [Change in Circumstances for Learners](#).

Q: Do I need to re-apply for funding each academic year?

A: Yes. Returning students must re-apply for funding each Spring in order to be eligible for funding in September.

Q: What if I don't receive a Funding Decision Letter before my program registration date?

A: In the event that you do not have a funding decision letter in time for program registration, please contact your Program Advisor or Admissions to discuss your options (1-866-652-3456).

Q: Why do I have to report a change?

A: When you're receiving Alberta Works funding for training, you must report any changes that occur as soon as they happen. You and your spouse/partner (if applicable) must sign and submit a Change in Circumstances form when:

- your name, address, phone number or other contact information changes
- you marry, begin living with a partner, separate or divorce; or the number of dependents changes
- you and your spouse/partner have changes in income or assets
- you have an emergency or one-time need and any other changes to your circumstances
- Save the [Change in Circumstances for Learners](#) form to your computer. Fill it out, print it and sign it in ink.

APPLYING ONLINE**Q: What is a SIAMS account?**

A: In order to complete the online funding application, you are required to first create a SIAMS account. This is a 'Secure Identity & Access Management System' for all Government of Alberta resources.

Q: I forgot my SIAMS login information, what do I do? A: If you forgot your username and/or password, use the 'Recover Account' button on the login screen. If you still require assistance, call the SIAMS Help Desk: Toll Free (within Alberta) dial 310-0000 followed by (780) 427-5318.

Q: In the online application, how do I say report a brother/sister?

A: Select 'Related in another way'.

Q: What do I do once I submit my application?

A: Print the 'Next Steps' page for all instructions. Keep a copy for your records.

Q: How do I find the 'Declaration' to sign and submit?

A: If the 'Declaration' is not showing up, log out then log back in. It should then appear under your 'My Applications' screen. If you are still experiencing trouble, please call Toll Free (within Alberta) dial 310-0000 followed by (780) 427-5318.