



# Labour Market Programs

Labour Market Programs (LMPs) are designed to assist individuals to prepare for, find and keep employment. These programs also assist employers in accessing the workers they need and NWT communities in ensuring they are well positioned to respond to labour market opportunities and challenges.

## Our Services

Our LMPs aim to increase skill levels through relevant education and training, bridge education and employment gaps through targeted supports and grow the workforce through partnerships.

The first point of contact is the Career Development Officer (CDO) for both job seekers and employers. The CDO will help you assess your needs and direct you to an appropriate program, service or partner.



## Program Services and Service Standards

### General Communication

- We will return all telephone messages and emails within 2 business days.
- We will complete program eligibility assessments within 5 business days of receiving all required documents and provide the decision to you.

### Program Payments

- We will process payments within 5 days of a decision being made, unless otherwise notified.
- The timeframe to receive your payment will depend on the method of payment, banking institution policies and can be affected by statutory holidays.