



Memorandum of Understanding

THIS PARTNERSHIP is made on the ____ day of _____

Between: Aboriginal Community Career Employment Services Society (ACCESS)

And: Employer Partner

Recognizing the mutual benefits to be gained through a co-operative program promoting Essential Skills activities and employment; the goal of this Memorandum of Understanding (MOU) is to confirm the partnership between the above parties as well as to outline the agreements between the parties with regards to the ACCESS Essential Skills for Aboriginal Futures (ESAF) program.

This Memorandum of Understanding establishes an Essential Skills training partnership between ACCESS and The Employer.

I. VISION

Our vision is to deliver an innovative Essential Skills program to the community through Employer Partnerships and customized training that supports employment success and retention.

II. BACKGROUNDS

ACCESS is a collaborative urban organization that prides itself on its extensive network of partners that includes urban service organizations, all levels of government, and educational institutions.

Employer Background and purpose

III. PURPOSE AND SCOPE

The purpose of this MOU is to facilitate and promote a partnership in cooperation between ACCESS ESAF and the employer using specific entry level Contact Centre requirements, essential skills and other relevant specific information to develop targeted training to enhance program participant success of potential employment and retention within the

IV. FURTHER AGREEMENTS

1. This document is a Memorandum of Understanding and is not intended to create binding or legal obligations on either party.
2. Each organization is responsible for its own expenses related to this MOU.

V. BENEFITS

1. The benefits to the employer the employer are to have a pool of qualified potential future employees with improved workplace Essential Skills which will:

- enhance performance
- increase efficiency
- better quality staff retention
- improved morale, motivation and job satisfaction

2. Learners will benefit from:

- Increased foundation skills
- Increased commitment to achieving individual, team and industry goals
- Increased engagement in the workplace
- Knowledge acquisition and application for the workplace



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VI. COMMITMENTS

Aboriginal Community Career Employment Services Society (ACCESS) agrees to the following tasks and financial commitments of the 12-week program in the cash amount of \$----- for this MOU:

Our organizations will:

- Develop targeted training curriculum
- Implement a 12-week Essential Skills program
- Provide a post program client progress report
- Cover the costs of the following:
 - Operational Expenses
 - Client Expenses
 - Living Support – Travel - Lunches
- Customer service training, including dealing with difficult situations. Should focus on specifics of delivering service over the telephone, including diction and issues related to communicating without body language cues.
- Computer skills, including:
 - Keyboarding skills to meet the employer requirements of 40 words per minute
 - Using Windows XP
 - Microsoft Office Suite basics, for Word, Excel and Outlook
 - World Wide Web and internet navigation and searching. Should focus on areas of Vancouver.ca related to environment and sanitation.
- Training in Geography and map reading.
- Training specific to the employer requirements

The employer agrees to the following tasks and financial commitments for this MOU:

As an Employer Partner the in-kind contributions for the 12-week program are valued at \$----- and commitments include providing Human Resources Staff to oversee and liaise dates, timelines and logistics for the following activities:

- On-site training, including workplace safety, the employer specific technologies, telephony equipment and the employer processes.
- Interviews for up to 16 candidates
- Potential employment opportunities to successful interviewees
- Human Resource Consultation
- Curriculum Development Advising
- Specific employer related training
- Provide ESAF staff with outline of jobs, responsibilities and qualifications of the positions, and other relevant City specific information for the purpose of curriculum development prior to commencement of the training
- Classroom Facilitation, Orientation to on-line application system and corporate culture, Interview and Resume Consultation
- Interview Space and Staffing to conduct interviews.



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Authorization:

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

Aboriginal Community Career Employment Services Society (ACCESS)

Date: _____
John Webster, President and CEO

The Employer Partner

Date: _____
XXXXX XXXXX, The employer

SAMPLE