WIL Digital
Frequently Asked Questions

Funded by the Government of Canada's Student Work Placement Program (SWPP)

Canada

Contents

Herewith are the most frequently asked questions with responses from the WIL Digital Program.
*Please note that the following information may **NOT** be exhaustive.*
Program Eligibility can ONLY be determined through the application review process.
ICTC reserves the right to amend eligibility criteria at its discretion.
*Your organization's participation in the WIL Digital program is only confirmed **once both ICTC and your organization have officially approved and signed a contract**.*

What is WIL?
Work-Integrated Learning is a form of curricular experiential education that integrates a student's academic studies with quality experiences within a workplace or practice setting.

What are the eligibility requirements for employers and students?
Employer Eligibility:
- Be a registered business or not-for-profit organization in Canada.
- Provide a safe workplace and carry general liability insurance.
- Hire the student as a payroll employee (not as a contractor).
- Have the financial capacity to pay the student consistently and on time for the whole work term.
- Offer a meaningful work-integrated learning (WIL) experience.
- Comply with employment standards legislation in the applicable province or territory.

Student Eligibility:
- Be a Canadian Citizen, Permanent Resident, or Protected Person under the Immigration and Refugee Protection Act.
- Must be enrolled full-time or part-time at a Canadian-accredited post-secondary institution completing a Degree, Diploma, or accredited certificate program for the duration of the work term.
- Provide proof of enrolment for the duration of the placement.
- Be legally entitled to work in Canada.

Ineligible Employers Include:
- Federal, provincial, territorial, or municipal governments.
- Government-affiliated organizations (crown corporations, hospitals, public schools, post-secondary institutions).
- Members of government or organizations engaged in partisan political activities.
- Financial institutions, insurance and financial services companies (venture capitalists, Loans and investment firms).

Common Disqualifiers:
- The student is an immediate family member of the employer or another employee (father, mother, step-father, step-mother, brother, sister, spouse (including common law), child (including common-law partner), step-child, ward, father-in-law, mother-in-law, or a relative permanently residing in the household of the employer).
- The student is an international student.
- The student is a permanent employee of the employer.
- The student holds a leadership or ownership role (director, officer, founder, executive, shareholder) of the host employer or another organization.
- Inconsistent or unsupported information may delay, require clarification, or result in program ineligibility.
- The placement is retroactive.

How do I apply?

You can register and apply on our portal at WIL Digital - ICTC Programs
For detailed information, please see the Employer Program Guide
All employers must complete the Eligibility Criteria Pre-screen form for each intended application.
You will receive an email notification once you submit the Eligibility Criteria. You must submit a separate application for each student. *Your organization's participation in the WIL Digital program is only confirmed once a contract has been officially approved and signed by both ICTC and your organization*

What are the application and program steps?

All application and program steps are completed online in the application portal
Once the application is unlocked, all steps 1-6 tasks must be completed before submission.
In the portal, look out for ⓘ what includes task instructions for each step.
Step 1: Fill in the Company profile.
Step 2: Complete the Electronic Funds Transfer (EFT) Authorization.
Step 3: Void Cheque-Upload a business cheque or a letter from the bank.
*Must complete steps 1-3 before starting step 4
Step 4: Placement information form-Requires details on job title, description, start & end date and the student's contact information.
Step 5: Sign the employer authorization form.
Step 6:The employer sends a link inviting the student to complete their section. When the student fills out the form, the application is automatically submitted for review.
Review stages: ICTC reviews the application information, and the remaining program steps are applicable if approved.
You will complete the program steps only after ICTC approves your application.
Contract stage: Congratulations! Review and sign the contract due within 5 days.
Learning Plan: This form lets the employer and student outline learning goals and tasks to help set expectations for the work placement.
Mid-term Check-in: The student and employer mid-term evaluation survey is due halfway through the placement term.
Final evaluation:—The student and employer final evaluation survey is due before the end of the work term and can be completed within the last four weeks of the placement.
Proof of Payroll: Due 15 days after the work term has ended, fill out the form and upload the student's payroll documents.
Payroll review: ICTC will remit the subsidy payments to the account listed on the application 4–6 weeks after you submit the correct payroll information.

How likely am I to be approved?

ICTC staff cannot guarantee funding approval. Acceptance in the WIL Digital Wage Subsidy Program is only confirmed once an application is reviewed and approved, and both ICTC and the employer sign a contract.

The WIL Digital Subsidy is subject to funding capacity limits. ICTC may implement a waitlist or limits to ensure an equitable distribution of available funds nationally.

How long does the application approval process take?
The standard review time is up to **10 business** days from when a fully completed application is submitted.

Application review times may increase depending on the time of year, volume of applications received, and funding capacity.

During the application review, ICTC will notify the employer and pause the review process if it has questions, needs clarification, or requires additional information or supporting documents.

Once the employer resubmits the application with the required and validated information, ICTC will restart the review process.

Applications are assessed based on priority, first-come, first-served, and funding availability.

Applying does not guarantee approval of funding.

Does applying approve me for the WIL Digital Wage Subsidy Program?
No, application submission does NOT mean approval or that funding is guaranteed.

Your acceptance into the program is only confirmed once ICTC and your organization approve and sign a contract.

How long is the work term?
For application purposes, the work placement term must fall within the official dates of the selected term. While the actual duration can vary based on employer and student needs, the start and end dates entered in the application must align with the following term windows:

Summer Term: Start on or after April 1, end on or before August 31

Fall Term: Start on or after August 1, end on or before December 31

Winter Term: Start on or after December 1, end on or before March 31

Placements can range from a few weeks to several months if they remain within the selected term.

If the placement end date is within 30 days of the term's official end date, ICTC may amend the end date to align with program requirements.

Note: If a placement spans more than one term, a separate application must be submitted for each term, with dates within the respective term windows.

When can I apply?
Employers can apply each term. For information on intake dates and program updates, please visit **WIL Digital**.

How much funding will I receive?

The WIL Digital subsidy is 50% of the wages paid to the student, up to a maximum of $5,000.

The wage subsidy is calculated based on the estimated planned. We calculate the wage subsidy using the information captured below on the application:

> **Equation:**
> Total Hours a Week x Total Weeks x Hourly Wage
> **= Total x 50%**
> **= Total (Capped at either $5,000)**
>
> **Example:**
> 40 (hrs.) x 16 (weeks) x $16 (wage) = $10 240.00 x 50% (wage subsidy) = $5,120.00
>   **Total wage subsidy being paid by ICTC** = $5,000.00
> **Employer contribution** = $5,240.00

Please note that the subsidy amount is calculated on the **estimated planned wages**, as described above. The final payment will be **recalculated based on actual wages paid**, to consider any variations in hours worked (for instance, sick days).

When will I receive the subsidy payment?

ICTC issues subsidy payments after the placement term ends, and the employer and student must complete all program requirements. To receive your subsidy payment, you must complete all program steps in the application portal. This includes the evaluations from both the employer and the student, and the Proof of Payroll step.

- You need to submit pay stubs with the required deductions and any other requested supporting documents.

ICTC will reimburse the subsidy within 4 to 6 weeks after verifying all submitted documents.

Can I combine the WIL subsidy with other government funding to support the same position?

No, the WIL Digital subsidy program is funded by the Government of Canada's Student Work Placement Program. The WIL Digital subsidy does not combine with any other federal funding sources and cannot count toward a federal tax credit. *Employers could potentially access provincial or private funding or provincial tax credits and rebates on the wages paid, where applicable; however, the amount of funding the employer receives should never exceed 100% of the student's total wages earned.*

What is Net New, and how do I calculate it?

Net New is determined by subtracting the number of students hired in a fiscal year prior to participating in the WIL Digital Program for the first time. For example, if a company hired three students in the fiscal year (from April 1 to March 31) before joining the WIL Digital program, it must plan to hire four students in the current fiscal year to qualify for one subsidy.

Year	Baseline (April 1 – March 31)			Year 1			Year 2			Year 3			Year 4		
	S1	S2	S3	S1	S2	S3	S1	S2	S3	S1	S2	S3	S1	S2	S3
Number of placements created per semester	1	1	1	2	0	2	1	4	2	4	1	6	6	3	3
Number of placements eligible for funding per semester	N/A			1	0	0	0	3	1	3	0	5	5	2	2
Total placements created per year	3			4			7			11			12		
Total placements eligible for funding per year	N/A			1			4			8			9		

Note: The "Before participating in wage subsidy" header spans the Baseline columns. The "Years when participating in wage subsidy" header spans Year 1 through Year 4.

Can employers apply for more than one student per term?

Yes, if the students and the positions meet all eligibility requirements (including Net New). They must create a new application for each student.

Can I apply to WIL Digital as a returning student or a student who has previously worked with the company?

Employers can apply for the same student in consecutive terms (Summer, Fall, Winter), but each term requires a new application. The consecutive work term must demonstrate an increase in learning, skills, duties, or tasks assigned. The employer and student must still meet the program's eligibility requirements. Consecutive work terms generally apply to 8, 12, or 18-month work placements and are **NOT** intended to fund an organization's permanent full-time or part-time employees, as they are **NOT** eligible.

Can I be approved for the subsidy before finding a student?

No, you must identify and have a student participating before submitting your application for review.
ICTC cannot review or approve any application without the student's information, participation, and documentation.
To submit an application for review, you must complete steps 1–6 in the application portal.

My company does not work in the tech/digital sector, can I still apply?

Yes, you can still apply. The WIL Digital program supports a wide range of Canadian businesses, not just those in the tech sector. If your organization offers a high-quality, technology or digital immersive work placement for a student, you may be eligible.
To qualify, the position must involve using digital tools, platforms, or technologies. This includes technical roles such as software development, data analysis, as well as roles in

digital marketing, technical sales, and business development. The placement must integrate or use technology in meaningful ways.

The job description must clearly highlight the digital or technical aspects of the role, such as the tools, platforms, or software the student will use.

While all eligible applications are considered, ICTC reserves the right to prioritize applications from high-demand sectors within the digital economy.

How much should I pay a student employee?

While an employer determines a student's salary, we ask that it is fair and reasonable based on industry standards. The employer must keep the student on payroll and provide a valid pay stub. Additionally, the salary offered **cannot** fall below the minimum wage in the province or territory where the student works.

Can a student apply directly for financial support through WIL Digital?

No, the WIL Digital wage subsidy program application/contract is between ICTC and the employer. The program is designed to subsidize a portion of the wages already paid to the student.

Where can I find a qualified student?

You are encouraged to use your usual recruitment channels to hire talent. If you need support, ICTC partners with post-secondary institutions across Canada and can connect you with Co-op or Career Services in your area. Many institutions offer job boards and career events to support recruitment. To connect with the WIL team, email wil_digital@ictc-ctic.ca

Can I receive a subsidy if I hire a family member?

No, you would not be eligible and cannot receive a subsidy if you hire a family member.

If I hire a student as a freelancer or contractor, will I be eligible to apply to the WIL Digital program?

No, the company must hire the student as an employee and treat them like any other employee, ensuring they have the same rights and protections. The company must place the student on the payroll, pay their wages regularly, and apply all mandatory deductions (provincial and federal) to their wages for them to be eligible for the WIL Digital wage subsidy.

Do work-from-home or hybrid positions qualify?

Yes, work-from-home/remote or hybrid work is allowed.

Do part-time placements qualify?

Yes, you may hire a student to work either part-time or full-time. Hours are negotiated between the student and employer.

Are research positions eligible for a subsidy?

Applied research positions are eligible as long as the student is on the payroll as an employee and can provide proof of enrolment. Please note that individuals working at a post-secondary institution in paid research positions are **NOT** eligible.

Can I apply for funding after my student has started their placement?

Retroactive applications are not eligible. To qualify for funding, applications must be created before the student's start date. If the student creates the application after begin working, the system may decline it.

However, partial funding may still be possible if the student's placement started within 30 days before the application creation date. In these cases, ICTC may adjust the placement start date to match the application creation date, and funding will only apply from that date until the end of the current placement term.

Example: If a student started on April 15th and the employer applied on May 5th ICTC can only fund the placement from May 5th, until the end of the current placement term.

Is there training or professional development available for students?

Yes, WIL eLearning offers **free, self-paced online courses through Cisco Networking Academy** to help post-secondary students build job-ready digital skills. Each course combines interactive modules.

ICTC's flexible approach allows students to learn at their own pace while receiving guidance and support from dedicated facilitators.

These expertly curated learning pathways directly align with in-demand industry roles, providing a clear roadmap to career opportunities in today's most sought-after digital fields. For more information on key dates and eligibility, check out WIL eLearning. To sign up, students can register here.

Student Questions

Am I an eligible Student?

Eligible students are:

- A Canadian Citizen, a Permanent Resident, or a Protected Person as defined by the Immigration and Refugee Protection Act.
- Enrolled full-time or part-time at a Canadian-accredited post-secondary institution, completing a Degree, Diploma, or accredited certificate program.
- Have proof of enrolment for the duration of their work term/ placement.
- They are legally entitled to work in Canada.

International students do not qualify.

ICTC reserves the right to amend eligibility criteria at our discretion.

Please refer to our student program guide for further details.

What information is needed for the student portion of the application?
Each student will be required to complete a portion of the application, including demographic questions, information on their post-secondary program, school email address, and contact information.
Students must also provide valid proof of enrollment from a Canadian-accredited post-secondary institution for the work placement term.

Can a student apply directly for the wage subsidy?
No, the application must be initiated by the employer, who is responsible for paying the student regularly and on time throughout the work term.
Although students cannot apply directly, their consent and participation are required to complete the student section of the application.

Can ICTC pay students the WIL Digital Subsidy payment directly?
No, the WIL Digital program does not pay students directly. It is the responsibility of the employer to pay the student regularly and on time throughout the work term.
If an application is approved, the WIL Digital agreement is between ICTC and the employer. The subsidy payments reimburse only the wages that the employer has already paid to the student after completing the work term.

What makes an individual part of an underrepresented group?
Students are considered part of an underrepresented group if they self-identify as any of the following:
- Indigenous persons
- Newcomers to Canada
- Persons with disabilities
- Visible minorities
- Women studying in STEM (Science, Technology, Engineering, Mathematics)
- First-year post-secondary students

Do you only accept co-op students?
No, students do not have to be enrolled in an official co-op program to be eligible. Work-Integrated Learning (WIL) is a form of curricular experiential education that integrates a student's academic studies with meaningful experiences within a workplace or practice setting. The placement can be required or optional, for credit or not for credit.

Are Cégep students in Quebec eligible for a subsidy?
Yes, Cégep students are eligible. However, they must provide valid proof of enrollment from a Canadian-accredited post-secondary institution to qualify for a subsidy.

Do students need to be enrolled in a specific program of study to be eligible?

No, students from any field of study are eligible as long as they meet the other eligibility criteria. Please note that general interest courses or single standalone courses are NOT eligible.

Can students participate in multiple placements funded by the WIL Digital program?
No, students can only receive a subsidy once per term; if they hold multiple jobs simultaneously, only one job can qualify for a WIL Digital subsidy.

What are the criteria for an applicant to be considered a Newcomer to Canada?
For the WIL Digital program, a recent immigrant or a newcomer has arrived in Canada within the last five years from the application submission date.

Are international students eligible to participate in the program?
No, the program is open only to Canadian Citizens, Permanent Residents, or Protected Persons as defined by the Immigration and Refugee Protection Act. Students must submit valid supporting documents as part of their application.

Are high school students eligible for a subsidy?
Current high school students and recent graduates are not eligible for the WIL Digital program. The program is exclusively available to students currently enrolled in a Canadian-accredited post-secondary institution.

Is there an age limit for students?
No, there is no age limit if the student is legally entitled to work in Canada and meets the other eligibility criteria.

Are Ph.D. & Master's students eligible?
Yes, Ph.D. or master's program students are eligible as long as they can provide valid proof of enrolment and meet the other eligibility requirements. Individuals who are working at a post-secondary institution in paid research positions are **NOT** eligible.

Program Questions

Do work placements funded through WIL Digital increase the chances of a student finding employment upon graduation?
Yes, the data shows that students who have gained practical experience in the workplace are generally more employable. ICTC supports high-quality positions that provide students with career readiness skills.

How does ICTC ensure that an employer follows through on its commitments?
ICTC retains the right to on-site visits, employer and student check-ins, or audits to ensure the quality of the work placement or the application information provided. Employers can only receive subsidy reimbursements if they complete all the program

steps. This includes providing valid Proof of Payroll and ensuring that their students are paid regularly and on time throughout the work term. ICTC may request supporting documents or cancel the WIL Digital contract if the requested information, calls, or emails are not responded to promptly. ICTC also regularly surveys the students and employers to ensure that all contractual obligations are met.

I am having issues logging in to see my application. What do I do?

Please note that SurveyMonkey manages the passwords for the application platform. For any issues logging into your account or if you forgot your password, please use the following link: https://help.surveymonkey.com/en/surveymonkey/account/password-reset/

Can I know my position on the waitlist?

We are unable to provide individual waitlist positions. Our system manages our waitlist automatically, and it continuously updates based on application volume, priority, and funding availability. Notifications will be sent if your application's status updates or changes.

Why have some of my applications been processed while others are still under review?

ICTC aims to support as many student placements as possible. As a result, the timing of your application submission and the availability of funds can affect how quickly each application is processed. Some applications can be approved while others remain in the review stage or are not processed.

Processing times can vary due to:

- Applications are being returned for corrections, missing or incomplete information.
- High volume of applications
- Limited funding capacity
- Ensuring equitable distribution of available funds nationally based on priority, first-come, first-served.

Both ICTC and your organization must sign a contract before we can guarantee funding. For further inquiries, please get in touch with wil_digital@ictc-ctic.ca .

Why do the WIL Digital placement term dates differ from the school semester term dates?

The WIL Digital placement term dates are aligned with the government's fiscal year rather than the academic calendar. This structure is designed to aid our reporting and evaluation processes, ensuring that all placements are reviewed and processed within the fiscal period.

What should I do if my student leaves/ is let go, or the work term is cut short?

The employer is responsible for notifying ICTC of any changes made to the student's work placement.

If there are any changes, please get in touch with our WIL Digital Team at wil_digital@ictc-ctic.ca.

How do I delete/withdraw an application?

You cannot withdraw an application once you create it through the self-service option on the application platform. To withdraw an application, contact our WIL Digital Team at wil_digital@ictc-ctic.ca.

How do I change a submitted application (e.g., student name, start/end date, pay rate, hours per week)?

If your application has already been submitted or approved, please get in touch with the WIL Digital Team at wil_digital@ictc-ctic.ca with the requested changes. Our team will review and confirm whether the updates are permissible.
If you haven't submitted your application yet, you can change it directly before you send it.

Can I switch the student to an existing application?

Once a student completes step 6 of the application process, that student's application number becomes tied to them, regardless of whether the application has been approved. The application cannot be changed if the student is no longer participating. Please get in touch with the WIL Digital Team at wil_digital@ictc-ctic.ca to request that the application be withdrawn.
If the intake period is still open and funding is available, you may submit a new application for a different student.

Can crown corporations apply for funding?

No. Crown corporations are not eligible for the WIL Digital program as they are government-owned companies.

What is the definition of financial institutions/services businesses?

For the WIL Digital program, financial institutions include any company that provides financial services, including banks, credit unions, insurance companies, investment services, venture capitalists, loans, and trust companies.
For more details, please visit:
https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/17-6/definition-listed-financial-institution.html

How do I know if the information and documents I uploaded are safe? How does ICTC handle my information?

Privacy Statement:
ICTC-CTIC's WIL Digital program is funded through the Government of Canada, Employment and Social Development Canada's (ESDC) Student Work Placement Program (SWPP). Therefore, the WIL Digital program is administered in accordance with the Privacy Act (R.S.C., 1985, c. P-21) and the Department of Employment and Social Development Canada Act (S.C. 2005, C.34). Accordingly, the participants in the program have a right under the Access to Information Act (R.S.C., 1985, c. A-1) to obtain access to that information from the government of Canada.

The Government of Canada collects personal information related to your application under the authority of the Privacy Act. ICTC uses the personal information the applicant and its technology partners provided to assess, process, and report on an application for the Student Work Placement Program. ICTC is required to submit reports regularly to ESDC through a third party contracted by ESDC for the purposes of collating the data. When provided by ICTC to ESDC's designated third party, the information is administered per the Privacy Act (R.S.C., 1985, c. P-21). Participants in the program can obtain access to information from the government of Canada under the Access to Information Act (R.S.C., 1985, c. A-1). The information may be shared with post-secondary institutions or provincial or municipal governments to confirm eligibility for the program and enable harmonization with other wage subsidy programs. Anonymized data collected through the program may also be used for labour market research or other research purposes. ICTC may contact applicant organizations from time to time to promote ICTC programs or services.

We want to remind all ICTC WIL Digital employers and students that sharing sensitive information such as your passwords, credit status, social security numbers, birth date, credit/ debit card numbers, PIN numbers, and bank account information will never be requested by ICTC.