

“Our certificate program is supporting municipalities across Nunavut in their aspiration to prepare more employees for advancement into management positions. We’re looking forward to celebrating the first cohort’s graduation in 2022.”

Joanne Snell, Senior Learning Consultant



Client Success Story: Nunavut Municipal Training Organization (NMTO)

CHALLENGE

The NMTO is an Iqaluit-based non-profit organization with a mandate to identify, develop and implement knowledge and skills development programs that will contribute to excellence in service delivery in the 25 municipalities across Nunavut.

To that end, the organization recognized training was needed to help prepare municipal employees to move into management positions.

INSIGHT

ACCT partnered with the NMTO to introduce and deliver a certificate program that would tailor language, scenarios and case studies and provide a flexible training schedule to accommodate employees coming from diverse backgrounds and regions of the territory.

The program was informed initially by a learning needs analysis to identify gaps in current competencies and those required for management-level positions.

SOLUTION

The Applied Management program’s requirements are successful completion of four mandatory and two elective courses — a total of 294 hours of instruction — with grading through assignments, mid-terms and final exams.

To ensure participants are supported from the outset, ACCT also developed a customized three-day orientation course along with Dynamix teambuilding sessions.

RESULT

Delivery of the certificate program is underway, with a scheduled wrap-up near the end of March 2022.

So far, course completions and marks for those attending are promising. In addition, data gathered from the learning needs analysis can help support the current cohort through the development of additional courses. It will also provide benchmarks for future program participants.