



Effective Friday, January 10<sup>th</sup> 2020, the Express Program will be transitioning to a new user interface that significantly improves user experience. The interface allows us to streamline the application process by reducing the number of questions and enabling an attachment feature to upload a Certificate of Good Standing (COGS).

Additionally, applicants will now search for course details using a list of “approved” courses which we will routinely update. The list will be available for download on our website and through our ‘course directory’ link in the new application. We expect these changes to create a seamless experience for new and returning applicants. The new form URL will be updated on our website, and in the interim, anyone accessing the old link will be re-directed to the new form. However, we encourage you to delete any bookmarked links to the previous version of the application as this will be discontinued shortly.

Please be advised that while the application form is improved, the content is the same and will feel familiar to previous grant recipients. Furthermore, it is important to note that these changes do not reflect a change in policy or requirements for approval; instead, they’re aimed at improving user experience.

What this means for you:

1. Business applicants will need to access a list of approved courses on our website and enter the relevant information into their application. We encourage businesses to talk with their training provider prior to starting the application to confirm the details of the course and that these match the information the provider registered with the WTFP Express Program.
2. Business applicants will need to upload their Certificate of Good Standing at the time of application submission.
3. Businesses are encouraged to update their bookmarks to save the new application on January 10<sup>th</sup>. If an application is submitted with the old application link, we will still accept this application during a transition period.
4. Businesses that have previously submitted an application prior to January 10<sup>th</sup> do not need to resubmit with the new link.

As we strive to improve customer experience, we welcome any feedback and suggestions that bolster accessibility to our Express Program.

Please direct any questions about this change to [Express@commcorp.org](mailto:Express@commcorp.org)

Thank you,

The WTFP Express Team