

# Labour Management System

## FREQUENTLY ASKED QUESTIONS (GENERAL)

### 1. How long will it take to process a work permit with this system.

- This depends on the ACCURACY and QUALITY of information entered in the system. That is,
  - all data fields entered correctly.
  - sufficient information (e.g. multiple years of work permit data; previous job experiences)
  - Required Documents uploaded and current certifications.
  - Justifications for selecting and not selecting a candidate is clear.
- On average for a renewal this could take one to two weeks and for a new application within three to four weeks, if the information entered on the system is ACCURATE and of good QUALITY.

### 2. Will we still need to get a Work Permit Card?

- Yes. You will still need to collect your work permit card.

### 3. Have any of the fees for applying for a work permit changed with the launch of this system?

- With the launch of the LMS, there is no change in any of the fees for a work permit at this time

### 4. What will jobseekers be able to do on the LMS?

- Add their resumes, search for and apply for jobs posted on the LMS.
- Accept interviews, communicate with employers.

### 5. What will employees be able to do on the LMS?

- Add their resumes, search for and apply for jobs posted on the LMS.
- Accept interviews, communicate with employers.
- Submit complaints to the Department.

### 6. What will employers be able to do on the LMS?

- Add information for each business, add employees along with their work permit information.
- Create renewals, post jobs and create new applications.
- Track progress of renewals and new applications.

### **7. If my employer already registered me, do I still need to register as an employee?**

- No, you do not.
- You should have gotten an email to change your password. If you don't see this email reach out to your employer to find out which email address was used.
- If you (employee) are registered you with the company email address, then request that they forward the email to you. Once you login you are able to change your email address.

### **8. What do I do if my screen or some functionality is not responding?**

- The system has timed out. Simply login again.

### **9. Can I upload Word documents.**

- No. All documents uploaded must be PDF, except for the passport photo, which must be a digital file (jpeg) from a photographer

### **10. There is no end date for my current job experience.**

- Check the box that asks if the job experience being entered is for the current job and you will be allowed to leave the end date blank.

### **11. What happens if I respond directly to an add in a newspaper advertisement?**

- All applicants are to apply for jobs on the system.
- All jobs are to be posted on the system.
- Applicants, if not already registered, are to register on the LMS, then add their resumes and apply for the posted job.

### **12. Will persons still need to come into the Labour Department to make payment?**

- Yes. If your application was submitted online, you no longer need to make an appointment.
- Note that once the payment portal integration is complete, you will no longer need to come in for payment.