



## **STAFF REPORT ACTION REQUIRED**

### **Memorandum of Understanding on eLearning Access with the Canada School of Public Service**

<b>Date:</b>	September 24, 2012
<b>To:</b>	Government Management Committee
<b>From:</b>	Executive Director of Human Resources
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### **SUMMARY**

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This report seeks authority to enter into a Memorandum of Understanding with the Federal Government of Canada - Canada School of Public Service (CSPS) to access their catalogue of elearning online courses. The Memorandum of Understanding will allow the City of Toronto to allocate, to selected City employees, licenses to access CSPS' calendar of elearning courses. The licenses will be paid for from approved operating budgets. No additional funding is required. The MOU will provide the City with a cost effective way to provide high quality self-learning training to employees who require business skills and management training.

#### **RECOMMENDATIONS**

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The Executive Director of Human Resources recommends that:

1. City Council grant authority to the Executive Director of Human Resources to negotiate and enter into a Memorandum of Understanding with the Canada School of Public Service (CSPS), allowing City of Toronto employees to access CSPS's learning management system and its online catalogue of courses, on the following terms and conditions:
  - a) by purchasing up to \$110,000 worth of licenses (approximately 1,500 licenses) per year for the City's use;
  - b) for an initial term of seventeen months (17) months, commencing November 1, 2012 to March 31, 2014, with the option to renew the contract for three (3) additional separate one (1) year periods; and
  - c) any other terms and conditions satisfactory to the Executive Director of Human Resources and in a form satisfactory to the City Solicitor.

## **Financial Impact**

None. The estimated total annual cost for the purchase of licenses is \$110,000. Such funding will be provided from the various participating programs' Approved Operating budgets (training) in the current and future years. The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **ISSUE BACKGROUND**

The use of elearning courses helps address and supplement some of the key learning strategy requirements for staff including new supervisors and managers.

The City of Toronto's Human Resources Division (HR) learned of the potential for access to the Federal Government of Canada - Canada School of Public Service's (CSPS) online learning system and catalogue of business courses. Subsequently, HR staff entered into discussions with representatives of CSPS to explore this opportunity for the potential utilization by City of Toronto employees. The CSPS currently provides similar access to the Ontario Public Service, Government of Newfoundland and Labrador, City of Ottawa, Canada Boarder Services Agency and the National Research Council.

## **COMMENTS**

The delivery of high quality public services requires a skilled, knowledgeable and competent workforce. The Toronto Public Service People Plan and the Learning Strategy have identified the need to increase the City's investment in training. The 2011 Ombudsman's report also recommended increasing the training support for new supervisors and managers. One of the Human Resources Division's 2011-2014 key strategic directions is to make a culture change through the focussed investment on supervisors' role as effective managers of people.

Increasingly private and public sector organizations meet training needs by supplementing classroom-based training with online training. Learning online is a cost effective way of delivering high quality, relevant training at a person's workstation or at home; however, finding the right courses for the right person at the right time at a reasonable price and getting IT admin access can be difficult.

The Human Resources Division, working with an inter-divisional city-wide representative committee, is in the process of developing a new eLearning Management system tailored to the *specific* learning and diverse business and skills training needs of City divisions and their employees in the delivery of services to the public.

HR staff learned that the Federal Government makes their online business courses available to other orders of government. A review has concluded that this would be a relatively administratively simple opportunity to provide relevant and cost effective

training for employees. A number of courses within CSPS' catalogue have been identified as transferrable to the training requirements of City employees. A sample of courses available includes general training in Six Sigma, Customer Service, Dealing with Conflict, and Project Management. All the catalogue courses have been reviewed to ensure the content meets appropriate public service standards. CSPS is able to provide a low cost per person for access due to large economies of scale and a competitive tender process. The Federal government's contract provides for other levels of government to access the catalogue of courses.

CSPS is prepared to provide access to the City of Toronto if it establishes a single point of contact for administration, system and billing purposes. HR has discussed the opportunity with the City's Purchasing and Materials Management Division and has been advised that the best way to manage such an arrangement was for the City of Toronto and CSPS to enter into a Memorandum of Understanding. The MOU provides for an effective administrative agreement to enable City of Toronto employee's to have access to the CSPS system.

The MOU will provide for the granting of employee allocated annual licenses to access the CSPS system. Licenses will be obtained annually and funded by each year's approved operating budgets allocated for training and be administered by the Human Resources Division. The MOU will initially be conducted as a pilot program with a limited number of employees. Once evaluation of the pilot confirms the value of the elearning, Human Resources will increase the number divisional users.

## **CONTACT**

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## **SIGNATURE**

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