Ontario

Ministry of Labour, Immigration, Training, and Skills Development

Skills Development Fund Training Stream

Applicant Support Guide

2025-26

1. How to Create an Application

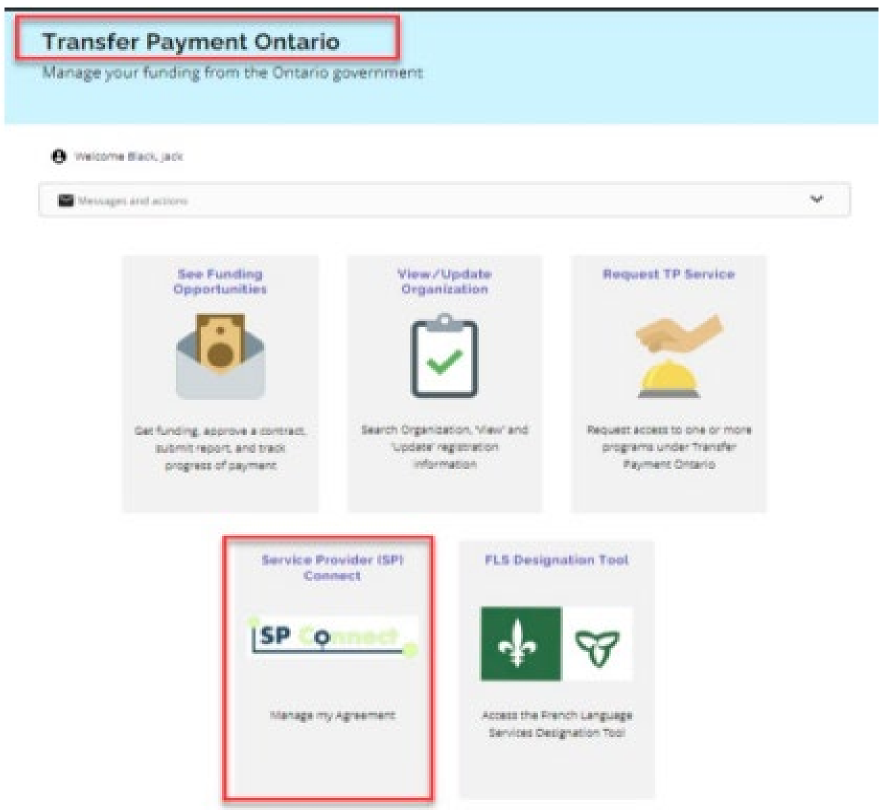
1. Access SP Connect:

   The Skills Development Fund Training Stream application is housed in Service Provider Connect (SP-Connect) but is accessed through Transfer Payment Ontario (TPON).

   To access TPON, register or sign in to your My Ontario account.

   Once your personal account is associated with an organization, the SP-Connect card should appear on your TPON dashboard.

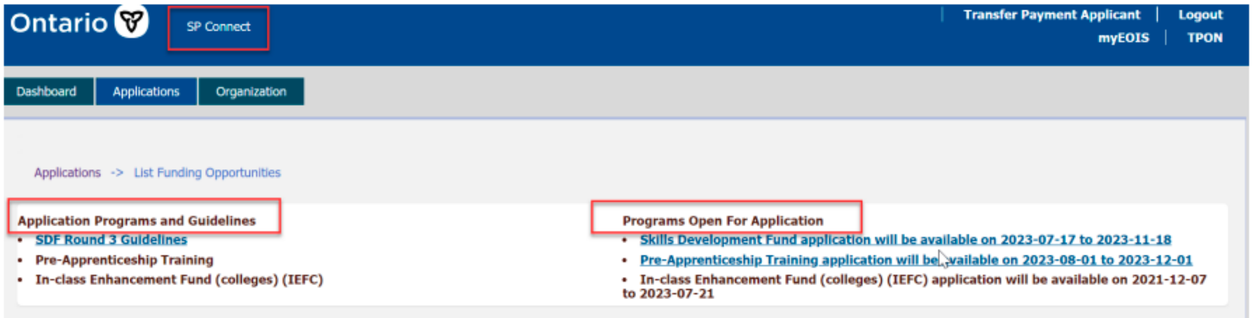
   Select the SP-Connect card to access the application system (see image below).



2. View Application Programs:

   Once you have accessed the application system, select “List Funding Opportunities” under the Applications tab.

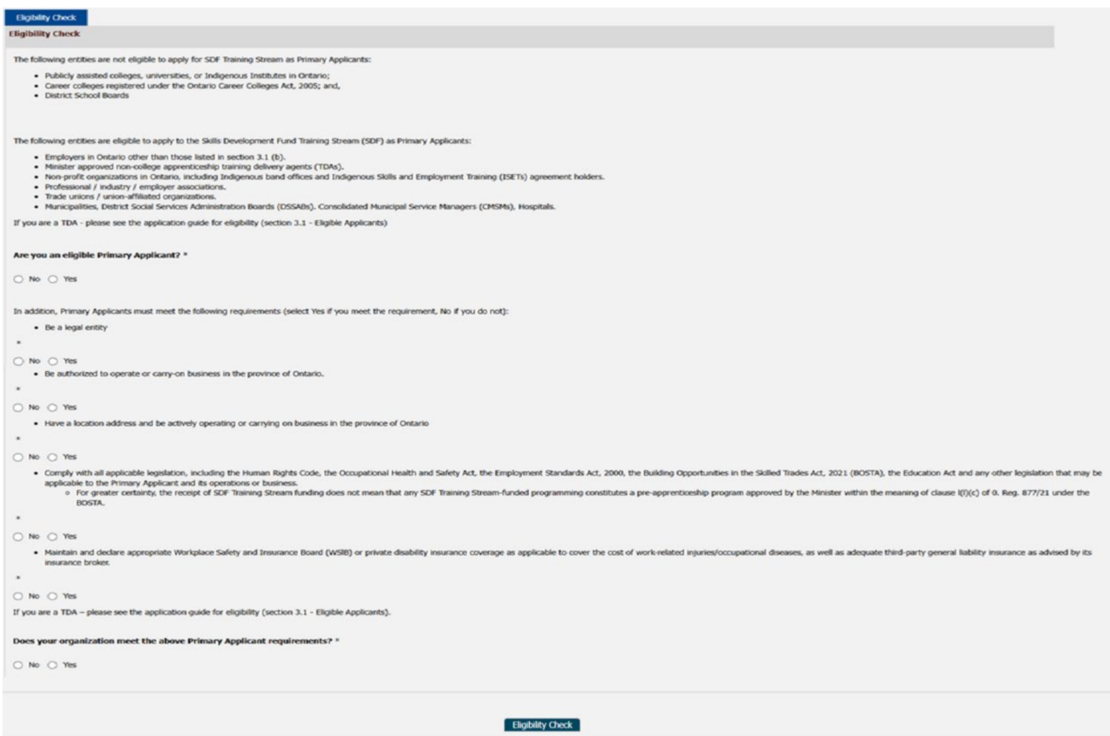
Under Programs Open for Application, select the link for the Skills Development Fund Training Stream application (see image below).



3. Eligibility Check:

   Answer "Yes" or "No" to all questions in the Eligibility Check.

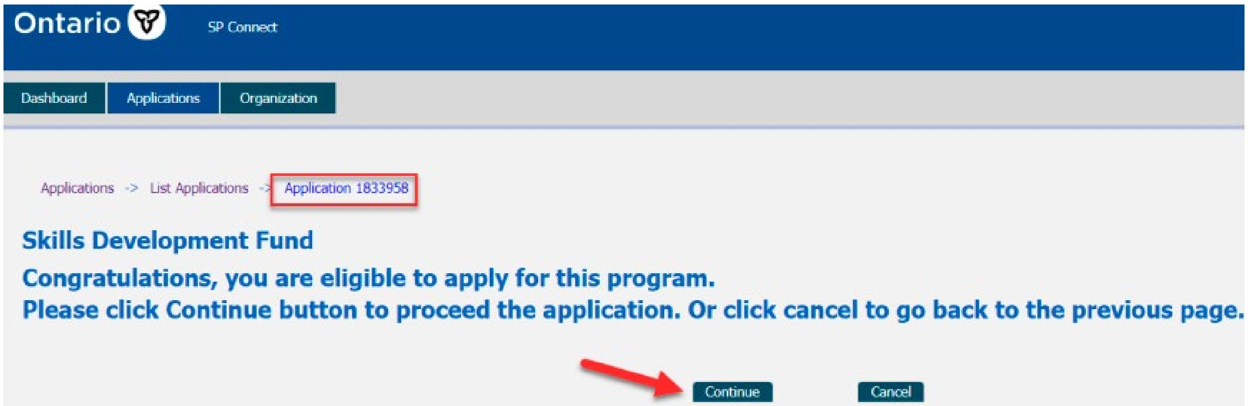
   Select the "Eligibility Check" button to proceed (see image below).



If eligible, you will receive a message: “Congratulations, you are eligible to apply for this program.”

Please note the application number for your records, as it will be needed for future access.

Select ‘‘Continue’’ to proceed or ‘‘Cancel’’ to cancel the application (see image below).



2. How to Complete Your Application

1. Completing Your Application

   Complete all application sections: Project Information, Organizational Capacity, Partnership/Stakeholder Information, Budget, Performance Commitments, and Declaration.

   Ensure you list an appropriate contact for each type of listed contact (e.g., primary contact, legal signing authority, contact for formal ministry decision). Once the application is closed, the ministry will use the listed contacts for next steps.

   Please ensure that every field in each section is fully completed. No answer should be left blank, including sections without an asterisk (*).

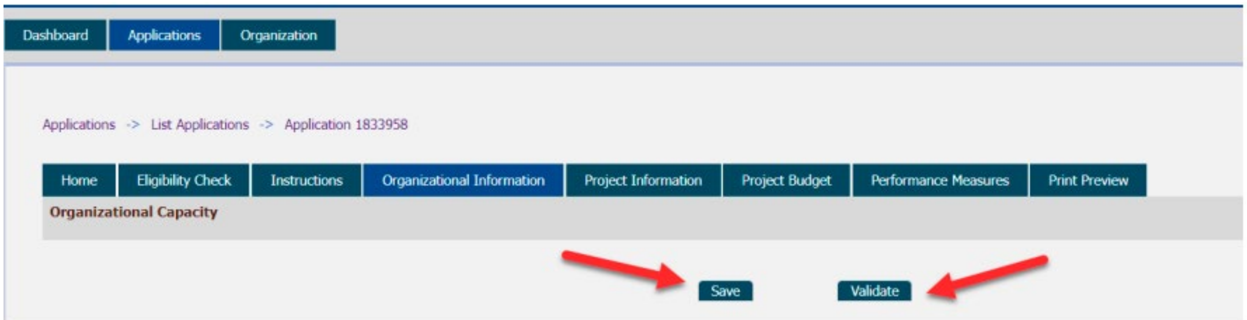
   If you have no information to provide in a section, you can indicate ‘‘N/A’’ or ‘‘0’’ if a numeric value is required.

2. Saving Your Application :

   Your application will be saved with the application number, so you don’t need to complete it in one sitting.

For instructions on how to continue an application started earlier, see section 3 below.

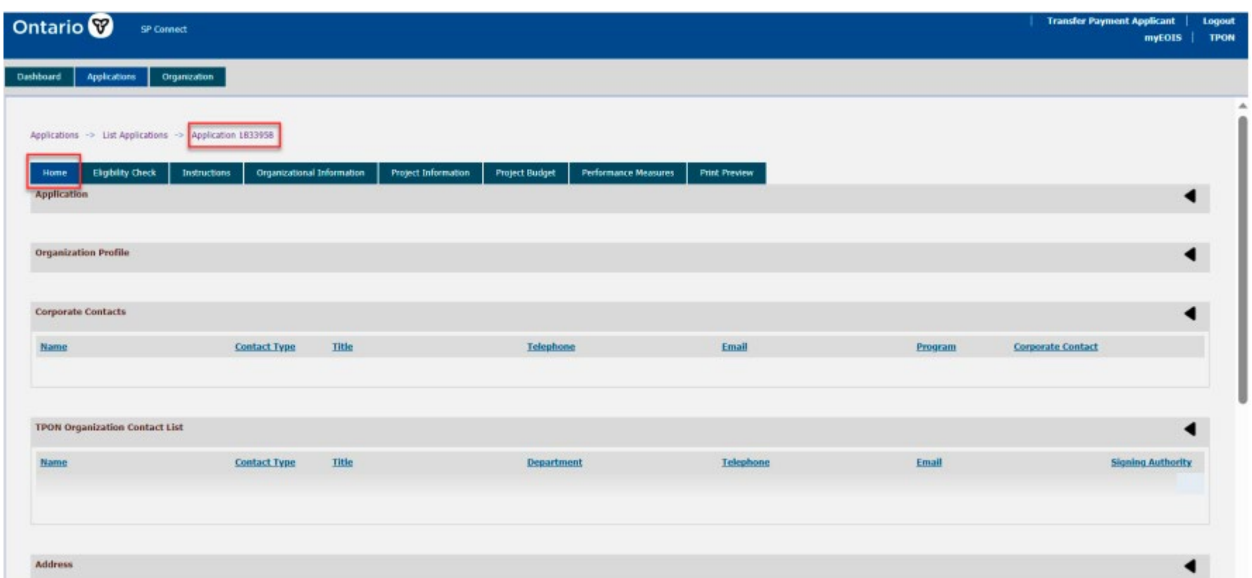
Ensure you press ''Save'' and ''Validate'' on each page (see image below). “Save” ensures that entered data is retained. “Validate” ensures that all required fields are completed.



If a field is missed, an error will appear at the top of the page; complete the missing field to proceed. Enter N/A or 0 for any fields with NIL value to proceed.

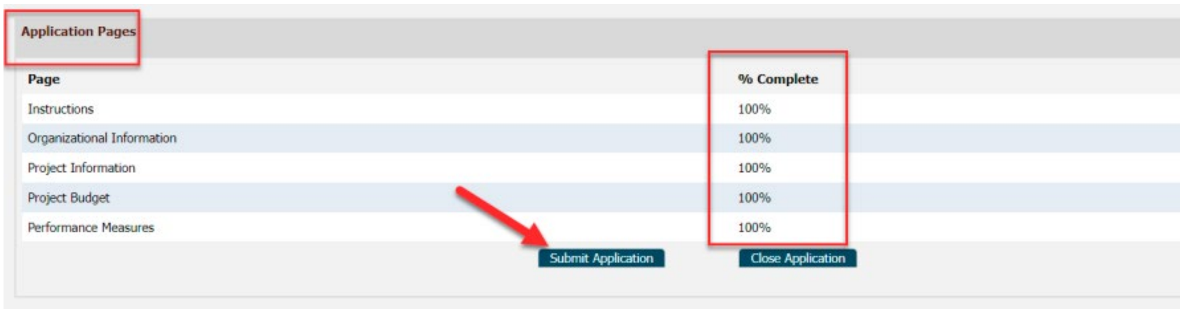
3. Final Submission:

   Once you have validated and saved each page of your application, return to the Home page (see image below).

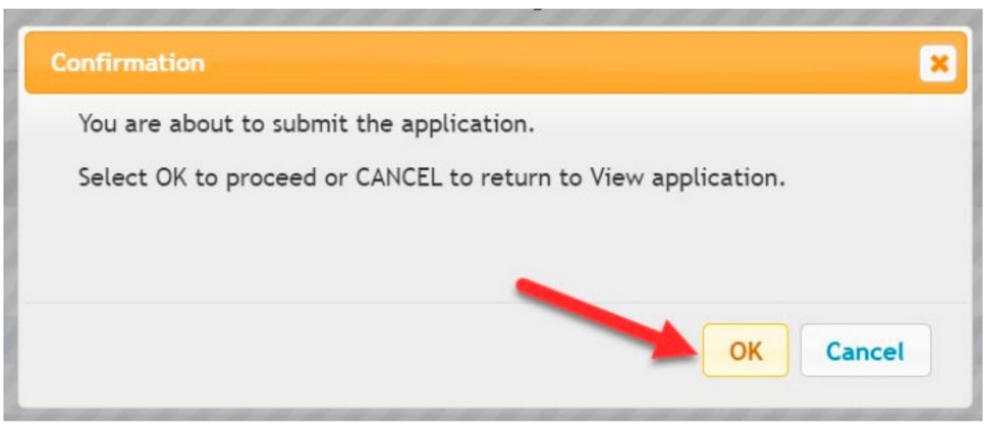


   Under the Application Pages panel, check the % Complete column; ensure all pages show 100%.

Select the ‘’Submit Application’’ button (see image below).



A pop-up confirmation box will appear; select "OK’’ to submit your application or "Cancel’’ to return to the previous screen (see image below).



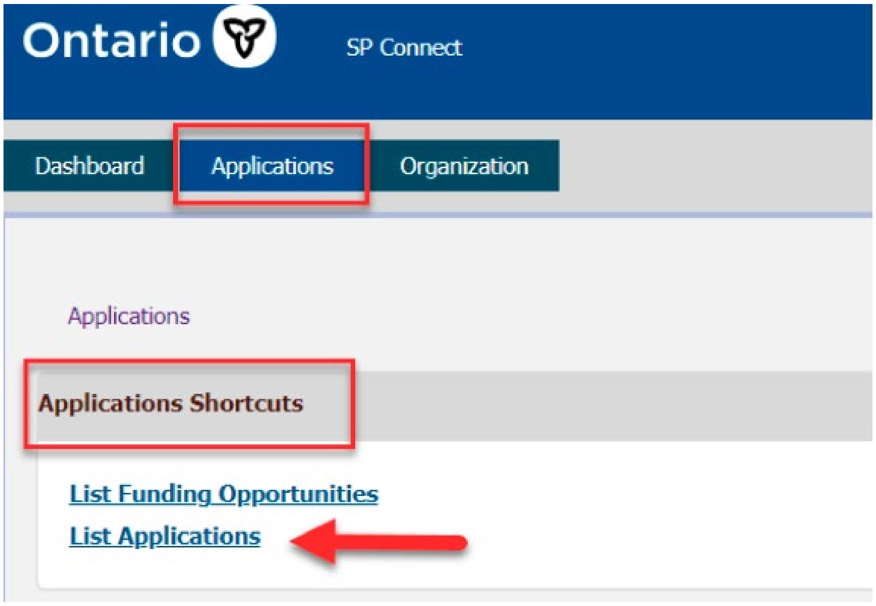
3. How to Locate an In-Progress Application

1. Access SP Connect:

   After logging in to SP Connect, you will see the home page with multiple tabs (tabs may vary depending on user role).

   Select the Applications tab to open the Applications Shortcuts panel.

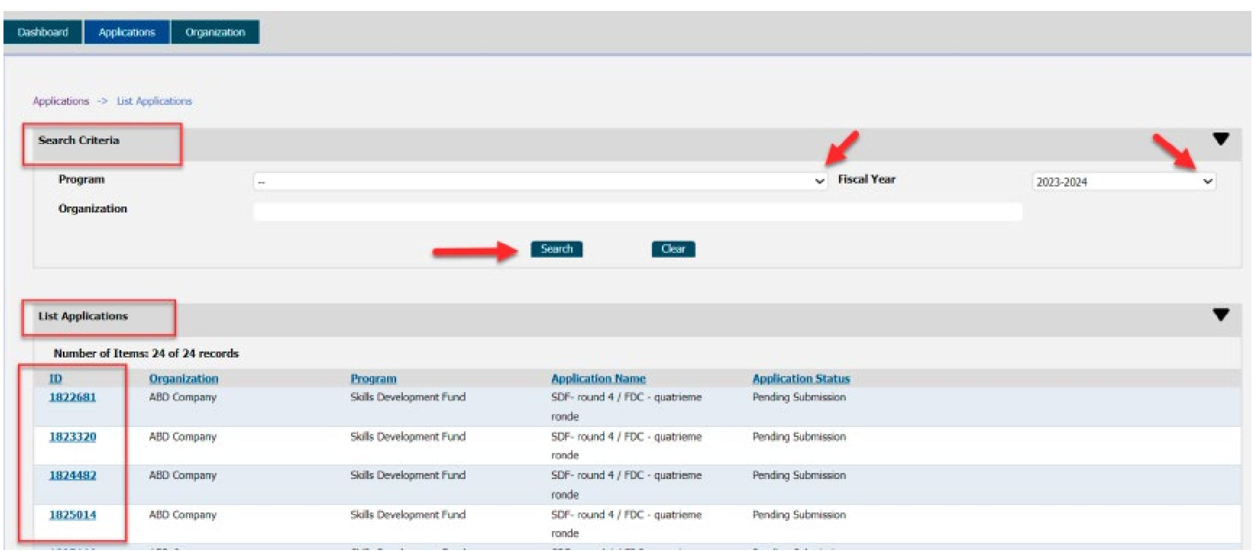
   Select the "List Applications’’ link (see image below).



2. Search for Your Application

   On the List Applications page, use the Search Criteria panel to perform a quick search by selecting options from the dropdown menus and clicking Search.

   Alternatively, go to the List Applications panel and select the applicable ID to access your application (see image below).



3. Complete Your Application

   Within the application, you can proceed with completing the pages and submitting to the ministry. For instructions on how to submit your completed application, see section 2 above.

4. How to Close an Application

This function should only be used if you have created more than one application in error, and want to close one. Once an application is closed, it cannot be re-opened.

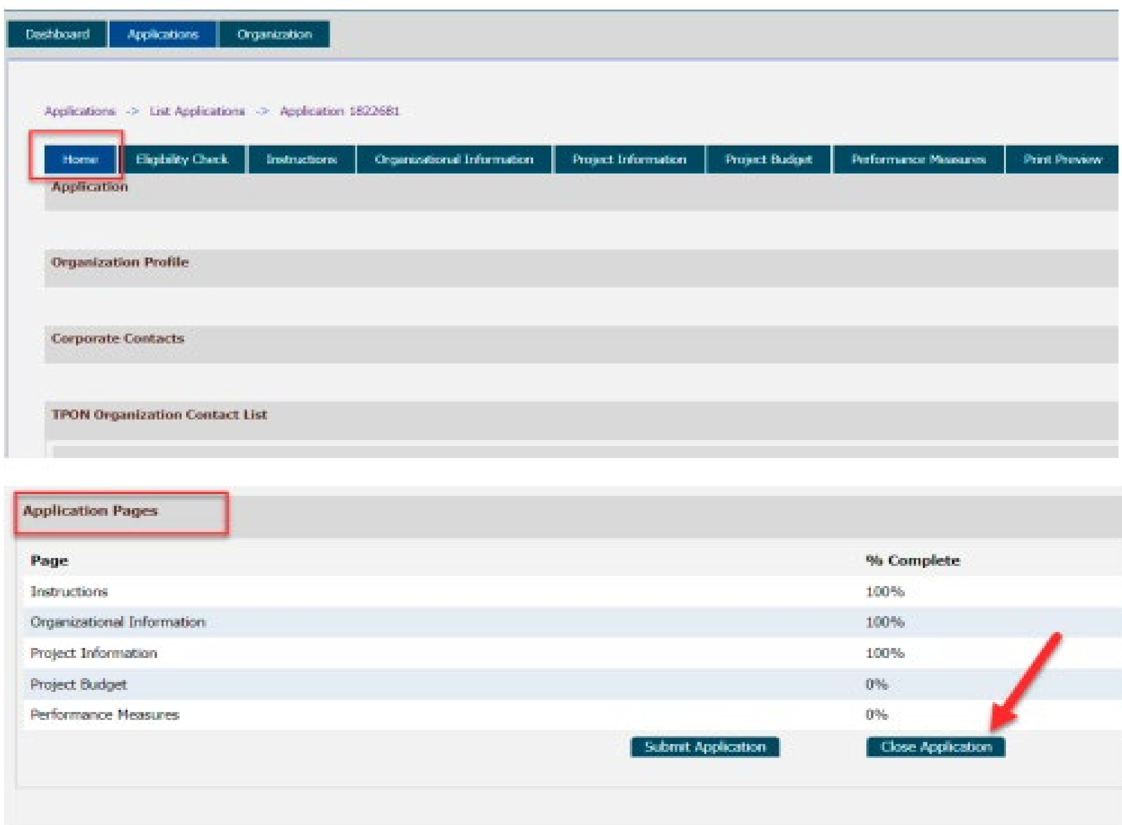
1. Locate Your Application

   Follow the steps in section 3 to locate your in-progress application.

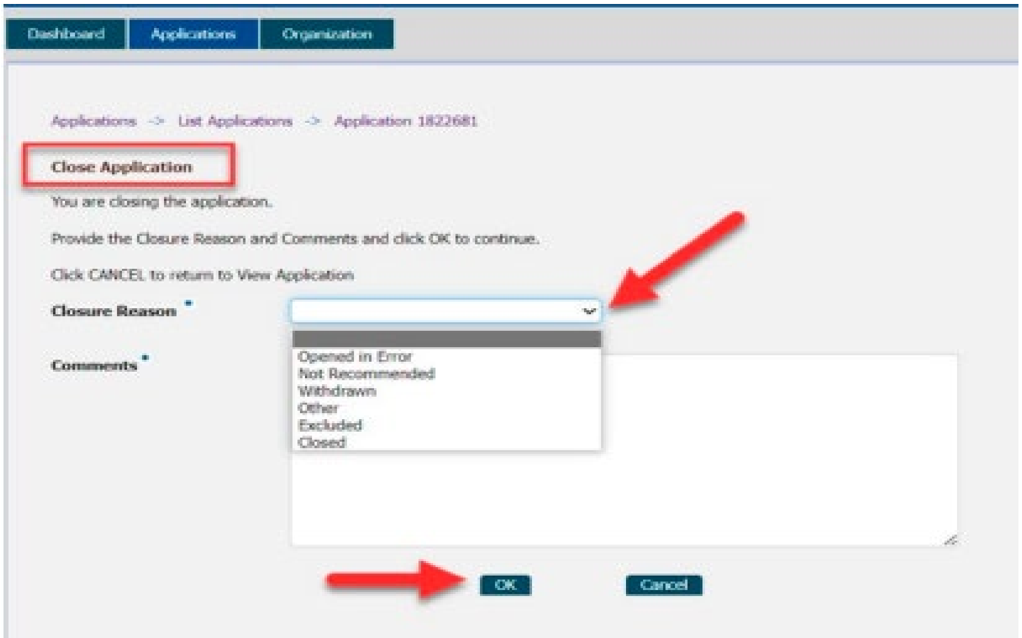
2. Closing the Application

   On the application Home page, scroll to the bottom.

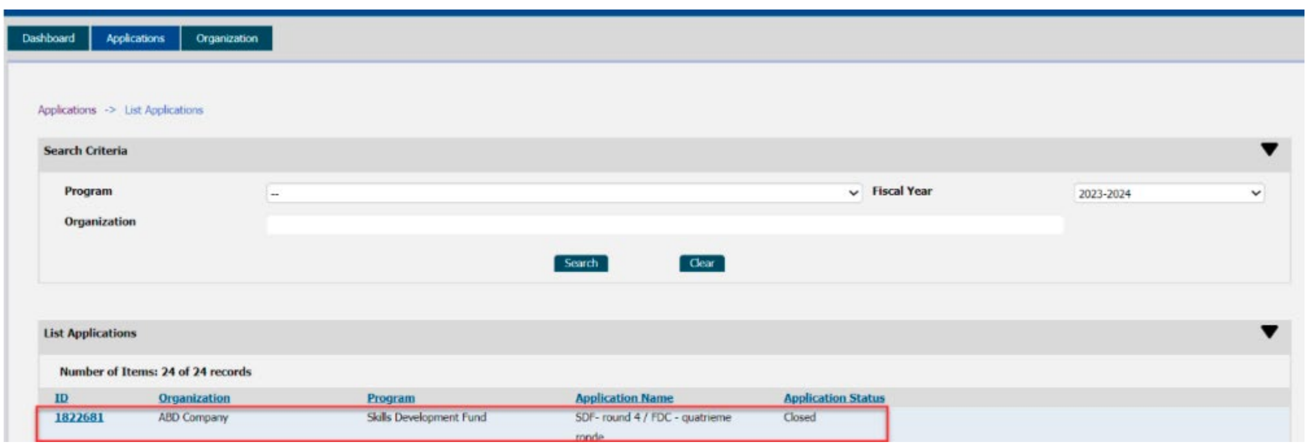
   Select "Close Application" under the Application Pages panel (see image below).



On the Close Application page, select a Closure Reason and enter comments in the Comments field (both fields are mandatory).



Select "OK" to close the application or "Cancel" to return to the previous page (see image below).



5. How to Update User Profiles in TPON

If you need to update the contact information in your application after you have submitted it, you must do so through TPON. Any updates to contact information on TPON will **automatically be reflected in SP-Connect** and, therefore, in your application.

There are 2 Profile Roles in TPON:

- **Admin User**: An Admin User can update the User Information (name, position's title) and Profile Information (profile role, profile status, contact information) for all users within their organization. An Admin User can also update and submit an application within SP-Connect.

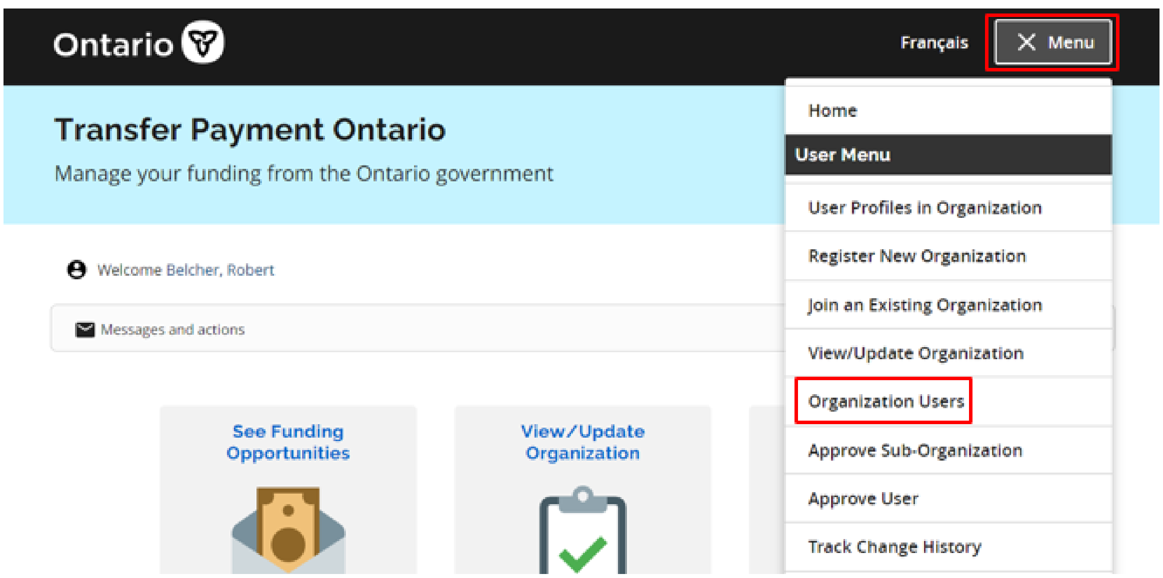
- **Associated User:** An Associated User can only update their phone numbers. An Associated User can update an application within SP-Connect but cannot submit an application.

As an **Admin User,** you can update User Profiles for your organization by following the steps below:

1. Access your TPON account by logging into your MyOntario account.

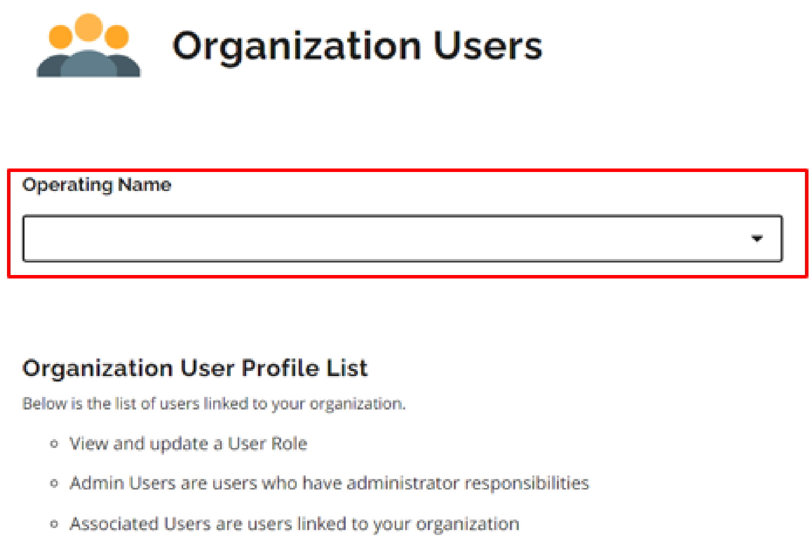
2. Click the ''Menu'' icon in the top right corner.

3. Then select ''Organization User'' (see below).



4. When updating Organization Users you must select the appropriate Organization within the Operating Name drop-down menu, as some users may be assigned to multiple organizations.

5. Once you have selected an Operating Name, anUser Profile List will appear where you can select the name of the user you wish to update.



6. Once on the User Profile page, you can update the necessary details, then click ‘’Save’’ at the bottom to retain any new content provided.

NOTE: Only Admin Users can update the Profile Role field on this page. If your Profile Role is an Associate User and needs to be updated to an Admin User this will have to be actioned by someone in your Organization with the appropriate access (i.e., Admin).

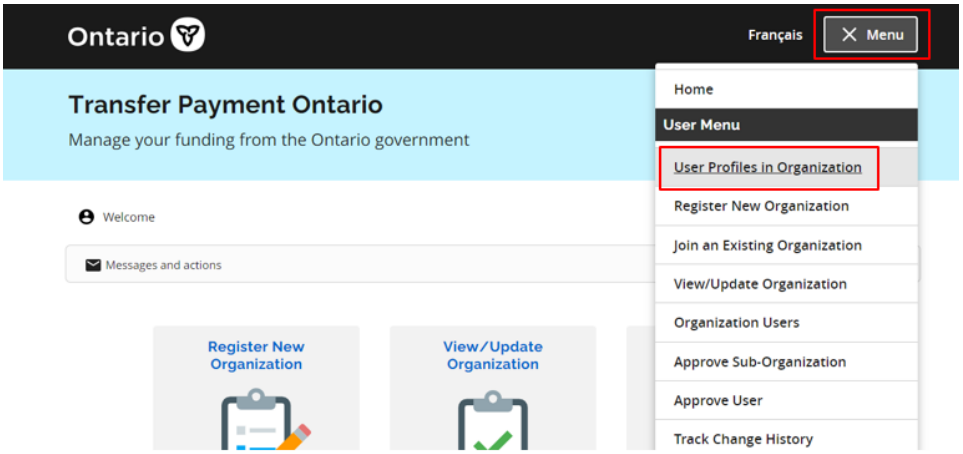
If support is needed to change the Admin User reach out to TPON via email at TPONCC@ontario.ca or by phone at (416) 325-6691 or 1-855-216-3090, Monday to Friday from 8:30 a.m. to 5:00 p.m.

6. How to Update Personal User Profiles in TPON

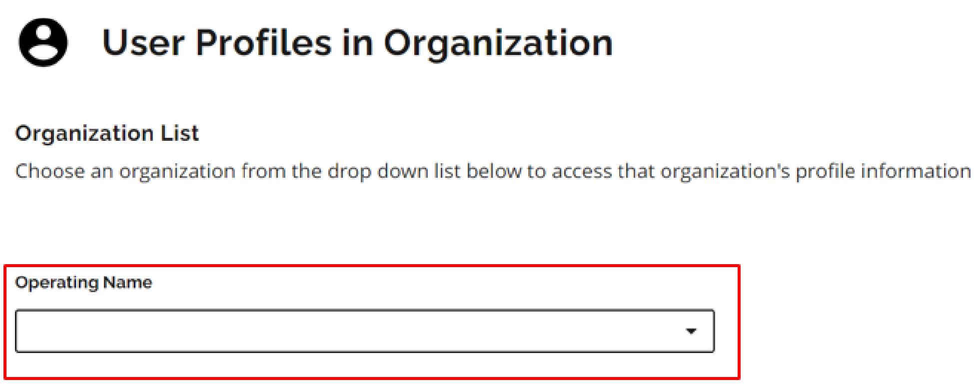
Any user can update their personal User Profile for their organization. To do this, follow the steps below:

1. Click the Menu icon in the top-right corner

2. Then select “User Profiles in Organization” (see image below).



3. When updating your User Profile you must select the appropriate Organization within the Operating Name drop-down menu, as some users may be assigned to multiple organizations (see image below).



4. Once in your User Profile, you can update your User Information and Profile Information (name, e-mail, phone numbers), then click ‘Save’ at the bottom to retain any new content provided.

NOTE: Associated Users are limited to updating their personal phone numbers. Any other updates will need to be completed by the organization’s Admin Users.

7. Who To Contact

For questions or issues related to setting up a **TPON account**:

Contact the TPON Customer Service Line at (416) 325-6691 or 1-855-216-3090, Monday to Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time, or by email at TPONCC@ontario.ca.

For questions or issues related to completing the application, the submission process, the SDF program, or **all other inquiries**:

Contact the ministry at SkillsDevelopmentFund@ontario.ca.

Or contact the Employment Ontario Contact Centre (EOCC) by phone at 416-326-5636 or (toll-free) 1-800-387-5656, Monday to Friday from 8 :30 a.m. to 5 :00 p.m. Eastern Standard Time or by email at contactEO@ontario.ca

8. Frequently Asked Questions

1. Where can I find the 2025-26 Skills Development Fund Training Stream Application Guide?

   The application guide has been updated for the latest round of the Skills Development Fund Training Stream. Please review the guide before submitting your application.

   The application guide is available on the Central Forms Repository: https://forms.mgcs.gov.on.ca/en/dataset/on00869.

2. How do I create an account on TPON?

   Applications must be submitted through Transfer Payment Ontario (TPON). TPON is the Province of Ontario's online application system for grant funding. Information on registering and accessing Information on registering and accessing TPON is available at: https://www.ontario.ca/page/get-funding-ontario-government.

   A guide and video on how to create an account is available at: Get funding from the Ontario government | ontario.ca

3. What should I do if I get a system access error when trying to access the application?

   If you encounter a system access error when trying to access the application, please try the following options:

   A. Clear your internet browser history, temp files, and cookies:

   - Go to the Start menu.

- Select Control Panel, then Network and Internet, then Internet Options, then Delete browsing history and cookies.

- Click Delete under Browsing History.

- Restart your computer and try to access the application again.

B. Try using a new browser: Access the system using a different internet browser.

C. Turn off your VPN: If you are using a VPN, shut it off, restart your computer, and then try accessing the application again.

If these steps do not resolve the issue, please contact the ministry at SkillsDevelopmentFund@ontario.ca.

4. Am I able to access a PDF copy of the application while I'm waiting for my IT issue to be resolved?

   To obtain a PDF copy of the application, please contact the ministry at SkillsDevelopmentFund@ontario.ca.

5. What should I do if the Project Information page is not opening or is blank when I try to open it?

   If you are experiencing issues with the Project Information page not opening or appearing blank, here's how you can address this problem:

   A. Check for multiple users or tabs: The Project Information tab will show a blank white page if multiple people are working on the application simultaneously or if SP-Connect is open in multiple web browser tabs.

   B. Ensure single user and tab: Make sure that only one browser tab is open and that only you are filling in the data at any given time.

   If you continue to encounter issues after following these steps, you may need to close your current application (see section 3.0) and start a new one. However, these recommendations have generally been effective in resolving the issue.

6. How can I indicate if the project is serving all of Ontario? Do I need to choose every city listed in the dropdown menu?

No, you do not need to choose every city listed in the dropdown menu. In previous rounds, this was the case. However, there is now an option for "All of Ontario" that you can select to indicate the project is serving the entire province.

7. Where can I upload documents to my application?

    Applicants can upload documents to their applications on the "Partnership/Stakeholders Information" and "Budget" tabs.

    On the "Partnership/Stakeholders Information" tab, the option to upload documents is located at the bottom of the page, where you are prompted to attach letters of support.

    On the "Budget" tab, the option to upload documents is located at the bottom of the page where you can upload all files related to budgetary items such as quotes for purchasing vehicles.

    Please submit any additional supplementary documents you may need to upload to either tab, as all uploaded files will be viewable to the evaluator.

8. Are applicant-provided performance metrics required?

    No, you are not required to provide performance metrics. However, it is recommended that you include any metrics you have that will measure your project's success. If you do not have any metrics, input "0" or "N/A".

9. My application form is indicating that one section is not 100% complete or *Mandatory fields must be complete* error message. What does this mean and how can I fix it?


Application Pages

Page	% Complete
Instructions	100%
Project Information	100%
Organizational Capacity	100%
Partnership/Stakeholders Information	100%
Budget	100%
Performance Commitments	0%
Declaration	100%

Submit Application Close Application

    If your application form indicates that one section is not 100% complete or shows a "Mandatory fields must be complete" error message, it means that some required information is missing. Here’s how you can resolve this issue:

A. Check the Application Pages Section: On the Home Tab, the Application Pages section will show the percentage complete for each section of the application. If the % complete is less than 100%, it indicates that some required fields are missing information.

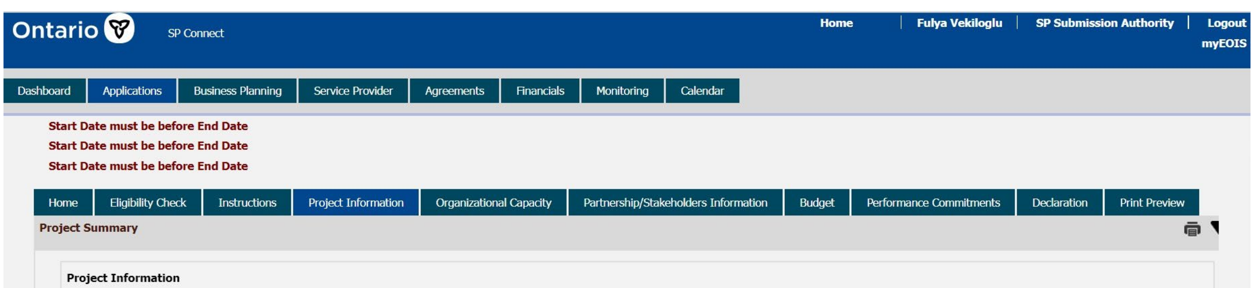
B. Ensure All Fields Are Filled: Go through each section of the application carefully. Make sure that every field has some information entered, even if it doesn't have an asterisk (*) indicating it's mandatory.

C. Input Necessary Information: For fields where you have no specific information to provide, you can enter "N/A" or "0" if a numeric value is required.

D. Validate and Save: After ensuring all fields are filled, press the validate button. This will check for any missing information and highlight the required fields with a "Mandatory fields must be complete" error message if any are still empty. Once validation is complete, press the save button to save your progress.

Following these steps should help you identify and correct any missing information in your application, ensuring it is 100% complete. If you have thoroughly checked the application and still encounter issues, please contact the ministry at SkillsDevelopmentFund@ontario.ca or the Employment Ontario Contact Centre at 416-326-5636 or 1-800-387-5656 during business hours.

10. I keep receiving the error message 'Start date must be before end date.' What does this mean and how can I fix it?



If you keep receiving the error message "Start date must be before end date," it typically means there is a user error where the start date has been inputted as later than the end date. Follow these steps to resolve the issue:

A. Review the Project Information Page: This error commonly occurs on the Project Information page, specifically within the workplan section, which is located quite far down the page.

B. Check for Typos: Carefully review the start and end dates in your workplan. Pay particular attention to the year in each date to ensure there are no typographical errors.

C. Correct the Dates: Ensure that all start dates are set before their corresponding end dates.

If you are unable to locate the error after reviewing the dates, please reach out to the ministry at SkillsDevelopmentFund@ontario.ca or the Employment Ontario Contact Centre at 416-326-5636 or 1-800-387-5656 during business hours. They can help identify and correct the issue for you.