



# CONTENTS

Background	
Mission Statement	<b>3</b>
Vision Statement	
	<b>4</b>
Message from the Chair	
	<b>5</b>
Message from the CEO	
Employment Services	<b>6</b>
Newcomer Assistance Services	<b>8</b>
Youth Services	<b>12</b>
Language Assessment & Training	<b>16</b>
	<b>22</b>
By The Numbers	
Financial Reports	<b>24</b>
	<b>25</b>
Locations	
Leadership Team	<b>26</b>
	<b>27</b>
Funders	





Centre for Education & Training (TCET) was incorporated as a not-for-profit corporation in 1996 under the legal name Quality Continuous Improvement Centre for Community Education and Training (QCICCET). TCET obtained registered charitable status on April 4, 2019. TCET is managed by a Board of Directors working in accordance with established laws for registered charitable organizations. During 2019, TCET continued to develop and operate programs that reached, supported, and empowered communities across the GTA, Ontario, Canada and at an international scale with funding from a variety of government sources, private corporations, charitable organizations and foundations.

TCET is a leading provider of Employment Services, Newcomer Assistance Services, Language Assessment & Training, and Youth Services

## Mission

Our professional team will provide the appropriate resources, skills and opportunities which empower people to achieve their potential.

## Vision

We will be recognized as the leader in delivering employment, settlement and language services in the communities we serve.

# MESSAGE FROM THE CHAIR OF THE BOARD

Since being elected to the Board of Directors in 2016 and Chair of the Board in 2018, I have been consistently impressed by the Centre for Education & Training's (TCET) strong reputation for reliability, deep sector knowledge and outstanding service delivery. I have seen first hand TCET's ability to build deep, trusted relationships with clients, funders and community partners, which I believe has been pivotal to our success. In addition to several new program offerings, TCET has accomplished many important objectives throughout the past year.

First, in April 2019, TCET achieved an important milestone by obtaining registered charitable status under the Canada Not-for-Profit Corporations Act. By becoming a registered charity, TCET will be in a better position to meet the needs of the communities we serve.

Second, TCET accomplished all of the goals that were set forth in Vision 2020 in the areas of Employee Engagement, Program Effectiveness, Program Efficiency and Operational Excellence. Thank you to the management and staff for their commitment in making Vision 2020 a reality. This is an incredible accomplishment!

Finally, we are in the process of revisioning our brand; the management, staff and Board of Directors are excited to further transform the organization and begin a new chapter which will allow the organization to move forward, while maintaining the strong reputation we have earned amongst clients, funders and community partners. The Board is confident that the organization will now be better equipped to accomplish its new Vision 2025 organizational goals and better reflect the communities we serve.

On behalf of the Board of Directors, I would like to thank the staff and volunteers for their dedication; clients for including TCET in their journey; community partners and employers for your continued collaboration, and our funders for your continued investment which supports almost 112,000 clients to access programs and services each year. You are all contributing to the success of this great organization; one with a rich history and an even brighter future.



**Farhad Sethna,**  
MBA, CPA, CA, CFA, CHRL, C.Dir  
Chair of the Board



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

My 35 year professional career was focused primarily in the for-profit sector. Though successful and rewarding, I did not know how much more there was to offer in the not-for-profit sector, until I joined TCET almost five years ago. To think of the impact on the lives of so many in many different aspects, is at times unthinkable and certainly immeasurable. For the many, I will never know the difference we made, but I know we did make a positive difference in their lives that will last forever.

TCET's success will not be found solely in financial returns, or operational key performance indicators, though these are important for sustainability. TCET's success is found in the imprint of its social impact on the people living in the communities it serves. Giving people individual purpose; increasing their productivity; helping them realize their full potential and leading them towards a path of prosperity is what TCET does, so well.

Five years ago, we set in motion Vision 2020. We established what seemed like unrealistic goals. We developed the highest standards for our work. We chose people over profits. We governed with honesty, and integrity. We respected the trust relationship we had with so many stakeholders. We never lost focus on maximizing our social impact. We made it happen. Lives were changed. That is what matters. Everyone connecting with our organization was worthy of our help, where we could do so.

Vision 2020 is now done. I must thank all of our Stakeholders, our Board of Directors, Management Team, Employees, Funders, Communities and Partners for investing in our mission and causing us to achieve all of our goals.

But there is much more we can do and will do. We now are writing the next chapter, Vision 2025, and it is going to be exciting. Stay connected with us for its unfolding. It will be more than just a new look or feel, a new name or slogan. It will be a new way, the right way of doing business as a not-for-profit in a world that displays such great need with limited resources. Partner with us as we make a world of difference in the sacred and precious lives of Canada's next generation of leaders and influencers.



**Merv Hillier,**

MBA, MSC HRM, CPA, FCMA, CMC, C.DIR  
Chief Executive Officer

# EMPLOYMENT SERVICES

In 2019, TCET continued to provide employers, job seekers and the community with needed employment service supports across the GTA.



Clients were supported as they set about strengthening their employability and job search skills. Our target groups included many having the most difficulty achieving employment. TCET's innovative employment marketing campaigns and added-value services attracted new clients and employers. Our services provided the tools for success including job postings, recruitment assistance, job fairs, and support with wage subsidy programs.

**Jammal H.**, a Syrian refugee, was introduced to TCET by his Settlement Worker at The Bob Rumball Canadian Centre of Excellence for the Deaf. Jammal had extensive work experience as a Sewing Machine Operator, but was unable to prove it due to lack of supporting documentation. Some of the other barriers he was facing included the lack of Canadian experience and his loss of hearing.

A TCET Job Developer (JD) sourced the help of a Sign Language Interpreter to help Jammal with overcoming some of his barriers to employment. The JD was successful in securing an employer for a 3-month incentive placement accompanied by on the job training. Upon successful completion of the placement, the employer expressed interest in hiring Jammal as a full time Sewing Machine Operator. Jammal's long-term employment goal was fulfilled, effective November 2019.



The employer stated,  
"Now we learned some sign language. It was a nice experience to support Jammal"  
Jammal's feedback included,  
"Thank you. I am happy when I am occupied with work".

The **Bridges to Employment** program, funded by Toronto Employment and Social Services, combines work exploration and career planning in a classroom setting for Ontario Works clients. The program is focused on adults 18+ and provides an opportunity to build valuable employment and job search skills. This pre-employment program has a tremendous impact on the program participants, and allowed them to develop an action plan with supports to get them closer to their employment goals.



"I signed up for the Bridges to Employment Program at Centre for Education & Training – Don Mills ...to learn how to build my Canadian experience and be employable in the workforce. Not only was the course both fun and challenging but {I received} direct feedback for improving my employable skills... I can't speak highly enough of this course" - **Edith CJ**



**25,088 job seekers**

were provided with 1:1 job search assistance and counseling



# NEWCOMER ASSISTANCE SERVICES



Providing newcomers with timely support to help them to settle into their new communities is critical to their successful integration.

Centre for Education & Training (TCET) assists newcomers through its online and in-person information and referral services and newcomer focused programming.

TCET is the expert in providing programs that meet the unique needs of newcomers and ensuring that they have the most up-to-date information to ensure they are empowered to make informed decisions about their settlement, employment and recreational needs.



"Just want to share with you that I got the job as a Financial Service representative at Easy Financials at Maple Ridge. I started my job yesterday. Since you had helped me so much with my resume so I just thought to share with you as I owe this to you as well. - **Gursimran R.**

**Newcomer Information Centres (NIC)** are funded by Immigration, Refugees and Citizenship Canada to provide information and referral services to newcomers.

The aim of the NIC is to meet the immediate, short term requests of newcomers through the provision of accurate and pertinent information to ensure clients can access the services for which they are eligible. The NIC provides information that includes, but is not limited to, employment, language training, healthcare, housing, legal and social services, recreation and finance. At all five NIC locations, clients have access to a self-directed resource centre and Commissioner of Oaths services. Services are offered in person, online and through Itinerant services in the community.



“TCET offers a lot of resources and services to help people looking for work (they also offer many other settlement and language services for newcomers). I felt so confident after this procedure of job searching with the help and motivation... I want to share my experience to help and motivate other people and other newcomers, because that really makes me happy!” - **Eun K.**

**The Women’s Connections & Empowerment Program (WCEP)** is funded by the Halton Region Community Investment Fund. This Project offers newcomer women with an opportunity to participate in information, networking sessions, workshops and group meetings to successfully integrate women into the Canadian society. Topics included health & sexuality, legal rights and Canadian laws, parenting supports, exploring work and career options, accessing recreation opportunities, and dealing with isolation, depression and stress.




“The presentation is awesome. The speakers are amazing. They expressed key information in a very interactive and emotional way which makes me feel connected & touched”



“The nurses are amazing and it is always a blessing to attend these types of workshops. We would like to have more workshops like this one. The nurses provided very useful and practical tips on how to prepare healthy meals for our families”




With funding from New Horizons for seniors, the **Seniors Engagement and Empowerment Network (SEEN)** program provided newcomer and other seniors with an opportunity to participate in various sessions and events where they develop friendships, mutual support, and interact with local community members, making the transition to their new home less traumatic and lonely. The program focused on preventing elder abuse and connecting them with appropriate resources.



"I am now more informed and can share this useful information with my family members and other senior friends" - **Sr Participant**

**Tameka** came to Canada on July 1, 2018 from Jamaica. She applied to the **Career Pathways for Women Program** in October 2019. Although she had extensive experience in her field as a researcher and is a seasoned Professor, Tameka was feeling overwhelmed after going through a year of unsuccessful outcomes for employment. Through the program, she refined her job search strategies. With the added support of her Workplace Development Coach she landed a job in her field as a Co-researcher at Ontario Tech University as well as an Assistant Professor position at York University.



"Prior to this program I felt demotivated as I was trying to navigate the Canadian Labour Market on my own. The Career Pathways for Women Program has surrounded me with strong, like-minded women, as well as job coaches who have provided me with a strong sense of support. I would encourage any newcomer visible minority women to join this program". - **Tameka**





**Career Loans** is a foreign credential recognition program that provides micro loans and free career counselling to Internationally Trained Professionals in Alberta and Saskatchewan, so they can return to their chosen profession.



"I am very satisfied with the service from staff of Career Loans, I find her to be very supportive and approachable." - **Ali**

**Ali** a professional dentist who practiced in Iran prior to moving to Canada and becoming a permanent resident, became a client of the Career Loans program in order to support his credential recognition. Dentistry is a regulated profession and requires full-time studies. The Career Loans program assisted him by providing a micro loan to cover his exam and certification expenses.

**Digital Health Careers** is a program for Healthcare and IT professionals who are NOT working in their field to find alternative careers in Health Informatics.



"The program also initiated my network in the Digital Health field by connecting me with some key players. By using the networking skills I learned in the DHC program, I secured employment as Director, Business Acquisition Strategic Projects at Translucent Computing Inc, a healthcare software technology company." - **Obaidah**

**Obaidah**, a dentist with healthcare management consulting experience with various international companies, graduated from the Digital Health Careers (DHC) Program in May 2019. The program enhanced his understanding of the Canadian employment market and the Digital Health industry.

**Foreign Credential Recognition Loans Program** is a program that supports Internationally Trained Individuals (ITIs) to successfully complete their foreign credential evaluation, assessment and recognition process by providing financial support through a loan of up to \$15,000 and ongoing individualized career and financial counselling. Through the wrap around supports provided by program staff, ITIs are able to receive the assistance they need to have their credentials recognized in Canada and to work in their profession.

Originally from Iraq prior to coming to Canada, **Mahmood** disclosed he did not have the financial resources to get his credentials as a Veterinarian in Canada. He joined the program and applied for a loan in April 2019. He used the funds to cover his exam's fees along with traveling expenses to write the exams.



"You have been indescribably helpful and have consistently provided me with the motivation, the most positive and kind customer service I have ever experienced, that is why I decided to continue the process to complete my National Examining Board in Veterinary Medicine and got my Canadian veterinary license. Thank you!" - **Mahmood**

# YOUTH SERVICES



In 2019 TCET Youth Services continued to offer a variety of youth programs to assist youth in building their confidence and navigating the workforce.

Our services provide youth in school, out of school or those simply needing assistance to access the skills and supports necessary for them to achieve long term employment, meaningful careers and a successful future. Programs have been developed to meet the diverse needs of youth, whether they need wrap around supports to assist them to graduate with a secondary school diploma, to establish networks for mentoring or advice, or need pre-employment training and work experience opportunities in order to secure and maintain employment.



**8,483 youth**  
gained skills for career development

The **Employability Skills for Youth (ES4Y)** program, funded by Employment and Social Development Canada is aimed at assisting youth aged 15-30 with career exploration and work options, while developing new employment skills. A 9 week work placement is included as part of the program to allow youth to gain valuable experience.



“I had the opportunity to be a part of the ES4Y program soon after I migrated to Canada. This platform not only helped me in successfully landing my first job in Canada but also gave me an insight on what to expect in the working environment and how to make the best use of my skills to be successful.” – **Nazia M.**



**netWORKS**, funded by United Way assists young professionals to make connections with mentors through career-oriented networking and mentoring opportunities. The program allows youth to expand their networks, build confidence, learn about the corporate work environment and receive feedback on career ideas.

“I really enjoyed the TD networking session yesterday as I am interested in the banking industry. I learned it is okay to not have a lot of experience and do not be afraid to ask for learning opportunities such as internships. Keep an open mindset and remember transferable skills.” – **Ashley B.**

**Youth Summer Job Challenge** is funded by the Region of Peel, to provide youth with two months of paid employment in entry-level positions in the community. Priority is given to youth receiving Ontario Works and for many youth participants it provides their first paid work experience.

“I just arrived in Canada 8 months ago. I was a shy person. I always hesitated talking to new people. I had big goals but was lacking courage. With the work provided by the courtesy of TCET, now I have gained Canadian way of doing things, able to get comfortable and tolerate people, and earned tons of skills which will help me prepare myself to perform any task I desire.” - **Muhammad M.**





**EmpowHER**, funded by Canada Service Corps was created to empower young women to become more engaged in their community through volunteerism. Volunteer experience provides skills and experience that are an important consideration when youth are looking for employment. Through the program, young women are assisted in developing the necessary skills to become agents of change in their community through the development of their leadership skills.

"I feel that it was a fruitful program, especially for newcomers who have the qualifications but do not have the necessary exposure. It opened doors to volunteer work, which is a very essential part of the job-seeking process.." -**Kownain A.**

The goal of the **Next Steps Employability Program for Youth** program is to assist youth receiving social assistance in advancing their employment and career goals through a focus on building life skills and career exploration. Funded by Toronto and Employment Services, the program is focused on providing youth safe space in order to build self-awareness and the self-confidence necessary to pursue their goals in an action plan of next steps to their employment.

"Thank you for accepting me into the program. I have learned a lot about myself and have confidence in pursuing fashion design backed by all the assessments I have taken. From taking this program, I now have something I believe in!" – **Jon G.**

**Black Youth School Success Initiative (BYSSI)**, funded by the Ontario Trillium Foundation, is a pilot program for Black Youth in grades 6-8 and for all 4 years of high school. As a deliverable of the Peel District School Board “We Rise Together” action plan to support Black students, this initiative brings together Black-led organizations, schools and mainstream community agencies to provide wrap around supports for Black Youth in the Peel Region.

This initiative provides supports through a culturally appropriate lens, understanding the lived experiences of Black youth to access supports in academics, mentorship, motivation, self-esteem, culture and self-discovery.



“My teacher would just teach stuff and just leave it at that, but then with the tutoring, it helped me get a better understanding of what my teacher was actually talking about.”

– BYSSI Student



“I find when kids see people in leadership roles with their ethnic background they find strength knowing that ‘Oh, there is somebody that’s in that field,’ right ‘I want to do that.’ Or they inspire them, open their minds... not just rapping but there’s different things out there that they can do, right. So, I think this is a really good program to inspire kids.”

– BYSSI Parent



# LANGUAGE ASSESSMENT & TRAINING



For many immigrants who are not yet fluent in English or French, learning one of the country's official languages is essential for success whether in the community, an educational setting, or in the workplace. We provide language assessment and referral to English or French classes that suit all schedules. For those planning to come to Canada, an online self-assessment provides a good start and valuable links and resources. Our distance education English programs enable students to learn from home with personal phone/online lessons. In 2019, we provided cheerful and professional service to over 73,000 individuals.

Some of our projects provide support to over 170 organizations providing language services. We continue to train language assessors across Ontario and beyond, create new assessment tools, and provide webinars for teachers in many regions. Through our extensive database, language assessors and training providers are able to input courses and clients, refer to services, and produce reports for tracking and planning. We continue to facilitate meetings and contribute to policy and planning on local, provincial, and national committees. We are always pleased to support our partners' success in making our communities flourish.





**Language Assessment and Referral:** For over 25 years, our assessment service has been the entry point for free language training for immigrants. We assess English and French skills in listening, speaking, reading and writing; and make referrals to language classes that best meet client needs. In 2019, we provided 22,791 assessments across Peel, Halton, York, Simcoe and Durham, in facilities offering additional one-stop services and in remote sites. In Ontario, these services are co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Children, Community and Social Services (MCCSS). Our organization also supports local language training partnerships by hosting meetings, a partnership website and more. Over this year we extended French assessment services to York and Durham regions, expanded service to itinerant and rural assessment sites, coordinated assessments with resettlement centres for refugees, and enhanced our outreach, promotional activity, and social media presence.

**22,791** immigrant language assessments  
were conducted in our areas of service



“The day of [my husband’s assessment] he woke up feeling very nervous. He felt embarrassed because of his reading, writing and speaking abilities. After his assessment he came out with a big smile on his face. Together, we spoke to the assessor about his results. She made my husband feel very at ease. She was extremely pleasant, took her time to explain clearly what options he had. She was very professional and friendly. He is currently enrolled in LINC Home Study and is enjoying it.” - **Dorothy**

“Before I started working [at the Centre], I experienced a wide range of emotions. I was also nervous...All my doubts and fears quickly vanished because of the incredible staff. The warmth and support truly made my workdays enjoyable and I am forever grateful to them. My experience was rewarding...and unforgettable. I have gained skills that I may never acquire remaining only in a classroom...” - **Jodelle, LAS Summer Student 2019**

The web-based **Canadian Language Benchmarks – Online Self-Assessment (CLB-OSA)** and the **Niveaux de compétence linguistique canadiens - Autoévaluation en ligne (NCLC-AEL)** are free online tools used by over 44,000 newcomers and potential immigrants this year to determine their level of English and French language skills and explore how these will impact their education and employment prospects in Canada. The Centre for Canadian Language Benchmarks (CCLB) partners with TCET to support the NCLC-AEL. Building on the core IRCC-funded project, MCCSS (Ontario) contributed funds for the enhancement of the system and features that this year included: a new French Reading test, a new English Writing test, new promotional videos, and website optimization for smartphones and tablets.

## Language Assessment Training, Supports, and Tool Development:

TCET delivered high quality, effective training and support to language assessors in Ontario and in other provinces. This ensures that Language Assessment and Referral Centres' assessors are able to consistently assign accurate language competency results for referral and placement into government-funded language training classes. This year, 37 assessors across the country were trained in the core CLBA or the ELTPA (for use with internationally trained professionals) and 111 assessors received recalibration training to ensure quality and consistency in the use of TCET's assessment tools.



The development of the **Canadian Language Benchmark Placement Assessment (CLBPA)** was completed this year by TCET in collaboration with the Centre for Canadian Language Benchmarks (CCLB). This new modernized language assessment tool makes use of technology for efficiency and accessibility to assess all four skill areas: Listening, Speaking, Reading and Writing. The online platform features a testing panel and an admin panel for scoring, pre-tests for paper and online administration, in-person and remote functionality for the speaking test, automated timing and more. The roll out of CLBPA training to assessors across the country is planned to start in late 2020.

Newcomers seeking to improve their English language proficiency often face barriers to attending classroom-based training. TCET offers a solution through **Distance Education** programming. LINC Home Study and Online English Stage 1-2 are free English language training programs delivered at a distance to adult newcomers to Canada. They allow learners to study at their own pace and on their own time either online (using a computer with Internet access) or offline (using books and CDs). In addition, each learner is contacted by a TESL-certified instructor via telephone or VoIP for weekly one-on-one lessons. LINC Home Study is funded by Immigration, Refugees and Citizenship Canada and is available in all provinces and territories except Quebec. Online English Stage 1-2 is funded by the Government of Saskatchewan. In 2019, English language training was provided to 2,763 learners by TCET distance education instructors. On average, 76% of learners progressed in 1 or more skills (listening, speaking, reading or writing) within 6 months.



“When I first came here, I took a job as a full time Housekeeping Aid in the hospital, after three months I received an offer to become a Receptionist in one of the Law Firms here in Yellowknife, and started to work there and just work part time in the hospital. After three months, my Supervisor promoted me as Corporate Clerk. She mentioned that my English Proficiency has developed so much. I know that it’s simply because of the program (LINC Home Study) and my teacher.” - **Alma**





Training, development and support was provided to **154** staff of **16** Ontario assessment organizations and **7** organizations in other provinces

**English Teacher Training:** In 2019, Language Curriculum Training Services (LCTS), provided guidance and webinar training to over 355 language instructors across many regions of Ontario to meet their evolving needs. Popular topics included progression assessment, digital literacy, and mental health. TESL ON awarded the LCTS Coordinator with the 2019 Sparks Award for Excellence for her contributions in the language training sector.



## Database Development and Services:

TCET continued to provide HARTs and xPortal database services and supports to the assessment and language training community in Ontario in English and French. Additionally this service provides logistics, data collection, and analysis for Immigration, Refugees and Citizenship Canada (IRCC) and the Citizenship and Immigration Division of the Ontario Ministry of Children, Community and Social Services (MCCSS) and is frequently adapted as new requirements and processes are required. Over 2,700 users and 150 organizations are supported with helpdesk functionality and customized reporting features. The systems enable seamless delivery of assessment and training based on clients' needs.

Over **26,000** language database requests were addressed with **99%** good to excellent satisfaction rating.



TCET's **Compass to Connect** team continued the development of a website to assist newcomers to match their needs with services available locally, and use a one-button request to notify the service provider of their needs and interest. The project moved from the drawing board to the internet and impressed Service Provider Organizations with its advanced features, partnering with 12 settlement organizations during this pilot.



# BY THE NUMBERS

In 2019, the Centre for Education & Training:



Employed **383** full-time, part-time and casual staff members



Provided services to almost **107,000** individuals and **1,259** organizations and businesses



Operated **5** sites in Peel/Halton, **2** in Toronto, **1** in York, and **1** in Durham

## Client Served Demographic Snapshot

**26,809**  
Youth

**47,399**  
Women and Girls

**56,201**  
Newcomers

**7,570**  
Seniors

**5** New Programs Approved and/or Launched:

netWORKS

Milestones to Employment

Virtual Accelerating Career Advancement

Career Pathways for Visible Minority Newcomer Women

Cultural Sensitivity Training for Employers







## EMPLOYMENT & CAREER

**8,483** youth gained skills for career development

**25,088** job seekers were provided with 1:1 job search assistance and counseling

Care for newcomer children was provided for **3,268** child visits

**7,258** newcomers participated in **463** settlement and information focused workshops

**26,308** client documents were certified by Commissioners of Oath

**22,877** newcomer client visits to self-directed resource Centre



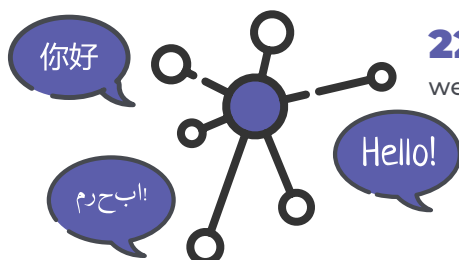
## NEWCOMER SERVICES

The Compass to Connect web application soft launched in Dec 2019 connecting **98** newcomers with services from **12** settlement organizations.

Over **11,143** newcomers visited our information and referral centres

Online pre-employment and settlement information services were provided to **450** clients through the NIC Online Program, which also facilitated over **20** Webinars to client from all across Ontario.

## LANGUAGE ASSESSMENT & TRAINING



**22,791** immigrant language assessments were conducted across the GTA

**98%** of assessment clients surveyed, rated the service as very good to excellent.

English language training was provided to **2,763** learners by TCET distance education instructors

**44,152** immigrants and potential immigrants from **197** countries accessed our online English and French self-assessment tests

**76%** of distance education students demonstrated improved language proficiency levels within 6 months

Over **97%** of distance education students would recommend the program and felt that it helped them achieve their goals

Training, development and support was provided to **154** staff of **23** assessment organizations in Ontario and other provinces

**151** language assessment and training organizations (2,740 users) were provided with client database services

Professional development was provided to **355** language teachers and **104** distance education instructors

Over **26,000** language database requests were addressed with **99%** good to excellent satisfaction rating across Ontario

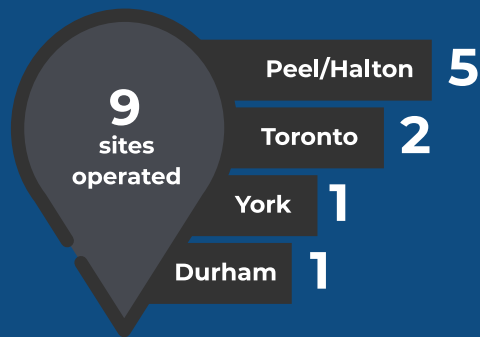
**Quality Continuous Improvement Centre for Community  
Education and Training (o/a Centre for Education & Training)  
Statement of Financial Position**

March 31	2020	2019
<b>Assets</b>		
<b>Current</b>		
Cash	\$ 697,579	\$ 1,116,516
Short-term investments (Note 2)	1,395,000	1,490,000
Accounts receivable (Note 3)	1,331,804	820,698
Mortgage receivable - current (Note 4)	-	29,404
Prepaid expenses	229,411	228,903
Restricted Cash (Note 5)	1,502,139	337,948
	<u>5,155,933</u>	<u>4,023,469</u>
<b>Mortgage receivable - long-term (Note 4)</b>	-	143,080
<b>Capital assets (Note 6)</b>	<u>1,095,633</u>	<u>1,398,853</u>
	<u>\$ 6,251,566</u>	<u>\$ 5,565,402</u>
<b>Liabilities and Net Assets</b>		
<b>Current</b>		
Accounts payable and accrued liabilities (Note 8)	\$ 1,723,186	\$ 2,056,428
Deferred revenue	172,604	345,025
Capital lease obligation - current (Note 10)	-	27,264
Restricted - Loan Guarantee Fund (Note 5)	1,502,139	337,948
	<u>3,397,929</u>	<u>2,766,665</u>
<b>Deferred capital contributions (Note 9)</b>	<u>915,929</u>	<u>1,172,643</u>
	<u>4,313,858</u>	<u>3,939,308</u>
<b>Net Assets</b>		
Invested in capital assets	179,704	198,946
Unrestricted fund	1,758,004	1,427,148
	<u>1,937,708</u>	<u>1,626,094</u>
	<u>\$ 6,251,566</u>	<u>\$ 5,565,402</u>

**Quality Continuous Improvement Centre for Community  
Education and Training (o/a Centre for Education & Training)  
Statement of Operations**

For the year ended March 31	2020	2019
<b>Revenue</b>		
Government contributions	\$ 27,300,979	\$ 26,136,308
Tuition fees and other	836,304	689,805
Amortization of deferred capital contributions	404,414	441,698
	<u>28,541,697</u>	<u>27,267,811</u>
<b>Expenses</b>		
Operating expenses	27,740,487	26,176,294
Amortization	489,596	534,580
	<u>28,230,083</u>	<u>26,710,874</u>
<b>Excess of revenue over expenses</b>	<u>\$ 311,614</u>	<u>\$ 556,937</u>

# LOCATIONS



## PEEL REGION

90 Burnhamthorpe Road West, Mississauga (CORPORATE OFFICE)  
 50 Burnhamthorpe Road West, Mississauga  
 7420 Airport Road, Mississauga  
 7700 Hurontario Street, Brampton  
 263 Queen Street East, Brampton

## HALTON REGION

690 Dorval Drive, Oakville

## TORONTO

1090 Don Mills Road, Toronto  
 595 Parliament Street, Toronto

## YORK REGION

420 Highway 7, Richmond Hill

## DURHAM REGION

1099 Kingston Road, Pickering

## ITINERANT SERVICE LOCATIONS

ACCESS ALLIANCE COMMUNITY SERVICES (TORONTO)  
 AIDS COMMITTEE OF TORONTO  
 AJAX WELCOME CENTRE  
 ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS (TORONTO CHAPTER)  
 BENNETT'S EDGE (BRAMPTON)  
 BRADFORD WEST GWILLIMBURY LIBRARY  
 BRAMPTON LIBRARIES (4 LOCATIONS)  
 BRAMPTON QUEEN STREET YOUTH SHELTER (BRAMPTON)  
 CALEDON COMMUNITY SERVICES – (BOLTON)  
 CALEDON LIBRARIES (ALBION)  
 CANADIAN HEARING SOCIETY - (MISSISSAUGA)  
 CANADIAN INSTITUTE OF MANAGEMENT & TECHNOLOGY COLLEGE (BRAMPTON)  
 CHILD DEVELOPMENT RESOURCE CONNECTION PEEL - LION MOBILE RV PROJECT IN  
 BRAMPTON WEST  
 CHILD & YOUTH PROGRAM (BRAMPTON – FAMILY LIFE CENTRE)  
 CHILD & YOUTH PROGRAM (BRAMPTON - HONEYCHURCH FAMILY LIFE RESOURCE  
 CENTRE)  
 CHINESE ASSOCIATION OF MISSISSAUGA  
 COMMUNITY TRADESHOW AND JOB FAIR (BRAMPTON)  
 CROSS CULTURAL COMMUNITY SERVICES (TORONTO)  
 CROSS CULTURAL CATHOLIC SERVICES (TORONTO)  
 DIXIE / DUNDAS PLAZA (MISSISSAUGA)  
 DURHAM CATHOLIC DISTRICT SCHOOL BOARD – (WHITBY)  
 DURHAM REGION UNEMPLOYED HELP CENTRE (OSHAWA)  
 EARLYON FAMILY CENTRES-4 LOCATIONS BRAMPTON  
 FOCUS EMPLOYMENT SERVICES (ALLISTON)  
 GURDWARA SIKH SANGAT (BRAMPTON)  
 HALTON CATHOLIC DISTRICT SCHOOL BOARD - THOMAS MERTON CENTRE (BURLINGTON,  
 MILTON)  
 HALTON DISTRICT SCHOOL BOARD - (BURLINGTON, GEORGETOWN, MILTON) HEART LAKE  
 PLAZA (BRAMPTON)  
 HELPING HANDS-BRAMPTON  
 KENNEDY HOUSE (TORONTO)  
 KNIGHTS TABLE (BRAMPTON)  
 MALTON NEIGHBOURHOOD SERVICES – (MISSISSAUGA)  
 MARKHAM NORTH WELCOME CENTRE

MARKHAM SOUTH WELCOME CENTRE  
 METROPOLITAN COMMUNITY CHURCH (TORONTO)  
 MILTON SPORTS ARENA  
 MISSISSAUGA LIBRARIES (6 LOCATIONS)  
 NELLIE'S SHELTER AND SUPPORT FOR WOMEN (TORONTO)  
 NEWMARKET WELCOME CENTRE  
 NORTH YORK PUBLIC LIBRARY  
 ONTARIO KHALSA DARBAR GURDWARA (MISSISSAUGA)  
 ONTARIO WORKS (TORONTO - WELLESLEY PLACE)  
 PICKERING WELCOME CENTRE  
 PARAGON SECURITY TRAINING INSTITUTION (TORONTO - NORTH YORK)  
 POLYCULTURAL IMMIGRANT AND COMMUNITY SERVICES (MISSISSAUGA)  
 PROJECT WORKS (TORONTO)  
 RAINBOW CONNECT (TORONTO)  
 REXDALE COMMUNITY HUB  
 RICHMOND HILL WELCOME CENTRE  
 SERVICE CANADA (TORONTO - NORTH YORK)  
 SHOPPER'S WORLD (BRAMPTON)  
 SIMCOE COUNTY DISTRICT SCHOOL BOARD - CAREER CENTRE (BARRIE)  
 SIMCOE COUNTY DISTRICT SCHOOL BOARD - COLLINGWOOD LEARNING  
 CENTRE (COLLINGWOOD)  
 SRI GURU NANAK SIKH CENTRE (BRAMPTON)  
 ST. AUSGUTINE HIGH SCHOOL (BRAMPTON)  
 STELLA'S PLACE (TORONTO)  
 THE LEARNING PLACE (BRAMPTON)  
 TORONTO EMPLOYMENT AND SOCIAL SERVICES  
 TRIOS COLLEGE (BRAMPTON)  
 TRINITY MALL (BRAMPTON)  
 VAUGHAN WELCOME CENTRE  
 VIETNAMESE COMMUNITY CENTRE OF MISSISSAUGA  
 WESTWOOD MALL (MALTON)  
 WELCOME CENTRE MOBILE UNIT (YORK/SIMCOE) - FOCUS COMMUNITY  
 DEVELOPMENT CORPORATION (ALLISTON)  
 WILLIAM OSLER VOLUNTEERS (BRAMPTON)  
 YMCA (TORONTO)  
 A VARIETY OF EMPLOYER WORK SITES ACROSS THE GTA



# LEADERSHIP TEAM

## Board of Directors



**Farhad Sethna**,  
Chair of the Board



**Andrew Gall**, Board Vice-Chair, Corporate Secretary,  
and Chair of the Governance & Nominating Committee



**Epsit Jajal**, Corporate Treasurer,  
Board Member, and Chair of the  
Finance & Audit Committee



**Desmond Alvares**, Board Member,  
and Chair of the Human Resources &  
Compensation Committee



**Pamela Wong**, Board Member,  
and Chair of the Strategic & Risk  
Management Committee



**Karime Abdel-Hay**,  
Board Member



**Adnan Masood**,  
Board Member



**Aneesa Mohammed**,  
Board Member



**Theresa Mutlak**,  
Board Member



**Mark Poole**,  
Board Member



**Vase Sarmah**,  
Board Member



**Paulo Salomao**,  
Board Member



**Tracey Taylor-O'Reilly**,  
Board Member

## Non-Board Committee Members



**Jay Adhvaryu**, Human Resources &  
Compensation Committee



**Lenna Bradburn**, Strategic &  
Risk Management Committee



**Martina Wood**, Finance &  
Audit Committee



**Melissa Qi**, Finance &  
Audit Committee

## Executive Team



**Merv Hillier**, Chief Executive Officer



**Robert Olson**, Chief Operations Officer & Chief Privacy Officer



**Karen McNeil**, Vice President, Language Services



**Moya MacKinnon**, Vice President, Employment & Newcomer Services



**Teresa Landry**, Senior Director, Human Resources



**Oscar Bolivar**, Controller

# 2019 PROGRAM FUNDERS



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Employment and  
Social Development Canada

Canada



Toronto Area  
Ford Dealers



Government  
of  
Saskatchewan



United Way  
Greater Toronto





**Centre for  
Education & Training™**

90 Burnhamthorpe Road West, Suite 210

Mississauga, Ontario, L5B 3C3

(905) 949 0049

[info@tcet.com](mailto:info@tcet.com)

[www.tcet.com](http://www.tcet.com)