

A Year In Review

2009



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**Centre for
Education & Training™**

The Power of Change. The Passion for Growth.

Corporate Information

CHIEF EXECUTIVE OFFICER'S MESSAGE

2009 was a year of imminent changes. It came with the anticipated announcement of the new Employment Ontario framework to transform the adult career and employment service model across the province. However the decision was rescheduled to the following year. Moreover, many other programs experienced some degree of change to adjust to the challenging economic conditions that faced our communities. Fortunately, we continued to deliver established funded services from eleven (11) locations and our international, youth adventure programs were offered from several additional community based facilities across the GTA.

The year also saw positive strides in our financial standing. It marked the first time in several years that we were on track to finish the fiscal year with a surplus, with reserves on hand and with no loans outstanding. Although we fared well, the economy continued to create challenges for the clients and communities that we serve, making our services and programs that much more urgent and critical.

Nowhere was this more evident than in the numbers of clients that passed through our doors. In total over 67,000 individuals and close to 1,700 employers were served by our organization. This marks an increase in 15% in clients served in twelve months. Looking ahead and with the new Employment service model being unveiled in the near future, this number should only increase in 2010.

Other highlights of 2009 include:

- A new service centre for Newcomers opened in Oakville.
- In March 2009, 1,400 jobseekers attended the Aim Hire II Career Expo Event in Mississauga, in which services were provided and coordinated by the **Career Coach** Program.
- The **LINCing Youth** web portal was successfully completed and the program piloted to 35 students. This portal provides newcomer youth with settlement information while enhancing language skills online.
- In October, twenty teachers from Tianjin, China arrived for the **Teacher Training** program.
- The **Essential Skills for the Changing Workplace** project team completed a two-year series of 48 employer seminars to over 900 participants across Canada on the use of Essential Skills tools to enhance employers' human resource planning. Individual employer consultations were also provided to over 40 companies.
- Our **Language Assessment Centres** provided 9,514 assessments for newcomers during 2009 – a 25% increase over 2008. We increased itinerant and support services, expanded operating hours, and hired additional staff.

These highlights reflect not only the increased programs and outreach we were able to provide throughout 2009, they also demonstrate how the Centre for Education & Training continues to offer assistance that lead clients to employment, and empowers our community to work together to provide services and develop programs based on changing local needs.

Thanks to the dedication and commitment of our entire staff. They embrace new, innovative programs and services that ultimately enrich individuals and businesses that are supported and served by our work. Also, thank you to our funders (municipal, provincial and federal) for continuing to support us with our vision of achieving excellence and empowering knowledge, growth and betterment within our clients and communities.

Rhys Davies
Chief Executive Officer

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ORGANIZATIONAL BACKGROUND

The **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). It is managed by a voluntary board of directors working in accordance with established laws for not-for-profit organizations. In 2009 TCET developed and operated programs with funding from a variety of government departments, private corporations and individual fee payers.

With 13 locations across Peel, Toronto and Halton, we assisted over 67,484 individuals and 1,690 companies in three main learning areas:

- ☉ Career & Employment
- ☉ Settlement & Language
- ☉ Education & Training

Our support services, development and training projects serve Ontario as well as other regions and provinces across Canada, and a variety of countries around the world.



MISSION STATEMENT

Empowering clients, Centre for Education & Training provides opportunities that enhance career development and personal growth.

The **Power of Change**. The **Passion for Growth**.



VISION STATEMENT

Centre for Education & Training will achieve excellence for our clients and in the communities we serve by:

- ☉ Excelling in the development and delivery of client services.
- ☉ Building strategic alliances to address community learning needs.
- ☉ Continuing to attract, develop and retain dedicated and skilled staff.
- ☉ Demonstrating adaptability and flexibility in meeting changing client and community needs.
- ☉ Ensuring that we continue to: Develop, Deliver, Coach and Educate.

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January

- ◉ We opened our new service centre for newcomers to Canada in Oakville including information and referral services through our Newcomer Information Centre; language assessments via our Language Assessment Centre services, and programming for youth through our Youth Exchange programs.

February

- ◉ Approximately 100 coordinators, assessors, trainers and CIC Representatives attended a number of professional development workshops and received information regarding program updates at the LINC Assessors Conference which was hosted and coordinated by our Language Assessment Support Services (LASS) project.



March

- ◉ In March 2009, 1,400 jobseekers attended the Aim Hire II Career Expo Event in Mississauga, in which Services were provided and coordinated by the Career Coach.

April

- ◉ The Career Exploration program in Toronto completed its 50th session of this two-week program, assisting over 750 clients to define their career objectives, and create and follow through with action plans leading to employment.

May

- ◉ In May 2009, ELTPA management delivered an information session on the Enhanced Language Training Placement Assessment (ELTPA) at the TESL Canada conference in Banff. This assessment tool was created through one of our earlier projects.

June

- ◉ The Brampton East ERC held a job fair for Stock Transportation. This is an annual event that provides many of our job seekers with a part-time job driving school buses. There were 30 positions available. While specific placement statistics were not available, this event generated very good interest and several of our clients reported that they had been hired.

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June - cont'd

On June 22nd, Youth Opportunities held an after hours 'Pink Slip party'. This informal networking session provided YO participants with an opportunity to share ideas, learn about potential job leads and have fun. Sixteen youth, one employer and 5 program staff participated in the event. Several participants marveled about how much this event had to offer. Some of the comments included; "enjoyed the feeling of connectedness"; they had fun meeting new friends, sharing information and feeling reenergized about their job search. For a vast majority of clients who are new to Canada, the Pink Slip party was a chance to meet new people in a friendly/ welcoming environment. Included in the mix of clients were youth from our Brampton and Malton locations.



2 of the Youth Exchange volunteers participated in Newcomer of Peel Spelling Bee. To our delight, one of our Youth Exchange volunteers' Bianca Gracia came in 2nd place in the competition. Article covered in the Mississauga News that recognized Bianca and her association with the Youth Exchange Program

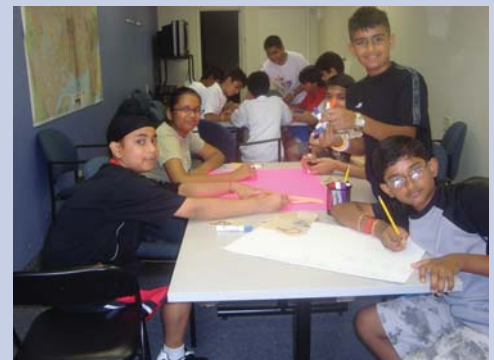
In June 2009, Youth Connections introduced its first summer schedule for newcomer youth and their families. The fun-filled activities included Computer Café, Games Days, Conversation Club and various informative workshops that had run throughout the summer.

July

The Strategic Job Search Program was replaced by the Strategic Skills Enhancement Program. This program provides clients with information and direct assistance to MTCU's Second Career Program.

Brampton has added 6 computers to the ERC. This in-kind contribution from the SSJS program will go a long way in meeting the needs of our very busy centre. With wireless service available for 4 clients, we can now offer 23 computers to job seekers.

The Youth Connections program hosted its first Summer Kickoff BBQ. The program invited clients to enjoy wonderful food, meet with other people and learn more about the services offered by the program at the centre. 45 Clients as well as various community partners and local media attended the event.



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August

- The LINCing Youth web portal was successfully completed and the program piloted to 35 students. This portal provides newcomer youth with settlement information while enhancing language skills online.
- The Youth Connections Program celebrated the end of summer with a client appreciation BBQ. This event was to thank the clients for showing such enthusiasm and excellent participation during our summer programs and activities. 62 clients had attended this fun filled networking event.



September

- The International Department welcomed 90 international students into our high school credit program.
- Brampton East is the site of choice for both the RCMP and Peel Regional Police. Attendance is excellent and these recruiting fairs generate the right clients for both of these organizations. Additionally, we host the RCMP exams throughout the year. This partnership can be attributed to the excellent customer service delivered by the staff for these employers.

October

- In October 2009, the 4,000th client completed the CLB-OSA self-assessment. While many test-takers are newcomers to Canada, people from over 15 countries have used the CLB-OSA or NCLC-AEL language assessment tools to determine their approximate English or French skill levels prior to coming to Canada. Further development and enhancement of the tools commenced in 2009 and will be completed in late 2010.
- The Essential Skills for the Changing Workplace project team completed a two-year series of 48 employer seminars to over 900 participants across Canada on the use of Essential Skills tools to enhance employers' human resource planning. Individual employer consultations were also provided to over 40 companies.
- In October 2009, the Youth Got Skills event at Shoppers World in Brampton connected 300 jobseekers to 20 local employers and community services. This unique networking event combined the traditional job fair with youth entertainers all at one venue.
- The Newcomer Resource Connections NCRC was launched in October 2009 to provide on-going and systematic training to settlement staff in Peel & Halton and contribute to sector's staff capacity building.
- Twenty teachers from Tianjin, China arrived for the Teacher Training Program

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November

- 2 guest speaker events were delivered. One on 'How to Start a Small Business' and the other on 'How to Create a Positive Image' with Nadia Baboo. In our first session our guest speaker talked about her background in marketing then she discussed the finer points of making a positive first impression and sparked a lively discussion about dress down /or casual Fridays. Nadia also talked about open/and closed body language.
- Our second event, How to 'Start a Small Business' was delivered by Business Coach, Cassandra Baccardax. She discussed what it takes to be an entrepreneur and what it takes to succeed. Cassandra also discussed what resources were available to youth at the Brampton Business Enterprise Centre. Both sessions were very well received by the 19 youth participants who attended.
- The staff at Brampton East were involved in a special project with our community partners, Brampton Fire and Emergency Services. Centre users participated in a survey to determine what the training needs in the community are around fire safety.
- Newcomer Information Centre entered into Partnership with Mississauga Library Systems for the provision on Itinerant services. Services were started from Meadowvale Library 3 days a week.
- Newcomer Information Centre started a new partnership with Peel Multicultural Council and Catholic Cross Cultural Services in November for the provision of settlement service from NIC locations once a week. This service provides a one stop solution for clients with settlement needs.

December

- Our Language Assessment Centres provided 9,514 assessments for newcomers during 2009 – a 25% increase over 2008. We increased itinerant and support services, expanded operating hours, and hired additional staff.
- The LINC Home Study program provided online and correspondence classes to 1,672 newcomers in Ontario and piloted the National LINC Home Study program with 292 students from 6 additional provinces across Canada.
- In December 2009, Career Coach addressed the ongoing concern of reaching underserved areas within Peel Region by visiting 9 locations in 14 days for our 2009 Holiday Tour. 5 new partnerships were realized.
- Newcomer Information Centres received total of 57,661 visits. NIC services were accessed by 14,008 clients.

Career & Employment Services

In 2009, the Centre for Education & Training in partnership with the financial support of municipal, provincial & federal governments offered numerous career and employment focused services that aided clients with job search options and career decision making tools. Over 28,877 clients were assisted by our services through a wide range of programs.

- The **Career Exploration and Planning** program provides two weeks of intensive career exploration and planning for those who are unemployed and seeking new career directions. Through the use of career assessment tools and coaching, clients identify core strengths, transferable skills, interests, work values, and personality traits. Participants in the Bloor West area of Toronto, researched occupational profiles, current labour market trends and developed short and long-term career goals enabling them to find sustainable employment.
- The **Experienced Worker** and **Successful Transitions** programs are three week employment support workshops for job seekers over forty years of age with significant work experience. The program motivates and encourages clients to focus on their individual strengths and accomplishments while recognizing that EXPERIENCE is their ADVANTAGE. In 2009, 767 clients participated in one of four programs offered in Burlington, Brampton, Mississauga and Toronto resulting in over 75% employment within three months of completing the program. Despite the economy, employers were looking for Experienced Workers who were motivated, presented a wide variety of skills, accomplishments and a good work ethic.
- **Strategic Job Search** programs are three week employment assistance programs that equip job seekers with high caliber marketing materials, knowledge of the on-line application process as well as extensive interview and networking techniques that promotes job search success. These two programs operated for 6 months in 2009 and there was a total of 226 participants with an employment rate of 75%. Effective July 1, 2009 these programs became the Strategic Skills Enhancement Services.
- The **Strategic Skills Enhancement** Services began in July 2009 and provides Mississauga and Brampton residents with information about, and direct assistance with, the Ministry of Training, Colleges and Universities' Second Career program. This program is designed to assist unemployed job seekers in reaching their employment goals through training and upgrading. Our service provides an orientation/training session on the **Second Career** program, as well as guidance and support through the application process that is required to participate. In 2009 Strategic Skills Enhancement Services - Mississauga served 850 clients, with a total of 221 applications submitted to MTCU for approval. Strategic Skills Enhancement Services-Brampton served 1063 clients and submitted 200 applications to MTCU for approval.
- In partnership with Toronto Employment and Social Services, **Bridges to Employment** offered a pre-employment development program that assisted 32 Ontario Works clients in developing an action plan to move them towards their employment goals. In 2009 this service was offered at our Bloor West Campus in Toronto and has most recently moved to our Don Mills location.
- **Youth Opportunities** (YO) provides employment assistance, job development job coaching workshops and wage subsidy assistance to youth in the Peel Region between the ages of 15 – 30. Through the assistance of staff in 3 locations Mississauga, Malton and Brampton, the YO program provided service to over 530 clients.
- Seven **Employment Resource Centres** (ERC's) operate in Peel and the Toronto communities and attracted 20,490 new clients. ERC's provide job search supports, computers, faxing, photocopying, and internet in a self-serve environment. In 2009, the centres combined to assist 144 employers with their recruitment needs and delivered 6210 workshops/online resume service/special events including Coach's Corner, 'All Day, Everyday Critiques' of resume and cover letter & one-on-one coaching sessions.

Career & Employment Services

Parliament ERC Highlights

In 2009, the Parliament Street Employment Resource Centre organized and delivered 3 job fairs and 22 information sessions in partnership with businesses such as CIBC, Home Depot, Toronto Hydro, R.V. Anderson, Excel Employment Agency and Ontario Public Service.

Brampton South ERC Highlights

CLIENT SUCCESS STORIES:

// *The ERC staff has helped me greatly in securing a job as an order entry clerk. The workshops prepared me for interviews and the importance of a thank you letter after an interview. I was helped with updating my resume as well as targeting my cover letter for a specific position showcasing/highlighting my skills.* //

This comment was provided by a client who found work as an Order Entry Clerk after job searching for 2 months.

// *I just wanted to let you know that I am starting a new job on August 10th, 2009 it's a great company and I will be taking over Office Manager's position there. I appreciate your help and support in the difficult time I have encountered.* //

The client had been job searching for 3 months and visited the centre on a regular basis. ERC staff helped this client with her resume and cover letter as well as interview coaching.

// *I want to extend my sincere thanks and gratitude to you and your staff for going above and beyond what your job description required in helping me to secure employment. The journey was a difficult one but your effort and the faith you had shown in me was the chief motivating factor keeping me going. I now work at Supportive Housing in Peel as a Crisis Support Counselor; thanks.* //

Brampton East ERC Highlights

STAFF SUCCESS: The Brampton East ERC staff have worked hard over the past year to strengthen employer networks. The RCMPs decision to relocate their recruiting activities in the Brampton community, to 263 Queen Street, is the culmination of these efforts and demonstrates the team's professionalism and stellar customer service. Both RCMP officers and clients alike offer compliments about the facilities, the helpful staff, and the excellent quality of information provided.

CLIENT SUCCESS: // *My success is a direct result from the coaching I received at the ERC, thanks. They are great people.* //

This comment was provided by a client who found work in his field as a Controller after a 6 month job search. While he secured an interview without our help, it was the one-on-one interview practice sessions that "closed the deal" so to speak. Coaching on how to highlight accomplishments sold the employer on his skills.

COMPANY SUCCESS: The Brampton East ERC has seen a 300%+ increase in total client traffic since opening its doors in 2006. 2009 can be described as a LEAN year. Staff have embraced the principles of continuous improvement by increasing efficiency, and avoiding waste to deliver the highest quality service. This new way of doing business has been felt on the front lines and success in this new way of working can be attributed to corporate support.

Career & Employment Services

- The **Job Finding Club for Newcomers** and **Job Finding Club for Internationally Trained Professionals** provided a welcoming environment for 359 internationally trained newcomers to identify their transferable skills and to develop a successful employment marketing strategy. On average, 79% of those who attended gained employment within three months of completion of the program.

Client Notes

// Dear John and Joy,

It gives me immense pleasure to share with you that I have joined a water treatment company...as a 'Sales and Service Engineer' and am undergoing training for the next 6 weeks. I want to thank both of you for all the help and guidance you have been rendering. Thank you once again.

Please do keep in touch. Best Regards - Enock //

// Hi Joy,

I hope things are going great at TCET and all the best with your family. Just to advise that I got a permanent full-time position at Royal Insurance in Mississauga as an Auto Adjuster. Salary - \$45,000, 3 weeks vacation. I am really pleased with it. Thanks to you and John for all your help. It really made a difference in my job search.

Keep up the good work!! Best regards - Jeanette //

// Hi Joy,

I was hired by the end of the training sessions. I am currently working as a customer service agent in Voxdata. I want to specially thank you for this. Your valuable suggestions in building my resume helped me a lot. Those changes that you made in my resume gave amazing results and I started getting calls for interviews. With John and yours; extensive training on how to face an interview, I am able to succeed in the interview. Once again I thank you, John and Grace for all the training and cooperation. Warm Regards - Nandita //

// Joy/John

I wanted to let you know that I started working a couple weeks ago for an engineering consulting company named "Anubis Manufacturing Consultants". I will be working as a contractor at "Sanofi Pasteur Limited" which is one of the largest manufacturers of vaccines in Canada. I will be part of the procurement team of the expansion project of one of Sanofi's manufacturing facilities. I'm really excited about it and have had a good experience so far in these two weeks. I wanted to say thank you for all your support. I really appreciate it.

Best Regards, Frank //

- The **Career Coach** is a mobile employment and career resource centre that travels throughout the Peel Region. Operating from a 37 foot converted mobile RV, the Coach and its staff assisted 3,250 youth, newcomers to Canada and others with workshops, one-on-one coaching, settlement services and information and referrals.



- The **Employability Skills for Youth Program** funded by Service Canada assists youth between the ages of 15 – 30 to reach their employment goals. In 2009, project staff assisted 56 youth with multiple barriers to their employment to increase their employability, their essential skills in order to obtain employment. In 2009, 54% of graduates were employed or self employed with 18% of program participants returning to school.

Settlement & Language Services

Serving over 30,654 client visits in 2009, our settlement and language services are fundamental to the integration success of newcomers. Settlement services provide information, referral and advice to address a wide range of newcomer needs while some of our programs particularly aim to assist newcomer youth in adapting to their new life in Canada. We provide language assessments and referrals to language classes, for thousands of local newcomers each year as well as providing on-line and correspondence language classes through our distance education department to newcomers across Canada. The Centre for Education & Training also plays a key role in the coordination and implementation of support services to language training organizations locally, provincially and across Canada. These services are funded by Citizenship and Immigration Canada (CIC) and continued to expand and evolve in 2009 due to growing demand in this area, innovation and excellent relationships among all stakeholders.

- A smooth transition into Canadian life is critical to the success of newcomers, and the **Newcomer Information Centre (NIC)** provides accurate information & referrals to make this happen. NIC continued in 2009 to provide culturally appropriate and relevant settlement information geared to the needs of newcomers to Canada. Operating out of 5 locations, the NIC provided valuable advice, information, support and encouragement on a wide variety of topics. NIC reached out to clients in 2009 and offered its services out of 3 community locations, Meadowvale Library & Central Library in Mississauga, Bolton Library in Caledon and a number of Faith Places – Gurdwaras, Mosques & Churches, utilizing the multilingual skills of the staff - NIC Counselors speak Punjabi, Spanish, Arabic, Urdu, Tagalog, Farsi, Mandarin, Cantonese, Romanian, Croatian, Russian, Serbian, French, German, Polish, Swahili, Tamil, Hindi and Pashto. NIC also provides free service of Commissioner of Oath from all locations.
- In 2009, the NIC provided information sessions featuring professional association representatives, information on credential recognition, 'Build Your Career' & Employment Information, Immigration & Sponsorship, Identity Theft, Housing & Health workshops. Staff made referrals to employment related programs and Employment Resource Centres for further employment and career supports.
- In 2009 NIC expanded the scope of its services by developing partnership with broader community partners, faith based institutes and settlement organizations including but not limited to: City of Mississauga – Library system, Region of Peel, BBBS of Peel, Elder Technology Assistance group (ETAG), ISNA, Gurdwara, Catholic Cross Cultural Service and Peel Multicultural Centre.
- **Youth Connections (YC)** program addresses the specific needs and concerns of newcomer youth (ages 13 – 18 years) and their parents. YC operates from its Malton location and serves newcomer youth and parents across Peel & Halton. YC introduced information, workshops and discussion groups regarding a variety of education, training, employment and social integration topics. Workshops and discussion sessions clarified the education system and financial matters such as student loans, scholarships and grants. In 2009 Youth Connections conducted the following workshops: Being a Newcomer to Canada, Ontario Secondary School System, Post Secondary Education Options including Apprenticeships, How to Improve Your Grades, Youth Employment, Interview Skills, Resumes for High School Students, Networking Using the Telephone, Exploring Your Career Options, Volunteering, Bullying, Cyber Safety, Youth and Environment and Parenting Challenges in Canada.
- Throughout 2009, YC developed collaborations / partnerships with Big Brothers Big Sisters of Peel to run Conversation Club, Rexdale Women's Centre to run Malton Girls Group, Canadian Mental Health Association's Youth Net Peel program to run Girls Group and Boys Group, with LINCing Youth to run English Homework Club / English Writing Skills program.

Settlement & Language Services

- ☉ Youth Connections program also operated Fun & Entertainment activity such as playing board games & Nintendo Wii, watching movies, Art & Crafts, Barbeques and Sports activities where staff accompanied youth to play soccer, volleyball and other sports in the local school grounds. During these activities staff encouraged interaction amongst the youth and with staff.
- ☉ During March, Summer (July & August), and Winter Breaks in 2009, YC developed various programs and activities such as Computer Cafe' to learn Microsoft Office applications and other programs. Youth participated enthusiastically in these events and tutored each other, under the supervision of the staff.
- ☉ All in all the workshops, one-on-one coaching and group activities helped newcomer youth to enhance their communication and writing skills, understand the school and post secondary education system, and cope with stress and isolation. They also boosted their moral and self-esteem, and assisted them in making new friends and learn many new skills that will help them in their integration process.
- ☉ In 2009, the Centre for Education & Training continued an innovative program called **Youth Exchange** to assist newcomer youth between the ages of 13 - 24 years of age and their families during the first three years of their arrival in Peel/Halton Region. Newcomer and Canadian youth volunteers plan and deliver special events for the benefit of developing peer-to-peer relationships and enhancing the enjoyment of new lives in Canada. Program highlights during 2009 included the 1st Annual Community Expo, Information Fair and Fashion Show, March Break Programming, Wild Water Kingdom Family Picnic, Volleyball Tournament, Halton Youth Leadership Conference in collaboration with YMCA Oakville and a Holiday Party in collaboration with the Newcomer Centre of Peel. These events were all planned by volunteer members of Youth Exchange Event Planning Committees. Newcomer youth and their families participated in each of these events. 1084 newcomer youth participated in the program in 2009.
- ☉ The Centre for Education & Training in partnership with the Canadian Centre for Language Benchmarks developed the **Canadian Language Benchmarks - Online Self-Assessment (CLB-OSA.ca)** and the **Niveaux de compétence linguistique canadiens-Autoévaluation en ligne (NCLC-AEL)** in 2008. This online language assessment (available in English and French) is a task-based assessment instrument based on the 12 Canadian Language Benchmarks (CLB), in two language skill areas: reading and listening. The tool assesses English or French proficiency on a scale from Benchmark 1 to 9 and is no cost to clients. It will be of most use to those needing a general sense of their language proficiency for functional purposes.
- ☉ In 2009, **National ELTPA Support Services** delivered **Enhanced Language Training Placement Assessment (ELTPA)** assessor training for English language assessors outside Ontario to support the use of the assessment for placement of internationally trained individuals in work-related language training programs. Information sessions were also provided to a variety of organizations across Canada. In Manitoba and British Columbia, trainers were identified and trained to assume this role. During the project, two studies were conducted to measure the concurrent validity of the ELTPA (6-10) with existing CLB-based assessment tools and to provide further research into the use of the ELTPA speaking assessment as a screener to foster time efficiency. The Discussion Forum met quarterly via teleconference to identify issues affecting the implementation and use of the ELTPA and to provide recommendations.

Settlement & Language Services

- In 2009, **Language Assessment Support Services** (LASS) continued to deliver effective training sessions to over 50 English languages assessors in the administration of CLB (Canadian Language Benchmarks) Assessment tools, including CLBA, CLBLA and ELTPA as well as assessor recertification/recalibration in CLBA/LA to over 100 assessors. LASS organized and hosted the annual LINC Assessors Conference in February and an Assessment Centre Coordinator Forum in October to provide updates and information affecting newcomers and assessment centres in Ontario.
- The Centre for Education & **Training Language Assessment Centres and LINC Support Services** conducted 9,514 language assessments for newcomers to Canada serving 7,473 new clients from fixed locations in Mississauga, Malton, Brampton and Oakville and itinerant sites across Peel and Halton. Language assessments were conducted for placement in LINC (Language Instruction for Newcomers to Canada), ELT (Enhanced Language Training) and OSLT (Occupation Specific Language Training) classes. Language assessors gathered information and made referrals based on clients' needs.
- LINC Support Services continued to support and engage stakeholders through the coordination and hosting of the Peel and Halton LINC Partnerships, Peel/Halton Operations Committee and Peel/Halton ELT Partnership Committee meetings and initiatives – altogether, supporting 23 organizations delivering over 300 classes across over 35 locations. The 2009-2010 Annual Peel Profile and Planning Report and other reports were produced and presented to assist with stakeholder planning efforts. Guidance and training was provided to over 250 language training teachers through our curriculum and training services and marketing initiatives continued to promote language assessment and training services available to newcomers. The annually hosted events, the Peel LINC Picnic and Halton LINC Graduations, successfully brought together newcomer language learners, community providers and funder representatives.
- The **LINC Home Study - Ontario** program offers LINC (Language Instruction for Newcomers to Canada) classes to clients who are unable to attend regular classes for variety of reasons. Classes can be taken either online or by correspondence. In 2009, the LINC Home Study program launched its new web portal under the LEAD (Language Education at a Distance) vision of bringing together a variety of distance language training programs under one common roof. In 2009, the program served a total of 1,672 students from 16 regions of Ontario with the support of 71 part-time and 5 full-time teachers.
- The **LINC Home Study - Canada** (LHS Canada) project further expanded the Centre for Education & Training's LINC Home Study program to 3 additional provinces (Saskatchewan, Newfoundland, and PEI) along with the 3 already established in 2008 (New Brunswick, Nova Scotia and Alberta). In 2009, the project provided 292 newcomers in these provinces access to ongoing English training without the need for costly and time-consuming travel.
- **LINCING YOUTH** (YLINC) was initiated in 2008 to address the issues of language acquisition and social acculturation for newcomer youth between the ages of 18-24. In 2009, the development of the LINCing Youth web portal www.ylinc.ca was completed successfully. In 2009, the program piloted the 1st ever LINCing Youth program to 35 students.
- The Centre for Education & Training continues to provide logistics, data collection and analysis for CIC and Service Provider Organizations across Ontario through the **(ARS)-Automated Reservation System** and the **(HARTs)-History of Assessments, Referrals and Training systems**. These systems are currently being used by language assessors for benchmarking client's language proficiency and referring clients to classes; by language service providers to monitor their intake and wait lists; and by many other stakeholders, (including CIC-Citizenship and Immigration Canada) to provide statistical analysis for strategic planning. In 2009, HARTs continually supported approximately 2,100 users of the system, from 212 Service Provider Organizations, with over 200 locations/sites, and 40 CIC Project Officers, from 9 CIC Regional Offices across the province. We anticipate HARTs will be incorporated into other language acquisition programs in 2010 and beyond, as HARTs was enhanced in 2007 to allow for expansion into new sectors.

Education & Training

Specializing in the design, development and implementation of quality training, the Centre for Education & Training is a leader in the delivery of effective, highly-relevant performance based improvement services. Over 7,953 individuals participated in a variety of interactive, practical, client-focused learning opportunities. These included the areas of management and employee development, post secondary education and several youth adventure programs.

- ☉ In 2009, the **Essential Skills for the Changing Workplace** project took the initial pilot project within Ontario and extended services across Canada. This project encourages the awareness and use of Essential Skills tools by employers to enhance their human resources. Seminars and individual company consultations were provided on the tools available, use of the tools, local resources available, and the benefits of a targeted approach to enhancing skills levels in the workplace. By December 2009, seminars had been delivered to 934 employer participants and consultations provided to 48 companies in Ontario and across Canada.
- ☉ The **Newcomer Resource Connections NCRC** was launched in October 2009 to provide on-going and systematic training to settlement staff in Peel & Halton and contribute to sector's staff capacity building, which would ultimately lead to the provision of a consistently higher quality of service to newcomer immigrants. NCRC provides Skills Enhancement Training & Resource Development. Training focuses on topics and issues relevant to newcomers' settlement needs and resources available in the community. NCRC is also a vehicle that enables settlement staff in Peel & Halton to develop collaboration & networking opportunities within the sector and with mainstream services which helps to enhance the method of delivery of services & information to newcomers.
- ☉ In 2009 NCRC produced two guides on Health & Seniors services in Peel & Halton, planned and launched Training on same topics. Both guides are in print and electronic versions. The program partnered with Credit Valley Hospital, William Osler Health System and Peel Halton Workforce Development Group, and collaborated with ONPEA, Best Start Health Coalition in Peel, Parent Child Resource Centers – Peel District School Board, Punjabi Community Health Services, East Mississauga Community Health Centre- LAMP, Alzheimer Society of Peel, Region of Peel – Peel Advisory Working Group on Older Adults' Housing, Regional Municipality of Halton & Ontario Senior Secretariat.
- ☉ The focus of the **Beginner Driver Education Program** is to teach new drivers the skills required to pass the G2 Road Test successfully. The program focuses both on theory and hands on training to ensure students become safe and responsible drivers for life. This is accomplished through a Ministry of Transportation approved curriculum that includes 20 hours of in-class instruction; 10 hours of flexible independent learning; and 10 hours of in-car instruction. In 2009, 1250 students registered for the program with 99% successfully graduating with their G2 license.
- ☉ The **International Department** provides classes, visa assistance, homestay accommodations through Canada Homestay International and programs for individuals, groups and corporate clients from around the world. Those include ESL for visitors to Canada, High School Credit Programs, Teacher Training, IELTS Test Preparation, TOEFL Test Preparation, TOEIC Test Preparation and Testing Centre as well as Summer and Winter camps at home or abroad for Youth. In 2009, 205 people participated in our programs.



Education & Training

- ITCP - **Interpreter Training & Certification Program**; In 2008 the Centre for Education & Training received funding from Citizenship & Immigration Canada to design and deliver five (5) sessions of spoken language interpreter training to settlement workers employed by ISAP funded agencies in the Regions of Peel and Halton Region. At the completion of the 5th session in 2009 CIC funded an additional two (2) session bringing the total sessions delivered to 7. The ITCP project provides standardized training to settlement workers to enhance interpretation service, accountability and efficiency, and be able to understand and manage their role and responsibilities when providing interpretation vs. settlement and orientation services.
- Our **Translation and Interpretation** department has the breadth of experience, management capacity, and specific component skills to effectively coordinate, execute and deliver written translation services including a wide variety of projects from concept to document preparation. We have extensive experience in providing Translation Services to a number of public and government services including the Ontario Ministry of Education, Citizenship and Immigration Canada, Ministry of Training, Colleges and Universities, the Region of Peel, the City of Brampton, Peel Children's Aid, the United Way of Peel, Canadian Hearing Society, Community Living Mississauga, the City of Mississauga, and the Peel District School Board. The Centre for Education & Training, Translation & Interpreter Services department, is a corporate member of AILIA Association del'industrie de la langue Language Industry Association.



- The Centre for Education & Training has obtained the Translation Service Standard Certificate of Translation Services developed by the Canadian General Standards Board and approved by the Standards Council of Canada.
- Peel Summer Academy** is composed of a number of unique residential programs for intellectually gifted and enriched youth in grades 4 through 10. In 2009, 222 students participated in a variety of programs offered from the University of Toronto – Mississauga campus, Memorial University of Newfoundland, the Finlayson Outdoor Centre and various locations in Northern Ontario.



- Our **Computer Camp 4 Kids** is a March break and summer day camp program for students ages 9-14 years. In 2009, 305 campers attended our program. Computer Camp 4 Kids offers week-long programs in technology, touching on subjects as Programming, Digital Art, Web Design and more. Campers, due to the project based curriculum, work hands-on to put their creative skills to good use. Outside the classroom, the camp experience is rounded out by holding organized activities and games.



- TCET's **Oceans Education** program occurs during the summer months at the Marine & Environmental Science-based facility, Lester B. Pearson College of the Pacific near Victoria, BC. During the 3-week session, participants earn an internationally recognized PADI SCUBA certification/upgrade and receive a full secondary school credit. In 2009, we trained 16 students.

Education & Training

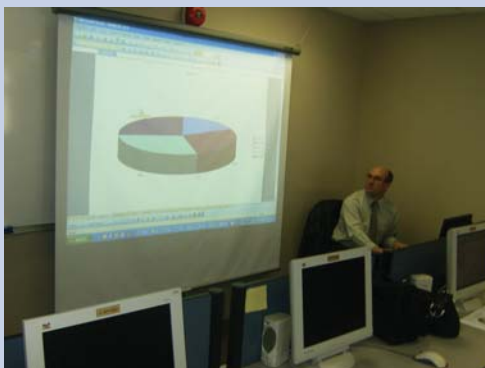
- New in 2009, the **Far North Expedition** saw 14 students travel to, and study in Churchill, MB. During this two-week session, participants learned about the environment and global climate change in northern Canada and its effects world-wide while working towards obtaining an IDC 4U credit.



- **HBI College** is a registered Private Career College of Ontario and operates post secondary training in accordance with the Ministry of Training, Colleges and Universities. In 2008, the school trained 200 graduates from two campuses; one in central Mississauga and one in downtown Burlington. With a combined history of close to thirty years, the college offers over a dozen Diploma and Certificate post secondary training programs that enable graduates to feel confident about their workplace skills.



- In 2009, our **Corporate Services** offered workplace performance and competency training to over 5000 participants and 105 public and private organizations across the greater Toronto area while adding key disciplines like SAP training. Our proven philosophy is to provide dynamic, results-oriented training that ensures clients acquire knowledge and skills that will enhance their organizational effectiveness and workplace innovation.



Partnerships & Connections

A Commitment to Training and Employment for Women (ACTEW)
Aboriginal Network
Association for New Canadians, NL
BIG ART for little minds
Big Brothers & Big Sisters of Peel
Brampton Board of Trade
Brampton Employment Network
Brampton Mayor's Youth Team
Brampton Public Library
Building Healthy Community Network - Region of Peel
Caledon Community Network
Caledon Public Library
Canada Ontario Immigration Agreement
(COIA) Coordinated Assessment Working Group
Canada's Association for the Fifty-Plus (CARP) (Zoomers)
Canadian Language Benchmarks Assessments
Career Coach Advisory Committee
Carleton Regional College, SK
CASIS - Coalition of Agencies Serving Immigrant Seniors
Catholic Cross Cultural Services
Centre for Canadian Language Benchmarks
Children's Aid Foundation
Churchill Northern Studies Centre
Citizenship & Immigration Canada
City of Mississauga Film Office
City of Mississauga Transit
Classroom Connections
College of Extended Learning ELP - University of NB
Colleges of Ontario Network for Education & Training (CON*NECT)
Community Alliance for York Region Education (CAYR)
Community Door
Community Partnership Action Group (CPAG)
Cultivating Creative and Innovative Business (CCIB)
City of Mississauga
Cumberland Regional College, SK
Dixie Bloor Neighbourhood Centre
Don Mills Community Resource Group
Don Valley Employment Coalition
Downtown East Community Development Collective
Downtown East Employment Service Network
Economic Development Advisory Council (EDAC) City of Mississauga
ELTPA Discussion Forum - Implementation of ELTPA
Employment Resource Centres Networking Group (ERCN)
Essential Skills for the Changing Workplace Advisory Committee
Etobicoke Services for Seniors
Find Help
Flemingdon Interagency Networking Group
Great Plains College, SK
Halton and Peel Professional Executive Network (HAPPEN)
Halton Elder Abuse Prevention Committee
Halton LINC Partnership
Halton Region Health Department
Halton Service Providers Brown Bag Lunch Groups (in Milton, Burlington, Oakville)
HireLocal.ca
I & R Advisory Committee
Immigrant Settlement and Integration Services, NS
John Howard Advisory Committee
Lakeside Community Partners
Language Assessment Centres across Ontario
LASS Coordinator's Forum Working Groups
LHS Canada Working Group
Malton Neighbourhood Community Meetings
Malton Neighbourhood Services
Malton Youth Centre Steering Committee
MCI
Meadowvale Library
Metro-Regional Immigrant Language Services, NS
MIAG
Ministry of Community & Social Services, Central West Region
Ministry of Government Consumer Services
Centre for Leadership & Learning
Ministry of Training, Colleges and Universities
Mississauga Board of Trade
Mississauga Central Library
Mississauga Service Providers Group - Mississauga Community Connections
Multicultural Association of Fredericton, NB
Multicultural Association of Greater Moncton Area, NB
Newcomer Centre of Peel
Newcomers Organizational Network (NCON)
NIC advisory Committee
NorQuest College, AB
NorthWest Regional College, SK
Oakville YMCA
OASIS
One Step
Ontario Association of Youth Employment Centres (OAYEC)-First Work
Ontario Associations of Adult and Continuing Education
School Boards (CESBA) Employment and Skills
Development Committee
Ontario Council of Agencies Serving Immigrants (OCASI)
PEAPN: Peel Elder Abuse Prevention Network
Peel Children's Aid Foundation
Peel Halton Dufferin Training Board
Peel Industry & Education Partnership
Peel LINC Partnership
Peel MultiCultural Centre
Peel Newcomer Strategy Group
Peel Youth Violence Prevention Network
Peel, Halton, Dufferin Employment Information Network (EIN)
Peel/Halton ELT Partnership Committee
Peel/Halton LINC Partnership Operations Committee
Peel-Halton-Dufferin Adult Learning Network (PHDALN)
PEI Association for Newcomers to Canada, PEI
Pourvoyeurs de services en employé en français
Region of Peel
Region of Peel Police
Rexdale Women's Centre
Saint John YMCA-YWCA Settlement Services, NB
Service Canada
SouthEast Regional College, SK
Southern Alberta Language Assessment Services, AB
St James Town Working Group
St James Town Youth Network
St. James Town Service Providers Network
The Association canadienne-française de l'Ontario (ACFO)
The Canada Safety Council
The Concurrent Disorders Resource Network
Toronto Centre Employment Services Network
Toronto Employment & Social Services
Toronto French Network
Victoria Village Hub
Volunteer Halton
Volunteer MBC
Working Together for Women's Employment Group
World Vision St James Town Group
Youth Can Move the World planning committee
Youth Community Connections Mississauga
Youth Employment Toronto
Youth First Event Planning Committee

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171 Speers Road
Oakville



Don Mills
1090 Don Mills Road
Toronto



Parliament
595 Parliament Street
Toronto



Malton
3233 Brandon Gate Drive
Malton



Brampton South
7700 Hurontario Street
Brampton



Brampton East
263 Queen Street East
Brampton



HBI College Burlington
460 Brant Street
Burlington



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Toronto Centre
21 St. Clair Avenue East
Toronto



PHOTO UNAVAILABLE
Harrington
860 Harrington Court
Burlington



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