



# Centre for Education & Training™

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



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

## A YEAR IN REVIEW | 2010

Centre for Education & Training | 2010 Annual Report

# Corporate Information

## CHIEF EXECUTIVE OFFICER'S MESSAGE

2010 was a year of continued and enhanced service, as well as a time of planning and transition. During this 14th year since incorporation, our services for newcomers to Canada continued to grow in both scope of programming and volume of clients. Innovative programs assisted with integration of newcomer youth into Canadian society. This was exemplified by the Community Expo on volunteering and employment, along with the Youth Exchange Film Project. The Film Project saw youths and newcomer youths working together to develop community education skits with a grand launch at the Square One theatre. Serving record numbers, our language services division provided English language assessments to over 10,000 newcomers across Peel and Halton Regions while our LINC Home Study program served the needs of over 1,500 newcomer distance language learners across Ontario. Settlement assistance and referral services were provided to over 15,000 newcomers in five locations and itinerant sites across Peel and Halton.

Our dedicated team of career and employment staff devoted considerable time to planning for the new Employment Services model initiated by the Ministry of Training, Colleges and Universities. This initiative involved the close-out of the previous model components (Employment Resource Centres, our Bloor West Career Development Centre, and a variety of specialized programs), and the creation of a new comprehensive model of service delivery. The new Employment Service was launched during the summer with new workshops, new and extended employer relationships, and supports enabling employment success.

The many programs associated with our Education and Training division continued to provide enhanced learning opportunities to youths including the ever popular computer camps, as well as educational programs in Memorial University of Newfoundland, University of Victoria, Lester B. Pearson College, Churchill Manitoba, and various Ontario outdoor centres. Our translation and interpretation department recorded a banner year serving over 25 public and private organizations and 200 individuals.

While we have always conducted focus groups and client surveys for evaluation, we concentrated this year on client satisfaction measures and achievement. Our customer satisfaction system was reviewed, promoted and implemented - providing extensive, organization-wide feedback opportunities. Staff retirements and transitions lead us to acknowledge the vast experience and contributions by so many people over the course of our past years and to welcome new staff with ideas and promise for the future. Finally, much time was devoted to the support of the Community Door initiative designed to implement a true one-stop concept to community service in Peel Region - increasing access and convenience for Peel residents and newcomers as well as reducing overhead costs for local community service agencies and services. 2011 will bring much of these plans to fruition.

Naturally, without our government funders and support from the community, our many services would not exist. My sincere thanks to every one and every organization that has played such a vital role in the success of this organization and in our continued ability to provide services that make such a difference to our clients and to our community. Thank you also to our customers for trusting us to assist with your needs, providing input to the development and enhancement of our services, and of course, for your letters and emails of appreciation.

**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 (QCICET). It is managed by a voluntary board of directors working in accordance with established laws for not-for-profit organizations. In 2010 TCET developed and operated programs with funding from a variety of government departments, private corporations and individual fee payers.

With 12 locations across Peel, Toronto and Halton, we assisted over 63,000 individuals and 550 companies in three main learning areas:

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



## 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.





# Employment & Career

In 2010, an extensive range of employment programs and services were provided to 21,000 clients in locations across Peel Region and Toronto. In addition, human resource services were provided to over 150 local employers. With funding from a variety of government sources, Centre for Education & Training offered career and employment focused services that supported clients in developing job search skills and pursuing career goals. Some programs were customized to specific groups including youth, newcomers to Canada, experienced workers and laid off Ontarians, all needing assistance with their diverse job search and training needs. Employer services included job postings, recruitment assistance, job fair opportunities, and assistance with wage subsidy processes.

**Employment Resource Centres (ERC):** In the first half of 2010, seven ERC sites operated across Peel and Toronto communities and served over 10,000 new clients. The ERCs provided employment counseling and job search support, as well as, access to computers, fax, photocopying and Internet, in a self-serve environment. Additionally, staff assisted over 100 employers with their recruitment needs, while delivering and hosting workshops and employment events in local communities for over 6,000 attendees. A variety of events were hosted in partnership with the employer business community and other key stakeholders. For example, in April, the ERCs joined forces with the RCMP, the Peel Regional Police and the OPP to host successful recruitment events onsite at ERC locations. A government-mandated transition to a new service delivery model meant that the Employment Resource Centres closed their doors in August, in many cases to re-open the next day as the new Employment Services sites. Over the course of many years, the ERCs had consistently met their project targets and received acclaim from grateful job seekers. Clients provided excellent reviews, often citing the one-on-one counseling sessions, as being the turning point in their job search. A typical comment was:

“

*My experience at the ... ERC was very eye opening. The staff was very helpful and was always willing to help everyone. Also they were very knowledgeable on the job market and resume writing. I found a job after five months due to the coaching I got from the staff.*

”

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## **Experienced Workers, Career Explorations, and Job Finding Clubs for Newcomers:**

Experienced workers, laid off workers seeking a career transition, and newcomers to Canada, often have specific additional concerns and issues when seeking a position in the workplace. Through the Experienced Workers, Career Exploration, and Job Finding Clubs for Newcomers programs, important issues were reviewed such as; addressing stereotypes in the workplace, promoting the application of transferable skills, and demonstrating how experience, skills and aptitudes address employer needs. During the 2-3 week group format, clients gained an understanding of employers' needs and expectations, identified their own strengths, challenges and interests, honed their job search skills, received group support and accessed one-to-one assistance from experienced and knowledgeable facilitators. Over 600 people received support from these programs over their final 3-5 months of operation prior to the transition to the new Employment Services model. Many employers also recruited staff through these programs.

**Employment Services (ES):** In August 2010, Centre for Education & Training was excited to become a part of the Ministry of Training, Colleges & Universities' (MTCU) new **Employment Ontario (EO)** system; an integrated employment and training network, helping Ontarians to find employment and training services to help them achieve their goals. Former ERC sites were transformed into new ES sites, as required by MTCU's new operating standards and our dedicated staff was successful in implementing a smooth service delivery transition. With six locations across Toronto and Peel Regions, we work with individuals, employers and communities to build the highly skilled, highly educated workforce Ontario needs to be competitive. The new Employment Services ensures the highest quality of service and support to help clients meet their career or hiring goals. We provide opportunities to make it easier for clients to improve their skills through education and training and ensure that no matter which of our Employment Service locations a client visits, they will get the employment help they need. Elements of former individual program offerings (Experienced Worker, Career Exploration, and Job Finding Clubs for Newcomers) were incorporated into this new service model in order to continue to serve targeted groups with specific needs. In late 2010, the ES staff participated in various labour adjustment initiatives as part of the new service delivery model, to ensure that recently downsized workers in the manufacturing sector connected with the appropriate services to help them get back on track.



# Employment & Career

**Employability Skills for Youth, Career Coach, Youth Opportunities:** In 2010, Employability Skills for Youth, Career Coach and Youth Opportunities programs served over 4,100 youth, all of whom benefited from a variety of one-on-one and group services. Our staff team was highly successful in establishing key relationships with over 75 employers and facilitated meaningful volunteer, employment, and job placement assistance initiatives. These programs assisted youth between the ages of 15 -30 years of age, many of whom were experiencing multiple barriers to employment. Funders of these innovative programs included; Service Canada, Ministry of Training Colleges and Universities, Citizenship and Immigration Canada, and Toronto Employment and Social Services. While each program was unique, each successfully addressed employability and essential skills development and supported job search assistance, job placement and volunteer activities.



- **Employability Skills for Youth:** The ESY program assisted youth in identifying their interests and pursuing their employment goals. In 2010, dedicated staff worked with 56 youth with multiple employment barriers to identify and enhance the essential skills needed to improve their employability.
- **Youth Opportunities (YO):** The Youth Opportunities service provided employment assistance, job development support, job coaching workshops and wage subsidy assistance to youth. Meaningful employment opportunities were developed for youth and, employers were able to provide on-the-job training experiences with hiring costs offset by subsidies.
- **Career Coach:** Operating from a converted mobile vehicle, the Career Coach provided settlement information and employment and career resources to clients while travelling throughout the Peel Region. The staff assisted newcomers, youth, and others, with workshops, one-on-one coaching, settlement services and information and referrals. In October, the Career Coach received a new look and marketing materials.



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**Second Career:** Focus on skills development in 2010 continued to be paramount in the province of Ontario and Centre for Education & Training responded through services that addressed this need. Through the provincial government's Second Career program, our dedicated staff aided laid off workers to get back to work by supporting them through the research and application process to obtain skills training. TCET staff processed over 600 applications for training and as a result many individuals went on to develop skills and find sustainable employment in a growing sector of the economy.

**Bridges to Employment:** In partnership with Toronto Employment and Social Services, Bridges to Employment continued to offer an intensive 11-week pre-employment program that assisted 32 Ontario Works newcomer and immigrant clients in adapting to the Canadian labour market. The employment needs of clients were thoroughly assessed and customized action plans were developed to help them achieve their employment goals.



**Next Steps:** Employability Skills Program for Youth – New for 2010, the Next Steps program, provided 32 youth with complex employment and social needs, with an intensive 11-week pre-employment training program. This program addressed their specific needs and helped them establish realistic steps to employment success. This Toronto Employment and Social Services-funded program was co-located with our Employment Ontario program at Don Mills, providing clients with access to numerous resources and reference materials to assist in job search.





# Settlement & Language

Providing newcomers with timely support to help them settle in to their new communities is critical to their successful integration and to building healthy communities. Through funding from Citizenship and Immigration Canada, Centre for Education & Training supported over 34,000 newcomers in 2010. Our settlement-related services provided needs assessment and referrals, information and awareness, language and skills development, and employment-related services to address a wide range of newcomer needs. Several projects also continued from 2009 to build cultural awareness and assist with community integration. Newcomers served, ranged from youth to seniors and from those seeking to learn English, to professionals looking for employment in Canada. This was achieved through our culturally-sensitive and client-centric approach to service delivery and partnerships with local stakeholders. Some of our services were designed to support settlement service providers across Ontario and Canada in their efforts to provide client service. Centre for Education & Training is the sole provider of language assessment support services and our HARTS database, referral and tracking system for CIC-funded language services across Ontario. We also provide TCET-developed assessment tools and supports across Canada and abroad.

**Newcomer Information Centres (NIC):** A facilitated transition into Canadian life is critical to the success of newcomers and in 2010, the NIC continued to provide information, resources and referrals to ensure their success. Operating out of 5 locations, NIC provides culturally appropriate and relevant information and referrals to over 15,000 newcomers. To make it more accessible to newcomers, NIC also delivered services offsite at local libraries and places of worship. NIC Counsellors serve clients in a range of languages including, Punjabi, Spanish, Arabic, Urdu, Tagalog, Farsi, Mandarin, Cantonese, Romanian, Croatian, Russian, Serbian, French, Polish, Swahili, Tamil, Hindi and Pashto. One example of the range of services offered by NIC is the provision of free Commissioner of Oath services from all locations, including, taking affidavits, administering oaths/declarations and attesting/certifying true copies of documents for those in need. In 2010, NIC continued to provide a range of information sessions featuring various professional association representatives. NIC also expanded the scope of its services by establishing more new partnerships with various faith-based institutes and settlement organizations.





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**Youth Connections (YC):** Using fun and engaging programming, Youth Connections addressed the specific needs and concerns of newcomer youth, ages 13 – 18 years, and their parents. In April 2010, YC moved into an expanded space in Malton which was designed specifically for youth. YC staff members facilitated information sessions, workshops and discussion groups regarding a variety of education, training, employment and social integration topics. These sessions clarified the education system and options, and addressed financial matters such as student loans, scholarships and grants. Some of the workshops conducted in 2010 included; Post Secondary Education Options including Apprenticeships, Financial Assistance for Post Secondary Education, How to Improve Your Grades, Plagiarism, Introduction to Money & Budgeting and What Do Employers Look for When Hiring. To ensure relevant youth programming, YC developed various collaborations/partnerships with Big Brothers Big Sisters of Peel, Canadian Mental Health Association's Youth Net Peel, and YWCA. YC also organized community networking events such as, the Family Day event in February, bringing together children, parents, youth and seniors for a day of fun, learning and games. Over 400 newcomer youth benefitted from this program.

**Youth Exchange (YX):** Youth Exchange continued an innovative program specifically developed 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 and Halton Regions. Newcomer and Canadian youth volunteers planned and delivered special events for the benefit of developing peer-to-peer relationships and enhancing newcomer youths' settlement experience. In partnership with Sheridan College, youth and staff organized a very successful Community Expo on volunteering and employment which attracted over 1,000 attendees. Another innovative initiative was the Youth Exchange Film Project. For this project, a core team of 15 youth created short skits on topics such as public transportation (with the assistance of the City of Mississauga), the school system, and the library. A public launch was held at the Square One movie theatre with over 50 people in attendance.



# Settlement & Language

**Language Assessment Centres (LAC) and LINC Support Services:** The Language Assessment Centres administered 10,123 language assessments to newcomers who visited our sites in Mississauga, Malton, Brampton, Oakville and itinerant sites across Peel and Halton Regions. Language assessments were conducted for placement into Language Instruction for Newcomers to Canada (LINC), Enhanced Language Training (ELT) and Occupation Specific Language Training (OSLT) programs across the two Regions. Besides the administration of assessments, language assessors gathered information and made referrals based on clients' needs.

Through our LINC Support Services, we continued to engage language training providers in the coordination and sharing of best practices via hosting of regular meetings and events for the Peel and Halton LINC Partnerships, Peel/Halton LINC Operations Committee and Peel/Halton ELT Partnership Committee – altogether, supporting 23 organizations delivering over 300 classes across over 35 locations. Staff prepared and presented the annual "PEEL and HALTON LINC Profile and Planning Reports" to CIC funded language training stakeholders and CIC representatives. This assisted with informed collaboration and planning across the Regions by providing detailed annual demographic profile and statistical information on language learners accessing classes. Guidance and training was provided to over 250 LINC teachers through our curriculum and training services. Marketing initiatives continued to promote language assessment and training services available to newcomers and the partnership website was revised and updated. LINC Support Service staff members also worked with our partners to coordinate and host the annual Peel LINC Picnic and the Halton LINC Graduation Ceremony, successfully bringing together thousands of language learners, community providers and funder representatives.

**National ELTPA Support Services:** THE ELTPA (Enhanced Language Training Placement Assessment) is a language assessment tool used for assessing the English language capability of internationally-trained newcomers for placement in a work-related language training program. The National ELTPA Support Services provided ELTPA assessor training for 9 new assessors and trainer-facilitated calibration for 36 existing Assessors in provinces outside of Ontario. Those within Ontario are supported through the LASS project described above. In addition to training and supports, an Inter-Rater Reliability Study of the ELTPA Writing component was conducted, which demonstrated tool reliability. Development and distribution of the ELTPA Calibration Self-Study for Assessors to all ELTPA Assessment Centres across Canada was conducted to provide support where trainer-facilitated calibration is not an option. Ongoing review and enhancement of training and workshop materials ensured the continuation of quality service for assessors in the field.



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**Canadian Language Benchmarks-Online Assessment (CLB-OSA) and Niveaux de compétence linguistique canadiens - Autoévaluation en Ligne (NCLC-AEL):** In 2010, Centre for Education & Training, in partnership with the Canadian Centre for Language Benchmarks (CCLB), continued development and implementation of the CLB-OSA and the NCLC-AEL. This online language assessment (available in English and French) is a task-based assessment instrument based on the Canadian Language Benchmarks (CLB), measuring two language skill areas: reading and listening. The tool assesses English or French proficiency on a scale from benchmarks 1 to 9 and is available on-line, at no cost to clients. It is of most use to those needing a general sense of their language proficiency for functional purposes. The online assessment may be used by newcomers and prospective immigrants seeking to understand their language competencies, and what it means in terms of their education and employment goals in Canada.

**Language Assessment Support Services (LASS):** In 2010, LASS continued to deliver effective training sessions to 76 English Language Assessors in the administration of CLB (Canadian Language Benchmarks) assessment tools, including the CLBA, CLBLA and ELTPA. Ongoing professional development for language assessors is important to maintaining effective and accurate results and referrals and in order to achieve this, assessor recertification/recalibration in CLBA/LA was provided across Ontario. LASS organized and hosted the annual LINC Assessors Conference in November to provide professional development workshops and updates. A further two Assessment Centre Coordinators' Forums were held in May and November to share best practices, gain knowledge of trends and changes in the field, and network with others from assessment centers across Ontario.





# Settlement & Language

**LEAD: LINC Home Study - Ontario (LHS ON):** LHS ON offers LINC (Language Instruction for Newcomers to Canada) to students across Ontario who are unable to attend regular classes for a variety of reasons. Classes can be taken either online or by correspondence. In 2010, LHS ON served over 1,500 students from across Ontario with the support of 72 instructors. Additional program features included: optional additional phone conversation time, drop-in conversation sessions for over 100 participants, specialized programming for students with disabilities; a seniors' cafe, a web portal for youth, a forum with settlement and language information and activities; a professional development program and newsletter for instructors, and ongoing development of the program (exit tests and citizenship preparation site and learning modules). A range of initiatives were organized such as the "Bits & Bytes" sessions introduced in February, which aims to expose teachers to the use of technology in education. The effect of these sessions is felt directly by students who are exposed to new learning tools and teaching techniques. The result is that teachers and students are more motivated to participate in their learning, including their professional development. In June 2010, 140 LHS students graduated from the program and some attended the annual Halton LINC Partnership Graduation Ceremony in Oakville. In October, LHS ON presented at the annual TESL Ontario Conference. The presentation highlighted program features and initiatives such as; citizenship training, seniors and youth programs, the new LMS (Learning Management System) design, as well as various features of the program for language learning.

*“...The flexibility of [LHS ON] allowed me to work, do my daily activities, and learn English in an innovated way. Thus, I started working on the online lessons and getting my weekly one-on-one conversation classes.... I have gained confidence to start a conversation, to speak on the phone or write a paragraph. The online version of the LINC Home Study gave me back the ability to speak, but the most importantly it gave me the confidence. At my workplace I was able to suggest new ideas, improve routines and use my skills. As a result, I got promoted from a general labourer to Network and Office Administration Manager... It inspired me to enroll into the E-Commerce Webmaster Certification Program at the Niagara College. As I was familiar with one online program, studying another one has made it much easier. Thank you again to all the LINC Home Study staff and everyone who continues to help newcomers to Canada.... -E.D.B*”



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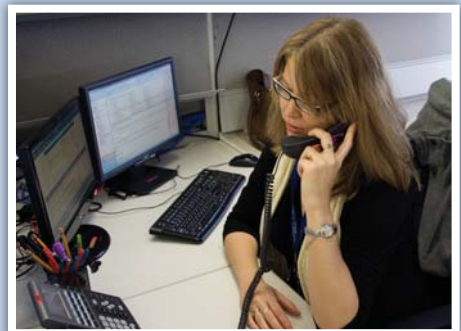
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**LEAD LINC Home Study – Canada (LHS CA):** In its second year of expansion, LHS CA provided language education at a distance to 288 newcomers in Alberta, New Brunswick, Newfoundland & Labrador, Nova Scotia, Prince Edward Island, and Saskatchewan. The LINC Home Study – Canada team developed province-specific learning materials to help students relate to the unique culture and history of their new communities. In August, LHS CA celebrated its second year of service to newcomers in six provinces outside of Ontario. One student commented:

*“LHS-Canada is a course that has been helping me in different ways. From learn better my computer to understood better when some one is calling by phone. I would like to say that is not just the experience of study english from distance but learn other skills that maybe I can apply in the day to day life.”*

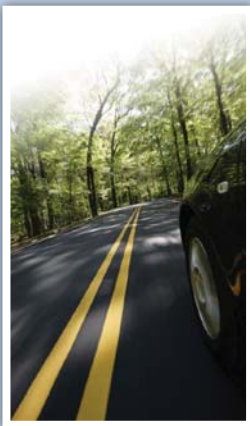
**History of Assessments, Referrals and Training system (HARTs):** HARTs continued to provide logistics, data collection, and analysis for Citizenship & Immigration Canada (CIC) and service provider organizations across Ontario. The system is used by: language assessors benchmarking clients' language proficiency and referring clients to classes; by language service providers to monitor their intake and wait lists; and by many other stakeholders, (including CIC) to provide statistical analysis for strategic planning. This includes all organizations that offer LINC, ELT, and OSLT. HARTs currently has over 2,100 users from 159 organizations with 321 school locations. The HARTs team conducted training for over 80 new users, either by remote training or group training at various locations across the province. We also continued to answer daily calls to our helpdesk line with over 11,000 calls per year. In November 2010, the HARTs project was awarded the contract to implement the new HARTs to CLARs version, used by English-as-a-Second Language organizations in the CLARS pilot Regions of Kitchener, Kingston and London. This resulted in expanding the capacity of the system and increasing staff from 8 to 12. CLARS is the Coordinated Language Assessment & Referral System, intended to create co-funded (MCI & CIC) Language Assessment Centres, to cost effectively assess the readiness and language proficiency levels of adult immigrant learners and place them in appropriate language training classes, whether in a federally funded CIC program (such as LINC/CLIC) or a provincially funded MCI program (such as ESL/FSL).



# 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 7,600 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. A total of 160 companies benefited from employee training and/or interpreter/translation services.

**Newcomer Resource Connections (NRC):** In 2010, the Newcomer Resource Connections project team developed and delivered employment training sessions for employees in the social services sector, along with an electronic guide on employment services and resource information for Peel and Halton Regions. The employment training sessions were divided into three categories: Current Trends/Accreditation & Licensing -Professions & Trades; Employment Programs and Services/ Bridging Programs for Internationally Trained Professionals; and, Employment Ontario- Impact on Client Services and Coaching Skills. To this purpose, NRC collaborated with various regulatory bodies, colleges and universities, and employment service agencies. Furthermore, the training schedule had pertinent information available on trades and apprenticeship through the Canadian Apprenticeship Forum, Ministry of Training, Colleges & Universities, and Canadian Supply Chain Sector Council. The training also incorporated the area of entrepreneurship by inviting representatives from the Mississauga Business Enterprise Centre & Small Business Enterprise Centre (Brampton/Caledon), and Halton Region Business Development Centre. NRC also invited Service Canada, Region of Peel, & OCASI to speak on current employment trends. The Newcomer Resource Connections was an excellent training program that reflected the needs of employees in the social services sector and collated information necessary for sharing best practices among colleagues.



**Beginner Driver Education Program:** 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 2010, 1,311 students registered for the program with 99% successfully graduating with their G2 license.

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**International Department:** 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 offered through the Peel District School Board, 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 2010, 280 people participated in our programs.



**Interpreter Training & Certification Program (ITCP):** With funding from CIC, ITCP continued delivering its successful program to settlement workers on spoken language interpreter training and best practices. Three sessions were held in 2010 for 30 settlement workers. The ITCP project provides standardized training to settlement workers to enhance their interpretation services, accountability and efficiency, and be able to understand and manage their roles and responsibilities when providing interpretation versus settlement and orientation services. The ITCP training has provided this opportunity to over 100 settlement workers to become accredited Language Interpreters.

**Translation and Interpretation:** Our Translation and Interpretation department effectively coordinates, executes and delivers 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, Community Living Mississauga, the City of Mississauga, the Peel District School Board and Halton Region. The Centre for Education & Training, Translation & Interpreter Services department, is a corporate member of Association del'industrie de la langue Language Industry Association (AILIA). In 2010, we were involved in translation of several Ministry of Education educational publications such as: "Bullying" booklet, Parent in Partnership and Parents Involvement Committees guides. 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. We will be starting a certification process for our Interpretation Services department in May 2011. In 2010 we provided service for 200 individuals and over 25 public and private organizations.

# Education & Training

**Peel Summer Academy:** Peel Summer Academy is composed of a number of unique residential programs for intellectually gifted and enriched youth in grades 4 through 10. In 2010, 225 students participated in a variety of programs offered from the University of Toronto – Mississauga, Memorial University of Newfoundland, University of Victoria, Pearson College, the Finlayson Outdoor Centre and various locations in Northern Ontario.

**Computer Camp 4 Kids:** Our Computer Camp 4 Kids is a March break and summer day camp program for students ages 9-14 years. In 2010, over 300 campers attended our program. Computer Camp 4 Kids offers week-long programs in technology, touching on subjects such 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 with organized activities and games.

**Oceans Education:** Our 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 through the Peel District School Board. In 2010, we trained 21 students.

**Far North Expedition:** In its second year, the Far North Expedition saw 18 students travel to, and study in Churchill, Manitoba. 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, accredited by the Peel District School Board.





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**GED Program:** In 2010, 75 clients completed our GED program. The 60 - 100 hours GED Program leads to the Ontario High School Equivalency Certificate (issued by the Ontario Ministry of Education and Training). This computer-based learning program allows us to cater to the specific needs of each client. As a result, we are proud to have helped many clients pass the GED Test and continue on to successfully further their education or improve their employability.



**Corporate Services:** In 2010, our Corporate Services offered workplace performance and competency training to approximately 5,000 participants and over 100 public and private organizations across the greater Toronto area while adding key disciplines like SAP and Business Analysis training as well as exploring ways to reach out to overseas markets. 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.

**HBI College:** A registered Private Career College of Ontario, HBI College operates post secondary training in accordance with the Ministry of Training, Colleges and Universities. In 2010, the school trained 117 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.



# Partnerships, Funders & Connections

<p>Aboriginal Network            Association for New Canadians, NL            Association for Bright Children (ABC)            BIG ART for little minds            Big Brothers &amp; 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 Revenue Agency            Canadian Mental Health Association            Canada Ontario Immigration Agreement (COIA) Coordinated Assessment Working Group            Canada's Association for the Fifty-Plus (CARP)            Canadian Association of Public Schools – International (CAPS-I)            CARE Centre for Internationally Educated Nurses            Career Coach Advisory Committee            Carlton Trail Regional College, SK            CASIS - Coalition of Agencies Serving Immigrant Seniors            Catholic Cross Cultural Services            Centre for Canadian Language Benchmarks (CCLB)            Chinese Association of Mississauga CAM            Churchill Northern Studies Centre            Citizenship &amp; Immigration Canada (CIC)            City of Mississauga Film Office            City of Mississauga Transit            Classroom Connections            College Boreal            Colleges of Ontario Network for Education &amp; 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            Don Valley Local Immigration Partnership            Downtown East Community Development Collective            Downtown East Employment Service Network            Dufferin Peel Catholic District School Board/St. Gabriel Adult Learning Centre in Malton            Economic Development Advisory Council (EDAC) City of Mississauga            Elder Technology Assistance Group ETAG            Enhanced Language Training Placement Assessment (ELTPA) Discussion Forum            Employment Resource Centres Networking Group (ERCN)            Essential Skills for the Changing Workplace Advisory Committee            Family Association for Mental Health Everywhere (F.A.M.E)            Federation of Filipino Canadians            Etobicoke Services for Seniors            Family Services Peel            Findhelp Information Services            Flemingdon Interagency Networking Group            Frank McKechnie Library, Mississauga            Great Plains College, SK            Halton and Peel Professional Executive Network (HAPPEN)            Halton Catholic District School Board / Thomas Merton Adult Learning Centre in Oakville            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 &amp; R Advisory Committee            Immigrant Services Calgary, AB            Immigrant Settlement and Integration Services, NS            Islamic Society of North America            John Howard Advisory Committee            Karen Ziemann Consulting, AB            Lakeside Community Partners            Language Assessment Centres across Ontario            Language Assessment Support Services Coordinator's Forum Working Groups            LINC Home Study Canada Working Group            Malton Library            Malton Neighbourhood Community Meetings            Malton Neighbourhood Services</p>	<p>Malton Youth Centre Steering Committee            Ministry of Citizenship &amp; Immigration (MCI)            Meadowvale Library            Memorial University, Corner Brook, NL            Metro-Region Immigrant Language Services, NS            Multicultural Inter-Agency Group of Peel (MIAG)            Ministry of Community &amp; Social Services, Central West Region            Ministry of Government Consumer Services            Centre for Leadership &amp; Learning            Ministry of Training, Colleges and Universities            Mississauga Board of Chinese Professionals and Businesses CPB            Mississauga Board of Trade            Mississauga Central Library            Mississauga Service Providers Group - Mississauga Community Connections            Mississauga YMCA Employment &amp; Community Service            Multicultural Association of Fredericton, NB            Multicultural Association of Greater Moncton Area, NB            Newcomer Centre of Peel            Newcomers Organizational Network (NCON)            NorQuest College, AB            NorthWest Regional College, SK            North York Community Employment Ontario Partners            YMCA of Oakville            Ontario Agencies Serving Individuals with Special Needs (OASIS)            Ontario Network of Employment Training Skills Projects (ONESTEP)            Ontario Association of Youth Employment Centres (OAYEC)-First Work            Ontario Association of Adult and Continuing Education School Board Administrators (CESBA)            Ontario Association of School Districts International (OASDI)            Employment and Skills Development Committee            Ontario Council of Agencies Serving Immigrants (OCASI)            PEAPN: Peel Elder Abuse Prevention Network            Peel Children's Aid Foundation            Peel Children and Youth Initiative            Peel Halton Workforce Development Group            Peel Industry &amp; Education Partnership            Peel LINC Partnership            Peel Multicultural Centre            Peel Newcomer Strategy Group            Peel Senior Link            Peel Youth Violence Prevention Network            Peel Halton Dufferin Employment Information Network (EIN)            Peel Halton Enhanced Language Training 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            Regional Municipality of Halton            Peel Regional Police            Rexdale Women's Centre            Saint John YMCA-YWCA Settlement Services, NB            Service Canada            Sheridan College – Brampton and Oakville Campuses            South East 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            The Cross-Cultural Community Services Association TCCSA            Toronto Centre Employment Services Network            Toronto Employment &amp; Social Services            Toronto French Network            United Way            University of Toronto - Mississauga            University of Victoria, Victoria BC            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</p>
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# 2010 Board of Directors



**Rhys Davies - CEO**  
Chief Executive Officer  
Centre for Education & Training



**Beryl Ford - Chair**  
Trustee  
Peel District School Board



**Tony Pontes - President**  
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Peel District School Board



**Janet McDougald - Director**  
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Director of Finance  
Peel District School Board



**Chris Besse - Director**  
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Nelson Education



**Robert W. Armstrong - Director**  
President  
Modello Molson Imports

## 2010 Executive Team

**J. Rhys Davies**  
*Chief Executive Officer*

**David Lew**  
*Chief Human Resources Officer & Chief Privacy Officer*

**Robert Olson**  
*Director, Corporate Services /  
Chief Operations Officer*

**Cindy Ryan**  
*Director, Employment Services /  
Chief Communications Officer*

**David Turner**  
*Director, Youth & International Training Services*

**Karen McNeil**  
*Director, Strategic Development /  
Language Services*

**Moya MacKinnon**  
*Director, Youth & Career Programs /  
Employment & Newcomer Services*



# Our Locations



190 Robert Speck Parkway  
**Mississauga**



2 Robert Speck Parkway  
**Mississauga**



171 Speers Road  
**Oakville**



1090 Don Mills Road  
**Toronto**



595 Parliament Street  
**Toronto**



3233 Brandon Gate Drive  
**Malton**



7700 Hurontario Street  
**Brampton**



263 Queen Street East  
**Brampton**



460 Brant Street  
**Burlington**



Career Coach  
**Mobile Unit**

21 St. Clair Avenue East  
**Toronto**

2487 Bloor Street West  
**Toronto**