



**Centre for
Education & Training™**

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



About Us

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 2011 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.

Our Mission:

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

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

Our Vision:

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



Letter from our CEO

It seems that one of the many constants at the Centre for Education & Training (TCET) is that we continue to evolve. 2011 was, once again, a year of change.

This past year has been an exciting time with new services implemented; project proposals being developed; staffing changes and increases; and new and expanding locations. TCET continues to develop its portfolio of services and make its influence felt in the education, training and settlement field. It has been challenging but exciting to see the new business coming in and the organization grow to accommodate those requirements.

Another significant change at TCET was our brand new partnership with Community Door. From the fall of 2010 through the winter months and into 2011, various organizations worked together to establish human services hubs that allow clients with various needs to find help under one roof. We moved into our new location in Brampton in mid-February and finally into our space at the Sussex Centre in late April of 2011. Both locations are fully operational and we are beginning to see the inter-mingling of clientele that Community Door had originally hoped for.

Perhaps the most important change for our organization was that in August, after many months of discussion, it became official that TCET would be operated by a brand new board and that we would say good-bye to our historical association with the Peel District School Board. This change brought five new members to our governing board and we were introduced to Peter O'Rourke as our new chair. The new board comprises many additional talents that will help us to look outside of our usual sandbox and develop in new areas of business in an effort to address the needs of our clientele.

Our company's financial position has also improved significantly over the past two years, and with the new programs evolving, it is poised to continue to do so over the coming years. The change in direction from our new board will also help to expand our services throughout Ontario and Canada and further boost our financial outlook. TCET has secured government funded contracts that will extend well into 2013 - 2014 and we are expecting a significant number of new contracts will be approved in 2012 - 2013. Our government funders and community partners are a huge part of our ongoing success.

The primary key to our achievements over the past year is our staff which has weathered the changes during this time frame and that continues to deliver the positive effort and passion that is critical to our organization. The results to date are a testament to their on-going dedication to the clients we serve every day.

A handwritten signature in black ink, reading "J. Rhys Davies". The signature is fluid and cursive, with a large initial "J." and a stylized "Rhys Davies".

Rhys Davies
Chief Executive Officer

Our Service Areas

Employment & Career

In 2011, an extensive range of employment programs and services were provided to over 8,800 clients in locations across Peel Region and Toronto. In addition, human resource services were provided to over 550 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 and newcomers to Canada. Employer services included job postings, recruitment assistance, job fair opportunities, and assistance with wage subsidy processes.

Settlement & Language

Providing newcomers with timely support to help them settle into 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 assisted over 58,000 newcomers in 2011. 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. Newcomers served, ranged from youth to seniors and from those seeking to learn English, to professionals looking for employment in Canada. 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 is the referral and tracking system for CIC-funded language services across Ontario. We also provide TCET-developed assessment tools and supports across Canada and abroad.

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. Almost 3,500 individuals participated in a variety of interactive, practical, client-focused learning opportunities. These included the areas of management and employee development, youth-focused experiential learning programs, language skills development, and international programs. Interpretation and translation services continue to play an important role in providing services to newcomers, government organizations, local service agencies, and employers.

Employment & Career Services

Centre for Education & Training continued to enhance services as part of the Ministry of Training, Colleges & Universities' (MTCU) **Employment Ontario** (EO) system; an integrated employment and training network, helping Ontarians to find employment and training services to help them achieve their goals. 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.

Highlights

Malton Employment Services - The first client placement utilizing the new EO model employer incentives begins with a Malton client's first day on the job March 3, 2011.

Don Mills Employment Services hosted a Full Lobby: Employer Hiring Event for the "Shops of Don Mills" including such employers as "McCarthy Properties, Linda's Tai, Towne Shoes, Eddie Bauer, Banana Republic, Osler, Edward Jones, Branford Food, Paragon". This event, held October 18th, boasted 307 attendees with a total of 26 participants securing employment directly as a result of attendance at this event.

On July 13, Brampton City South Employment Services hosted a Breakfast Networking Session for local businesses. Thirty participants were given an overview of the various TCET programs available to them.

Parliament Employment Services coordinated an Employment Services Open House in December to formally introduce Employment Services under the Employment Ontario model to the St. Jamestown community. Guests included residents, community partners and other employment service providers.

120 clients attended the Patheon Job Fair coordinated by Brampton East Employment Services. 20 positions were filled and 5 placements were supported with employment incentives for clients. The HR team at Patheon was very pleased with their experience and will continue to work with the ES team.

In April, the Mississauga Employment Services team presented Employment Ontario Services to the CGA Association, Peel Chapter. A total of 117 people attended the professional development event and TCET was invited back on May 4 to deliver a subsequent presentation to 70 additional members. This session included a presentation on prevention of violence and harassment in the workplace (Bill 168).

“Thank you for giving me the opportunity to present the Sun Life Career to a group of your clients recently. I was indeed impressed with the quality of the candidates, and their diverse cultural and educational backgrounds. These candidates are really lucky to have access to the vast facilities and expert coaching and guidance services that you have at TCET. In fact I remember the day when I immigrated to Canada, and I wish I had access to similar facilities and guidance. We at Sun Life, would really love to continue working with TCET on a long term basis, and promise to put all deserving candidates into the Sun Life selection process. Wish you all the best with the great job that you are doing at TCET!”
- Deepesh Ahuja, MBA



Employment & Career Services

Over 1,000 youth aged 15-30 years, were assisted with their skills development and career plans through the **Next Steps: Employability Skills for Youth** (Toronto Employment and Social Services), **Career Coach** and **Youth Exchange** (Citizenship and Immigration Canada), and **Youth Ambassadors Helping Charity** and **Youth Employability Skills** (Service Canada) programs. Our staff team was highly successful in establishing key relationships with over 80 employers and facilitated meaningful volunteer, employment, and job placement assistance initiatives.

In partnership with Toronto Employment and Social Services, **Bridges to Employment** continued to offer an intensive 11-week pre-employment program that assisted 30 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.



Settlement & Language Services

Newcomer Information Centres (NIC): The Newcomer Information Centres continued to provide information, resources & referrals to ensure settlement success for over 15,000 newcomers to Peel and Halton Regions. For greater accessibility, services were provided in a wide range of languages and offsite at local libraries, places of worship and community organizations. Workshops on diverse topics included professional association presentations, information on legal issues, settling in Canada and more. Free Commissioner of Oath services were appreciated by many clients at all 5 NIC locations.



“

I was really afraid when I landed in Canada. Being an internationally trained and a highly trained Bio-tech engineer has always placed me on top of the list. That was outside Canada, what about in Canada? Before I landed, I was really privileged to get help from NIC. Through a mutual friend, I got help from one of NIC Information Counsellors, who guided me and my family to the right way. Not only we managed to smoothly transition into our new life in Canada, but also helped when referred me to a co-op program. Within 2 months, I landed in a permanent job with one of the leading Canadian companies specializing in biomedical equipments and technology.

- Wael

”

Highlights

The Newcomer Information Centre team participated in the “Building Community Together” event organized by the Peel Chinese Inter-Agency Network and attended by over 2000 participants.

Highlights

The Newcomer Information Centre assisted with promotion of the December “Winter Lights” city tour of Brampton in collaboration with the City of Brampton. This event provided newcomer families with a demonstration and information on what to expect to see in Brampton during winter time and Christmas celebrations.

The informative **Youth Connections** program incorporated fun activities and discussion opportunities while meeting the needs of newcomer youth, ages 13 – 18 years, and their parents. A number of sessions focused on the education system and options, and addressed financial matters such as student loans, scholarships and grants. Collaborative relationships continued with a variety of local community services and supports. The popular **Youth Exchange** program provided interactive planning and volunteer experiences for newcomer youth between the ages of 13 - 24 years of age through the planning and delivery of special events. Newcomer women appreciated the chance to learn about topics of relevance to them while making new friends at the **Women’s Café** Program.



Settlement & Language Services

Peel/Halton **Language Assessment Centres (LAC)** administered over 9,000 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 CIC language classes across the two Regions. Besides the administration of assessments, language assessors gathered information and made referrals based on clients' needs. New this year, TCET began the provision of language assessment services based in the York Region Welcome Centres under an agreement with Social Enterprise for Canada (funded by CIC). Over 1,100 assessments were conducted across York Region by a small team of travelling assessors.

Through our LAC-associated **Training Provider Services**, we continued to engage language training providers in the coordination and sharing of best practices. Regular meetings and events for the Partnership committees were hosted – altogether, supporting 24 organizations delivering over 300 classes at 35 locations. Demographic and statistical reports were prepared and shared with the committees for planning purposes and staff worked to support special events bringing together language learners and the wider community. Guidance and training was provided to over 250 LINC teachers through our curriculum and training services, and marketing initiatives continued to promote language assessment and training services available to newcomers. TCET also provided planning and coordination assistance to CIC and CIC-funded organizations for a large community stakeholders meeting in June. This led to the restructuring of community committees, review of priorities and brainstorming for effective operation and service.

Highlights

In 2011, language assessment services enhanced client accessibility by increasing itinerant (off-site) assessments, extending evening hours/weekend service, and providing staff training on effectively assessing clients with disabilities.

The Language Assessment Centres and Training Provider Services team, re-designed the Peel Halton language partner website www.lincpeelhalton.com; provided marketing/outreach for all partners; delivered customized professional development support to LINC teachers; and supported the annual Peel LINC Picnic with over 2,000 participants, and the 19th annual Halton LINC Graduation for over 250 students and family members.

Our new assessment service in York Region worked collaboratively with Social Enterprise for Canada and 5 Welcome Centres to develop protocols and administer itinerant assessments. This resulted in a service that complied with the mandate and procedures of the Welcome Centres while maintaining the strict protocols for delivering standardized tests based on the Canadian Language Benchmarks. The newly formed team exceeded language assessment targets by 12% as of December 2011.



Settlement & Language Services

In 2011, **Language Assessment Support Services (LASS)** continued to deliver effective training and refresher sessions to English Language Assessors in the administration of TCET's Canadian Language Benchmarks-based assessment tools. This ensured that assessors across Ontario maintained effective processes to obtain accurate results and referrals to CIC-funded language training classes. LASS organized and hosted the annual LINC Assessors Conference to provide professional development workshops as well as two Coordinators' Forums to share best practices, discuss trends and changes in the field, and network with others.

National Language Assessment Support Services continued to provide training and support services to coordinators and assessors across Canada on TCET's Enhanced Language Training Placement Assessment (ELTPA) tool. This tool is designed to assess the English language capability of internationally-trained newcomers for placement in work-related language training programs. At the same time, the project continued to support the web-based **Canadian Language Benchmarks - Online Self - Assessment (CLB-OSA)** and **Niveaux de compétence linguistique canadiens - Autoévaluation en Ligne (NCLC-AEL)**. These online self-assessment tools are available across Canada and world-wide to provide newcomers and potential immigrants with the opportunity to understand their level of English language skills and how they impact their education and employment prospects in Canada. The Canadian Centre for Language Benchmarks partners with us to ensure effective maintenance of the French language assessment.

Highlights

The Ontario Language Assessment Support Services team organized and conducted the annual assessor conference and two coordinators' forums for more than 115 assessment centre staff from 16 regions across Ontario.



CANADIAN LANGUAGE
BENCHMARKS ASSESSMENT



ENHANCED
LANGUAGE TRAINING
PLACEMENT ASSESSMENT



CANADIAN
LANGUAGE BENCHMARKS
LITERACY ASSESSMENT

Highlights

National Language Assessment Support Services combined implementation of the online language assessments (CLB-OSA and NCLC-AEL) with training services for the Enhanced Language Training Placement Assessment (ELTPA tool) across Canada.



Settlement & Language Services

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. In 2011, LHS ON served over 1,900 students from across Ontario. Features include: online or correspondence options with weekly phone conversations with teachers; online technical assistance; additional conversation sessions to further develop listening/speaking skills; a professional development program, newsletter, and meetings for instructors; and website/learning management system enhancement to ensure effective access for all users.



Language
Education
at a Distance

Highlights

LINC Home Study Ontario launched enhancements in 2011 to the learning management system to improve usability and data transition. The website, student publication (NEWSLINC) and brochures, received a new attractive and user-friendly design.

Highlights

LINC Home Study Canada continued to expand, increasing the number of student seats by 60. The groundwork was laid for a new delivery model, providing stability (infrastructure support) from Citizenship and Immigration in Ottawa while allowing provinces the option to hire region-based teachers through local service providers, or contract with TCET for Ontario-based teachers.

In its third year, **LEAD: LINC Home Study – Canada (LHS CA)** provided language education at a distance (online or correspondence) to 453 newcomers in Alberta, New Brunswick, Newfoundland & Labrador, Nova Scotia, Prince Edward Island, and Saskatchewan. Province-specific compendiums for student learning were completed. A new funding model was explored for future sustainability of this growing program through the collaboration of national and regional CIC offices.

“ I came to Canada four years ago. It was a new life for me and my family, and a brand new beginning for me as a woman with no English. I came here from Romania, hoping I can give my daughter a better life and a better future. I used to get scared when I had to answer phone calls or being unable to write a letter to my daughter's school. I felt frustrated that at my age I wasn't able to write or speak at a higher level. I knew a bit about the LINC Home Study program, and one day I decided to go check my English level and to enroll in the program. I know my English level improved. I'm not scared any more to answer the phone. The quality of my job has improved; I'm able to do different and more difficult duties in my company. I feel more comfortable during conversations, being able to talk about different subjects. Nobody believes that I came to Canada four years ago with no English. Thank you again, LINC Home Study, for giving me a great chance to feel at home in this new country, Canada. Thank you for giving me a great teacher, who is always there for me. I will feel gratitude to LINC Home Study my entire life and I recommend the program to any newcomer in Canada. ”

- Doinita



Settlement & Language Services

History of Assessments, Referrals and Training system (HARTs)

continued to provide logistics, data collection, and analysis for Citizenship & Immigration Canada (CIC). The system is used by language assessors benchmarking clients' language proficiency and referring clients to classes. It is also used by language service providers to monitor their intake and wait lists and by many stakeholders, (including CIC) to provide statistical analysis for strategic planning. HARTs currently supports over 220 organizations through training, helpdesk support, and response to requests for changes and reports. The team responds to over 11,000 calls per year. In 2011 the team also worked closely with the Ministry of Citizenship and Immigration and the CLARS (Coordinated Language Assessment and Referral System) Committee to develop systems to meet the needs of both government funders and in line with the coordinated language approach under development.



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Education & Training Services

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. Public and government organizations served have included the Ontario Ministry of Education, Citizenship and Immigration Canada, the Region of Peel, William Osler Health Centre, Developmental Services Ontario, Community Living Mississauga, the City of Mississauga, the Peel District School Board and the Region of Halton. The department also provides in-person interpretation services many of which are critical in assisting immigrants with access to health, education and legal services. Centre for Education & Training, Translation & Interpretation Services, is a corporate member of Association de l'industrie de la langue/Language Industry Association (AILIA). In 2011 we provided service for 75 individuals and 30 public and private organizations. The department completed a successful Interpreter Training and Certification Program assisting settlement workers to deliver high standards of professional interpretation through their work.

In addition to translation and interpretation services, we also offer:

Core Interpreter Training Program based on the Ontario Ministry of Citizenship and Immigration Core Language Interpreter Training Curriculum. The training consists of 85 hours of in-depth practical and theoretical training in community interpreting, with an emphasis on education, health, immigration and settlement services.

Language Proficiency Test which has been developed in Ottawa to evaluate an interpreter's language and interpretation skills. This test was supported by the Ontario Ministry of Citizenship and Immigration and they are widely accepted as appropriate assessment tools for testing proficiency in English and the candidate's other language.

Corporate Services: In 2011, our Corporate Services offered workplace performance and competency training to over 1,400 participants and over 85 public and private organizations across the greater Toronto area.

Highlights

The Translation/Interpretation department earned the CAN/CGSB-131.10-2008 Translation Services Standard Certificate confirming our expertise and high standards of work and performance. Further certification this year included the LICS Certification Scheme Community Interpreting Service Provider - CISP Interpretation Services Standard Certificate

New Translation/Interpretation business this year included work with St. Michael's Hospital Research Centre and Simcoe-Muskoka Catholic District School Board. The contract with Halton Region was renewed.



Education & Training Services

Peel Summer Academy: Peel Summer Academy is composed of a number of unique residential programs for intellectually-gifted youth in grades 4 through 10. In 2011, 165 students participated in a variety of programs coordinated by TCET and offered at the University of Toronto – Mississauga, Memorial University of Newfoundland, University of Victoria, Pearson College, the Finlayson Outdoor Centre and various locations in Northern Ontario.



Highlights

Peel Summer Academy staff presented the PSA program overview at the Association for Bright Children's Annual Event and ran workshops for students.

Computer Camp 4 Kids: Computer Camp 4 Kids is a March break and summer day camp program for students ages 9-14 years. In 2011, over 190 campers attended week-long programs in technology, touching on subjects such as Programming, Digital Art, Web Design and more. Campers, due to the project-based curriculum, worked hands-on to put their creative skills to good use. Outside the classroom, the camp experience was rounded out with organized activities and games.

Oceans Education: The Oceans Education program provided training for 14 students during the summer months at the Marine & Environmental Science-based facility, Lester B. Pearson College of the Pacific, near Victoria, BC. Participants earned an internationally-recognized PADI SCUBA certification/upgrade and a secondary school credit.

Far North Expedition: In its third year, the Far North Expedition saw 11 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 a secondary school diploma credit.



Education & Training Services

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; in-class instruction; flexible independent learning; and in-car instruction. 1,214 students registered for the program with 99% successfully graduating and obtaining their G2 license.

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. These include English as a Second Language 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 2011, 330 people participated in our programs.

GED Program/Academic Upgrading: 15 clients participated in the 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 caters to the specific needs of each client. We are proud to have helped many clients pass the GED Test and continue on to further their education and improve their employability.



Service Range

Where Our Clients Live

Individual Clients

Within Ontario

Peel (Mississauga, Malton, Brampton, Caledon), Halton (Oakville, Burlington, Milton, Halton Hills), York (Vaughan, Newmarket, Markham, Richmond Hill), Barrie, Cornwall, Durham, Hamilton, Kingston, Kitchener, London, Niagara, Ottawa, Peterborough, Sudbury, Thunder Bay, Toronto, Windsor

Outside Ontario

Alberta, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan

Outside Canada

Philippines, China, Vietnam, Japan, Hong Kong, India, Venezuela, Korea, Mexico, Israel, Russia, United Arab Emirates, France, Brazil, Columbia, Pakistan, Ukraine, Saudi Arabia and more

Organization Clients

Within Ontario

Peel, Halton, York, Simcoe, Toronto, Scarborough, Etobicoke, Brantford, Guelph, Kingston, Belleville, London, St. Catharines, Niagara, Ottawa, Peterborough, Sarnia, Lambton, Thunder Bay, Sudbury, Windsor

Outside Ontario

Calgary AB, Edmonton AB, Fort McMurray AB, Moncton NB, Saint John NB, St. John's NF, Halifax NS, Iqaluit Nunavut, Charlottetown PEI



Service Range

Our Sites



50 & 90 Burnhamthorpe Road W
Mississauga



190 Robert Speck Parkway
Mississauga



3233 Brandon Gate Drive
Malton



7700 Hurontario Street
Brampton



263 Queen Street East
Brampton



171 Speers Road
Oakville



1090 Don Mills Road
Toronto



595 Parliament Street
Toronto



Career Coach
Mobile Unit

Plus itinerant service sites
across **Peel, Halton and
York** Regions

By The Numbers

Clients at our Newcomer Information Centres represented **136** different countries and **75** language groups.

TCET's Employment Service Centres provided comprehensive assistance to **1,169** participants, helping them with their employment goals.

710: the number of LINC Home Study Ontario students who progressed at least one LINC level in 2011.

Over **10,200** Peel, Halton and York Region immigrants received language assessment and referral to local English language training programs to help them achieve their goals.

Language Assessment Support Services provided support, training, and guidance to **125** language assessors and coordinators associated with **25** LINC Assessment Centres across Ontario.

263 participants were assisted in accessing academic/literacy, language, occupational and/or post-secondary education and training, leading to local labour force skills enhancement.

100% of students involved in additional LINC Home Study phone conversation classes loved the additional learning opportunity and would recommend it to others.

Language Assessment Centre staff speak over **40** languages combined.

Occasional childcare services accommodated **3,961** children of immigrant parents accessing services at our Malton and Oakville locations.

Top **5** language groups served by language assessors in Peel/Halton: Arabic, Punjabi, Spanish, Urdu, and Mandarin. Top **2** language groups served in York Region: Mandarin and Persian/Farsi.

More than **90** TESL-certified and experienced instructors provide LINC Home Study classes from their own homes to students across Ontario and Canada.

1,262 information sessions and group activities were held at the **5** Newcomer Information Centres and were attended by **10,721** clients.

By The Numbers

3,298 hits per month to the www.lincpeelhalton.com site were recorded by training providers, funders and others relying on our Training Provider Services team to support language services community coordination.

Interpretation/ Translation Services provided **30** organizations/ corporations with service in over **60** languages.

Commissioners of oath services certified over **24,600** documents for **3,941** clients.

The HARTs team supported **2,100** database users from **220** organizations across Ontario by responding to **11,000** requests regarding newcomer language service data and reporting.

Over **1,000** youth were assisted with their skills development and career plans through **5** youth-targeted programs.

Over **90%** of students rate their satisfaction with LINC Home Study (Ontario and Canada) as very good to excellent and **99%** would recommend the program to others.

29,429 individuals from over **75** countries completed the Online English/French assessments (CLB-OSA and NCLC-AEL).

The Centre for Education & Training provided services to over **70,000** individuals and **990** organizations in 2011.

70% of LINC Home Study newcomer students are women and **80%** study online versus **20%** via correspondence (books and audio CD's).

A total of **65** Drivers Education Classes were delivered during 2011.

1,212 individuals completed the Beginner Driver Education Program.

Staying Connected

Our Online Presence

www.tcet.com



CentreEduTraining



NewcomerInfoCentre



LINCProgram



@t_c_e_t



@peelsummeracad



@psawestcoast



@psanewfoundland



Centre.for.Education.and.Training



PSA Staff



EmploymentServices



TCETCorporateTraining



Centre-for-Education-and-Training



info@tcet.com

Our Websites:

www.tcet.com

www.lincpeelhalton.com

www.clb-osa.ca

www.nclc-ael.ca

www.linchomestudy.ca

www.linchsnational.ca

www.hartssystem.ca

In the Community

Community Partners

Afghan Women's Organization
AIRS- Inform Canada
Association for New Canadians, NL
Association of Administrative Assistants
Big Brothers and Big Sisters of Halton
Big Brothers and Big Sisters of Peel
Bramalea Community Health Centre
Brampton Board of Trade
Brampton Employment Network
Brampton Library
Brampton Mayor's Youth Team
Brampton Multicultural Community Centre
Brampton North West Connects
Building Healthy Community Network – Region of Peel
Caledon Community Network
Caledon Library
CARE for Nurses
Carleton Trail Regional College, SK
CASIS Coalition of Agencies Serving Immigrant Seniors
Catholic Cultural Services
Central Alberta Refugee Effort (C.A.R.E.), AB
Centre for Canadian Language Benchmarks
Child Development Resource Connection Peel (CDRCP) Learning In Our
Neighbourhood (LION) Program
City of Brampton – Community Networking
City of Mississauga Film Office
City of Mississauga Transit
Community Door
Community Volunteer Income Tax Program
Cumberland Regional College, SK
Cummer LINC, Toronto
Dixie Bloor Neighbourhood Centre
Dixie Mall
Don Mills Community Resource Group
Downtown East Employment Service Network
Dufferin Peel Catholic School Board St. Gabriel Adult Learning Centre
Economic Development Advisory Council (EDAC), City of Mississauga
English Language Program, University of New Brunswick, NB
ETAG (Elder Technology Assistance Group (Miss & BR)
Family Education Centre
Find Help
Glidden Road Gurdwara

Great Plains College, SK
Gurdwara Sikh Sangad Brampton
Halton & Peel Professional Executive Network (HAPPEN)
Halton District School Board The Centre for Skills Development & Training
Halton LINC Partnership
Halton Newcomer Strategy Group Steering Committee
Halton Region Health Department
Halton Catholic District School Board Adult Learning Centre
Immigrant Language and Vocational Assessment Referral Centre, AB
Immigrant Settlement and Integration Services, NS
Islamic Society of North America (ISNA)
Karen Ziemann Consulting, AB
Knights Bridge Neighbourhood Capacity Support Strategy Team
Language Assessment Centres Across Ontario
Language Assessment Services of Nova Scotia (LASNS), NS
LASI World Skills Inc., Ottawa
LASS Coordinator's Forum Working Groups
LINC Home Study Canada Working Group
Malton Inter-Agency Network
Malton Neighbourhood Services
Malton Youth Centre Steering Committee
Metro-Region Immigrant Language Services, NS
MIAG
Milton Public Library
Milton Unity Committee
Mississauga Board of Trade
Mississauga Library System
Mississauga Service Providers Group – Mississauga Community
Connections
Multicultural Association of Fredericton, NB
Multicultural Association of Greater Moncton Area, NB
Newcomer Centre of Peel
Niagara YMCA
NorQuest College, AB
North West Regional College, SK
Oakville Child and Youth Network
Oakville Public Library
Oakville YMCA
OCASI (Ontario Council of Agencies Serving Immigrants)
One Step
Ontario Association of Adult and Continuing Education School Boards
(CESBA)

Ontario Association of School District - International (OASD-I)
Ontario Association of Youth Employment Centres (OAYEC) First Work
Ontario Khalsa Darbar
Overlea, Springhurst & Victoria LINC, Toronto
Peel District School Board Adult Learning Centre
PEAPN: Peel Elder Abuse Prevention Network
Peel Chinese Association of Mississauga
Peel Halton Workforce Development Group
Peel LINC Partnership
Peel Multicultural Centre
Peel Newcomer Strategy Group
Peel Region: Newcomer Portal
Peel Youth Violence Prevention Network
Peel/Halton ELT Partnerships Committee
Peel/Halton LINC Operations Committee
Peel/Halton/Dufferin Employment Information Network (EIN)
PEI Association for Newcomers to Canada, PEI
Polycultural Immigrant & Community Service
Region of Peel, Ontario Works
Region of Peel Police
Sheridan College
Social Enterprise for Canada
St. James Town Service Providers Network
St. James Town Youth Network
TESL Ontario
TESS Web Portal Pilot
The Canadian Association of Public Schools (CAPS-I)
The Cross-Cultural Community Services Association
Toronto Board of Trade
Toronto District School Board
Type 2 Kids Award Program
Victoria Village Hub
Volunteer Halton
Volunteer MBC
We Belong Project Committee
Welcome Centre Immigrant Services - York Region
Willowdale LINC, Toronto
York/Simcoe Language Training Partners
Youth Employment Toronto
Youth Link

Our Funders:

Citizenship and Immigration Canada | Ministry of Training, Colleges and Universities | Ministry of Citizenship and Immigration | Service Canada | Toronto Employment and Social Services

In the Community

Charity and Volunteer Contributions

Eden Community Food Bank

Language Assessment Centre staff held a food drive and contributed to the Eden Community Food Bank.



Centre for Education & Training is a highly committed partner of Community Door; collaborating and sharing resources to improve the lives of community residents. Member agencies work together to improve efficiencies, reduce costs and serve clients at centralized social service locations. Increased visibility and accessibility are achieved and funds are more available for client service. Many of our direct clients services, as well as administrative functions, are provided through the Mississauga and Brampton Community Door sites.

Terry Fox Run for Cancer Research

The Brampton South Centre for Education & Training staff participated under the team name of the "Power Ranger Walkers" to raise money for cancer research.

Centre for Education & Training staff raised funds totaling \$760 and presented a cheque to the Peel Children's Aid Foundation in October. Staff participated in weekly dress-down Fridays during the summer of 2011. The raised money was donated to the Futures Fund. This includes programs that provide opportunities for future success to youth who have grown up in care and are typically more likely to face difficulty integrating into the community as adults. Components include a bursary program as well as courses and mentoring in a variety of subjects.



PEEL CHILDREN'S AID
FOUNDATION



Presentations by Staff

TESL Ontario presentations:

- HARTs (History of Assessments, Referral and Training system)
- CLB-Based Assessment Tools – Centre for Education & Training

TESL Canada presentation:

LINC Home Study Canada

Keyano College (Alberta) presentation:

CLB-OSA Online Assessment tool

Language Assessors conference:

Assessing Clients with Disabilities

LINC Home Study (Ontario and Canada) Teacher Professional Development Workshops (Bits and Bytes):

- Online Audio Recording Tools
- Introduction to Lesson Writer
- New LMS Features
- Document Collaboration with ShowDocument
- Online Portfolios
- Message Boards and Interactive Posters
- Creating Online Magazines

Our Team

Board of Directors

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Chairman of the Board

J. Rhys Davies
President

Robert Armstrong
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Chris Besse
Director

David Brown
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Pam Chodda Young
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Chief Executive Officer

David Lew
Chief Human Resources Officer & Chief Privacy Officer
(CHRO & CPO)

Robert Olson
Chief Operations Officer (COO)

Karen McNeil
Director, Language Services

Moya MacKinnon
Director, Employment and Newcomer Services

2011

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