



# A Year In Review | 2012

Centre for Education & Training

 **Centre for  
Education & Training™**  
*The Power of Change. The Passion for Growth.*



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

# About TCET



## Our Mission

Empowering clients and communities, the Centre for Education & Training enhances development, growth, and learning.

## Our Vision

The 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 collaborative alliances to address community needs
- Attracting, developing and retaining dedicated and skilled staff
- Demonstrating adaptability and flexibility in meeting changing client and community needs
- Ensuring that we continue to be: ethical, accountable, transparent and fiscally-responsible.

## 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 2012 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.

# Letter from the CEO

**Diversity for growth and innovation** is one of the Centre for Education & Training's values and part of our business strategy. We know that understanding and drawing on the strength of diversity means meeting the needs of clients, building strong relationships in the many communities we serve, and fully engaging the talents of our people. Simply put, making the most of our diversity has always been the right thing to do and the smart thing to do.

We recognize the value and power of tapping into the full spectrum of ideas and abilities that people possess. Doing just that has been a strong part of TCET's past success and is crucial for seizing the opportunities ahead.

Our strength comes from the combination of what we have in common; our shared values, vision and purpose, as well as what makes us different; our experiences and perspectives.

We grow as an organization and as people when we encourage different viewpoints and ways of thinking — differences that come through diversity. That is what leads to true insights and innovative practices.

Supporting diversity for growth and innovation is a long-term journey. We have seen rewards for our efforts so far and look forward to doing more — to helping create better futures for our employees, our business and our communities.

A handwritten signature in black ink that reads "J. Rhys Davies". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Rhys Davies  
Chief Executive Officer





# Our Services

# Our Service Areas

## Employment & Career

In 2012, an extensive range of employment programs and services were provided to over 28,000 clients in locations across Peel Region and Toronto. In addition, human resource services were provided to over 1,040 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. Centre for Education & Training assisted over 75,000 newcomers in 2012. Our settlement-related services provided needs assessment and referrals, information, language and skills development, and employment-related services.

Some of our services were designed to support settlement service providers across Ontario and Canada in their efforts to provide high-quality client service. Centre for Education & Training is the provider of language assessment support services, and our HARTS database is the referral and tracking system for 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 diverse training programs, the Centre for Education & Training is a leader in its field. Delivering effective, highly relevant, performance-based, improvement services, we impacted over 1,500 individuals who participated in a variety of interactive, practical, client-focused learning opportunities. Program and service areas included: 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

## Employment Ontario Services

Centre for Education & Training continued to provide 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. Employment Services also has a host of excellent workshops designed to develop confidence and skills in the job seeker. We realize the importance of social media tools in job search and are one of the early adopters in offering full scale LinkedIn workshops to our clients at all six locations. We also offer workshops on cold calling, networking and resume building, to name a few. Job fairs and specialized employer workshops assist our employers with their recruitment needs and skills development.

**WE SEE WHAT EMPLOYERS SEE.**

**PREPARE  
LOOK  
FIND  
KEEP  
YOUR JOB**

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

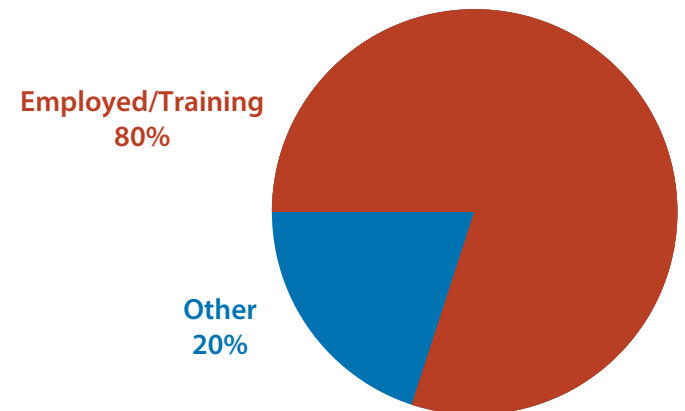


Find your **job**, Love **what you do**.

TCET **Employment Services** provided access to resource and information services for over 25,964 self directed clients during 2012. This service included workshops, access to computers and support services, resources on job search, and job board postings with local employment opportunities. 946 employers worked with our ES Team experts to post job opportunities, access hiring incentives & supports and address all aspects of their human resource needs.

TCET Employment Service sites provided customized, 1:1 job search assistance to 4,744 participants from January 2012-December 2012. Of these participants, 3,827 (80%) exited service to participate in gainful employment or engage in further training/education to increase their skills and marketability.

## Employment Services Participant Outcomes



# Employment & Career Services

*"I am also pleased that I was able to meet the 90 Day Job Challenge." Roberto is employed as a Controller in Calgary, Alberta. He surely didn't shy away from any Challenge whether it was the 90 Days or trekking to the West.*

- Roberto

*One client signed up for the 90 Day Job Challenge and is now employed with Rogers. She said, "[Before] I found this 90 Day Job challenge I [had] been looking for a job everyday for a month. I submitted more than 200 curriculums for different positions at different enterprises. With your help and advice I found [my] dream job in three weeks. Once again thank you very much."*

-Sollinsnaya

*"I wish to thank Centre for Education and Training... for their support and dedication towards providing employment and resources for newcomers to Canada like me. I was successful in getting employment within 90 days as part of the 90 day job challenge due to the mentoring and guidance of a career specialist at TCET. I wish them all success in their efforts."*

-Sonny

*"Thanks for the invite to the LinkedIn talk. [Staff] did a good job, presented the info well, and I'm now a convert in the belief that it would be a very useful tool, while undertaking a job search!"*

-MG

*"Thank you very much for taking time to train us today. I do feel more confident about cold calls and walk in/s. I came home and applied for few more jobs. I will also follow up by calling them next week."*

-Mahsati



## Specialized Employment Programs

Over 2300 youth aged 15-30 years, were assisted with their skills development and career plans through the **Career Coach** (funded by Citizenship and Immigration Canada), **Next Steps: Employability Skills for Youth** (Toronto Employment and Social Services), and **Youth Employability Skills** (Service Canada) programs. Our staff team was highly successful in establishing key relationships with over 90 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 31 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.

*"My negative attitude came as the result of numerous failed attempts at job searching. My confidence was low. [TCET staff] was able to refocus my attention towards job searching and remind me of the importance in having a positive attitude. Staff further assisted me by calling contacts from security agencies which landed me an immediate job interview. We also spent time filling out 150 questions for an online job application and meticulously reviewed my resume, paying attention to small details. I was able to send copies of my resume that week. I received two job interviews the following week. This was after months of trials without securing an interview. The HR personnel on several occasions stated that my resume was impressive. This was one of the first positive feedbacks I'd receive on any of my resumes in several months. Currently, I have secured myself a job working with Community Living Mississauga. My role is Support Worker Assistance, and I could not be more pleased with the job. With the support I received I have developed a renewed attitude and confidence as a worker and a person. Once again, I would like to express my sincere appreciation to your organization as well as to staff.*

-Career Coach client

*"I went to meet my case worker this Monday and I told the value of this program and about you too. ...and she also told me that she has sent another two people to the course. She is happy about your effort. I think that your supervising manager also appreciate your job as she was so happy about your activities out of the curriculum."*

-Bridges to Employment client



# Settlement & Language Services

## Newcomer Information Centres (NIC)

The Newcomer Information Centres continued to provide information, resources & referrals to ensure settlement success for over 21,000 newcomers to Peel and Halton Regions. For greater accessibility, services were provided in a wide range of languages and at off-site locations such as libraries, places of worship and community organizations. Workshops on diverse topics included professional association presentations, information on legal issues, resources for settling in Canada and more. Free Commissioner of Oath services were appreciated by many clients at all 5 NIC locations. Occasional child care services were available at our Malton and Oakville locations providing care for 2,872 child visits.



*Amrit registered with the Newcomer Information Center as a newcomer student from India; he became a permanent resident in Canada attending high school. In November 2011, Amrit began to participate in the Youth Program available at the Newcomer Information Centre. He maintained his consistency in attending the program and became a regular client. Amrit attended a Resume & Employment workshop delivered by one of our counsellors. Once his resume was completed he began actively job searching using the resources of the Newcomer Information Centre. He was very appreciative for the help and support from the Youth Counsellor and wrote:*

*"After completing my resume with support from the NIC Youth Counsellor it helped to boost my confidence in my resume when job searching. I am happy to notify you that your support with my resume has landed me a job with the Red Cross. Thanks again for all your help"*

*Amrit is currently continuing as a volunteer with the Big Brothers & Big Sisters Program as a Mentor and is completing his last year of studies at Guelph/Humber.*

*Mr. and Mrs. P from India were sponsored by their son. Mr. P feared government programs and community programs as he was afraid the sponsorship agreement for the 10 year period might affect his son. Mr. P's oral health was also deteriorating. With limited resources it was very difficult for him to pay for dental treatment costs. Due to the staff's language ability, we were able to engage Mr. P in his native language and to establish a trust relationship between the NIC staff and Mr. P.*

*The Senior's Café and Elder Technology Association Group provided Mr. P. with an opportunity to make social connections, meet people from different backgrounds and share experiences and interests. The NIC staff was able to refer him to Peel Public Health's free dental treatment program for seniors. In addition, he was provided with a*

*list of dental hygienists who offer low cost treatments. He received his treatments and improved his health. Staff noticed the positive changes in Mr. P. He stated "I would like to request TCET and the Government to provide a broader seniors' program. NIC staff is very professional, cooperative and go even beyond the scope of their duties to ensure that client needs are met."*





# Settlement & Language Services

## Language Assessment Services

Language assessments are a requirement for placement into Citizenship and Immigration Canada (CIC)-funded language classes across Ontario. Besides the administration of assessments, our language assessors in Peel, Halton, and York, gathered information and made referrals based on clients' needs. In 2012, our **Language Assessment Services** administered over 9,972 language assessments to newcomers who visited our sites in Mississauga, Malton, Brampton, Oakville and itinerant sites across Peel and Halton Regions. In York Region, we conducted 3,735 assessments, continuing the provision of language assessment services at the York Region Welcome Centres and at other itinerant locations within York and in Barrie (Simcoe).

Through our **Training Provider Services**, we continued to support language training providers in the coordination and sharing of best practices in Peel, Halton and York Regions. Regular meetings and events for local language partnerships were hosted and/or supported – serving organizations delivering language classes at multiple 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. In Peel and Halton, guidance and training were 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.

The Centre for Education & Training also provided planning and coordination assistance to Citizenship and Immigration Canada (CIC) and CIC-funded organizations in Peel and Halton for newly re-structured settlement planning groups based on the CIC settlement logic model. These groups include an Executive Council and partnership groups focused on language, labour

market, information and awareness, and welcoming communities & youth. Our staff coordinated communications for meetings, took minutes and posted all documents to a newly designed partnership website.

*Marjan, an accountant from Iran, came to the Richmond Hill Welcome Centre for a language assessment. She wanted to attend an Enhanced Language Training (ELT) program for Accounting and Finance. She had advised us when booking her appointment that she had difficulty hearing. We originally provided headphones to her so that she could test how they worked on something other than the assessment as a trial, but she was not able to hear anything. She had a significant hearing impairment, and as she said, had to listen with her eyes. We arranged for a quiet office and had the assessor read the listening script to her. Marjan was very grateful for our assistance, and achieved the benchmarks required to proceed in the ELT program of her choice with the needed supports.*



# Settlement & Language Services

## Language Assessment Support Services

In 2012, **Language Assessment Support Services (LASS)** continued to deliver effective training and refresher sessions to English Language Assessors across Ontario on 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 a Coordinators' Forum to share best practices, discuss trends and changes in the field, and network with others.

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 (in Ottawa) partners with us to maintain and support the French language assessment tool. Over 35,000 immigrants and potential immigrants from around the world, use these assessment tools annually.



**National Language Assessment Support Services (NLASS)** provided 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.

As the primary focus for 2012, staff 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

## Language Assessment Information for Clients Guide

In 2012, the Ministry of Citizenship and Immigration provided funding for the development of a new Language Assessment Information Guide and Customized Report for clients. The Centre for Education & Training in partnership with the Centre for Canadian Language Benchmarks (CCLB) drafted and tested a new Guide and Report for both print and electronic use, in both English and French.

The Guide will provide clients with information regarding the language assessment and referral process in an easy to understand format and design. It will be available for use by stakeholders in the government-funded language assessment and training system, and will be available for access on the CLARS/HARTS database and referral system. The Customized Report will provide clients with their language assessment results in text and through illustrations.

*The LASS team were involved in the review of, and input to, the new CLARS guidelines document to set the standard for the new model of Coordinated Assessment and Referral involving federal and provincial language training programs.*

*An article describing our online self-assessment tools was published in the Active Engagement & Integration Project newsletter available online and at AEIP offices in Vancouver, Seoul and Taipei.*

# Settlement & Language Services

LINC Home Study piloted the first Virtual Conversation Class with 5 students.

12 LHS instructors presented at a LINC Home Study full-day professional development event sharing their knowledge and best practices with other LHS instructors on topics related to English as a Second Language and distance education. Over 90% of instructors indicated that the event was a good use of their time and they will be able to apply what they've learned. Some of the feedback received included:

- I liked the fact that I could directly relate to the presentations, and that they targeted the areas that concern me as an online instructor.
- I liked sessions for teachers, by teachers. Informal sharing was great.
- Excellent way to share and bond with our colleagues.
- I really liked how many of the presentations were hands-on and demonstrated how we can integrate the information into distance education, learning and teaching.

LINC Home Study Canada continued to expand, an increase of 48% in total clients served over 2011. This, while managing multiple contracts and arrangements with partners to provide service for learners in 6 provinces.

## Language Education at a Distance: LINC Home Study

LINC Home Study – Ontario (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 2012, 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

Various additional opportunities were offered to help LINC Home Study students develop their conversation skills beyond their regular studies and weekly sessions. These included additional one-on-one conversation classes with instructors for 180 students and drop in conversations sessions for 89 students able to attend a group meeting.

*Fabio has been in the LINC Home Study program since May 2010.*

*He is from Uruguay and has been in Canada for 3 years with his immediate family. He works as a full-time painter. At times, he has to work 12 hours shifts depending on the size of the project, so it is not possible for him to access regular English classes. He feels it is great that he can receive English instruction in the comfort of his own home, and is very happy to take the calls each week.*

*After taking the course, Fabio feels he can better communicate with other people in English because of the increase in confidence due to regular practice during the classes and daily life. He now feels comfortable talking on the phone in English, and can see an improvement in his writing too. He states:*

*"My life in Canada is nice; I don't feel any problems in adapting to the culture. I think LINC Home Study helped me to be stronger in Canada, because language is*

*one of the most important parts of understanding the culture and getting a better job. Coming to Canada is one of the better choices I made in my life."*

In its fourth year, LINC Home Study – Canada (LHS CANADA) provided language education at a distance (online or correspondence) to 674 newcomers in Alberta, New Brunswick, Newfoundland & Labrador, Nova Scotia, Prince Edward Island, and Saskatchewan.

In 2012, a new model of program delivery was implemented in Southern Alberta and Nova Scotia. In these areas, TCET partnered with three service providers that hired and supervised local instructors while TCET continued to provide the program content and support. To ensure that the new partners were able to successfully deliver the instructor portion of the program, TCET developed a distance training program for the partners. 94% of students in Southern Alberta and Nova Scotia rated their overall satisfaction with the program as very good to excellent.

*When I came to Canada one year ago, I was very surprised of the size of the town, St. Brieux, Saskatchewan. I came from the big city, Odessa in Ukraine. It was difficult for me to live in St. Brieux even for a short period without a job. I became a student of the LINC Home Study program. For me it was an event because I really wanted to learn and improve my English. I live in a very small town and there weren't English courses. To learn by myself, without teacher, without program - was not effective. I need tasks and motivation from outside. And I heard a lot about the LINC Home Study program. My teacher is from Toronto and she is a very good teacher. I like her speech, it's very understandable. She is very attentive and knows always answers to all questions. And I told her about my worries of searching for a job. She offered me to start (a lesson) where the main topic is Resumes, and Searching for a job. Our discussions, tasks, texts helped me very much. I understood the system of searching for a job in Canada. My teacher gave me a lot of useful phrases for an interview.*

*During that time I saw one more job posting for a Purchaser position, a permanent position. I applied and they called me for an interview. I used all information that I received during the lessons. And....in couple of weeks I got the news that they hired me. I was very, very excited. For me it's a big achievement. I'm in Canada for a year, and with my attempts and knowledge that I got from the LINC Home Study program I achieved my goal. I'm sure it's not my last goal, and next time I will use all the knowledge again that this program has given to me.*

-Olga



# Settlement & Language Services

[www.hartssystem.ca](http://www.hartssystem.ca)

The HARTs team has been involved in a project to translate the currently used system to accommodate both French and English service providers in their language of choice. Service provider organizations will be now able to benefit from the bilingual functionality of HARTs.

[www.hartssystem.ca/clars](http://www.hartssystem.ca/clars)

CLARS v3 was developed with collaboration from a Working Group consisting of representation from Citizenship and Immigration Canada (CIC) and Ministry of Citizenship and Immigration (MCI). In 2013, it will be released to 3 (Kingston, Kitchener, London) out of 19 regions of Ontario.

[www.hartssystem.ca/mciportal](http://www.hartssystem.ca/mciportal)

The MCI Transitional Portal is a Ministry of Citizenship and Immigration (MCI) web portal system based on HARTs. It was developed for daily data management of course and learner information connected to 39 school boards across Ontario. Development of the system occurred within 2012 and since its release in 2012 it has been utilized on a daily basis by all ESL programs. The MCI Transitional Portal is an important preliminary step to assisting with the CLARS implementation across Ontario

## History of Assessments, Referrals and Training system (HARTs)

History of Assessments, Referrals and Training system (HARTs) continued to provide logistics, data collection, and analysis for Citizenship & Immigration Canada (CIC) and Ministry of Citizenship and Immigration (MCI). The system is used by language assessors benchmarking clients' language proficiency and referring clients to classes. It is also used by **Your Integrated Solution | [hartssystem.ca](http://hartssystem.ca)** language service providers to monitor and manage their intake and wait lists and by many stakeholders, (including CIC and MCI) to provide statistical analysis for strategic planning. HARTs currently supports more than 200 organizations across Ontario through training, helpdesk support, and response to requests for changes and reports. The team responds to over 11,000 calls/requests per year.



With a mandate to serve all providers in Ontario in both official languages, the HARTs team has been involved in translating the current HARTs system to accommodate both English and French service providers in their language of choice. Service provider organizations will soon be able to benefit from the bilingual functionality of HARTs. The HARTs team also recognizes the importance to support all service providers to meet their linguistic needs.

In 2012 the team also worked closely with the Ministry of Citizenship and Immigration (MCI) to develop their web portal system to meet their reporting needs and requirements. The team has ensured that the web portal is updated as required and ensures that the funders are content with the way the information is displayed and calculated.

While the team has been working with the Ministry of Citizenship and Immigration (MCI) to develop their web portal, the team has also been expanding the CLARS version of HARTs to incorporate the changes that MCI requires for their users. We have been working with the working group to ensure that the CLARS protocols are unbiased in matching clients with appropriate courses, and that the system incorporates features from the best of both worlds (HARTs and the MCI web portal). The team is ensuring that when a final confirmation of the system is ready to be released that these features will be in working order for the community partners.

While the 3 initial CLARS pilot regions continued to utilize the English version of the application, we have begun the process of translating the CLARS version of HARTs in preparation for the release in 2013. We will continue to develop and evolve the system to accommodate service provider organizations in either English or French. The HARTs team will continue to improve existing linguistic features in collaboration with the community partners.



# 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. In 2012, we provided service for 80 individuals and 35 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.

Our Translation and Interpretation Service is:  
*a proud member of*

- Association de l'industrie de la langue/Language Industry Association (AILIA)
- Healthcare Interpretation Network (HIN)

*a sponsor of*

- the Association of Professional Language Interpreters (ALPI)

*and certified through*

- the Canadian General Standards Board and Standard Council of Canada (Translation Service Standard Certificate of Translation Services)
- Language Industry Certification System (LICS) as a Community Interpreting Service Provider (CISP).

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.

We also administer the **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 is widely accepted as an appropriate assessment tool for testing proficiency in English and the candidate's other language.



# 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 2012, 230 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.



## 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. 940 students registered for the program with 99% successfully graduating and obtaining their 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 Language for visitors to Canada; High School Credit Programs; Teacher Training, Preparation and Testing Centre; as well as summer and winter camps. In 2012, we provided service for 243 individuals and 4 organizations.

## Camp PEAK

**Camp PEAK, Pursuing Excellence Achievement Knowledge** was introduced in May of 2012 for a Family Day Open House located in South River, Ontario. Using social media aspects, in person presentations, school visits, workshops and seminars clientele from the greater GTA area have been made aware of a growing organization serving children 0-17 and their families. Since the opening of Camp PEAK partnerships have been solidified with the Ontario Camping Association, Red Cross, High-Five and Kinark providing support, equipment and programming for our youth. As Camp PEAK continues to grow introducing Summer Opportunities, Family Camp, Weekender Retreats and Travel Clubs, 2013 is projected to be a great year.







# Our Staff

## Professional Development

**Employee training sessions** coordinated/delivered by our Human Resources department this year have included: orientation sessions, privacy training, Bill 168-workplace violence and harassment prevention training, manager as coach training, and human rights/diversity training. Session seats filled totalled 187.

**Learning and Development Committee** – our committee staff members from diverse program areas conducted surveys, identified learning and development topics in demand, acquired resources, and organized sessions for interested staff members at a variety of locations. Sessions in 2012 included interactive lunch and learn workshops on LinkedIn and social media information sessions to a total of 73 staff members. Staff members learn new skills, often from each other, that benefit both their work and personal lives.

Staff members attend many **conferences and professional development and networking** events. In 2012 some of these included:

- LINC Assessment Centres Coordinators' Forum and LINC Assessors' Conference
- Ontario Council of Agencies Serving Immigrants (OCASI) conference and workshops
- Regional Diversity Roundtable (Peel) workshops
- Teachers of English as a Second Language (TESL) Canada Conference
- Teachers of English as a Second Language (TESL) Ontario Conference and Regional professional development evening
- A wide variety of specialized workshops hosted by local service organizations

**Social committee** – members identify interest/demand for activities, organize special events and provide seasonal displays and treats at work locations to add fun and collaboration to the workplace.



## Staff Accomplishments



Staff members attend a great range of **planning and networking groups** and contribute ideas, organizational assistance, and leadership to assist with community and service collaboration. Some of the many groups we actively participated in included:

- Association of Career Professionals Internationals (ACPI)
- Halton Newcomer Strategy (HNS) and committees
- Job Development Network for Employment Service Providers in the City of Toronto
- National Language Advisory Body (NLAB)
- Ontario Association of Consultants, Counsellors, Psychometrists & Psychotherapists (OACCPP)
- Peel Newcomer Strategy Group (PNSG) and committees
- Regional Diversity Roundtable
- Teachers of English as a Second Language (TESL) Peel/Halton/Etobicoke Branch, Ontario & Canada

Staff made presentations, provided educational sessions, and contributed their expertise in 2012 as follows:



- Bits and Bytes workshops for LINC Home Study instructors
- "Canadian Language Benchmarks Online Self-Assessment (CLB-OSA)" presentation at the TESL-Canada conference
- "Cell Phone Activities", "Peel Learning Network (poster session)" and a variety of workshops and presentations at the TESL Ontario conference
- Language Assessment Information project presentation at the LINC Assessment Centres Coordinators' Forum
- "LINC Home Study Serving Newcomers across Landscapes" presentation at the TESL Canada Conference
- "LINC Home Study Accessible Language Training" presentation at the Teachers of English as an Additional Language (TEAL) Manitoba conference
- "Overview of Non-CLB Assessment and Online Self-Assessment" presentation at the LINC Assessors Conference (Ontario)
- "Orientation to the revised Canadian Language Benchmarks 2012" presentations in conjunction with the Canadian Centre for Language Benchmark (across Ontario)
- Workshops presented by LINC Home Study Instructors to their colleagues at their professional development day



## Staff Accomplishments

Additional staff activity has included:

- Contribution to the “Orientation to the revised Canadian Language Benchmarks” document
- Contribution to the “Revised Canadian Language Benchmarks Support Kit” for the CCLB
- Publication of a book on English pronunciation and listening skills by a LINC Home Study instructor
- Involvement in the creation of the diversity and inclusion charter for Peel community
- Involvement in the Halton Newcomer Portal
- Mentoring new ACPI members and graduates of George Brown College’s Career & Work Counselling Program
- Initiation of the revitalization of a Job Development Network for employment services providers in the City of Toronto, to share best practices and employment leads
- Organization of the employment services network presentation to Service Canada on behalf of the Toronto Centre Service Provider Network
- Creation of a variety of articles for publication such as El Popular Spanish Newspaper, Active Engagement & Integration project newsletter
- Writing articles for “Learning Curves” of the Workers Educational Association of Canada



## Charitable and Volunteer Contributions

The Centre for Education & Training is pleased to support staff efforts to contribute to our communities by raising funds and making donations. In 2012, staff conducted activities and raised funds as follows:

- Collective staff donation to the **Breast Cancer Awareness Campaign** in October (Don Mills)
- **Daily Food Bank** contribution from a Thanksgiving food drive
- Collection of gently-used clothing donated to **Grace United Church**
- Contribution to **Interim Place** (women’s shelter in Peel) based on funds raised through a silent auction
- A Toonie drive with proceeds given to **Regeneration** (a breakfast program for Brampton residents experiencing poverty or homelessness)
- **Malton Food Bank** contribution
- Food collected for the **Salvation Army Food Drive**
- CEO leadership on Board of Directors for **CARE Centre for International Educated Nurses, Classroom Connections, and Peel Children’s Aid Foundation**



**Our Sites**



# Service Locations

50 & 90 Burnhamthorpe Road West  
**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**



# Service Locations

## Itinerant Services are also provided at the following locations

Barrie Library  
Bradford Immigrant & Community Services (Bradford)  
Bramalea Community Health Centre  
Brampton Libraries (Cyril Clark, Chinguacousy, Four Corners, South Fletcher's, Mount Pleasant as well as at the Northeast Interim)  
Caledon Community Services – (Bolton)  
Caledon Libraries (Albion, Bolton)  
Canadian Hearing Society - (Mississauga)  
Child Development Resource Connection Peel (CDRCP)'s LION mobile RV project in Brampton West  
Chinese Association of Mississauga  
Community Tradeshow and Job Fair (Brampton)  
Dixie/ Dundas Plaza (Mississauga)  
Georgian College (Barrie)  
Gurudwara Sikh Sangat (Brampton)  
Halton Catholic District School Board - Thomas Merton Centre (Burlington, Milton)  
Halton District School Board - (Burlington, Georgetown, Milton)  
HeartLake Plaza (Brampton)  
Jewish Immigrant Aid Services (Thornhill)  
Malton Neighbourhood Services – (Mississauga)  
Markham North Welcome Centre

Markham South Welcome Centre  
Milton Libraries (Main, Beaty)  
Mississauga Library System (Central, Meadowvale, Mississauga Valley, Lakeview, Cooksville)  
Newmarket Welcome Centre  
Ontario Khalsa Darbar Gurudwara (Mississauga)  
Ontario Works locations in Brampton & Mississauga  
Peel Chinese Community Service Hub (Mississauga)  
Polycultural Immigrant and Community Services – (Mississauga)  
Richmond Hill Welcome Centre  
Shopper's World (Brampton)  
Sri Guru Nanak Sikh Centre (Brampton)  
The Cross-Cultural Community Services Association (Markham)  
Trinity Mall (Brampton)  
Uplands Community Learning Centre (Thornhill)  
Vaughan Welcome Centre  
Vietnamese Community Centre of Mississauga  
Westwood Mall (Malton)  
YMCA (Barrie)

A variety of employer work sites across the GTA



# **Our Online Presence**

# How we stay connected



CentreEduTraining  
NewcomerInfoCentre  
LINCProgram



www.tcet.com  
www.lincpeelhalton.com  
www.clb-osa.ca  
www.nclc-ael.ca  
www.linchomestudy.ca  
www.linchnational.ca  
www.hartssystem.ca



Centre.for.Education.and.Training  
EmploymentServices  
Careercoach.peelregion  
NIC Youth  
NewcomerInformationCentre  
ES4Y.TCET  
BridgesToEmploymentProgram  
CampPEAK



tcetcareercoach  
centre-for-education-and-training



@t\_c\_e\_t  
@CareerCoachTCET  
@CampPEAK



info@tcet.com



Kijiji: Ads for Employment Services hiring events



# In The Community



## Community Partners

Access Employment  
 Afghan Women's Organization  
 ALLIA - Association de l'industrie de la langue  
 Language Industry Association.  
 AIRS- Inform Canada  
 Association for New Canadians, NL  
 Bay Area Learning Centre, Burlington  
 Big Brothers and Big Sisters of Halton  
 Big Brothers and Big Sisters of Peel  
 Bow Valley College, AB  
 Bradford Immigrant & Community Services  
 Bramalea Community Health Centre  
 Brampton Board of Trade  
 Brampton Implementation Network  
 Brampton Libraries  
 Brampton Mayor's Youth Team  
 Brampton Multicultural Community Centre  
 Brampton North West Connects  
 Brian J Flemming Secondary School  
 Building Healthy Community Network – Region of Peel  
 CAA Don Mills  
 Caledon Library  
 Calgary Immigrant Educational Society, AB  
 Canadian Association of Public Schools – International (CAPS-I)  
 CARE for Nurses  
 Career Foundations  
 Career Foundations - Lawrence Square  
 Carlton Trail Regional College, SK  
 Catholic Cross Cultural Services (Miss & BR)  
 Centennial College  
 Central Alberta Refugee Effort (C.A.R.E.), AB  
 Centre for Canadian Language Benchmarks

Centre for Information & Community Services (York Region)  
 Child and Youth Engagement Brampton  
 Child Development Resource Connection Peel (CDRCP) Learning In Our Neighbourhood (LION) Program  
 Citizenship and Immigration Canada  
 City Hope  
 Community Door (Mississauga & Brampton)  
 Community Matters  
 Community Volunteer Income Tax Program  
 Conseil des écoles publiques de l'est de l'Ontario (CÉPEO) (Ottawa)  
 COSTI Immigrant Services  
 Cumberland Regional College, SK  
 Dixie Bloor Neighbourhood Centre  
 Don Mills Library  
 Downtown Toronto Employment Partnership  
 Dufferin Peel Catholic District School Board  
 Durham Language Training Partners  
 Economic Development Advisory Council (EDAC), City of Mississauga  
 ETAG (Elder Technology Assistance Group (Miss & BR)  
 Family Education Centre  
 Family Services of Peel  
 Find Help  
 George Brown College  
 Georgian College, Barrie  
 Golden Mile Employment & Social Services  
 Great Plains College, SK  
 Growing Together  
 Gurdwaras: Gurudwara Seik Sangat, Ontario Khalsa Darbar Gurudwara; Sri Guru Nanak Sikh Centre  
 Halton & Peel Professional Executive Network (HAPPEN)

Halton Newcomer Strategy Group: Steering Committee, Service Coordination Working Group  
 Halton ESINC Planning Group  
 Healthcare Interpretation Network  
 HCDSB Adult Learning Centre  
 Health Force Ontario  
 Immigrant Language and Vocational Assessment Referral Centre, AB  
 Immigrant Settlement and Integration Services, NS  
 Jewish Immigrant Aid Services (York)  
 Job Skills  
 Joseph Brant Learning Centre (Brantford)  
 Karen Ziemann Consulting, AB  
 Labour Education Centre  
 Language Assessment Services of Nova Scotia (LASNS), NS  
 LASS Coordinator's Forum Working Groups  
 Legal Aid Ontario  
 LHS Canada Working Group  
 Malton Inter-Agency Network  
 Malton Neighbourhood Services  
 Metro-Region Immigrant Language Services, NS  
 MIAG  
 Ministry of Citizenship and Immigration  
 Ministry of Training, Colleges and Universities  
 Mississauga Board of Trade  
 Mississauga Libraries  
 Mississauga Service Providers Group – Mississauga Community Connections  
 Monsieur Fraser College  
 Moose Jaw Multicultural Council, SK  
 Multicultural Association of Fredericton, NB  
 Multicultural Association of the Greater Moncton Area, NB  
 Multicultural Centre of the Yukon, YT

## *continued*

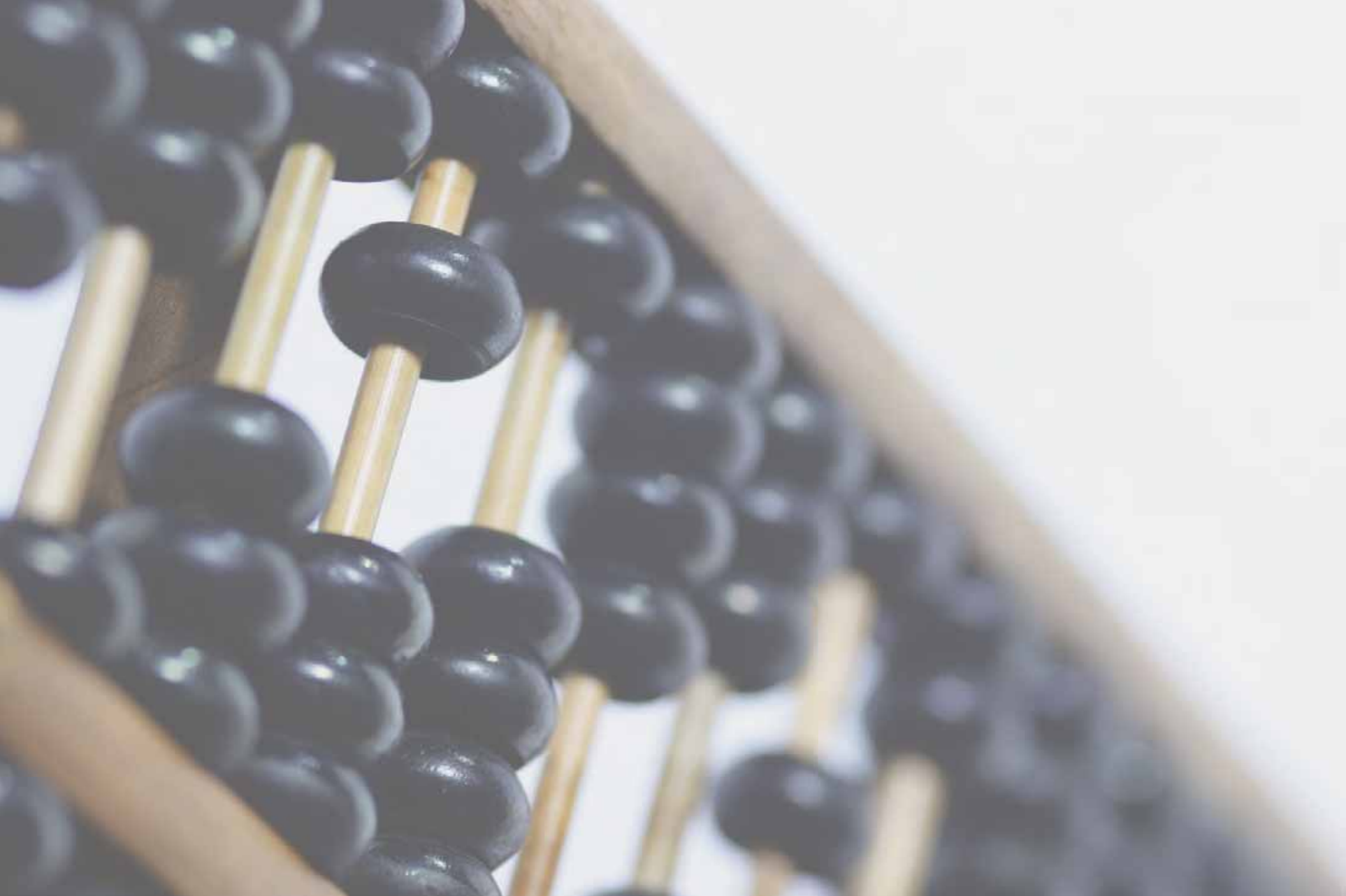
New Beginnings Program  
Newcomer Centre of Peel  
Newcomer Information Centre Saskatoon, SK  
Newcomer Language Advisory Body  
NorQuest College, AB  
North West Regional College, SK  
Oakville Child and Youth Network  
Oakville Libraries  
OCASI (Ontario Council of Agencies Serving Immigrants)  
One Step  
Ontario Association of Adult and Continuing Education School Boards (CESBA)  
Ontario Association of Youth Employment Centres (OAYEC)First Work  
Ontario Camping Association  
Ottawa-Carlton District School Board, Ottawa  
Overlea, Springhurst & Victoria LINC, Toronto  
Peel District School Board (PDSB): Adult Learning Centre; Cooperative Education Program  
Peel Elder Abuse Prevention Network (PEAPN)  
Peel Career Assessment Services  
Peel Chinese Association of Mississauga  
Peel Multicultural Centre  
Peel Newcomer Strategy Group (PNSG): Economic Inclusion Committee; Communications Working Group; Social Inclusion Meetings  
Peel Region: Newcomer Portal  
Peel Youth Violence Prevention Network  
Peel/Halton Workforce Development Group (PHWDG) (NCON) Networking Meetings  
Peel/Halton/Dufferin Employment Information Network (EIN)  
Peel/Halton/Dufferin - CIC Stakeholders: Executive Council; Community Connections Partnership; Information, Awareness & Orientation

Partnership; Labour Market Partnership; and Language Partnership  
PEI Association for Newcomers to Canada, PEI  
Polycultural Immigrant & Community Service  
Queen and Kennedy Networking Meetings  
Regina Open Door Society, SK  
Region of Peel  
Saint John YM-YWCA, NB  
Self Skills for Employment, Life and Family  
Seneca College (York)  
Service Canada  
Sheridan College (Halton)  
SIAST Wascana Campus, SK  
Skills for Change (Toronto)  
Social Enterprise for Canada  
Southeast Regional College, SK  
Southern Alberta Language Assessment Services  
Spectra Health  
St. Charles Adult and Continuing Education Centres, HWCDSB  
St Gabriel Adult Learning Centre  
St James Town Community Corner  
St. James Town Service Providers Network  
St. James Town Youth Network  
TESL Canada  
TESL Ontario  
TESL Ontario - Peel/Halton/Etobicoke  
TESS Web Portal Pilot  
The Centre Skills Development & Training - Halton  
The Cross-Cultural Community Services Association  
Toronto Centre Service Delivery Network  
Toronto Employment & Social Services  
Toronto North Local Immigration Partnership  
Toronto South Local Immigration Partnership  
Toronto Region Board of Trade

United Way of Peel Diversity Council  
University Settlement  
Victoria Village Hub  
Volunteer Halton  
Volunteer MBC  
Welcome Centre Immigrant Services - York Region  
Windfall  
Working Skills Centre  
YMCA of Simcoe/Muskoka  
York/Simcoe Language Training Partners  
York Catholic District School Board  
York Region District School Board - Uplands Learning Centre  
York University  
Yorkton Newcomer Welcome Centre, SK  
Youth Employment Services  
Youth Employment Toronto  
Youth Link  
YWCA-Toronto

## **Our Funders**

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



# By The Numbers



Services provided to over **105,000** individuals and **1,400** organizations  
**396** staff members, including full-time, part-time and casual staff  
**5** multi-service sites across Peel/Halton, **2** Toronto sites, **1** mobile unit and **numerous** itinerant sites

## Employment & Career

- 4,744** job seekers provided with counseling and workshops
- 3,122** Employment Services clients employed or in training
- 31** Ontario Works immigrant clients completed an 11-week pre-employment program
- 2,300** youth developed skills for employment
- 72** youth employed or in training following employability program placement



## Settlement & Language

- Over **21,000** newcomers made more than **123,000** visits to our information and referral centres
- 17,399** newcomer workshop participants
- 28,941** documents certified by Commissioners of Oath for **4,570** clients
- 518** newcomers assisted with income tax returns
- Temporary child minding provided for **2,872** child visits
- 13,707** newcomer language assessments in Peel/Halton/York/Simcoe
- 37,531** online language assessment test takers from **146** countries
- Online and correspondence English language training provided to over **1,900** Ontario students and **674** learners in other provinces
- Professional development support for staff of **25** Ontario language assessment centres
- Professional development provided for **250** language teachers and over **80** distance education instructors
- 215** language training organizations provided with client database services
- 127,165** client files created in HARTs for language learners across Ontario
- Over **200** database users trained and **11,000** requests addressed by HARTs helpdesk

## Education & Training

- 35** organizations and **80** individuals provided with interpretation or translation services
- 230** students enjoyed residential camp experiences across Canada
- 99%** success rate for **940** drivers' education students
- 243** international clients gained Canadian education/experience





# **Our Leadership Team**

# Board of Directors



# Executive Team

## Rhys Davies

President & Chief Executive Officer  
(CEO)

## 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 & Newcomer Services