

2012

A Year in Review



Centre for
Education & Training™

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

About TCET



Our Mission

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

Organizational Background

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 2013 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.

Letter from the CEO

Opportunity... is a word we live by at Centre for Education & Training. Opportunity to learn, opportunity to work, opportunity to enhance language skills and opportunity to implement all that ones' talents, efforts and dreams will touch!

2013 was a year like no other. As our challenges grew so too did our creativity, and our successes were numerous. As you look through the pages of this report, please take note of the efforts of thousands of our clients to broaden their abilities...read of their achievements and share in their joyful smiles of accomplishment. Our clients became our friends...and our friends did amazingly well!

We celebrated our first full camping season at Camp PEAK. Hundreds of children from dozens of cultural backgrounds – many of whom had never had such an opportunity - experienced a Northern Ontario overnight camp and took away countless memories sure to last a lifetime.

Through the leadership of our Board of Directors and the bold steps of our staff, we made a difference every day in the lives of our clients and the vitality of our communities.

Thank you for your continued support and your steadfast belief in the limitless power of...opportunity.

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
President & Chief Executive Officer

Our Services



Our Service Areas

Employment & Career

2013 saw the continuation of employment programs and career services across our catchment area by supporting over 31,700 clients as they set about strengthening their employability and job search skills. Centre for Education & Training offered unique career and employment services tailored for successful outcomes. Our target groups included those having the most difficulty achieving employment by providing them with the encouragement and support they needed to achieve their career and employment goals. As always, our services included job postings, recruitment assistance, job fairs and support with wage subsidy programs. In addition, human resource services and supports were provided to 1,678 local employers.

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 113,000 newcomers in 2013. Our Newcomer Information Centre services included individual needs assessment and referrals, information on settlement topics and services, language assessment and skills development, and employment-related services. We continued to provide both face-to-face and online service. Some of our projects were designed to support settlement service providers across Ontario and Canada in their efforts to provide high-quality client service. We contributed to policy and planning on local, provincial and national committees. Our History of Assessments, Referrals and Training System (HARTs) database expanded its role as the referral and tracking system for funded language services across Ontario. Our language assessment support services ensured that language assessors had the necessary tools and training to ensure accurate assessment and referral. We continued to provide curriculum training for Peel and Halton language teachers in a constantly changing environment.

Education & Training

Our training programs were highly successful in 2013. They reached our diverse client group with sensitivity and scope (over 3,800 individuals). We delivered thoroughly unique, performance-based programs designed for impact. Whether it was in youth-focused experiential learning, management development, international programs or language skill enhancement, we provided interactive, client-focused learning opportunities. Our interpretation and translation services have continued to be a trusted support to newcomers, government organizations, local service agencies and employers.

Employment & Career Services



2013 Highlight

Employment Services launched its 90 Day Job Challenge with over 800 clients participating. Each site hosted a series of guest speakers providing a range of workshops and discussions from on-line job matching through social media, starting a small business, volunteering, apprenticeship and training. Twenty-five separate hiring events were hosted at 6 Employment Services sites, providing access to over 500 job openings for our 90 Day Job Challengers.

JOB CHALLENGE
BE JOB READY IN 90 DAYS

Employment Ontario (EO) Services

Centre for Education & Training, with funding support from the Ministry of Training, Colleges and Universities (MTCU), provides assistance to Ontarians in finding employment and training services through an integrated employment and training network. At our six (6) sites in Peel Region and Toronto we connect with individuals, employers and communities to achieve a workforce that is both highly-educated and highly-skilled. This combination creates success within the highly competitive world of work.

Employment Services (ES) hosted a series of professional workshops for job seekers. Sessions included those related to cold calling, resume building and job fairs along with employer workshops related to recruitment and in-house employee training. Services were enhanced by the inclusion of social media as an employment and recruitment tool – LinkedIn Workshops, Twitter Parties and Facebook networking are now well-entrenched components within our broad range of employment and recruitment supports.

In 2013, 31,761 self-directed clients came to Centre for Education & Training to access information and resource services. From computer access to job boards, from workshops to customized service plans, clients were provided with an open-ended range of supports. In addition, 1,678 employers worked with our Employment Services professionals to ensure all aspects of their human resource needs were addressed.

Our sites also provided unique one-to-one job search assistance to 4,909 people in 2013. 80% of these participants became successfully employed or returned to a training / education program to further enhance their skills and marketability.

"I am too happy a client of yours who was able to meet 90 Day Challenge. I got employed in my own profession in Lailas Inc. Thank you very much for the support."

- Chaminda

Highlights

➤ Social Media: Changing the Face of Job Search

Centre for Education & Training hosted its first Twitter Party on November 12, 2013 at 8 pm. Six panelists comprised of social media experts, employers, hiring managers and leadership experts weighed in on questions regarding how social media is changing the face of job search.

➤ Our Parliament site Employment and Satisfaction Rates of Assisted Clients Reached New Heights

In 2013, the Parliament team achieved 100% customer service satisfaction and a 74% employed rate for its assisted clients.

➤ Our Brampton sites hosted joint annual Employer Breakfast Event

On August 13, new employers enjoyed a hot breakfast, an overview of our recruiting and placement services, roundtable discussions and door prizes. As a result 10 employers utilized our Job Matching Placement and Incentive (JMPI) services for their recruitment needs.

➤ Youth Employment Fund (YEF) Launched at our Mississauga Site

The Youth Employment Fund (YEF) was launched by MTCU to all employment service sites in Sept. 2013. Dipika Demerla, MPP Mississauga East/Cooksville, announced the launch of the fund from the Mississauga EO office, followed by a further announcement of the Youth Jobs Strategy by the Minister of Economic Development, Trade & Employment, Dr. Eric Hoskins in late October. The Youth Employment Fund provides youth 16-29 and employers with up to \$7,800 in financial support for 4-6 month job placements.

**THE YOUTH
EMPLOYMENT FUND\$
PAID TRAINING & JOB PLACEMENTS**

Get inspired, get hired.

Success Story

Fouzia first arrived in Canada in March of 2013 and registered with TCET Employment Services in April to get assistance with her settlement and employment needs. A newcomer with a post graduate degree in International Relations, as well as a diploma in Interior Design she was also working on an on-line Teacher Assistant Diploma. With many talents and experiences, her career specialist, assisted her to put together a personalized action plan to assist her to find sustainable employment. Fouzia took advantage of all that was offered to her; attendance at workshops for resume, cover letter writing, cold calling, interviewing and strategic job search as well as 1 to 1 support to target her resume and focus her job search.

With supports from Employment Services, Fouzia was able to purchase interview clothes and receive funding for required tests for her field. With her Career Specialist's support, within 6 months of being in Canada she found contract positions as an instructor with Universal Concept of Mental Arithmetic Systems (UCMAS) and with the Erin Mills Youth Centre. Upon the completion of her Teacher Assistant Diploma she will begin a long term position with Peel Lunch and After School Program (PLASP) in their day care centres.

"It has been six months since I have been in Canada and I can say with confidence that during that time you have been the strongest pillar of strength for me. I also want to extend my gratitude for all the staff of TCET for their dedication and hard work. The way they are helping newcomers settle is really amazing and speaks of Canada and Canadian culture and its people."

- Fouzia



Specialized Employment Programs

2013 was another growth year for each of the unique training programs offered to youth within our communities:

- **Career Coach** (funded by Citizenship and Immigration Canada)



- **Next Steps for Youth, and Bridges to Employment** (funded by Toronto Employment and Social Services), and,
- **Youth Employability Skills** (funded by Service Canada)

These three (3) programs reached over 2,400 youth and gave them direction, support, ideas and encouragement to connect with over 100 employers. Many opportunities resulted – from employment to career-focused volunteer placements to more intensive training programs.

In partnership with Toronto Employment and Social Services, we continued to provide the specialized **Next Steps for Youth** and **Bridges to Employment** program to Ontario Works clients. Seventy-five (75) newcomers / immigrants were supported through assessment and customized action plans as they adapted to Canadian labour market expectations regarding their professional qualifications and expertise.



Success Stories

Employability Skills for Youth (ES4Y) Participant: I would just like to take the time to thank the both of you for the opportunity for being a part of such a wonderful program. These past 7 weeks have been such a wonderful experience, the knowledge and hands-on experience that I have gained will help me more in the future. I have recently enrolled in the adult education credit program to obtain on OSSD and then move on to post-secondary to enroll in the ECE program that they offer at Sheridan College, I am truly grateful that I was a part of such a wonderful program. I was given not one but two wonderful opportunities to be a part of the before and after school program and also in the PLASP head office. You are such amazing teachers and the both of you guys deserve all the praise and recognition for all the hard work that you do each and every day.

ES4Y Participant: Being new to Canada is a very exciting, adventurous experience but most of all very challenging. The first couple of weeks, I kept asking myself “what am I really doing here”. Certainly I would of pack up and go back home but being introduced to the Center for Education and Training change my mind. A friend introduced me to TCET and I was very impressed with the facilities, services and so much resource available to newcomers, second careers and the general public. On that very first day getting a tour of the facilities I met 2 TCET staff who told me about the “Employability Skills for Youth 13 weeks paid program”, what really interested me was the 6 week job placement, for me this was the most important because a lot of employers wanted “Canadian Job Experience”. Of course having income for the next 13 weeks was most comforting. Getting paid to look for a job who can say no to that. The workshops I attended enhanced my abilities in resume writing, job search strategies, understanding how things work in Canada, how employers think and what they look for in hiring, how to think outside the box. I never realized how my skills can be transfer to apply for other jobs. The coaches who came and presented really inspired me and encouraged the entire class to keep thinking positive and being persistent good things will follow. The workshops in critical thinking, personality traits, team building, résumé writing and job search strategies were really good and well presented. Looking for a job placement was not as easy as I thought. TCET staff kept going beyond their duty by encouraging and helping us along the way in finding placements and one by one we all were successful. My placement was in my field and this opportunity given to me by Concept Controls Inc was greatly appreciated. My intention to be on time, be a team player and learn as

much as I can for the next 6 weeks later proved to be fruitful, by getting a job offer from Concept Controls Inc. My journey all started at the TCET, Employability Skills for Youth which is a very important and needed center in our community. Being a taxpayer it warms my heart that organizations like the Employability Skills for Youth, TCET is kept in operation, the service, support and resources it provides is truly invaluable. Thanks to Employability Skills for Youth staff.

ES4Y Participant: I’m 25 years old and I live in the Region of Peel my whole life. I was the perfect example of a seed planted in a place where it got no water or sunshine. In other words, I was a man without the support needed for personal growth. Notice I said “was”. The ESY program with its in-depth workshops on resume building, goal setting, job retention, cover letter, and interview preparation has given me the tools to achieve the personal growth that I need to be successful. TCET staff can confidently say, they have saved a dying seed and have given it what it needs to grow and thrive. Thank you all for this opportunity to take part in the Employability Skills for Youth program. I recommend it to all in need of support.



Settlement & Language Services



Newcomer Information Centres (NIC)



Throughout 2013, Centre for Education & Training operated five (5) Newcomer Information Centres in strategic areas of the Regions of Peel and Halton. Each of these locations provided information, resources and referral for a vast array of newcomer and settlement necessities. In addition to our base sites, we also provided service in a variety of languages at an assortment of convenient off-site, neighbourhood locations. Ensuring settlement success is always our priority.

Other services of note included:

- Information sessions and presentations on resources for settling in Canada (e.g. Immigration and Sponsorship, Finance and Banking, Canadian Tax System, Continuing Education) delivered to 18,654 clients
- Free Commissioner of Oaths Services were provided to 5,428 clients at all NIC locations
- Care for newcomer children was provided at two (2) sites (Oakville and Malton) with 3,489 child visits during the year.

"I thank the staff at TCET for their help, advice, knowledge and professionalism... which has benefitted my family in settling in Canada"

- Rhoda

Success Story

Rhoda, moved with her husband and 3 children from Uganda to Canada in August 2010. As a newcomer, she came to the NIC for guidance on her settlement including employment assistance. Rhoda was relieved to be able to utilize the Care for Newcomer Children services available at the Oakville TCET site to care for her 3 year old son Mark while she utilized the services in the Centre.

Professional care is available at select TCET locations for children six (6) months of age or over, to meet their social, emotional and intellectual needs while their parents or legal guardians access on-site services. Knowing that her son was well cared for, allowed Rhoda to concentrate on her job search, attend workshops around settlement and employment, and utilize the fax, computer and printing facilities.

"As a parent, I have peace of mind doing my job search when my son is in the child care centre, knowing that he is in good hands and enjoying himself immensely. The staff are very professional, kind, helpful and loving to both parents and children."

- Rhoda

As a result of the services provided at the NIC, Rhoda has been invited for several job interviews.



Language Assessment Services

Language assessments are a requirement for placement into government funded language classes across Ontario. Besides the administration of assessments, our language assessors in Peel, Halton, York, Simcoe and Durham gathered information and made referrals based on clients' needs. In 2013, our Language Assessment Services administered over 21,500 language assessments, almost 7,800 more than in 2012.

The Coordinated Language Assessment and Referral System (CLARS) was launched in our regions starting in July. Our language assessment services, formerly funded solely by Citizenship and Immigration Canada, became co-funded with the Ontario Ministry of Citizenship and Immigration with the launch of CLARS. This expanded client eligibility to a greater range of immigrants and involved referral to a broader range of classes. This expansion in the profile of clients eligible for service led to a 57% increase in clients assessed for 2013 compared to 2012. To manage the higher volume of clients due to CLARS, we expanded our assessment space in Brampton and added an itinerant location in Milton. Facilities were also enhanced at our Mississauga (Sussex) location.

In York Region, we were excited to open a new CLARS assessment centre in Richmond Hill in August and have been seeing an average of 61 clients each week at that location. We also continued the provision of language assessment services at the York Region Welcome Centres and at other itinerant locations within York and Barrie (Simcoe). New itinerant services were arranged for Bracebridge, Collingwood, Midland, Alliston, and Orillia and assessments were provided for three sessions of Language Training in the Workplace at employers' locations in York Region. In Durham Region,

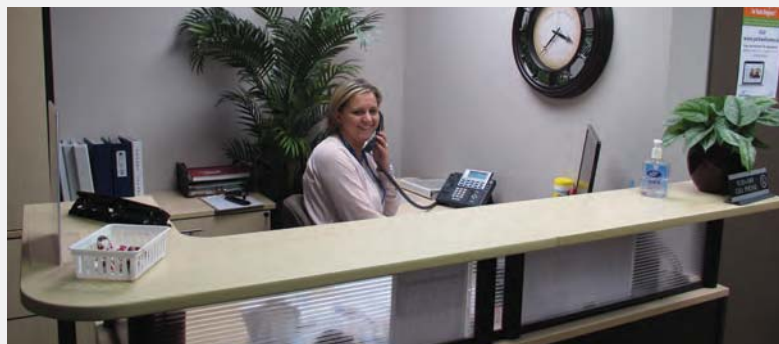
we expanded facilities at the Ajax Welcome Centre for assessments and renovated an office area at the Durham Unemployed Help Centre facilities in Oshawa. Assessments continued at the Pickering Welcome Centre and at an itinerant location in Whitby.

Starting in September 2013, Peel Halton assessors administered 315 French assessments to clients, following provision of French assessment tool training to our French speaking assessors. The ability to provide assessments in French, along with English, was one service enhancement due to CLARS.

Centre for Education & Training continued to support language training providers in the coordination and sharing of best practices in Peel/Halton/Dufferin, York/Simcoe, and Durham 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. Marketing initiatives continued to promote language assessment and training services available to newcomers.

In Peel/Halton/Dufferin, we also provided planning and coordination assistance to Citizenship and Immigration Canada (CIC) and CIC-funded organizations for newly re-structured settlement planning groups based on the CIC settlement logic model. These groups included an Executive Council and four partnership groups.

Our staff coordinated communications for meetings, took minutes and posted all documents to a newly designed partnership website.



Highlights

- With the launch of CLARS, new facilities were established, equipped and staffed in all of our service regions.
- Due to expanded client eligibility, **client numbers increased substantially** and staffing was increased to meet the demand.
- Language assessors and coordinators attended the annual **language assessors' meeting** learning more about CLARS guidelines and procedures affecting assessment. Staff training was ongoing.
- Among outreach initiatives, the **Peel Halton language partner website: www.lincopeelhalton.com, was modernized**, making it more accessible to new Canadians and language partners. York, Simcoe and Durham Region assessment information was added to our website and additional promotional activities were conducted.

Success Stories

A client from Pakistan was very nervous completing his language assessment but he obtained outstanding results in all skill areas. He had extensive work experience at home, but had just arrived in Canada to join his wife. He was elated to get his results, but needed some help to shift his thinking from needing to improve his English, to getting Canadian employment contacts and experience. Through discussion of potential options, the client decided to pursue the Bridge to Human Resources program offered at Seneca College. He was also provided with some higher level English as a Second Language (ESL) course information for his potential return to college or university once his current diplomas and degrees were assessed in Canada. He was very happy to have a path for his future mapped out particularly as he arrived in Canada to join his wife just ten days earlier!



A staff person from Welcome Centre Accreditation was trying to assist a client wanting to attend a local college. The client was frustrated because the college required that he improve his writing skills and suggested he attend a lengthy class which cost over \$1,000. After reviewing his benchmarks, eligibility and needs, we were able to refer the client to a skill-specific ESL class at the Vaughan Welcome Centre that focused on his writing and grammar. This Saturday class was free and also fit his work schedule. Through cross-referrals, the client was able to connect with three different service providers all under one roof at the Vaughan Welcome Centre and was extremely grateful. He is happy to report that his writing skills are improving and he is one step closer to entering college.

"I had a great experience regarding my assessment test. The assessor was excellent, she did a good job. Thank you."

-Language Assessment Client

"I feel at home when I come here. This centre is an excellent venue for all clients requiring improvement in the French and English languages."

-Language Assessment Client

Employer Tribute: "I would like to take this opportunity to thank you for your time and effort to organize the assessments for our employees. Your language assessor did a great job with executing all three sessions. We really appreciate it. It's been a pleasure working with you! We look forward to starting our French classes soon".

-Mirka Janurova

Human Resources Assistant, Lynch Fluid Controls Inc.



Language Assessment Support Services

In 2013, 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 government-funded language training classes. LASS organized and hosted the Ontario-wide Language Assessors' and Coordinators' Meeting in November to provide professional development workshops and meetings to share best practices, discuss trends and changes in the field, and network with others.

Highlight

- The LASS team was involved in supporting the new model of Coordinated Language Assessment and Referral involving federal and provincial language training programs. Our team assisted with extensive orientation and training sessions, the creation and delivery of new workshops and provision of input to government processes and standards.



National Language Assessment Support Services (NLASS)

NLASS provided training and support services to coordinators and assessors across Canada on TCET's Canadian Language Benchmarks-based assessment tools. This ensured that assessors across Canada maintained effective processes to deliver accurate assessment results and referrals to federally- and provincially-funded language training classes. As the primary focus for 2013, 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 the opportunity to understand their level of English language skills and how these will 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.



Highlights

- 22,204 immigrants and potential immigrants from around the world utilized the online assessments in 2013
- Presentations on CLB-OSA/NCLC-AEL were given at national conferences including: Task-Based Language Teaching (TBLT) Conference in Banff, AB and the Canadian Bureau of International Education (CBIE) Conference in Vancouver, BC



Language Teacher Curriculum Coordinator Project

In Peel and Halton, guidance and training were provided to over 250 language instructors through our curriculum and training services. Language teachers across Peel/Halton accessed professional development initiatives and one-on-one support provided by our Curriculum and Training Coordinator. Specialized workshops included: Orientation to the revised Canadian Language Benchmarks (CLB), Teaching Multilevel Classes, and Tutela.com.

Language Education at a Distance: LINC Home Study



LINC Home Study – Ontario (LHS ON)

Language Instruction for Newcomers to Canada (LINC) is an English language training program funded by Citizenship and Immigration Canada. LHS is a free distance education option for adult newcomers to Canada who cannot attend LINC classes in person. We provide instruction, support and infrastructure to help students improve their English skills in listening, speaking, reading and writing. Students study independently and have the choice of completing the program either online (using a computer with internet access) or offline (using books and CDs). Each student is contacted by a TESL-certified instructor (Teachers of English as a Second Language) via telephone or VoIP for weekly one-on-one lessons. In 2013, over 1,900 students from across Ontario participated in the LHS ON program.

Additional Program Features for Students

- > 14 group Virtual Conversation classes (1 to 2 hours per class)
- > 4 individual Additional Phone Conversation class sessions (8 to 9 weeks per session)
- > 8 group Drop-in Conversation classes (2 hours per class)
- > 4 editions of NEWSLINC (newsletter incorporating student stories and ideas)
- > Help videos and online group orientation sessions to assist students to access the learning management system

Additional Program Features for Instructors

- > 11 Bits and Bytes workshops (based on a variety of technology tools)
- > 1 full-day workshop: Orientation to the Revised Canadian Language Benchmarks
- > 4 editions of EDULINC (teacher newsletter)
- > Enhancements to teacher-focused features on the learning management system

Success Story

Violetta came to Canada with big hopes for a new life with her new husband and children. Unfortunately, she found herself going through a divorce in a strange country with very little English, with no friends or family to support her, and with two children to look after. She was referred to local newcomer services and found a shelter. They also helped her find a lawyer and to start learning English. Very soon she was working long hours and could not attend her English class, but Violetta realized that language skills were the key to success in her work. Quitting her job to study English was not an option. It would also have meant giving up her career plans, so she was very grateful to hear that she could study online through the LINC Home Study program. She joined LINC Home Study at level 2, and because of her hard work and commitment, along with the help and support of her teachers, she is now in level 7. Her beginning in this country was tough, but she considers herself a success story. As an esthetician, she is able to communicate with her clients and is particularly proud of owning her own business and employing two other people! Her family is provided for and happy with their lives. She has helped one of her daughters finish her studies and find a job and is supporting the other one who is still in school.



LINC Home Study – Canada (LHS CANADA)

Similar to LINC Home Study for Ontario, LINC Home Study Canada (LHS Canada) provides English language education at a distance to newcomers. In 2013, 792 newcomers in six (6) provinces and one (1) territory were served (Alberta, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan, and Yukon Territory).

Our program provides two models to support the varying needs of the provinces and local communities. We provide the infrastructure (administration, learning management system, curriculum, and supports) and we either provide the teachers, or work with provincial organizations that provide the teachers working within our program framework. Our success is largely due to collaboration among funders within Citizenship and Immigration Canada and among our many partner assessment and referral agencies and language training provider organizations.

Highlights

- > LHS Canada continued to expand, serving 15% more clients in 2013 than in the previous calendar year.
- > The first LHS Canada clients from Yukon Territory registered for the program in January 2013.

Conference	Location	Type of Representation
Centre for Immigration and Settlement	Toronto, ON	Exhibit
Canadian Bureau for International Education	Vancouver, BC	Presentation
BC TEAL Lower Mainland	Vancouver BC	Exhibit

Success Stories

One day, I heard someone tell me about the study of the English Language. I came across the interview and I took the language assessment at Open Door. The problem was a conflict of time with my work. I can't go to school. The facilitator explained to me LINC (Language Instruction for Newcomers to Canada) Home Study program.

At first, I was not confident because I have to use a computer. I didn't have enough knowledge of the computer. [...] Luckily, I have a good instructor. He told me to be confident.

Every lesson I have assignments for the following week. Sometimes, in the middle of a conversation, we come across phrases which are unfamiliar. Mostly, we talk about them and explain the meaning of the phrases.

I'm happy and proud that one of my blogs was published in the NewsLINC. All that I've learned at the LINC Home Study program can be an important aspect in my daily living. There's a lot way to go. Now, I'm on Level 5.

- Lorelei (Saskatchewan)

I started learning English on my own because I was living in a small community that does not even have a library. It was very hard to sit with the books without having a teacher to explain things. Some days, I used to go out only to practice my English. They were my hardest days ever when I wanted to speak, but I could not.

Learning English taught me how to focus on one goal and achieved it. Sometimes I cried and wanted to quit. Remembering the first few days when I started to learn English I hardly could read the title of the book, then I opened the book to realize my English learning journey was going to be long, and almost impossible. I talked to my husband and I said, "I don't think I will ever be able to do this test". He told me, "You can do it if you want to".

Two years ago, the time came when I could join LINC Home Study. I found a big improvement. Finally, I could have an ESL teacher who I can talk to and ask questions which I used to figure out by myself. Having a regular time every week to talk with my teacher made learning much easier and having homework to finish kept me on track and motivated me. Everything seemed all right after that. Now I am a full time student at the College of The North Atlantic, and just got admitted to Memorial University of Newfoundland. I am very proud of how much English I have learned in the 8 years I have been living in Canada. The most important thing I have learned is "NEVER QUIT ON YOURSELF and happy learning".

- Khelood (Newfoundland and Labrador)



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 and 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 language service providers to monitor and manage their intake and wait lists. Stakeholders, including CIC and MCI, use HARTs 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 responded to over 26,000 calls/requests in 2013. With a mandate to serve all providers in Ontario in both official languages, the database is now available in both English and French.

With the progressive (staged) implementation of the Coordinated Language Assessment and Referral System across most regions of Ontario, the team continued to address government requirements by developing programming solutions and by training and supporting users through the transition. Different user interfaces were adapted as needed for this interim period.

Highlights

- Adaptation of the HARTs database and student/course matching capacity in order to comply with the new National Language Placement and Progression Guidelines.
- Implementation of requirements for issuance and confirmation of language skills proficiency required (among other purposes) for citizenship.
- Ongoing French translation of the CLARS version of HARTs
- Completion of CLARS training for 12 regions in Ontario

Success Story

Hello HARTs Helpdesk,
I am writing to express my great appreciation for all of your help yesterday. Every time I call or email, everyone at HARTs is so professional and helpful and I never get a chance to say thanks properly. So for all that you do and always do to help us out, thank you!

- Warm Regards from a **York Region Service Provider**



Education & Training Services



In 2013 we saw 870 students register for the program with 99% successfully graduating and obtaining their Driver's Licence!

Camp PEAK www.camppeak.ca

Camp PEAK (Pursuing Excellence Achievement Knowledge) was introduced in May 2012 and officially opened as an overnight residential camp in 2013. Serving children and youth 8-17 years of age, Camp PEAK combined social and recreational activities to improve social skills, life skills, physical skills, confidence and overall leadership skills. Each session consisted of two weeks of varied programming including an Amazing Race, OlymPEAKS group activities, a banquet and a session-ending slide-show of accomplishment and appreciation.

Camp PEAK also introduced the "Be A Better You" Program that included four areas; Health and Wellness, Sport, Leadership and Outdoor Adventure, and Watersport.

A successful recruitment / registration drive used social media, in-person presentations, school visits, workshops, camp fairs, and seminars. We saw over 200 campers and staff from the Greater Toronto Area (from 29 different countries of origin) participate and thoroughly enjoy the program.

Since the start of Camp PEAK, we have partnered with the following organizations:

- > Ontario Camps Association
- > Canadian Red Cross
- > Water Ski and Wakeboard Ontario
- > High Five
- > Kinark Outdoor Centre – a program area of Kinark Child and Family Services
- > Focus UP



Each of our partners helped with staff training in such areas as:

- > confidence building workshops,
- > outdoor tripping, and,
- > health and safety awareness training

In 2013 Camp PEAK was supported by

- > Scotiabank
- > Citizenship and Immigration Canada

As Camp PEAK matures, more summer opportunities and inspired programming will be added - including an imaginative arts program, Supreme Watersports, Family Camp, Girl-Palooza, After-School Programs, Weekender Retreats and Travel Clubs.

Success Stories

"I am back from the camp! Camp PEAK was one of the best experiences of my life. I learned so many new things and met so many new people. In just two weeks everyone in camp were so close together, we were a family. Everyone was my brothers, sisters who I was so comfortable with. We learnt so many skills necessary for everyone in their life while having fun. The staff are amazing there too, all of them are so nice and kind. They teach you to be a nice person. I had so much fun. We did lots of activities that I always wanted to do. One of them was fishing. The best part of camp was how in such a short period of time all the campers became so close with each others and the staff how all of them are so welcoming and nice to everyone. In just two weeks we became a family, Camp PEAK family that we will never forget. It was Awesome! Thank you for sending me to this amazing experience."

- Camper



"Just a quick note to thank you for your daily updates and the pictures. I don't know when you sleep!!! We have really been enjoying them and it has made us feel so comfortable about Paul being at the camp. We weren't sure we were doing the right thing for our 14 year old introvert, so it is great to see him engaged and smiling in the photos. Paul really enjoyed Peel Summer Academy (PSA), but it looks like he is learning even more valuable lessons at Camp PEAK. I can't wait to pick him up at the bus and hear all about it"

- **Camper Parent**

"Hello all Camp PEAK staff, counsellors, I don't know where to start to thank all of you wonderful people! Baani and Maanvi had such great time and they have been very sad to leave camp. I think they are missing you guys so much that there were tears shed in the bathroom. They came back more grown up and responsible. They adored the counsellors and would want to grow up like them. Learned a lot of life lessons and are very thankful to have this amazing experience. I guess Camp PEAK produced two very loyal sales persons. Thank you again for giving our daughters this amazing experience and shaping their path to be good human beings"

- **Camper Parent**

Beginner Driver Education Program

The focus of the Beginner Driver Education Program is to teach new drivers the skills required to successfully complete the G2 Road Test. The program focuses on theory and hands-on training to ensure students become safe and responsible drivers for life. This is accomplished through:

- > Ministry of Transportation approved curriculum,
- > in-class instruction,
- > flexible independent learning, and,
- > in-car instruction.

During 2013 we also partnered with the "Teens Learn to Drive Foundation". As a result of this partnership, we were involved in four full-day Safe Teen Driving Events at Peel Secondary Schools (2 PDSB schools and 2 DPCDSB schools) as well as five evening presentations at Parent/Student Council Meetings.

International Department

Throughout 2013, the International Department provided classes, visa assistance, temporary housing (through Homestay Select Inc.) and programs for individuals from around the world.

These included:

- > Elementary School Program
- > High School Credit Program
- > International English Language Testing System (IELTS) preparation.

In 2013, we provided services to 195 individuals.

Translation and Interpretation

The Translation and Interpretation department coordinates, executes and delivers written translation services (including an array of projects from concept to document preparation). In 2013 we served a wide variety of public and government organizations including:

- > Ontario Ministry of Education
- > Region of Peel
- > William Osler Health Centre
- > Developmental Services Ontario
- > Community Living Mississauga
- > Bridgepoint Hospital
- > Canadian Cancer Society
- > Heart House Hospice
- > Peel Newcomer Strategy Group
- > York Region District School Board
- > Peel District School Board, and,
- > Region of Halton

The department also provided in-person and remote interpretation services assisting immigrants with timely access to health, education and legal services.

Highlights

Recently, the Translation and Interpretation department was chosen to deliver translation and interpretation services to the Workplace Safety Insurance Board of Ontario (WSIB).

Our Translation and Interpretation department is

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).

A proud member of:

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

A sponsor of:

- Association of Professional Language Interpreters (APLI)

A partner with:

- William Osler Health Centre

In addition to these translation and interpretation services, we continued to offer a Core Interpreter Training Program based on the Ontario Ministry of Citizenship and Immigration Core Language Interpreter Training Curriculum. This training consists of 85 hours of in-depth practical and theoretical training in community interpreting, with a focus on education, health, immigration and settlement services. We also administered the Language Proficiency Test (which was 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.



2013 BY THE NUMBERS



Career

Employment

4,909 job seekers were provided with 1:1 job search assistance and counselling through Employment Services

75 newcomer clients were assisted with pre-employment support through a unique municipally funded program

Over **2,400** youth gained skills for career development

107 youth employed or in training following Youth Employability program



Training

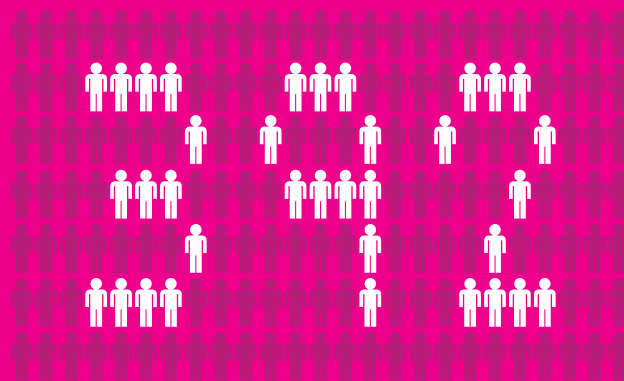
Education

33 organizations and **87** individuals were provided with interpretation or translation services

200 children enjoyed a residential camping experience at Camp PEAK

870 driver education students enjoyed a **99%** success rate

195 International clients gained invaluable Canadian experience / education



**FULL-TIME, PART-TIME & CASUAL
STAFF**

SERVICE PROVIDED TO

113,000

INDIVIDUALS



2,000+

**ORGANIZATIONS
AND BUSINESSES**



Language

Settlement

34,000 newcomers visited our information and referral centres

18,654 newcomers participated in a wide variety of focused workshops

39,002 documents were certified by Commissioners of Oath for **5,428** clients

1,324 newcomers were assisted with income tax returns

Care for newcomer children was provided for **3,489** child visits

21,500 newcomer language assessments were completed in Peel/Halton/York/Simcoe/Durham

22,204 potential immigrants from **144** countries accessed our online language assessment test

OPERATED



**WITH ADDITIONAL SETTLEMENT
AND ASSESSMENT SERVICES
AVAILABLE ONLINE AND AT:**

1,984 Ontario students and **792** learners in other provinces / territories accessed online and correspondence English language training programs

Professional development support was provided to staff of **27** Ontario language assessment centres

Professional development was provided to over **250** language teachers and over **80** distance education instructors

215 language training organizations were provided with client database services

2,000+ database users were trained and **26,500** requests were fielded by the HARTs helpdesk team

Professional Development

Employee training sessions coordinated / delivered by our Human Resources department in 2013 included:

- New Employee Orientation Sessions
- Manager as Coach Training
- Privacy Training
- Workplace Harassment Prevention Training
- Workplace Violence Prevention Training
- Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Training

Session seats filled totaled 273.

Two staff led groups - "Wellness @ Work," and, "Learning & Development" provided staff with knowledge, encouragement and opportunity to enhance both their skills and their work/life balance. Lifestyle and professional development sessions were well attended throughout the year ensuring all staff had opportunities to benefit from new learning activities.



Staff Accomplishments

Staff members attended many conferences, professional development and networking events to enhance and share their skills. In 2013 some of these included:

- CLARS Language Assessors' and Coordinators' Meeting
- Ontario Council of Agencies Serving Immigrants (OCASI) conference, workshops and meetings
- National Online Conference Advisory Committee (NOCAC) for the REALIZE national online conference for EAL/ESL professionals
- The newly formed Halton Equity and Diversity Roundtable (HEDR)
- Regional Diversity Roundtable (Peel) workshops
- Newcomers Organizations Network (NCON) Professional Development Conference – organized by Peel Halton Workforce Development Group
- OCASI's "Positive Spaces Training"
- BC TEAL Lower Mainland Regional Conference
- A wide variety of specialized workshops hosted by local service organizations, including: "CareerCruising", "You Thought Right Project" and "Networking Bash 2013"



Staff made presentations, provided educational sessions, and contributed their expertise in 2013 as follows:

- Bits and Bytes distant learning technology workshops for LINC Home Study instructors
- A variety of workshops and presentations at the TESL Ontario conference
- "Orientation to the revised Canadian Language Benchmarks 2013" presentations in conjunction with the Canadian Centre for Language Benchmark (across Ontario)
- Presentations at TESL Toronto Conference, "Technology in the Classroom and Teaching Online" and a Poster Session highlighting LINC curriculum guidelines
- Numerous presentations by the Camp PEAK team to community groups and professional associations. As well, they participated in nine camp fairs, two conferences and various workshops as a way of introducing themselves to camping and camper networks.
- The Employment Services team made presentations on their services to 18 unique businesses and organizations throughout 2013
- Development and delivery of a language assessors' workshop on the new National Language Placement and Progression Guidelines at the Assessors' Meeting in Toronto
- "Task-Based Language Assessments" presentation at Task-Based Language Teaching (TBLT) Conference 2013 in Banff AB
- "Canadian Language Benchmarks Online Self-Assessment and LINC Home Study Canada" presentation at Canadian Bureau for International Education (CBIE) Conference in Vancouver BC

Staff Accomplishments

In 2013, Centre for Education & Training staff attended a great range of planning and networking groups to contribute ideas, organizational assistance, and leadership assistance with community and service collaboration. Some of the many groups with whom we actively participated 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 – CIC consultation group
- CIC Stakeholders groups in Peel, Halton, Dufferin: Executive Council and 4 settlement-based partnership groups
- Ontario Association of Consultants, Counsellors, Psychometrists & Psychotherapists (OACCPP)
- Peel Newcomer Strategy Group (PNSG) and committees
- Regional Diversity Roundtable (Peel)
- Teachers of English as a Second Language (TESL) Peel/Halton/Etobicoke
- Centre for Immigration and Settlement Conference, Toronto - Exhibitor's Table
- Peel-Chinese Inter-Agency Network
- Building Healthy Communities Network (Peel)
- TCET's CEO provided leadership on the Boards of Directors for Community Alliance for York Region Education (CAYRE), Classroom Connections, Education Research and Development Institution, Mississauga Economic Development Council and Peel Children's Aid Foundation.

Additional staff activity included:

- Involvement in the Halton Newcomer Portal
- 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
- Four articles written for "Learning Curves" of the Workers Educational Association of Canada
- Two articles related to the benefits of camping, and childhood psychosocial health were published.



Charitable and Volunteer Contributions

In 2013 many staff at Centre for Education & Training actively participated in volunteer activities in their communities and beyond. For this we applaud each and every one – knowing that their gift of time and effort will have a lasting impact on the lives of many. TCET staff was recognized with a “Love Your Body” certificate by the Region of Peel, Public Health, for active participation in the Collective Day of Action around Health and Wellness.

TCET staff teams also made contributions to specific causes having broad community / international focus.

In 2013, these priorities included:

- ▶ Canadian Red Cross – Typhoon Haiyan Fund
- ▶ SickKids Foundation
- ▶ The Daily Bread Food Bank
- ▶ CIBC Run for the Cure (Canadian Breast Cancer Foundation), and,
- ▶ Regeneration (gently-used clothing).



Our Locations



Itinerant Services were also provided at the following locations:

Ajax Welcome Centre
 Barrie Library
 Bradford Immigrant and Community Services (Bradford)
 Bramalea Community Health Centre
 Brampton Libraries (4 locations)
 Caledon Community Services – (Bolton)
 Caledon Libraries (Albion)
 Canadian Hearing Society – (Mississauga)
 Career Centre (Barrie)
 Child Development Resource Connection Peel –
 LION mobile RV project in Brampton West
 Chinese Association of Mississauga
 Community Tradeshow and Job Fair (Brampton)
 Cross-Cultural Community Services
 Dixie / Dundas Plaza (Mississauga)
 Durham Catholic District School Board – Giffard Centre, Whitby
 Durham Region Unemployed Help Centre
 Georgian College (Barrie)
 Gurdwara Sikh Sangat (Brampton)
 Halton Catholic District School Board –
 Thomas Merton Centre (Burlington, Milton)
 Halton District School Board – (Burlington, Georgetown, Milton)
 Heart Lake Plaza (Brampton)
 Jewish Immigrant Aid Services
 Malton Neighbourhood Services – (Mississauga)
 Markham North Welcome Centre
 Markham South Welcome Centre
 Milton Libraries (2 locations)
 Milton Sports Arena
 Mississauga Library System (5 locations)
 Newmarket Welcome Centre
 Ontario Khalsa Darbar Gurdwara (Mississauga)
 Ontario Works locations in Brampton and Mississauga
 Peel Chinese Community Service Hub (Mississauga)
 Pickering Welcome Centre
 Polycultural Immigrant and Community Services (Mississauga)
 Richmond Hill Welcome Centre
 Shopper's World (Brampton)
 Sri Guru Nanak Sikh Centre (Brampton)
 Trinity Mall (Brampton)
 Uplands Community Centre
 Vaughan Welcome Centre
 Vietnamese Community Centre of Mississauga
 Westwood Mall (Malton)
 YMCA Barrie
 and a variety of employer work sites across the GTA

#StayingConnected



In 2013, we hit 800 followers and 4,500 sent tweets #Employment #Education #Training #Settlement #Youth

31 Dec via HootSuite ☆ Favorite ↻ Retweet ↩ Reply



@CampPEAK and @CareerCoachTCET tweeted 248 times!

31 Dec via HootSuite ☆ Favorite ↻ Retweet ↩ Reply



In 2013, 140,538 people visited www.tcet.com 268,537 times! #Website

31 Dec via HootSuite ☆ Favorite ↻ Retweet ↩ Reply

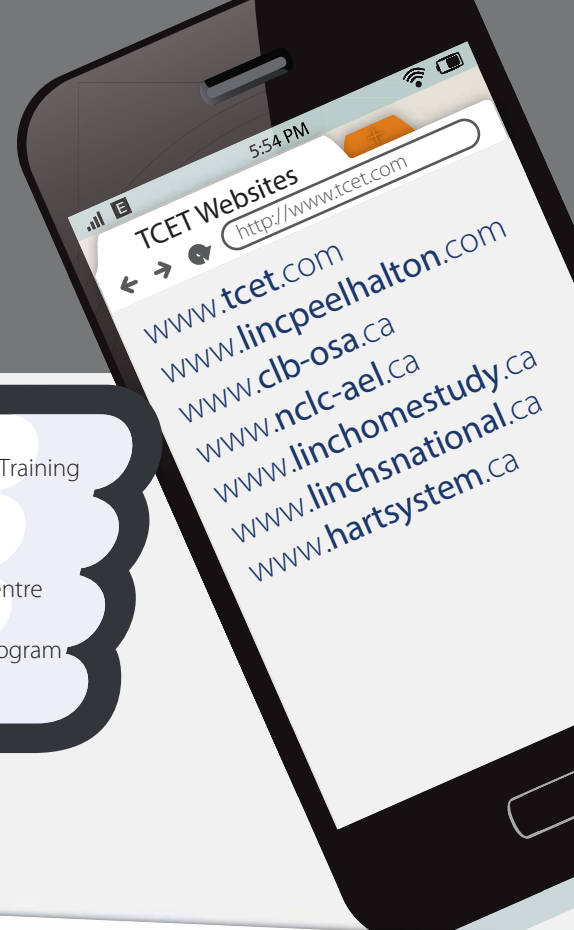


Email us at info@tcet.com #GeneralInquiries #Feedback

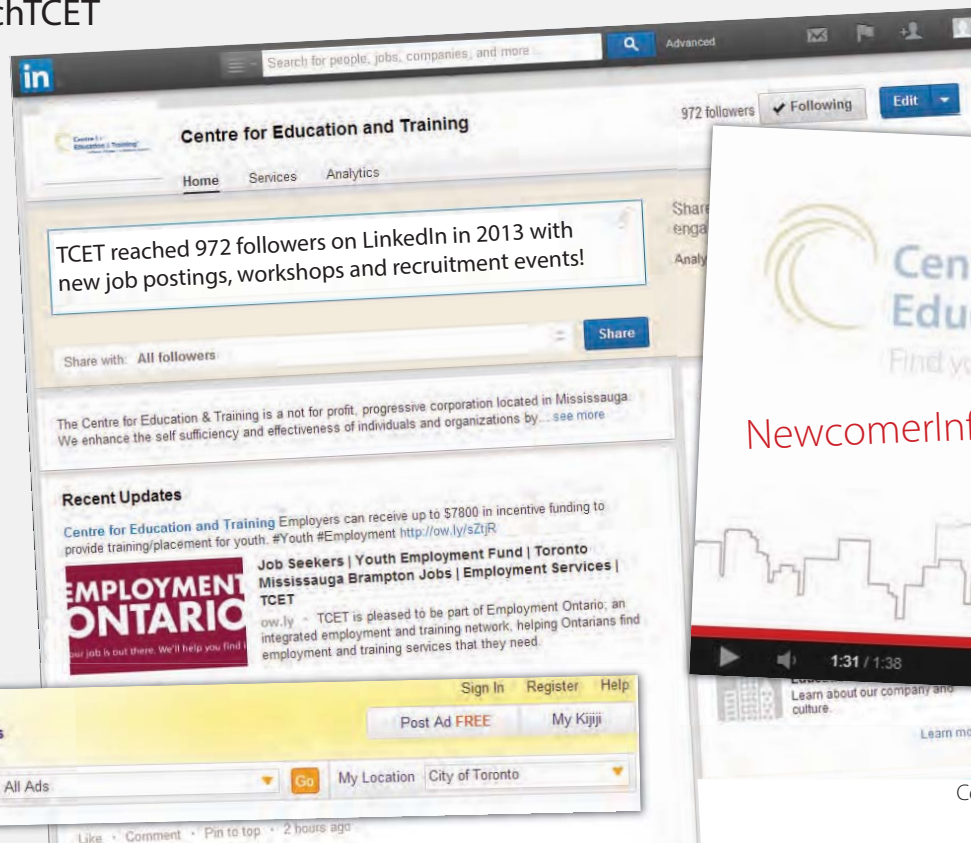
31 Dec via HootSuite ☆ Favorite ↻ Retweet ↩ Reply



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



TCET Websites
<http://www.tcet.com>
www.lincpeelhalton.com
www.clb-osa.ca
www.nclc-ael.ca
www.linchomestudy.ca
www.linchsnational.ca
www.hartssystem.ca



TCET reached 972 followers on LinkedIn in 2013 with new job postings, workshops and recruitment events!

The Centre for Education & Training is a not for profit, progressive corporation located in Mississauga. We enhance the self sufficiency and effectiveness of individuals and organizations by... see more

Recent Updates

Centre for Education and Training Employers can receive up to \$7800 in incentive funding to provide training/placement for youth. #Youth #Employment <http://ow.ly/sZiJR>

Job Seekers | Youth Employment Fund | Toronto Mississauga Brampton Jobs | Employment Services | TCET

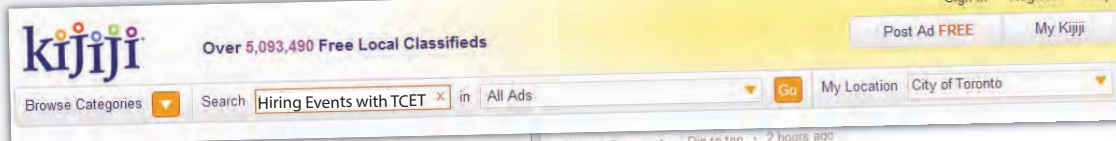
ow.ly - TCET is pleased to be part of Employment Ontario, an integrated employment and training network, helping Ontarians find employment and training services that they need.



NewcomerInfoCentre

LINCProgram

CentreEduTraining



In The Community



Organization Partnerships/Relationships

Access Employment
 Afghan Women's Organization
 ALLIA - Association de l'industrie de la langue
 Language Industry Association.
 AIRS- Inform Canada
 apprenticesearch.com (HIEC)
 Association for New Canadians, NL
 Big Brothers and Big Sisters of Halton
 Big Brothers and Big Sisters of Peel
 Bow Valley College, AB
 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
 Brampton Small Business Enterprise Centre
 Brampton Springdale Network
 Brian J Flemming SS
 Building Healthy Communities Network –
 Region of Peel
 Business Education College
 CAA Don Mills
 Caledon Library
 Calgary Immigrant Educational Society, AB
 CARE for Nurses
 Career Foundations
 Career Foundations - Lawrence Square
 Carlton Trail Regional College, SK
 Castlebrook Secondary School
 Catholic Crosscultural Services (Miss & BR)
 Community Alliance for York Region Education
 (CAYRE)
 Centennial College
 Central Alberta Refugee Effort (C.A.R.E.), AB
 Centre for Canadian Language Benchmarks
 Centre for Immigrant & Community Services
 (York Region)

Centre for Skills Development and Training
 Child and Youth Engagement Brampton
 Child Development Resource Connection Peel
 (CDRCP) Learning In Our Neighbourhood
 (LION) Program
 City Hope
 Classroom Connections
 Community Door (Mississauga and Brampton)
 Community Matters
 Community Volunteer Income Tax Program
 Conseil des écoles publiques de l'est de
 l'Ontario (CÉPEO) (Ottawa)
 COSTI Mentorship Program
 Cross-Cultural Community Services Association
 Cumberland Regional College, SK
 Dixie Bloor Neighbourhood Centre
 Don Mills Library
 Downtown Toronto Employment Partnership
 Durham Catholic District School Board
 Durham District School Board - Continuing
 Education
 Durham Region Language Community
 Partnership Committee
 Durham Region Unemployed Help Centre
 Economic Development Advisory Council
 (EDAC), City of Mississauga
 Education Research and Development
 Institution
 Employment Access (Coalition for Persons with
 Disabilities)
 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 - (Gurdwara Sikh Sangat),
 (Ontario Khalsa Darbar Gurdwara)
 Halton and Peel Professional Executive Network
 (HAPPEN)
 Halton Equity and Diversity Roundtable
 Halton Newcomer Strategy Group: Service
 Coordination Working Group
 Halton Newcomer Strategy Group Steering
 Committee
 Halton ESINC Planning Group
 Healthcare Interpretation Network
 HCDSB Adult Learning Centre
 HealthForceOntario
 Humber College
 Immigrant Language and Vocational
 Assessment Referral Centre, AB
 Immigrant Settlement and Integration Services,
 NS
 Jewish Immigrant Aid Services (York)
 Job Skills
 Karen Ziemann Consulting, AB
 Labour Education Centre
 Language Assessment Centres Across Ontario
 Language Assessment Services of Nova Scotia
 (LASNS), NS
 Legal Aid Ontario
 LHS Canada Working Group
 Malton Inter-Agency Network
 Malton Neighbourhood Services
 Metro-Region Immigrant Language Services, NS
 MIAG – Centre for Diverse Women and Families
 Ministry of Training, Colleges and Universities
 Mississauga Board of Trade
 Mississauga Employment Services Network
 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
 Muslim Community Services
 National Language Advisory Body
 New Beginnings Program
 Newcomer Centre of Peel
 Newcomer Information Centre Saskatoon, SK
 Newcomer Services YMCA Simcoe/Muskoka
 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 Camps Association
 Ottawa-Carlton District School Board
 Overlea, Springhurst and Victoria LINC, Toronto
 PDSB Adult Learning Centre
 PEAPN: Peel Elder Abuse Prevention Network
 Peel Adult Learning Centre
 Peel Career Assessment Services
 Peel Children's Aid Foundation
 Peel Chinese Association of Mississauga
 Peel District Catholic School Board System
 Peel District School Board Cooperative
 Education Program
 Peel Multicultural Council
 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;
 Information, Awareness and Orientation;
 Labour Market and Language Partnerships
 PEI Association for Newcomers to Canada
 Polycultural Immigrant & Community Services
 Queen and Kennedy Networking Meetings
 RCMP
 Regina Open Door Society, SK
 Region of Peel
 Region of Peel - Newcomer Portal
 Regional Diversity Roundtable
 Renewed Computer Technology
 Saint John YM-YWCA, NB
 Self-Skills for Employment, Life and Family
 Sheridan College (Halton)
 Sheridan College (Mississauga)
 SIAST Wascana Campus, SK
 Simcoe County District School Board
 Skills for Change (Toronto)
 Social Enterprise for Canada
 Southeast Regional College, SK
 Southern Alberta Language Assessment
 Services, AB
 Spectra Health
 Sri Guru Nanak Sikh Centre
 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
 St. Joseph Adult School

TESL Canada
 TESL Ontario
 TESL Ontario - Peel/Halton/Etobicoke
 TESS Web Portal Pilot
 The Learning Place
 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 - Durham
 Region
 Welcome Centre Immigrant Services - York
 Region
 WellFort
 William Osler Health System Foundation
 Windfall
 World Education Services (WES)
 Working Skills Centre
 York/Simcoe Language Training Partnership
 York University
 Yorkton Newcomer Welcome Centre, SK
 Youth Employment Services
 Youth Employment Toronto
 Youth Empowerment Community Initiative -
 Malton
 Youth Link
 YWCA -Toronto
 YWCA Prince Albert, SK

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The Power of Change. The Passion for Growth.



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