



# Centre for Education & Training™

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



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## A Year in Review

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



## 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 Board of Directors working in accordance with established laws for not-for-profit organizations. In 2014 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.

# Letter from the **Chairman of the Board**

We are pleased to report another successful year for the Centre for Education & Training! This “Year in Review” demonstrates our continued commitment to empower our clients and provide opportunities that enhance career development and personal growth.

In 2014, we served over 78,000 individuals and 1,000 businesses and community organizations. We inspired people and provided opportunities to enhance their language, personal, and employment skills. We increased the capacity of our communities to deliver exceptional services by training language assessors, instructors, and interpreters, and we provided practical assistance with client and course data management, analysis, planning and reporting. Our extensive array of services and co-location with community programs enabled us to meet clients’ diverse needs. Our clients reported strong satisfaction with the quality of our services and continued to recommend our programs to others and share their success stories. Funders, employers and partners appreciated our adaptability, accountability, and commitment to meeting the highest standards of service.

Some **highlights** from 2014 include:

- *Placement of 451 youth into paid training and jobs with 423 employers through the highly successful Youth Employment Fund program*
- *Enhanced accessibility of newcomer settlement services through increased itinerant services at a wide range of community locations*
- *An increase in the number of language assessments conducted with dramatic growth in French language assessment and referral.*
- *Growth in the number of prospective immigrants from around the globe accessing our online self-assessment tools based on the Canadian Language Benchmarks.*
- *Increased student numbers and expansion of our distance language training program to include learners from Manitoba and British Columbia.*
- *Further development of our HARTs language database to meet the needs of two levels of government and community stakeholders*
- *New development of online training delivery, provision of webinars, and online mentoring for language assessors and teachers across Ontario*

Of course, none of this would be possible without the continued support of our government funders, our dedicated staff, and the community. On behalf of the Board, I would like to offer my sincere thanks for continuing to make the Centre for Education & Training such a success. I would also like to thank our clients for believing in our organization to help further their journey. The many success stories that our clients share with us show that we are truly making a difference.

Kristin O’Rourke



# Our Services





# Our Service Areas

## Employment & Career

2014 saw the continuation of employment programs and career services across the GTA by supporting over **13,000 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. We provided 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 **674 local employers**.

## Settlement & Language

Providing newcomers with timely support to help them settle into their new communities is critical to their successful integration. Centre for Education & Training assisted over **64,000 immigrants** in 2014. Our newcomer and immigrant services included individual needs assessment and referrals, information on settlement topics and resources, language assessment and training, and employment-related services. We continued to provide both face-to-face and online service. In many cases, our one-stop-service sites enabled clients to access newcomer information and workshops where they also received a language assessment (English or French) and referral to classes. For those unable to attend regular English classes, LINC Home Study provided the option to study from home. LINC Home Study expanded across Canada into new regions/provinces.

Some of our projects were designed to support almost **200 settlement service providers** in their efforts to provide high-quality client service. We continued provision of Ontario-wide, language service supports including data tracking and analysis through our HARTs assessment, referral and training database. We provided language assessor training, along with a new service involving webinar training to language instructors on new national guidelines. We contributed to policy and planning on local, provincial and national committees.

## Education & Training

Again in 2014 we continued to deliver highly successful, dynamic programs. They reached a diverse client group of **1,000 individuals** with quality focused programming. We delivered unique, performance-based programs designed for impact. Whether it was in youth-focused experiential learning, mobile programming in under-served communities, or language skill enhancement, we provided interactive, client-focused learning opportunities. Additionally, our interpretation and translation services have continued to be a trusted support to newcomers, government organizations, local service agencies and employers.

# Employment & Career Services





## Employment Ontario 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 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 competitive world of work. In 2014, as part of its employment programming supports, TCET's Employment Ontario (EO) Services administered a highly successful youth employment initiative called the **Youth Employment Fund (YEF)**.

### THE YOUTH EMPLOYMENT FUND\$ PAID TRAINING & JOB PLACEMENTS Get inspired, get hired.

The **Youth Employment Fund (YEF)** goal is to support Ontario's youth by creating 25,000 employment opportunities for those aged 15-29 by 2015. Through the fund, up to \$7,800 per eligible youth was available to support job and training placements.

Through the program, youth were connected with employers for 4-6 month job placements. These paid placements enabled them to receive job training and on-the-job experience, while employers received a subsidy to offset the cost of the placement.

By utilizing the training fund, EO services placed 451 youth into meaningful employment opportunities with over 423 participating employers throughout the GTA. It provided the necessary experience and skills development to enable youth to make the transition to employment, and the human resource capital that employers needed to maintain and increase their businesses.

## Success Stories



"I have received unlimited support from the staff at the Centre for Education and Training; they gave me the confidence and courage to do great for my new role. I've been with the company for 7 months now and I have been promoted to a new role as Financial Analyst in our accounting department. Success is the key! Dream big and try hard to accomplish them. No one can put you down but yourself."

EO YEF Client - Prema



"I wanted to thank you for the effort you put into helping me find a job. Your agency and team are very informative and helpful, and the program to help youth like myself is amazing as it provides us with many opportunities."

EO YEF Client - Rami





"I am very thankful for the support that the Youth Employment Fund has provided me. The YEF helped me get started with my accounting job by providing me with funding for professional clothing and gas for my commute to work. The YEF also provided my employer with funding for my training and paid for a portion of my salary during my probationary period, making this a win-win option for both employers and employees."

EO YEF Client - Adam

"YEF program was a big help to me financially... It even funded my requirements for my employment... like my CPR training, Police Check, TB Testing, transportation cost, work attire and uniforms. Funding those things has been a big help to me because I had no means of paying for those things initially. With that, I am very grateful and overly satisfied with all the help that was given to me because they opened the door for my Canadian experience for future references."

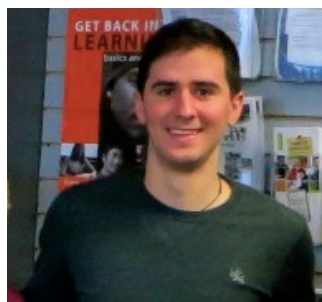
EO YEF Client - Chriselle

"As a small business, one of the greatest deterrents to bringing on staff is the significant financial cost. We are committed to providing a living wage to those who join Earth + City. With the support of the YEF, we have been able to do so this past season. It has been an unbelievable bonus to our company. It allowed us to make gains in our production and development, which in turn allowed us to take on more markets and stores, thus creating further employment opportunities for our staff"

EO YEF Employers -Lisa and Cassandra  
Co-owners Earth + City

..... "Paula and Elaine's help and guidance were invaluable to the whole process. Their advice and quick responses made extra training possible and helped in communicating with the employer. I couldn't have done it without their help"

EO YEF Client - Kimon



## Specialized Employment Programs

2014 was another growth year for each of the unique training programs offered to newcomers and 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),



The Career Coach has reached over **420** newcomers through one-on-one employment counselling as well as through various workshops within the community. The mobile unit travelled to under-served areas, provided outreach, and encouraged youth and newcomers to "walk-in" for friendly service.

In partnership with Toronto Employment and Social Services, we continued to provide the specialized Next Steps for Youth and Bridges to Employment programs to Ontario Works clients. Assessment and customized action plans were developed and support was provided for **97** newcomers to Canada as they adapted to Canadian labour market expectations in their areas of professional expertise.

These three programs reached over **500** youth and Job Seekers 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.



# Settlement & Language Services





## Newcomer Information Centres

Throughout 2014, Centre for Education & Training operated five Newcomer Information Centres (NIC) in strategic areas of the Regions of Peel and Halton. Each of these locations provided information, resources and referral on a vast array of newcomer and settlement issues. Additionally, we provided service at convenient off-site, neighbourhood locations. With a dynamic team speaking over 25 languages, we provided a warm welcome and accurate information to ensure newcomers' settlement success.

### NIC Itinerant Services

The mandate of the Newcomer Information Centre is to provide the most up-to-date and comprehensive information and referral resources to newcomers to Canada in order to assist them to integrate into our communities. Information and referrals are based on the needs of the newcomer using our services. Clients who visit our sites, or engage with an **Itinerant Information Counsellor** at one of our off-site locations, complete a needs assessment and receive information on a variety of options so that they can make informed decisions. A key component of our services is to provide information, referral and Commissioner of Oaths services within the community. This makes our services more accessible to new immigrants.



**Itinerant Information Counsellors** provide NIC services from libraries, community centres, places of worship and ethno/cultural associations. The Newcomer Information Centre Itinerant Team operates out of 16 separate locations. In 2014, over **3,660** clients utilized the one-to-one assistance provided by the NIC Itinerant Team directly in the location where they were already established. Additionally, **1,889** Commissioner of Oaths services were provided to newcomer clients from these locations.

### Itinerant locations included:

**Brampton Libraries:** Gore Meadows Branch, Four Corners Branch, South Fletchers's Branch and Mount Pleasant Village Branch

**Mississauga Libraries:** Meadowvale Branch, Mississauga Valley Branch, Lakeview Branch, Cooksville Branch,

**Places of Worship:** Shri Guru Nanak Sikh Centre Brampton, Gurdwara Sikh Sangad Brampton, Ontario Khalsa Darbar Mississauga

**Community Partners Programs:** Chinese Association of Mississauga, Ontario Works Brampton/Mississauga, Learning in our Neighbourhood (LION), Helping Hands Brampton.

Key services provided at these locations included information and referral services, off-site information sessions, newcomer youth-specific workshops/sessions, commissioner of oaths services, and access to citizenship and immigration services.





## Language Assessment Services

A language assessment is 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 2014, our Language Assessment Services administered **23,360** language assessments (A 9% increase over 2013 numbers). **14,415** assessments were conducted in Peel/Halton/Dufferin and **8,945** in York/Simcoe/Durham.

The Coordinated Language Assessment and Referral System (CLARS) continued its second year of pilot in our regions. Now co-funded by Citizenship and Immigration Canada (CIC) and the Ontario Ministry of Citizenship, Immigration and International Trade (MCIT), the system's expanded client eligibility allowed us to serve a greater range of immigrants and make referrals to a broader range of classes. To manage the higher volume of clients and ensure accessibility for those with daytime commitments, we further expanded our hours across sites to accommodate more evening and weekend appointments. Demand for French language assessments continued to grow. Peel Halton assessors administered **794** French assessments.

The York Region, Simcoe County and Durham Region language assessment services continued to see growth in 2014. Early in the year a permanent itinerant site in Bradford (Simcoe) was secured. With the addition of the new site we saw almost **300** clients in Simcoe County. In addition to our main Richmond Hill site, we continue service at various itinerant sites across the Region including the five Welcome Centres. In Durham Region we assessed **1,066** clients, a 14% increase over the number of assessments conducted in 2013.

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 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 immigrants.

In Peel/Halton/Dufferin, we also provided planning and coordination assistance to Citizenship and Immigration Canada (CIC) and CIC-funded organizations for settlement planning groups. Our staff coordinated communications for meetings, took minutes and posted all documents to the partnership website.

## Highlights

- » An itinerant site in Bradford (in Simcoe County) was added to our locations.
- » Client numbers increased substantially and staffing and scheduling were adjusted to meet the demand.
- » Language assessors and coordinators attended the annual language assessors' meeting - learning more about new resources and procedures affecting assessment. Staff training was ongoing.
- » Among outreach initiatives, the Peel Halton language partner website: [www.lincpeelhalton.com](http://www.lincpeelhalton.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 who came in for assessment explained that she had little ability to read and write in Arabic as she had been pulled out of school after 5 years, to care for her family and help raise her young siblings during the war. She wanted to be able to learn, and attend language classes. As a literacy learner as well as a second language English learner she was informed of classes that would meet her needs. She was so grateful to return to school in her mid-30's that she cried with happiness when she was told that she could start classes the following week.

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A 34-year-old woman from China who immigrated in 2012 came for an assessment at our Oakville site in May. She didn't make an immediate decision to take language training but in late summer she contacted the assessor to gather information about Enhanced Language Training programs. She began her classes in September 2014 and within two months she found a job. While still employed, she is now attending the LINC Home Study Program to continue improving her English.

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A woman from Asia had lived in Canada for many years without understanding much English. She had lived a very difficult life prior to coming to Canada and upon arrival she immediately took work as a sewing machine operator in order to earn money to support her family. Now a retiree, she was accompanying her sister to an appointment in our office building when she noticed our sign and asked for an appointment. When she came in for the assessment she was really nervous, and explained what little formal education she had obtained many decades

ago. She completed the assessment, received her results immediately, and was informed of the language training options near her home. She decided to join a conversation class the next day and plans to add additional classes once she is more comfortable being back in school. She is excited to have the newcomer experience of starting language classes almost 30 years after landing in Canada!

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One language assessment client commented, "Great! Thank you for all the assistance and efforts you have provided me to arrange my schedule as early as possible for the English assessment. In addition you also extended your support to find a school where I could take the LINC class at my convenient. Your expertise and customer service have been invaluable in your organization. As a tax payer, I totally grateful for all the support you provided to me. Again, thank you so much. I sincerely appreciate your excellent job. Keep it up!!





## Language Assessment Support Services

In 2014, 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 maintained effective processes to obtain accurate results and make 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 to network with others.

## Highlights

- » LASS developed and piloted online delivery for some core services, such as refreshers on the assessment tools for multiple assessment centre sites, and remote mentoring of assessors via the web.
- » The two-day, back-to-back, Ontario-wide, annual Coordinators' and Assessors' meetings were held at a new venue and included participation of high level representatives from Citizenship and Immigration Canada and the Ontario Ministry of Citizenship, Immigration and International Trade. Presentations from the Centre for Canadian Language Benchmarks, LASS, Language Assessment Information for Clients Project, Language Teachers Curriculum Coordinator, and the HARTS database project, ensured a meeting of value to all.

Participants' comments regarding this year's Annual Assessors' Meeting included:

- » "I liked getting big picture knowledge about detailed work we do every day. It helps me understand better what we do and why – what comes before & after, in the client experience"
- » "An excellent meeting and wonderful opportunity to network and learn about different ideas, suggestions, issues, etc."
- » "The conference was well-organized in a professional facility."
- » "The presenters were all very well-spoken, with a lot of interesting information given."





## National Language Assessment Support Services

Outside of Ontario, our National LASS project provided training and support services to coordinators and assessors across Canada on TCET's Canadian Language Benchmarks-based assessment tools. This ensured that assessors maintained effective processes to deliver accurate assessment results and referrals to government-funded language training classes. It also ensured accurate and helpful responses to questions from immigrants, assessment and training organizations, and funders.

## National Online Self-Assessment Service

TCET 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 and French 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 support the French language assessment tool.



## Highlights

- » 23,644 immigrants and potential immigrants from around the world utilized the online assessments in 2014 (a 6% increase over 2013)
- » The online self-assessment tools were highlighted as an important resource in a new YouTube video produced by Citizenship and Immigration entitled "Language Training for Canada" and "Formation linguistique pour le Canada"
- » Presentations on CLB-OSA/NCLC-AEL were given at national conferences including:
  - » TESL Canada Conference in Regina, SK
  - » BC TEAL Annual Conference in Vancouver, BC and,
  - » Immigration Canada Fair in Mississauga, ON



## Language Teacher Curriculum Coordinator

Guidance and training were provided to over **500** language instructors through our curriculum and training services. Language teachers across Peel/Halton accessed professional development workshops and one-on-one support provided by our Language Teacher Curriculum Coordinator (LTCC). Specialized workshops included: National Language Placement and Progression Guidelines (NLPPG) for lesson planning and in-class assessment, Teaching Multilevel Classes, and Orientation to Tutela.ca.

In June, the project was expanded to provide NLPPG consultation and support to government-funded language teachers and program coordinators across Ontario. To better serve this target audience, training on the NLPPG was conducted via webinars on Tutela.ca. Consultation and support were provided via telephone and emails. The LTCC also presented at the Peel Halton Etobicoke (PHE) TESL Affiliate i3 Conference in May and the TESL Ontario Conference in October.





Language  
Education  
at a Distance

## LINC Home Study – Ontario

Language Instruction for Newcomers to Canada (LINC) is an English language training program funded by Citizenship and Immigration Canada. LINC Home Study (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 via telephone or VoIP for weekly one-on-one lessons. In 2014, **2,106** students from across Ontario participated in the LHS Ontario program. This was an increase of 122 students over 2013.

### Additional Program Features for Students

- » 18 group virtual conversation classes (1 hour per class)
- » 4 individual additional phone conversation class sessions (9 weeks per session)
- » 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

- » 10 “Bits and Bytes” training workshops (based on a variety of technology tools)
- » 2 online workshops on teaching pronunciation
- » 1 online training session on Excel
- » 1 full-day professional development workshop



- » 4 editions of EDULINC (teacher newsletter)
- » Enhancements to teacher-focused features on the learning management system

Our instructor coordinator and two instructors provided workshops at the TESL Peel Halton Etobicoke Conference.

### Success Story

One year ago, Tilak moved to Timmins, Ontario. He stayed home to care for his 2 young children while his wife went to university. There are no LINC classes in Timmins so he was referred to LINC Home Study. Tilak was keen to find ways to practice English in his community. He discussed this with his LINC Home Study instructor and they came up with the idea to apply to the local hospital to gain Canadian work experience. His instructor also explained that he could apply to be on the Parent Council at his daughter's school. He had a few challenges along the way. At the hospital, he had to pass an interview and training. At the school, he was told that they already had enough parents and he also had a hard time connecting with the principal. He discussed strategies with his instructor to prepare for the interviews and training as well as how to be persistent but polite with the school. This hard work paid off and Tilak was offered volunteer positions in both locations.

Tilak stated, “It’s my pleasure to be a student via online LINC Home Study. I really benefited from this program; it improved my English language skills in speaking, writing, and reading. As a result, I could communicate and correspond to other member of different community organizations. So, I was able to become a parent council member of my children’s school and a volunteer at our hospital.”



## LINC Home Study – Canada

LINC Home Study Canada (LHS Canada) provides English language education at a distance to newcomers outside of Ontario. In 2014, 901 newcomers in eight provinces and one territory were served (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan, and Yukon Territory). The number of students served increased by almost 14% over last year.

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) in all Regions, 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 funding officers 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 almost 14% more clients in 2014 than in the previous calendar year.
- » Students from British Columbia and Manitoba were able to join the program with new funding from those regional Citizenship and Immigration offices.
- » In 2014, LHS student use of online lessons increased by 20% compared to 2013 with a much smaller percentage of students using correspondence
- » 39 LHS students became Canadian citizens
- » LHS Canada provided a presentation at the TESL Canada Conference in May 2014 in Regina, SK



## Success Story

"I would like to thank you for all time and effort that you put into our class. For me, all our topics are very useful especially when you are dealing with doctors, managers, directors and co-workers. I learned to control myself and my emotion because it is not going to help resolving the problems. I thought I can handle everything, but was wrong because when you discussed the topic of being assertive I felt more confident and I felt like I am a professional. I liked the style of your teaching because you kept your student awake by frequently asking questions. Your sense of humour is very helpful to keep your students alive; ... I enjoyed the style of your teaching while I am learning at the same time. Learning while enjoying sounds pretty good to me. Thank you for the materials or visual aids, notes and especially the tips that you sent to me. They are very useful because I can use it to plan my opinion and suggestion.

-Carlos (Saskatchewan)

## History of Assessments, Referrals and Training System



Your Integrated Solution | [hartsystem.ca](http://hartsystem.ca)

History of Assessments, Referrals and Training system (HARTs) continued to provide logistics, data collection, and analysis for Citizenship and Immigration Canada (CIC) and the Ministry of Citizenship, Immigration and International Trade (MCIIT).

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 MCIIT, use HARTs statistical analysis for strategic planning. HARTs currently supports more than 150 organizations across Ontario through training, helpdesk support, and response to requests for changes and reports. The team responded to over 21,000 requests in 2014. 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 implementation of the Coordinated Language Assessment and Referral System (CLARS) across 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 utilized for this interim period.



### Highlights

- » The HARTs team worked closely with the iCARE team at CIC to create the ability for users to generate XML files in order to upload their information into iCARE's website.
- » HARTs hosted webinars conducted in partnership with the iCARE team.
- » The French version of the system was released to users across Ontario.
- » The final four regions for English service providers were transitioned to the CLARS version of HARTs.

### Quotes from HARTs Users

Honestly, you are my angels! Thanks so much for doing this for us. Now we'll be able to do the necessary to finish our monthly government reports.

- A Peel Region Service Provider

Thank you very much for your prompt help. I sincerely appreciate all your help and support which is always so forthcoming. Your efforts to solve the problem seamlessly are absolutely great.

- A York Region Service Provider



# Education & Training Services







Camp PEAK (Pursuing Excellence Achievement Knowledge) is an overnight residential camp which combines social and recreational activities to improve youths' social

skills, life skills, physical skills, confidence and overall leadership skills. Each camp session consisted of two weeks of varied programming including an Amazing Race, OlymPEAKS group activities, a banquet and a session-ending slideshow of accomplishments 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.

Since the start of Camp PEAK, we have partnered with the following organizations to help train staff on health and safety, outdoor tripping, and confidence building: 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, and Focus UP.

## Quotes from Camp

I enjoyed my two weeks at Camp Peak. They were the best I have ever had. I had a good time in participating in all the activities. I made good friends at that time. We shared wonderful time together. The counselors were the best.

- A happy camper

I felt the importance of the skills you try to teach those teens that will help them all over their life. Their stories of the lovely camp, dear counselors and best friends never end. THANK YOU SOOOOO MUCH.

-A grateful parent

## Beginner Driver Education Program

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

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

During 2014 we continued our partnership with the "Teens Learn to Drive Foundation". As a result of this partnership, we were involved in full-day Safe Teen Driving Events at several Peel Secondary Schools.





## 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 2014 we served a wide variety of public and government organizations including:

- » Ontario Ministry of Education
- » Workplace Safety Insurance Board of Ontario
- » Region of Peel
- » William Osler Health Centre
- » Developmental Services Ontario
- » Community Living Mississauga
- » Bridgepoint Hospital
- » Peel Newcomer Strategy Group
- » Peel District School Board
- » York Region District School Board
- » St. Michael's Hospital
- » McMaster Children's Hospital
- » Ontario Works/County of Wellington
- » Healthcare Interpretation Network
- » Elementary Teacher's federation of Ontario

The department also provided an increased volume of 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).

### Interpretation Services

- » 988 hours of service were provided in a medical environment
- » 812 hours of service were provided in an educational environment
- » Over 190 assignments were completed on workplace safety and insurance matters
- » 12 corporate clients received interpretation services at multiple locations across the GTA

### Translation Services

- » Over 110,000 words translated in business translation projects
- » 60 individual clients received certified translation of personal documents



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).

### We Are:

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)

In addition to these translation and interpretation services, we continued to offer a Core Interpreter Training Program based on the Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT) 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 (developed in Ottawa) to evaluate an interpreter's language and interpretation skills. This test was supported by MCIIT and is widely accepted as an appropriate assessment tool for testing proficiency in English and the candidate's other language.

# 2014 BY THE NUMBERS

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

### Employment & Career

**8,385** job seekers were provided with 1:1 job search assistance and counselling

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

Over **3,015** youth gained skills for career development

**451** youth program clients became employed or in training

### Education & Training

Over **10** organizations and **120** individuals were provided with interpretation or translation services

Over the summer, **85** youth (age 8-17) enjoyed Camp PEAK - a residential camp in Northern Ontario

A **99%** success rate was achieved by **794** drivers' education students

**SERVICE PROVIDED TO**  
**78,000**  
**INDIVIDUALS** & **1,000**  
**ORGANIZATIONS**  
**AND BUSINESSES**

### Settlement & Language

Over **14,000** newcomers visited our information and referral centres

**16,091** newcomers participated in a wide variety of focused workshops

**33,516** documents were certified by Commissioners of Oaths for **5,373** clients

Care for newcomer children was provided for **3,719** child visits

**23,360** newcomer language assessments and referrals were completed

**23,644** immigrants and potential immigrants from **168** countries accessed our online language assessment test

## OPERATED



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

Online and correspondence English language training programs were provided to **2,106** Ontario students and **901** learners in other provinces / territories

Professional development was provided to staff of **26** Ontario assessment centres

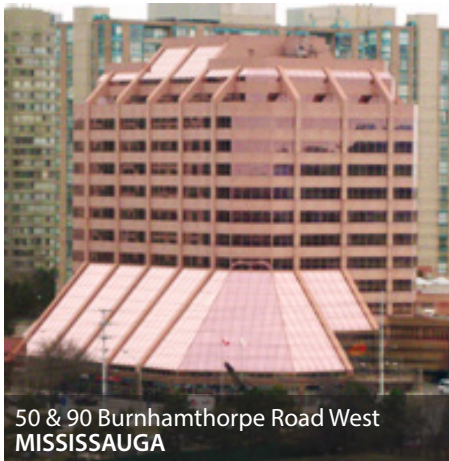
Professional development was provided to over **500** language teachers and over **90** distance education instructors

**156** language training organizations were provided with client database services

Over **2,100** database users were trained and **21,220** requests were fielded by the HARTs helpdesk team



# Our Locations



50 & 90 Burnhamthorpe Road West  
MISSISSAUGA



1090 Don Mills Road  
TORONTO



Career Coach  
MOBILE UNIT



420 Highway 7  
RICHMOND HILL



171 Speers Road  
OAKVILLE



595 Parliament Street  
TORONTO



3233 Brandon Gate Drive  
MALTON



7700 Hurontario Street  
BRAMPTON



263 Queen Street East  
BRAMPTON

272 King Street East, OSHAWA

## Itinerant Services were also provided at:

Ajax Welcome Centre  
 Bradford West Gwillimbury Library  
 Bramalea Community Health Centre  
 Brampton Libraries (4 locations)  
 Caledon Community Services (Bolton)  
 Caledon Libraries (Albion)  
 Canadian Hearing Society (Mississauga)  
 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 (Oshawa)  
 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)  
 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)  
 Simcoe County District School Board - Career Centre (Barrie)  
 Sri Guru Nanak Sikh Centre (Brampton)  
 Trinity Mall (Brampton)  
 Vaughan Welcome Centre  
 Vietnamese Community Centre of Mississauga  
 Westwood Mall (Malton)  
 and a variety of employer work sites across the GTA

# #StayingConnected



In 2014, we hit over 1000 followers & 1140 sent tweets #Employment #Youth #Education #Training #Settlement

31 Dec via HootSuite ☆ Favorite ↻ Retweet ↩ Reply



@CampPEAK and @CareerCoachTCET tweeted 203 times!

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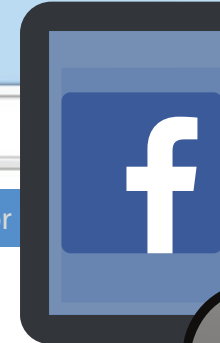
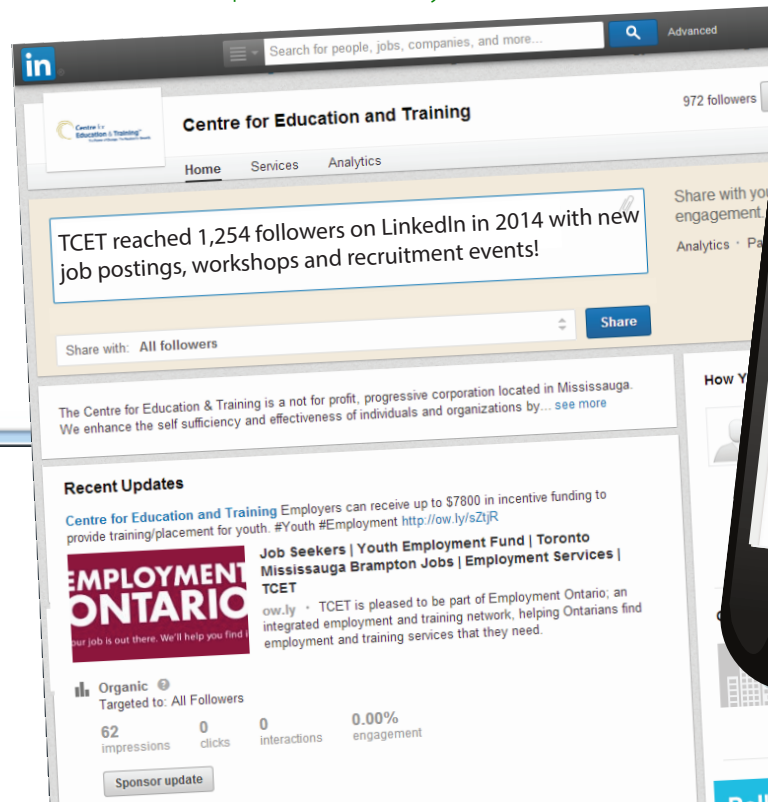
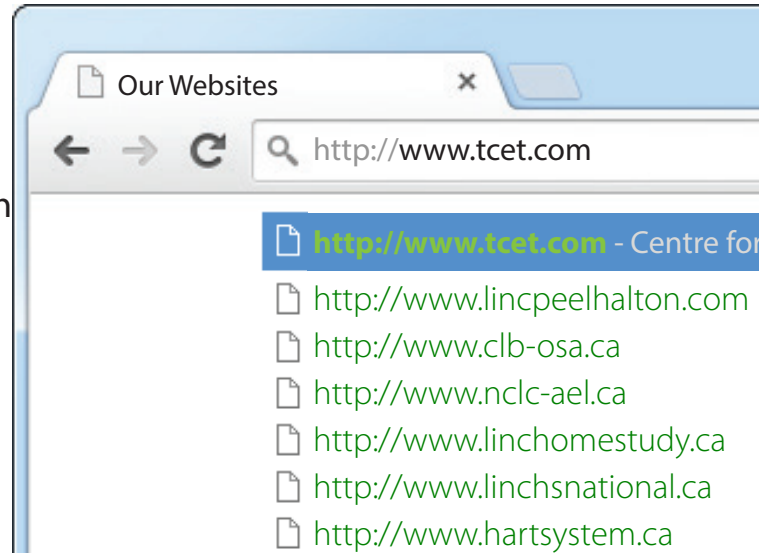
In 2014, 141,109 people visited [www.tcet.com](http://www.tcet.com) 270,163 times! #Website

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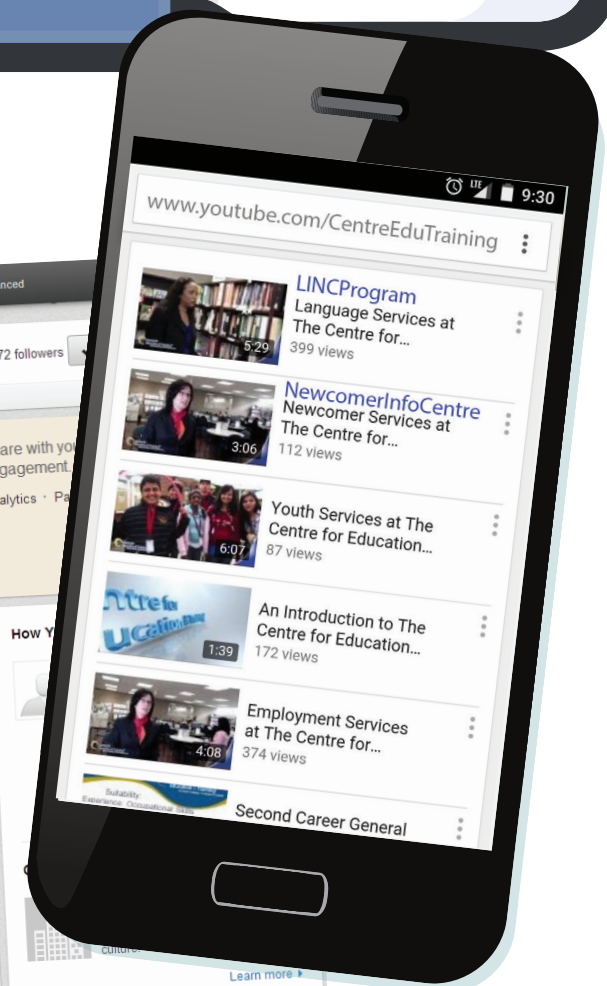


Email us at [info@tcet.com](mailto:info@tcet.com) #GeneralInquiries #Feedback

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Centre for Education and Training  
Employment Services  
Careercoach.peelregion  
NIC Youth TCET  
Newcomer Information Centre  
ES4Y.TCET  
Bridges To Employment Program  
CampPEAK





# In The Community



## Organization Partnerships/Relationships

Access Employment  
 Afghan Women's Organization  
 AIRS- Inform Canada  
 Association de L'industrie de la langue/Language Industry Association.  
 Association for New Canadians, NL  
 AWIC Community & Social Services  
 Aurora College, NT  
 Big Brothers and Big Sisters of Halton  
 Big Brothers and Big Sisters of Peel  
 Bow Valley College, AB  
 Bradford West Gwillimbury Public Library  
 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  
 Brampton Transit  
 Brian J Flemming Secondary School  
 Building Healthy Communities Network  
 – Region of Peel Business Education College  
 CAA Don Mills  
 Calgary Immigrant Educational Society, AB  
 CARE for Nurses  
 Career Foundations  
 Carlton Trail Regional College, SK  
 Castlebrook Secondary School  
 Catholic Crosscultural Services  
 Centennial College  
 Central Alberta Refugee Effort, AB  
 Central Neighbourhood House  
 Central Vancouver Island Multicultural Society, BC  
 Centre for Canadian Language Benchmarks  
 Centre for Immigrant & Community Services  
 Centre for Information & Community Services  
 Centre for Security Training & Management Inc  
 Centre for Skills Development and Training  
 Child and Youth Engagement Brampton

Child Development Resource Connection Peel  
 Chilliwack Community Services, BC  
 City Adult Learning Centre  
 City Hope  
 Classroom Connections  
 Coalition for Persons with Disabilities - Peel, Halton, Dufferin  
 College Boreal  
 Community Alliance for York Region Education  
 Community Door (Mississauga & Brampton)  
 Community Matters  
 Community Volunteer Income Tax Program  
 COSTI  
 Cowichan Valley Intercultural and Immigrant Aid Society, BC  
 Credit Canada  
 Credit Counselling Services of Canada  
 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 Training Partnership Committee  
 Durham Region Unemployed Help Centre  
 Economic Development Advisory Council, City of Mississauga  
 Education Research and Development Institution  
 English Online Inc., BC  
 Elder Technology Assistance Group (Miss & Br)  
 Family Education Centre  
 Family Services of Peel  
 Find Help  
 Gateway Café- Danforth  
 George Brown College  
 Georgian College  
 Global Experience Ontario  
 Golden Mile Employment & Social Services  
 Great Plains College, SK  
 Growing Together

Gurdwara Seik Sangat  
 Halton and Peel Professional Executive Network  
 Halton ESINC Planning Group  
 Halton Industry and Education Council  
 Halton Newcomer Strategy Group: Steering and Service Coordination Working Groups  
 Halifax Regional School Board, NS  
 Halton Catholic District School Board - Adult Learning Centre  
 Healthcare Interpretation Network  
 HealthForceOntario  
 Humber College  
 Immigrant Language and Vocational Assessment Referral Centre, AB  
 Immigrant & Multicultural Services Society of Prince George, BC  
 Immigrant Services Association of Nova Scotia, NS  
 Immigrant Settlement and Integration Services, NS  
 Institute of Leadership for Women in Ontario  
 Inter-Cultural Association of Greater Victoria, BC  
 International Women of Saskatoon Inc., SK  
 Iranian Women's Organization of Ontario  
 Japanese Social Services  
 Jewish Immigrant Aid Services  
 Job Skills  
 John Howard Society of Toronto Centre  
 Jewish Vocational Services  
 Karen Ziemann Consulting, AB  
 Labour Education Centre  
 Language Assessment Services of Nova Scotia (LASNS)  
 Legal Aid Ontario  
 Lesmills Employment & Social Services  
 LINC Home Study Canada Working Group  
 Lower Similkameen Community Services Society, BC  
 Maestro Quality  
 Malton Inter-Agency Network  
 Malton Neighbourhood Services  
 Medix College of Healthcare and North American Trade School  
 Metro-Region Immigrant Language Services, NS  
 Multicultural Inter-Agency Group of Peel



*continued*

Microskills East  
Midaynta Community Services  
Mississauga Board of Trade  
Mississauga Community Legal Services  
Mississauga Employment Services Network  
Mississauga Libraries  
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 Page Human Services Society, BC  
Newcomer Centre of Peel  
Newcomer Information Centre Saskatoon, SK  
Newcomer Services YMCA Simcoe/Muskoka  
NorQuest College, AB  
North Island College, BC  
North West Regional College, SK  
Oakville Child and Youth Network  
Oakville Libraries  
Ontario Council of Agencies Serving Immigrants  
ONESTEP  
Ontario Association of Youth Employment Centres -  
First Work  
Ontario Camping Association  
Ontario Khalsa Darbar Gurdwara  
Overlea, Springhurst & Victoria LINC, Toronto  
Pan Am Games Toronto Centre  
Paye Program, Toronto Centre  
Progress Career Planning Institute  
Peel District School Board  
Peel Adult Learning Centre  
Peel Career Assessment Services  
Peel Children's Aid Foundation  
Peel Chinese Association of Mississauga  
Peel District Catholic School Board  
Peel Moblie Crisis Centre  
Peel Multicultural Council  
Peel Newcomer Strategy Group - Communications,

Economic and Social Inclusion Groups  
Peel Youth Violence Prevention Network  
Peel/Halton Workforce Development Group  
Peel/Halton/Dufferin Employment Information Network  
Peel Halton Dufferin - Executive Council and  
Settlement Partnership Groups  
PEI Association for Newcomers to Canada  
Penticton and District Multi Cultural Society, BC  
Polycultural Immigrant & Community Services  
Queen and Kennedy Networking Meetings  
Royal Canadian Mounted Police  
Regina Open Door Society, SK  
Region of Peel  
Regional Diversity Roundtable  
Renewed Computer Technology  
Riverdale Immigrant Women's Centre  
Saint John YM-YWCA, NB  
Scarborough Centre for Alternative Studies  
Skills for Employment, Life and Family  
Seneca College  
Sheridan College  
Shuswap Settlement Services Society, BC  
Simcoe County District School Board - Career Centre  
Skills for Change  
Smithers Community Services Association, BC  
Social Enterprise for Canada  
Southeast Regional College, SK  
Southern Alberta Language Assessment Services, AB  
Spectra Health  
Sri Guru Nanak Sikh Centre  
St Gabriel Adult Learning Centre  
St James Town Community Corner  
St. James Town Service Providers Network  
St. James Town Youth Network  
St. Stephen's Community House  
TESL Canada  
TESL Ontario  
TESOC Multicultural Settlement Services  
The Bennett Edge  
The Community Share Food Bank  
The Cross-Cultural Community Services Association

The Learning Place  
The Salvation Army Honeychurch Family Life and  
Resource Centre  
Thornccliffe Neighbourhood Office  
Toastmasters of Canada  
Toronto Centre Service Delivery Network  
Toronto North Local Immigration Partnership  
Toronto Region Board of Trade  
Toronto South Local Immigration Partnership  
Trios College  
United Way of Peel Diversity Council  
University of Guelph -Humber  
University of Ontario Institute of Technology  
University Settlement  
Victoria Village Hub  
Vita Centre  
Volunteer Halton  
Volunteer MBC  
Welcome Centre Immigrant Services - Durham Region  
Welcome Centre Immigrant Services - York Region  
WellFort  
William Osler Health System Foundation  
Windfall  
Women's New Beginning Program  
Working Skills Centre  
Working Women Community Centre  
World Education Services  
YMCA of Greater Saint John, NB  
York Region District School Board  
York Region Catholic District School Board  
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 Prince Albert, SK  
YWCA (Toronto)

# Our **Leadership Team 2014**

## Board of Directors

- » **Kristin O'Rourke**  
Chair of the Board
- » **Bob Forhan**  
Secretary
- » **Sengkee Ahn**  
Director
- » **Penny O'Rourke**  
Director
- » **Pam Chodda Young**  
Director
- » **J. Rhys Davies**  
President

## Executive Team

- » **David Lew**  
Chief Human Resources Officer & Chief Privacy Officer
- » **Robert Olson**  
Chief Operations Officer
- » **J. Rhys Davies**  
Chief Executive Officer
- » **Karen McNeil**  
Director, Language Services
- » **Moya MacKinnon**  
Director, Employment & Newcomer Information Services
- » **Polly Yawney**  
Director, Finance





# Centre for Education & Training™

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

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

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