



A Year 2015 in Review



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 (QCICET). It is managed by a Board of Directors working in accordance with established laws for not-for-profit organizations. In 2015 TCET developed and operated programs with funding from a variety of government sources, private corporations and individual fee payers.

Letter from our **Chief Executive Officer**

In most organizations we focus on specific financial and operational performance statistics to assess our progress and success. While this is very important, as CEO of TCET, I have come to realize that the real impact and outcomes of what our employees do, may never be known.

During the last fiscal year, we helped over 90,000 individuals. Our service focused on each individual's specific needs, helping them to identify and realize their full potential so they might find and achieve their life's purpose and become productive members of Canadian society and the workplace. I believe that many of these individuals will be the new leaders of our communities and corporations in years to come. That result is our greatest reward.

We also provided the resources, skills and opportunities to over 1,000 business and community organizations to assist in the recruitment of their skilled workforce and the integration of newcomers to Canada. The difference our employees have made has been recognized by many. A few major highlights of our employees' work during 2015 include:

- » Receipt of the MTCU Leadership Award for Innovation in recognition of our Employment Services "90 Day Job Challenge"
- » Successful implementation of new programs including; assisting job seekers who are differently-abled, helping high school graduates explore their post-secondary potential, connecting entrepreneurial youth with resources, and providing newcomer seniors with opportunities to interact and learn about their communities
- » Development of new online services (www.prepcan.ca) to assist immigrants in pursuing their credentials and employment prospects, before they arrive in Canada
- » Increased service to English language learners including expansion of our LINC Home Study (online) program to Northwest Territories and a new program for temporary foreign workers and others in Saskatchewan
- » Continued development of our online services including webinars, virtual recalibration and certification processes, online access to printable forms, and more

I am honored to serve the TCET organization and its clients. I appreciate the support we receive from all of our stakeholders. I am constantly impressed by the dedication and commitment our employees have made to the work they do and express my thanks to them for embracing the Vision and Values of TCET. I am thankful for and regard very seriously, the opportunity our organization has been given to make a difference in the lives of so many.

Merv Hillier MBA, MSc HRM, CPA, FCMA, CMC, C.Dir

Our **Service Areas**



EMPLOYMENT & CAREER

2015 saw the continuation of employment programs and career services across the GTA. Over **25,800 clients** were supported 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 clients with the encouragement and support they needed to achieve their career and employment goals. Our services provided the tools for success including job postings, recruitment assistance, job fairs, and support with wage subsidy programs. In addition, human resource services and supports were provided to over **500 local employers**. Our innovative employment campaigns and added-value services were recognized amongst our peers and attracted new clients and employers to our services.

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 almost **64,000 immigrants** in 2015. 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 in-person services and further developed our online capacity. 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. We piloted new distance language learning this year in Saskatchewan.

Some of our projects were designed to support over **250 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 including efficient online refresher sessions and meetings. We contributed to policy and planning on local, provincial and national committees.

DRIVER EDUCATION & TRANSLATION/INTERPRETATION

In 2015 we provided training for **663 new drivers**. We reached a diverse client group with quality theoretical and in-car instruction achieving a licence pass rate of **99%**. Our interpretation and translation services continued to be a trusted support to newcomers, government organizations, local service agencies and employers. Serving over **15 companies** and many more individuals, our certified services are well respected across the GTA and beyond.

Employment & Career Services



Employment Ontario Services

Centre for Education & Training (TCET), 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 2015, as part of its employment programming supports, TCET's **Employment Ontario (EO) Services** added several new programs to its complement of services. **The Canada Ontario Job Grant** program assisted employers to offset the costs of upgrading the skills of their employees to stay competitive and have a more skilled and diverse workforce. In 2015 – 47 different employers received a training grant from TCET through the program. To further address the unique needs of youth with multiple barriers to their employment TCET launched the **Youth Job Connect** program providing pre-employment training, job placement and mentoring assistance to youth between the ages of 15-29.

In order to meet the needs of our job seekers and employer clients Centre for Education & Training offers many different resources in order to facilitate appropriate job matches. Employers take advantage of no cost job postings, hiring events, training incentives and connections to prescreened qualified applicants. Job seekers learn to prepare their self-marketing job search tools and how to sell their skills to an employer in order to secure offers of employment. Here are a few examples of our success!

Highlight

- » In May 2015, TCET was presented with the Ministry of Training, Colleges and Universities' Leadership Award. TCET Employment Services won in the Innovation category for our unique 90 Day Job Challenge. This Leadership Award recognized exceptional leadership for the implementation of a new approach to an old problem.



“My TCET Career Specialist knew exactly what employers look for when hiring. She used these insights to help me create a successful job action plan that really paid off”

Debiesha, Information Specialist



lead, Ashwan found work and returned to school.

“In less than a 2 week period, I was able to stand on my own, map out all my goals, and explore new interests. I am currently employed and a full time student at George Brown College. This experience has kept me motivated to pursue my dreams and long-term goals.”

Ashwan, Customer Service Rep & Student



“TCET helped me to move forward to my next career opportunity. With the professional assistance and strong support, I found my dream position with a reputable firm where I can fully utilize my engineering experience and skills.”

Cynthia, Senior Civil/Structural Engineer

Success Stories

Debiesha was a new grad looking for the opportunity to utilize her Community Work Diploma in the workplace. Needing to update her resume, cover letter and other self-marketing tools she turned to TCET Employment Services for assistance.

Ashwan was unsure of what he wanted to do in his future career and was lost for a long time not knowing where to go or how to get started. Referred to TCET from a community partner, he discovered that the career exploration and job development services were available to him and he made an appointment with a Career Specialist for further support. Armed with new self-confidence, job search tools and a job

Specialized Employment Programs and Services

2015 was another growth year for the unique training programs and services offered to newcomers and youth within our communities. Programs and funders included:

- » Career Coach (Immigration, Refugees and Citizenship Canada)
- » Next Steps for Youth and Bridges to Employment (Toronto Employment and Social Services),
- » Employment Potential Unlimited Program (Service Canada)
- » Focus to Employment (Region of Peel)
- » Experience Ontario (Ministry of Education)
- » Youth Entrepreneurship Conference and Resource Fair (Ministry of Economic Development, Employment & Infrastructure)
- » Youth Arts Initiative (in partnership with United Achievers supported by the Trillium Foundation)
- » Preparing to Work in Canada (PrepCan) (Immigration, Refugee and Citizenship Canada)



The **Career Coach** reached over 460 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 and supportive 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 115 youth and newcomers who learned about labour market expectations in their areas of interest. In September 2015, our Next Steps for Youth program began providing services at the Rexdale Community Hub, expanding our services to youth in the area.

Success Stories

My experience at the Next Steps program was an outstanding opportunity. I got to learn more about my strengths and how I had more than what I thought. With the different types of questionnaires I got to know who I was and narrow down the career that was best for me. The facilitator was very motivating and great to get along with.

Yessenia (Next Steps for Youth)

The Next Steps program was an amazing experience for me. From the start I felt welcomed and comfortable. [The program staff] were very professional the whole time. They taught me great life lessons with all the work we did. I thought I had no place in this world, and they made me feel like I mattered. Even after I graduated, they keep in contact with me to see how I’m doing and if I need any help. Going to the Next Steps program was the best choice I ever made for myself.

Marissa (Next Steps for Youth)

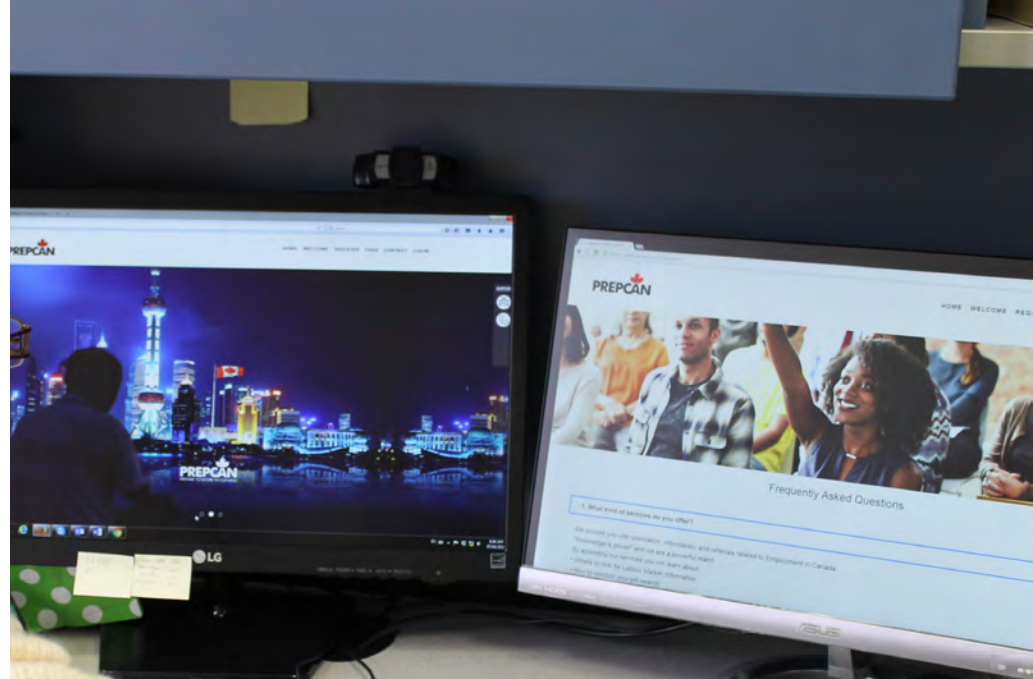
In 2015, our **Employment Potential Unlimited Program** was able to assist people with disabilities to overcome their employment barriers by providing 56 participants with services related to pre-employment, job search and work placement. The program also built relationships with community agencies by establishing referral agreements with service providers and participating in community resource fairs.

2015 marked the launch of a new initiative; the **Focus to Employment** Program. This program is designed to assist clients in receipt of social assistance to obtain skills, motivation and on-going support to find employment. Funded by the Region of Peel, the program involves clients attending a 2 week pre-employment workshop followed by 6 months of ongoing support to enable them to become self-sufficient and maintain their employment. In its pilot year in 2015 the program served over 150 clients.

In the spring of 2015 we began to deliver the **Experience Ontario** Pilot Program. The program assists recent high school graduates to move on to post-secondary education and subsidized experiential placements through career exploration. Through the support of their career coach, they are able to explore their post-secondary pathways and meet labour market needs. The program is part of the Ontario Government’s plan to support a highly skilled workforce. 103 participants were referred to the program and 91 coaching sessions were completed.

In October, 89 at-risk youth living in Peel Region participated in our **Youth Entrepreneurship Conference and Resource Fair**. This was a one-day event that took place in Mississauga at the Microsoft Head Office. Youth learned about entrepreneurship through hands-on workshops, demonstrations and speakers, and took advantage of networking opportunities. The event helped to increase youth knowledge of entrepreneurship and business start-up. They learned about opportunities, resources and trends and accessed information on how to navigate challenges and barriers that face entrepreneurs. Partner agencies and employers contributed significantly to the event's success as they assisted with promotions, provided and recruited speakers, shared network contacts, and inspired participants with their enthusiasm.

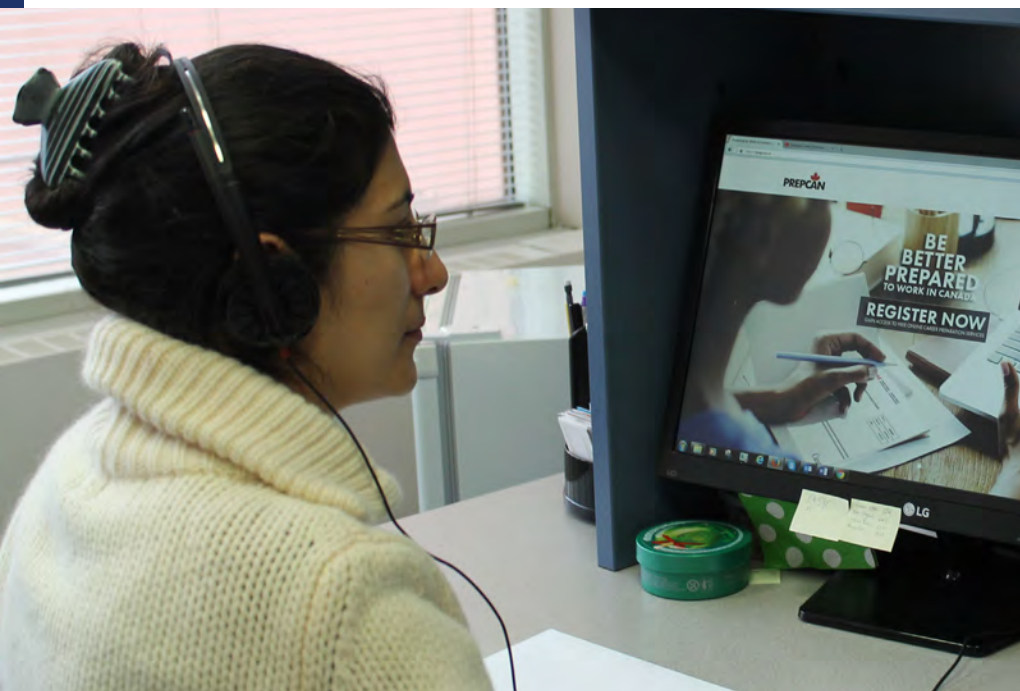
The **Youth Arts Initiative** provided over 60 youth in Peel Region with an opportunity to gain life skills and specialized skills and experience in the arts. These 16 to 24 year olds participated in dance, disc jockey, multimedia, and stage décor activities in preparation for a final showcase event.



In December 2015, TCET launched an exciting new website and online service. **PrepCan** (www.prepcan.ca) offers pre-arrival employment services for immigrants to Canada while they are still in their home country. This invaluable resource, available 24/7, provides newcomers with information on the accreditation process, interview tips, resume assistance, instructional webinars and videos, and one-on-one sessions with experienced employment consultants. We look forward to seeing this website in full swing in 2016!



These 9 programs reached over 960 youth and job seekers and gave them direction, support, ideas and encouragement to connect with over 40 employers. Many opportunities resulted – from employment, to career-focused volunteer placements, to more intensive training programs.



Settlement & Language Services



Newcomer Information Centres

Throughout 2015, 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 referrals 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 20 languages, we provided a warm welcome and accurate information ensuring newcomers' settlement success.

Highlights

- » 12,800 newcomer clients visited our information and referral centres for one-to-one counselling
- » 27,253 newcomer client visits were recorded to access self-directed resources such as printed materials, computers, fax, scanners, and internet
- » 30,935 documents were certified by Commissioners of Oaths for 5,813 clients
- » Care for Newcomer Children (CNC) was provided for 3,344 child visits
- » 12,386 newcomers participated in a wide variety of settlement related information sessions
- » 2,392 clients were assisted by itinerant information counsellors working from 15 off-site locations
- » 20 special activities such as Canada Day Celebrations, Client Appreciation Day, Family Day Celebration and Women's International Day were organized to engage newcomers in social networking and to familiarize them with Canadian culture.
- » Newcomer Information Centre staff participated in over 100 professional development opportunities to enhance their knowledge and skills.

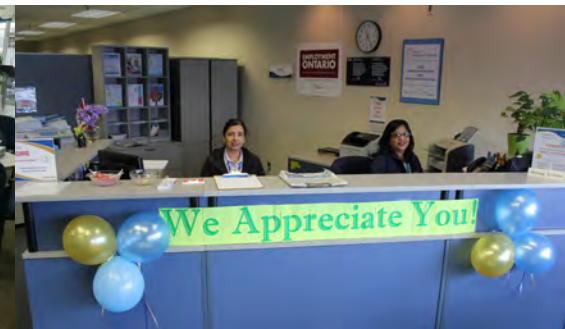


Success Stories

"The Centre for Education and Training and especially NIC (Newcomer Information Centre) have been a vital part of our settlement process in Canada as we received the professional help and guidance shortly after we landed in Canada and we have been supported by NIC during our settlement ever after coming to this country. We have been using the resource area – computers, fax, other printed information and materials, information provided to us by the Counsellors. We also received help through CNC (Childcare for Newcomer Children) for our 2 kids. We have been referred to several programs by the Info Counsellors when looking for a job. We have attended several info sessions, received help with resume writing and job search, attended a bus trip which we enjoyed tremendously.

We landed in November of 2012 and I started working on the 5th of December and I am still employed. My wife got a lot of help at NIC as she was studying English and looking after the kids. Through NIC she was also connected with the Natural Connection Program which she finished successfully. Right now both of us are working, and my wife is planning to continue with her studies for radiologist at the Michener Institute."

Daniel



continued

"During immigration process at the airport we were given a package which carried different helpful material. In that package we found information about Centre for Education and Training – Newcomer Information Centre at Queen Street East. When I visited Newcomer Information Centre with my wife, we were warmly welcomed by an Information Counsellor. She provided us with very helpful information about health service, school, housing, employment and more. During Tax season I was also helped to file taxes for my whole family for free!"

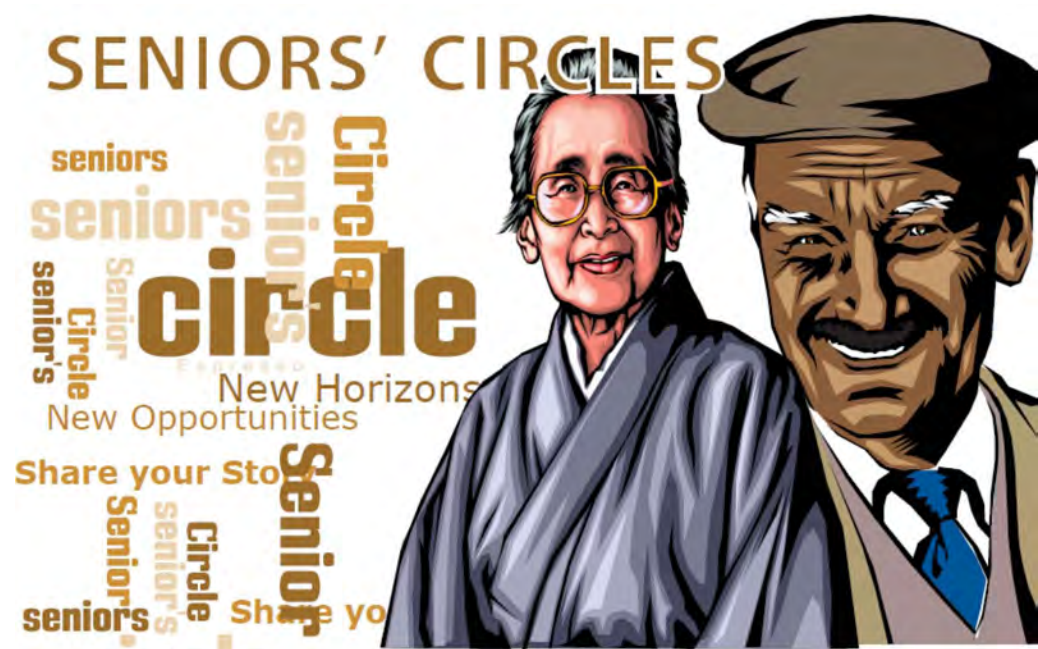
Sanjeev

Seniors' Circles Project

In 2015 Centre for Education & Training received funding from Service Canada to deliver the Seniors' Circles project under the **New Horizons for Seniors Program (NHSP)**.

This project provides opportunities for seniors to network and be part of the social fabric of their communities as well as to encourage and support activities and events that promote learning and sharing of information as it relates to senior issues.

At each of our five Newcomer Information Centres, seniors participated in various activities. They enjoyed interacting with each other and found the Seniors' Circles workshops and information sessions very interesting and valuable. Overall, 40 information sessions were delivered throughout the year and 210 senior participants benefited from the program.



Language Assessment Services

The entry point for free English or French language training for immigrants to Canada is a language assessment and referral to class. We have been assessing in Peel and Halton Regions for over 20 years and in York Region for 5 years. Our assessors provide a friendly welcome; assess English (or French) skills in listening, speaking, reading and writing; and make referrals to language classes to best meet client needs. In 2015, we provided 14,245 assessments in Peel and Halton and administered 8,690 assessments in York and Durham for a total of 22,935 assessments. As demand for French language classes continued to grow, so did our volume of French language assessments, totaling 1,066 clients for 2015 (a 40% increase over 2014).

The **Coordinated Language Assessment and Referral System (CLARS)** continued its pilot across Ontario. Co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT), the system expands client eligibility enabling us to serve a greater range of immigrants and make referrals to a broader range of classes. Our organization continues to provide exceptional service and support for this unique system.

In Peel and Halton our core 5 assessment locations are co-located with our Newcomer Information Centres and in many cases, Employment Services. This enables one-stop service for many immigrants. It is particularly helpful that in 2 assessments, child-minding services are available for parents attending an assessment. Also at 2 sites, Community Door partnerships enable access to many other on-site services.

With one stand-alone assessment site in Richmond Hill we also have weekly appointments scheduled in all of the 5 Welcome Centres in York Region and 2 Welcome Centres in Durham Region. We also provide assessments in several more remote areas. Accessibility is key for many newcomers and learning about, or using, many services in one location is a true benefit.

Centre for Education & Training continued to support language training providers in the coordination and sharing of best practices in all of our services areas. This included hosting and coordinating language partnership meetings, providing agendas and minutes, and assisting with overall communication. Demographic and statistical reports were prepared and shared with the committees for planning purposes and marketing initiatives were conducted to promote language assessment and training services. In Peel/Halton, we continue to support a partnership website with schedules, flyers, resources, archived materials, and more.

Highlights

- » Language Assessment Centre staff assisted community efforts to support Syrian refugees by providing a warm welcome and timely assessment and referral to enable them to begin learning one of Canada's official languages.
- » Among outreach initiatives, the Peel Halton language partner website was modernized and renamed www.languagepeelhalton.ca, making it more accessible to new Canadians and language partners. We also expanded our social media presence on twitter, Facebook and LinkedIn.
- » Considerable outreach was conducted in all of our areas, distributing the language assessment information for clients guidebook and educating service providers and community groups on the services available and process involved.



Success Stories

A client from Afghanistan had only been allowed to go to a school for girls to learn housework and speaking skills, but was not allowed to learn literacy skills. Her education ended when her school was burned down. She married a Canadian resident and moved to Richmond Hill. Her husband referred her to our language assessment centre and encouraged her to get an education. She was excited to learn about literacy classes and stated through an interpreter that she hopes to one day get a high school certificate so she can better help her future children. She was referred to class and will start within a week.

A client, who had an injury 3 years ago, was left with physical and speech disabilities. He wanted to return to English classes to be retrained for employment in the future. He is a low-income client and was thankful that we could refer him to free classes in a wheel-chair accessible building near his home. He was surprised to find such supports for physically-disabled people and was extremely happy to get help.

A client who had been in Canada less than a month was referred for an assessment so he could join an advanced or occupation-specific language training class. He was assessed at a high level and given options for appropriate classes. He was extremely happy to receive the class referrals as well as settlement and employment information all within 3 weeks of arriving in Canada. He is due to start class shortly and is happy to be on his path to employment and language upgrading.

Comments from Clients

"The service of this centre is excellent from all points. Even atmosphere inside the centre is also very good."

"My language assessor was very professional and welcoming."

"Thanks so much for the service. It feel comfortable and confident. The assessor is the best for me, friendly and patient."

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 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

- » 24,854 immigrants and potential immigrants from around the world utilized the online assessments in 2015 (a 5% increase over 2014)
- » Presentations on CLB-OSA/NCLC-AEL were given at national conferences including: TESOL International Convention & English Language Expo in Toronto, ON and the TESL Canada Conference in Alberta





Language
Education
at a Distance

LINC Home Study – Ontario

Language Instruction for Newcomers to Canada (LINC) is an English language training program funded by Immigration, Refugees and Citizenship Canada (IRCC). **LINC Home Study (LHS)** is a free distance education option for adult newcomers to Canada who cannot attend LINC classes in person. Through our administrative team and over 70 distance instructors, we provide instruction, support and materials 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 2015, 1,951 students from across Ontario participated in the LHS Ontario program.

Additional Program Features for Students

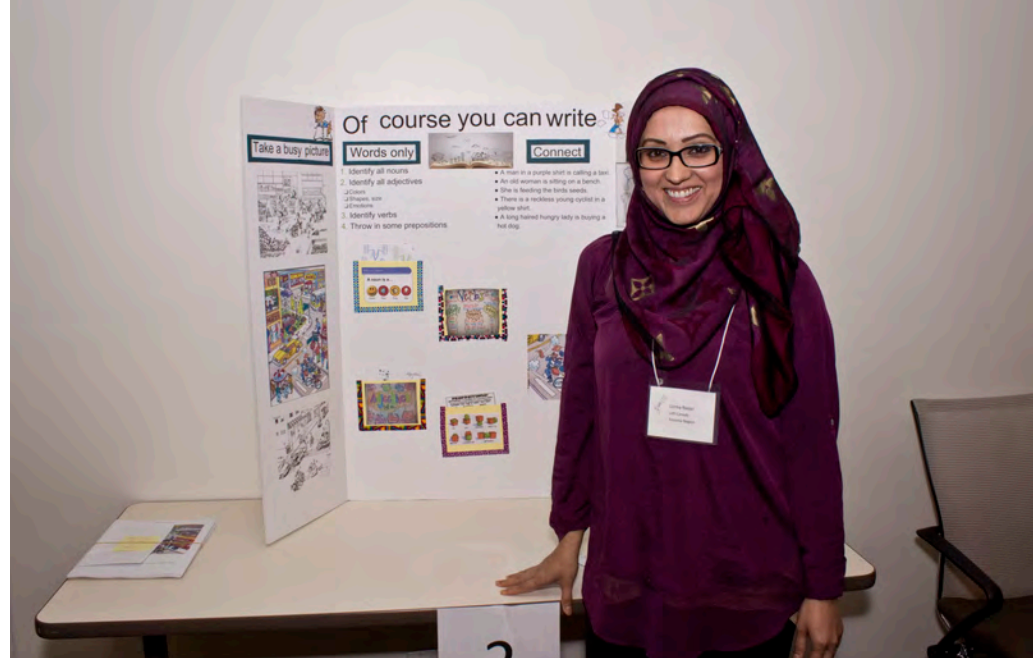
- » NEWSLINC - Quarterly publication of LHS student writing
- » Help videos and online group orientation sessions to assist students to access the learning management system

Additional Program Features for Instructors

- » Bits and Bytes – Virtual workshops showcasing instructional technology
- » Virtual Cafes – Virtual meet-ups for instructors to connect and discuss topics of their own choice
- » Annual Professional Development Event - Full-day workshop
- » EDULINC – Quarterly publication of information for and about LHS instructors

Highlights

- » 98% of students stated that the LHS Program helped them reach their language goals
- » 300 articles written by LHS students were published in NEWSLINC



Success Story

When I started this program about three years ago, my aim was to improve my English skills. I had expectations, but I did not know how long it was going to take. I couldn't speak English properly and I had to work really hard. My concern was I didn't have enough time because of my job and I also have three kids who keep me very busy, so I was not able to work on my English lessons regularly. In the beginning I couldn't even make a proper conversation with my teacher. Now my English skills have improved and I'm happy about that. I can have a conversation with my neighbour, friends, and even my coworkers.

For me, the most important thing about these classes was that they helped me the most when I was struggling with issues about my daughter, her school and the difficult situations I was going through as a newcomer. I felt good I could ask for help from my teacher because I couldn't just ask anyone for help as I could not communicate easily. Her advice really helped me feel better and know how to solve my problems. I now know the true meaning of a teacher.

Amir

I was your student, LINC Home Study. I finished the study on January 2012. I'm still working as a secretary and sales person in small insurance agency, but in the 2013 I finished a college, physiotherapy assistant with a high score (above 80%). It was really hard to learn in English, and work for full time. Since July 2013 I have also the part time job in a physio and sport condition clinic. Why I'm telling you about that? Because YOU gave me a chance to do it. You taught me! You pushed me to change my life. Thank you for all of that.

Olga

LINC Home Study – Canada

LINC Home Study Canada (LHS Canada) provides English language education at a distance to newcomers outside of Ontario. In 2015, 1,027 newcomers in 8 provinces and 2 territories were served (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan, Northwest Territory 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 instructors, or work with provincial language training organizations that provide the instructors working within our program framework. Our success is largely due to collaboration among funding officers 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 2015 than in the previous calendar year.
- » In 2015, LHS student use of online lessons increased by 50% compared to 2014.
- » LHS Canada provided a presentation at the TESL Canada Conference in October 2015 in Alberta.
- » 57 students became Canadian Citizens and 64 graduated from our highest level
- » 81% of students progressed within a 6-month period.

Success Story

"My LINC Home Study classes are drawing to a close and it makes me sad that they will finish soon. I have really enjoyed my experience with LINC Home Study Program. After almost a year and a half of studying, I was surprised to find out how I have considerably improved my language skills in all areas. I am truly thankful to my teacher whose classes are well organized and have provided a very pleasant learning atmosphere. I also found the classes to be fun and enjoyable, and never the same, while frequently useful issues about Canadian life have been raised. The materials are excellent and very easy to understand.



From the beginning, my goal was to be able to understand and interact in decent English and I think I achieved that goal. These classes really prepared me for everyday communication and I feel much more confident and comfortable speaking English in real life and in my workplace. Furthermore, it gave me an opportunity to take a professional course in college. They required a CLB level 6 or higher to apply for the program. Also the same CLB level was required for my foreign professional credentials evaluation. I am looking forward to getting a professional designation I dream about and I think with LINC Home Study Program I am getting closer to achieving my goals.

LINC Home Study Program has been essential for me. For all newcomers who want to feel more confident in real life or build a professional career here in Canada this course is definitely the one I would highly recommend."

Vadym

Online English Stage 1-2

In September, TCET began development and promotion of an **Online English Stage 1-2** English language distance learning program for immigrants in Saskatchewan who are not eligible for federally-funded LINC Home Study. This includes temporary foreign workers and other immigrants who are not able to access classroom-based training. We provide the infrastructure and the instructors for this program.

TCET was pleased to work with the Government of Saskatchewan and 6 Regional Colleges to determine promotional activities as well as referral and reporting processes for successful implementation. In December we began to serve our first 5 students with many more to register in the coming months.

Language Assessment Support Services

In 2015, 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 continued to obtain accurate results and make appropriate referrals to government-funded language training classes. This year, LASS organized and hosted the first ever Ontario-wide Assessment Coordinators' Online Meeting to provide information, discussion of trends and changes in the field, and sharing of best practices.

Highlights

- » LASS transitioned delivery of many of its services from traditional methods to online delivery. Meetings, workshops and refresher sessions were conducted online. In June, most language assessment forms were made available via a password-protected link to documents. This enables assessment centres to print their own forms as needed and greatly improves efficiency.

Client Comments

There are no words to express our gratitude to you and the LASS team for all that you have done for us and (our new assessor)! I feel that all the support and detailed recommendations made her a more confident assessor.

The online format was easy to use. Thank you TCET for your organization behind the scenes! I really appreciated all your work that enabled the meeting to run so smoothly on this new platform. I think the online conferencing is a cost effective venue and I appreciate the ability to have any contact with other coordinators

Feedback I have received about the Listening and Speaking Recalibrations has been really positive. All of the assessors have truly enjoyed the sessions they attended.



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. 19 assessors received training on effective processes and delivery of accurate assessment results and referrals to government-funded language training classes. This service also ensured accurate and helpful responses to questions from immigrants, assessment and training organizations, and funders.

Language Teacher Training and Support

Guidance and training were provided to over 280 language instructors through our curriculum and training services. Language teachers across Peel and Halton accessed professional development workshops and one-on-one support provided by our Language Teacher Curriculum Coordinator (LTCC). Specialized workshops included: Teaching Pronunciation, Using Internet Teaching Tools, Grammar, and M-Learning. Workshop sessions were delivered face-to-face and online via Tutela.ca. Instructors continued to access resources at the Teachers' Resource Library and additional online resources were listed and described on the website. The LTCC continued to provide webinars on the new National Language Placement and Progression Guidelines to instructors across Ontario.

HARTS – Database and Tracking System



Your Integrated Solution | hartsystem.ca

History of Assessments, Referrals and Training system (HARTs) continued to provide logistics, data collection, and analysis for Immigration, Refugees and Citizenship Canada (IRCC) 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 English and French classes. It is also used by language service providers to monitor and manage their intake and wait lists. Stakeholders, including IRCC and MCIIT, use HARTs statistical analysis for strategic planning. HARTs currently supports more than 250 organizations across Ontario through training, helpdesk support, and response to requests for changes and reports. The team responded to over 30,000 requests in 2015. With a mandate to serve all providers in Ontario in both official languages, the application is now available in both English and French.

The team continued to address government requirements by developing programming solutions and by training and supporting users through the year. Different user interfaces continued to be utilized for this year.

Highlights

- » The HARTs team continued to work closely with the iCARE team at IRCC to create the ability for users to generate new XML files in order to upload their information into iCARE's website.
- » HARTs hosted webinars conducted in partnership with the iCARE team.
- » The team worked with MCIIT to create a new system to track their future pilot programs in Ontario.



THANK YOU SO VERY MUCH FOR
YOUR COOPERATION AND ATTENTION
TO THE CLIENT'S REQUEST.

-NIAGARA SERVICE PROVIDER

THANK YOU FOR ALL YOUR HELP AND
ASSISTANCE IN ORDER TO UPLOAD THESE
FILES TO ICARE.

-PEEL SERVICE PROVIDER

IN CASE I HAVEN'T MENTIONED IT
LATELY...YOU GUYS ARE THE BEST
SUPPORT TEAM EVER! AS ALWAYS, I
TRULY APPRECIATED YOUR
PROMPTNESS TO
CORRECTIONS/CHANGES.
IT CERTAINLY MAKES
MY JOB SO MUCH EASIER!

-OTTAWA SERVICE PROVIDER



HOWEVER MANY THANKS FOR YOUR
HARD WORK AND ADEQUATE
RESPONSE IN ANY WEIRD REQUEST
WE SEND.

-TORONTO SERVICE PROVIDER

THANK YOU SO MUCH. YOU GUYS
ARE WONDERFUL. I APPRECIATE
YOUR HELP!

-KITCHENER ASSESSMENT CENTRE

THIS IS FANTASTIC THAT YOU COULD
DO THIS FOR US, AND IN SUCH A
TIMELY MANNER. WE ARE
SOOOOOOOO GRATEFUL, AMAZING
AND MOST EFFICIENT TEAM!
I REALLY MEAN IT!

-PEEL SERVICE PROVIDER

WOW....MAGICAL! I LEARN
SOMETHING NEW
EVERYDAY!
THANKS AS ALWAYS.

-DURHAM SERVICE PROVIDER

THANK YOU VERY MUCH
FOR YOUR CLEAR
INSTRUCTIONS.
I APPRECIATE YOUR HELP!

-NIAGARA SERVICE PROVIDER

DRIVER EDUCATION and TRANSLATION & INTERPRETATION



Beginner Driver Education Program (BDE)

Our BDE Program assists and trains new drivers throughout the 3 year span of the Ministry of Transportation Graduated Licencing System. The skills taught prepare students to become defensive and competent drivers for life and ensure they are prepared for the Ministry Road Tests (G1, G2, & G). The BDE Program focuses on theory and in-car 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-vehicle instruction.

In 2015, a total of 663 students attended 44 in-class sessions and 6,930 in-vehicle lessons. Over 99% of students completing the program succeeded in passing their licence requirement.

In January of 2015, we collaborated with Canadian Pro Drivers, Jetala Curriculum Development Limited, National Defensive Drivers, and Ministry of Transportation to publish and distribute an informational pamphlet on the benefits of choosing a quality driver education program. This pamphlet was delivered to all Peel Schools for distribution to students/parents.

Most recently, we have been approached by Peel Regional Police Community & Media Relations to participate in a Community Awareness Campaign on Safe Driving. They have requested our input as well as student and instructor interviews on the importance of the proper training of today's new drivers.



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 2015 we served a wide variety of public and government organizations including:

- » Alberta Association of Optometrists
- » CASSIS
- » Ontario Streams
- » Workplace Safety Insurance Board of Ontario
- » Region of Peel
- » William Osler Health Centre / Etobicoke General Hospital
- » Developmental Services Ontario
- » Community Living Mississauga
- » Bridgepoint Hospital
- » Peel Newcomer Strategy Group
- » York Region District School Board
- » St. Michael's Hospital
- » Ontario Works - Guelph
- » 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

Interpretation Services

- » 1,953 hours of service were provided in a medical environment
- » Over 580 hours of interpretations were completed for workplace safety and insurance matters
- » 12 corporate clients received interpretation services at multiple locations across the GTA

Translation Services

- » Over 380,000 words were translated in business translation projects

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)

and 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 is supported by MCIIT and is widely accepted as an appropriate assessment tool for testing proficiency in English and the candidate's other language.

STAYING CONNECTED

Centre for Education and Training

Language Assessment Centres Peel-Halton-Dufferin

PrepCanTCET

TCET reached 1,600 followers on LinkedIn in 2015 with new job postings, workshops, and recruitment events!

Language-Assessment-Ctrs Peel-Halton-Dufferin

Email us at info@tcet.com

www.tcet.com

www.tcet.com/translation

www.lincpeelhalton.com

www.languagepeelhalton.ca

www.clb-osa.ca

www.nclc-ael.ca

www.linchomestudy.ca

www.linchsnational.ca

www.hartssystem.ca

www.tcet.com/onlineenglishsk

www.prepcan.ca

In 2015, 123,889 people visited www.tcet.com 213,320 times!

CentreEduTraining

NewcomerInfoCentre

Language-Assessment-Ctrs Peel-Halton-Dufferin

Centre.for.Education.and.Training

EmploymentServices

Careercoach.peelregion

NIC Youth TCET

NewcomerInformationCentre

ES4Y.TCET

BridgesToEmploymentProgram

Language.Assessment.Centres.PHD

PrepCanTCET

In 2015, @t_c_e_t hit over 1,900 followers on twitter!

@T_C_E_T

@CareerCoachTCET

@LINCHomeStudy

@lac_phd

@PrepCanTCET

Our services reached clients across Ontario, Canada, and the world.



Our Locations



50 & 90 Burnhamthorpe Road West
MISSISSAUGA



171 Speers Road
OAKVILLE



Career Coach - Mobile Unit
PEEL/HALTON/DUFFERIN



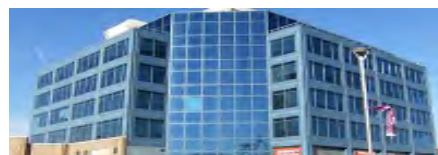
3233 Brandon Gate Drive
MALTON



595 Parliament Street
TORONTO



7700 Hurontario Street
BRAMPTON



1090 Don Mills Road
TORONTO



263 Queen Street East
BRAMPTON



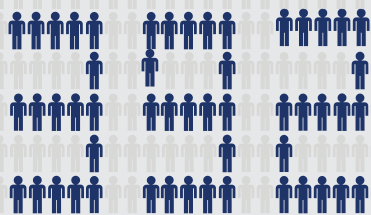
420 Highway 7
RICHMOND HILL

Itinerant Services were also provided at:

Ajax Welcome Centre
 Bradford West Gwillimbury Library
 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 Sports Arena
 Newmarket Welcome Centre
 Ontario Khalsa Darbar Gurdwara (Mississauga)
 Pickering Welcome Centre
 Polycultural Immigrant and Community Services (Mississauga)
 Richmond Hill Welcome Centre
 Rexdale Community Hub
 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

2015 BY THE NUMBERS

EMPLOYED



FULL-TIME, PART-TIME & CASUAL STAFF

OPERATED

5 SITES IN PEEL/HALTON,
2 IN TORONTO,
1 IN YORK AND
1 MOBILE UNIT
OFFERED ADDITIONAL ASSESSMENT AND SUPPORT
SERVICES AT OVER **50** ITINERANT SITES

PROVIDED SERVICE

TO OVER **90,000** INDIVIDUALS



AND OVER **950** ORGANIZATIONS/BUSINESSES



EMPLOYMENT & CAREER

- Almost **25,000** job seekers used our Employment Service Centres
- **5,981** job seekers were provided with 1:1 job search assistance and counseling
- Over **4,600** youth gained skills for career development
- **1,163** youth clients became employed or entered training
- Mobile Career Coach services were provided to **460** clients throughout Peel/Halton and **23** workshops were facilitated
- **25** clients registered in December for our new Preparing to Work in Canada Program

SETTLEMENT & LANGUAGE

- Over **12,800** newcomers visited our information and referral centres
- **12,386** newcomers participated in a wide variety of focused workshops
- **30,935** client documents were certified by Commissioners of Oath
- Care for newcomer children was provided for **3,344** child visits
- **27,253** newcomer client visits to self-directed resource centre
- **22,935** newcomer language assessments were completed in Peel/Halton/York/Simcoe/Durham
- **24,854** immigrants and potential immigrants from **167** countries accessed our online language assessment
- Distance English language training was provided to **1,951** Ontario students and **1,032** learners in other provinces/territories
- Over **75%** of distance learning students progressed in their studies within **6** months and **188** students graduated from the highest level in 2015
- **98%** of distance learning students would recommend the program and felt that it helped them achieve their goals.
- Training and support was provided to staff of **26** Ontario assessment centres and **12** organizations in other provinces
- Professional development was provided to over **280** language teachers and over **90** distance education instructors
- **250** language training organizations used HART's database management services
- Over **2,200** database users accessed the system daily and over **30,000** requests were addressed by HART's helpdesk

DRIVER EDUCATION

- A **99%** success rate was achieved by **663** drivers' education students

- Over **17** organizations and **110** individuals were provided with interpretation or translation services

TRANSLATION / INTERPRETATION

In The **Community**



Organization Partnerships/Relationships

Access Employment	Centre for Immigrant & Community Services	Golden Mile Employment & Social Services
Afghan Women's Organization	Centre for Information & Community Services	Great Plains College, SK
AIRS- Inform Canada	Centre for Security Training & Management Inc	Gurdwara Seik Sangat
Albion Neighbourhood Services	Centre for Skills Development and Training	Halton ESINC Planning Group
Ascension of Our Lord School	Child and Youth Engagement Brampton	Halton Industry and Education Council
Associated Youth Services (RAIN Program)	Child Development Resource Connection Peel	Halton Newcomer Strategy Group: Steering and Service Coordination Working Groups
Association de L'industrie de la langue/Language Industry Association.	Chilliwack Community Services, BC	Halifax Regional School Board, NS
Association for New Canadians, NL	City Adult Learning Centre	Halton Catholic District School Board - Adult Learning Centre
AWIC Community & Social Services	Canadian Institute of Management and Technology	Healthcare Interpretation Network
Aurora College, NT	Coalition for Persons with Disabilities - Peel, Halton, Dufferin	HealthForceOntario
Big Brothers and Big Sisters of Halton	College Boreal	Humber College
Big Brothers and Big Sisters of Peel	Community Door (Mississauga & Brampton)	Immigrant Language and Vocational Assessment Referral Centre, AB
Bow Valley College, AB	Community Matters	Immigrant & Multicultural Services Society of Prince George, BC
Bradford West Gwillimbury Public Library	Community Volunteer Income Tax Program	Immigrant Services Association of Nova Scotia, NS
Brampton Board of Trade	Conflict Resolution Services	Immigrant Settlement and Integration Services, NS
Brampton Implementation Network	COSTI	Inter-Cultural Association of Greater Victoria, BC
Brampton Libraries	Cowichan Valley Intercultural and Immigrant Aid Society, BC	International Women of Saskatoon Inc., SK
Brampton Mayor's Youth Team	Credit Canada	Iranian Women's Organization of Ontario
Brampton Multicultural Community Centre	Credit Counselling Services of Canada	Japanese Social Services
Brampton North West Connects	Cumberland Regional College, SK	Jewish Immigrant Aid Services
Brampton Small Business Enterprise Centre	Dixon Hall	Job Skills
Brampton Springdale Network	Dixie Bloor Neighbourhood Centre	John Howard Society of Toronto Centre
Brampton Transit	Don Mills Library	Jewish Vocational Services
Brian J Flemming Secondary School	Don Valley Employment Solutions	Karen Ziemann Consulting, AB
Building Healthy Communities Network – Region of Peel	Downtown Toronto Employment Partnership	Labour Education Centre
Business Education College	Dufferin-Peel Catholic District School Board	Language Assessment Services of Nova Scotia (LASNS)
CAA Don Mills	Durham Catholic District School Board	Legal Aid Ontario
Calgary Immigrant Educational Society, AB	Durham District School Board - Continuing Education	Lesmills Employment & Social Services
Canadian Centre for Victims of Torture	Durham Region Language Training Partnership Committee	LINC Home Study Canada Working Group
Career Foundations	Durham Region Unemployed Help Centre	Lower Similkameen Community Services Society, BC
Carlton Trail Regional College, SK	English Online Inc., BC	Maestro Quality
Castlebrook Secondary School	English Online Inc., BC	Malton Inter-Agency Network
Catholic Crosscultural Services	Elder Technology Assistance Group (Miss & Br)	Malton Neighbourhood Services
Centennial College	Family Services of Peel	Medix College of Healthcare and North American Trade School
Central Alberta Refugee Effort, AB	Find Help	Metro-Region Immigrant Language Services, NS
Central Neighbourhood House	First Work Central Region	Microskills East
Central Vancouver Island Multicultural Society, BC	Fred Victor	
Centre for Canadian Language Benchmarks	Gateway Café- Danforth	
	George Brown College	
	Georgian College	
	Global Experience Ontario	

continued

Mississauga Board of Trade
Mississauga Brampton Employment Services Network
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 and Immigrant Services Association of
North Vancouver Island
Multicultural Centre of the Yukon, YT
Muslim Community Services
National Language Advisory Body (IRCC)
New Directions North
New Page Human Services Society, BC
Newcomer Centre of Peel
Newcomer Information Centre Saskatoon, SK
Newcomer Services YMCA Simcoe/Muskoka
Northwest Community College, BC
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 Khalsa Darbar Gurdwara
Overlea, Springhurst & Victoria LINC, Toronto
Parkland College, SK
Paye Program, Toronto Centre
Peel Adult Learning Centre
Peel Career Assessment Services
Peel Children's Aid Foundation
Peel Chinese Association of Mississauga
Peel District School Board
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
Peel Halton Dufferin - Language Training Partnership
Peel Regional Police
PEI Association for Newcomers to Canada
Penticton and District Multi Cultural Society, BC
Polycultural Immigrant & Community Services
Progress Career Planning Institute
Queen and Kennedy Networking Meetings
Royal Canadian Mounted Police
Regina Open Door Society, SK
Region of Peel
Region of Peel-Volunteers
Regional Diversity Roundtable
Renewed Computer Technology
Rexdale Community Hub
Right Managemet
Sal Programs-Peel
Saint John YM-YWCA, NB
Scarborough Centre for Alternative Studies
Seneca College
Service Canada-Peel
Service Canada-Toronto
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
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 Community Share Food Bank
The Cross-Cultural Community Services Association
The Learning Place
The Salvation Army Honeychurch Family Life and
Resource Centre
Thorncliffe Neighbourhood Office
Times Change
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
United Way of Peel Diversity Council
University of Guelph -Humber
University of Ontario Institute of Technology
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 Centre
William Osler Health System Foundation
Windfall
Women's New Beginning Program
Working Skills Centre
World Education Services
YMCA of Greater Saint John, NB
Yonge Street Mission
York Region District School Board
York Region Catholic District School Board
York/Simcoe Language Training Partnership
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

Board of Directors

- » **Jeff Brown**
Chair of the Board
- » **Farhad Sethna**
Board Vice-Chair and Human Resources & Compensation Committee
- » **Ben Earle**
Board Member and Chair of the Governance & Nominating Committee
- » **Andrew Gall**
Board Member and Chair of the Finance & Audit Committee
- » **Epsit Jajal**
Board Member and Finance & Audit Committee
- » **Pav Kahlon**
Board Member and Finance & Audit Committee
- » **Ernie Lynch**
Board Member and Chair of the Human Resources & Compensation Committee
- » **Robert Murison**
Board Member and Finance & Audit Committee
- » **Jillian Siskind**
Board Member and Governance & Nominating Committee
- » **Pamela Wong**
Board Member and Human Resources & Compensation Committee

Committee Members

- » **Adnan Masood**
Governance & Nominating Committee
- » **Anum Kazi**
Governance & Nominating Committee
- » **Desmond Alvares**
Governance & Nominating Committee
- » **Jay Adhvaryu**
Finance & Audit Committee
- » **Martina Wood**
Human Resources & Compensation Committee

Executive Team

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



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MANY OF OUR PROGRAMS ARE FUNDED BY:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

