



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

2018 YEAR IN REVIEW

www.tcet.com



CENTRE FOR EDUCATION & TRAINING



MISSION

Our professional team will provide the appropriate resources, skills and opportunities which empower people to achieve their potential.

VISION

We will be recognized as the leader in delivering employment, settlement and language services in the communities we serve.

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 2018 TCET continued to develop and operate programs with funding from a variety of government sources, private corporations and individual fee payers.

TCET is a leading provider of **Employment and Career Services**, **Newcomer and Specialized Services**, and **Language Assessment & Training**."



SURVIVING CHANGE

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

I am proud of what the Centre for Education & Training has achieved not only this past year but these last three years (and many more) as well. Our mission is simple: "Our professional team will provide the appropriate support, resources and opportunities which empower people to realize their full potential." With approximately 100,000 individual annual visits to our 10 facilities across the GTA, many lives were changed this past fiscal year. Unsolicited testimonies from our clients provided confirmation of skills enhanced, career paths defined and job opportunities realized. Definitely, our vision: "We will be recognized as the leader in delivering employment, settlement and language services in the communities we serve", was and is being literally fulfilled each and every day. So, to the 250 full time staff and more than 150 part time and casual associates, we must say thank you, for your commitment, your sacrifice and your support. As CEO, it is an awesome responsibility when one recognizes not only the thousands of individuals directly benefiting from TCET's mission, but as well the many hundreds of families we support directly and indirectly.

Now what? Just when we thought stability was achieved, change is invoked. The comfort of the past was replaced with the fear of the unknown. With poor vision, limited information, and many changing variables, the journey ahead seems less certain. How does one lead or follow under such circumstances?

A successful past does not guarantee a successful future. Our sector is involved in a significant restructuring to identify efficiencies and improve services. We support these initiatives. Resources are limited, so we must innovate constantly. A creative approach must be employed. TCET will be part of the solution. Whatever change is identified and applied, we will embrace and invoke. We must partner with our government, our communities, our service partners and other stakeholders to build a new high-performance delivery model that guarantees the critical investments we must make in the lives of so many, allowing us to produce the long term outcomes we all demand, leading to the successful integration of newcomers and immigrants to Canada; meaningful careers and employment for our youth; protection & support of our visible minorities; erasing gender inequities; and recognizing the unlimited contribution from our seniors.

Change is good and survivable, when it is properly defined, and we agree to embrace it. But the lesson we have learned and must continue to apply is not about surviving change but "changing in order to survive". At TCET, we believe in order to ensure long term sustainability, we must innovate further, creating new opportunities for our clients to realize their full potential.

MERV HILLIER,

MBA, MSC HRM, CPA, FCMA, CMC, C.DIR
Chief Executive Officer
Centre for Education & Training





EMPLOYMENT & CAREER SERVICES

2018 saw the continuation of employment programs and career services across the GTA. Over 27,000 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 many having the most difficulty achieving employment. We provided clients with the encouragement and support they needed to overcome barriers and achieve their career and employment goals. TCET's innovative employment marketing campaigns and added-value services attracted new clients and employers. 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 almost 900 local employers.

EMPLOYMENT ONTARIO SERVICES

2018 has been another year of success and achievements for Centre for Education & Training (TCET) **Employment Services**. With funding from the Ministry of Training, Colleges and Universities (MTCU) we supported Ontarians in meeting employment, training and business goals through an efficient, effective and high quality, professional service.

TCET delivers Employment Services in six sites in Peel Region (Mississauga, Brampton, and Malton) and Toronto (North York, Center) and is a first-choice destination for job seekers in our communities. TCET continued to run programs that meet the needs of job seekers and employers. These include the **Youth Job Link Program**, **Employing Young Talent Initiative**, **Youth Job Connect** and **Youth Job Connect Summer programs** along with the **Canada Ontario Job Grant** program.



The success of our employer clients and job search clients are what makes TCET Employment Services a success.

Long term TCET Employer – Habitat for Humanity relies on TCET to provide great talent to fulfill their human resource needs. Working to pre-screen candidates for their vacancies, our job developers find the reliable employees to fill their varied employment opportunities. Habitat hires individuals who face barriers, those living with disabilities or those who have faced long periods of unemployment. TCET's partnership with Habitat for Humanity has allowed for many long-term employment opportunities.

DIGITAL HEALTH CAREERS (DHC)



DIGITAL HEALTH CAREERS
Care for your future

DHC assists internationally trained healthcare and information technology professionals in finding alternative careers in

Health Informatics (HI) and is delivered in Toronto in collaboration with Digital Health Canada. The overall objective of this program is to improve employment outcomes for participants, to increase awareness of alternate careers, and to study the effectiveness of supports from a professional association, compared to traditional job search, speakers, and job shadowing. Digital Health Careers graduated its first cohort of 12 participants in November 2018.

SKILLS AND EXPERIENCE TRANSITIONING CANADA (SETCAN)

Setcan assists internationally trained professionals in the accounting and finance sector by increasing their employability and job-readiness. These highly skilled professionals, through the support of this program, acquire their first Canadian professional work experience within the accounting and finance sectors. This is achieved through the assistance of a paid internship and the development of networking, interviewing and advanced job search techniques. Funded by Employment and Skills Development Canada, since Jan 2018, Setcan has assisted 42 internationally trained newcomers to develop their job search skills, to activate an action plan and to find employment that is commensurate with their professional experience.

ACCELERATING CAREER ADVANCEMENT – FOREIGN CREDENTIAL RECOGNITION (FCR) LOANS PROGRAM

The mission of the **FCR Loans** program is to facilitate the process, whereby Internationally Trained Individuals [ITIs] are able to use their skills and education to the fullest degree for their benefit and for Canada's collective prosperity. The program is a one-stop-shop for ITIs, where they will be provided with guidance and resources to easily navigate through the Canadian system and get their careers started in Canada. The program offers a financial loan of up to \$15,000 [eligibility and an established service criterion applies] along with one-on-one career counselling. The financial loan will be applied to expenses related to foreign qualification assessment fees, association and examination fees, short-term bridge training, books and course materials, travel expenses and living allowance. The one-on-one counselling sessions cover 10+ areas of career counselling, and assists participants to secure interim employment as well as a job in their profession. The project is funded by Employment and Social Development Canada and the disbursement of the loan is carried out via our Financial Partner, Meridian Credit Union.

YOUTH AND SPECIALIZED EMPLOYMENT PROGRAMS AND SERVICES

2018 was another growth year for the unique training programs and services offered to newcomers and youth within our communities. Programs and funders included:

- » **Employability Skills for Youth (Service Canada)**
- » **Next Steps for Youth and Bridges to Employment (Toronto Employment and Social Services)**
- » **Newcomer Youth Settlement and Integration Services (Ministry of Children & Youth Services)**
- » **Black Youth School Success Initiative (Ontario Trillium Foundation)**

The **Employability Skills for Youth project (ES4Y)** assists youth with significant barriers to employment, to identify and develop the essential skills needed in order to obtain and maintain employment. As a direct response to the high unemployment rate for youth the program assists youth who are out of school, unemployed and eligible to work in Canada. Youth education levels range from high to post-secondary graduates. All participants have multiple barriers to their employment and a need to develop their employability and essential skills.

Offered in Brampton, Toronto and Durham Region, youth participate in 4 weeks of group-based learning plus 8 weeks of paid work placements.

In partnership with Toronto Employment and Social Services, TCET provides the specialized **Next Steps for Youth** and **Bridges to Employment** programs for Ontario Works clients. Assessment and customized action plans are developed, and individual supports are provided to youth and newcomers who learn about labour market expectations in their areas of interest and work on next steps on their career path.

Centre for Education & Training in partnership with Volunteer Mississauga Brampton Caledon (VMBC) provided a unique program to engage newcomer youth in community life while making social connections and further developing their networks. Funded by Province of Ontario, the **Newcomer Youth Settlement and Integration Services** program worked with 24 newcomer youth in Peel Region to develop their leadership skills and implement a community service project utilizing Leadership Education and Development (Youth LEaD) training tools. Newcomer Youth made use of their newly developed skills to organize a youth volunteer fair attended by 20 volunteer organizations and over 100 youth from the Peel community at the end of the summer.

2018 marked the launch of a new project of the **Black Youth School Success Initiative (BYSSI) Program**. With funding from Trillium Foundation, TCET administers the program and operates with a collaborative of community partners in order to support up to 500 Black children and youth during all four years of high school to achieve graduation rates that are on par with the Regional average. The long- and short-term goals of the program are in the areas of:

- » **Education:** Black children & youth engaged in school and have access to resources to prepare them for university/college/work
- » **Safety:** Black youth are safe and engaged in meaningful opportunities and are connected
- » **Health:** Black children and youth are physically, mentally and emotionally well
- » **Community:** Increasing Peel black community agencies capacity



NEWCOMER SERVICES

Providing newcomers with timely support to help them to settle into their new communities is critical to their successful integration. Centre for Education & Training (TCET) assisted over 12,000 newcomers through its on-line pre-arrival services and in-person information and referral services and programming. TCET's newcomer services include individual assessments and referrals; information on settlement topics and resources; pre-employment and employment related activities; and services that meet the social and inclusion needs of newcomers. While the majority of services are offered in person at one of our one-stop service sites, our growth in delivering online services allow for clients outside of Canada to receive the service and support that they need for their successful integration. TCET is the expert in providing the most up-to-date information and referrals for our newcomer clients to ensure they are empowered to make informed decisions about their settlement, employment and recreational needs.

NEWCOMER INFORMATION CENTRES

Newcomer Information Centres (NIC) are funded by Immigration, Refugees and Citizenship Canada to provide information and referral services to newcomers.

The aim of the NIC is to meet the immediate, short term requests of newcomers through the provision of accurate and pertinent information to ensure clients can access the services for which they are eligible. The NICs provide information that includes, but is not limited to, employment, language training, healthcare, housing, legal and social services, recreation and finance. At all five NIC locations, clients have access to a self-directed resource centre and free Commissioner of Oaths services.

NICs offer in-house and off-site information sessions and presentations on settlement related topics. These informative sessions provide an opportunity to learn, share and discuss career development and settlement progress in a group setting. Some of the topics include Canadian Workplace Culture, Knowing Your Rights at Work, Canadian Tax System, Canadian Winters and Applying for Canadian Citizenship

At two NIC locations Care for Newcomer Children is available free of charge. The program ensures the care and child minding of newcomer children, while parents/legal guardians access our on-site services.

NIC connects to newcomers in the community by providing its one-to-one information & referral as well as the Commissioner of Oaths services from multiple community partners' locations. These include Brampton & Mississauga Libraries, Places of Worship and Community Centres. In 2018, over 2,600 client visits were recorded at all itinerant locations.

The NIC expanded its services in 2018 and in September NIC began providing on-line services to newcomers looking for assistance with their settlement and employment needs. NIC clients can now access in-person and on-line services based on their needs and preferences.



HIGHLIGHTS

- » 10,493 newcomer clients visited our information and referral centres for one-to-one counselling
- » 26,571 newcomer client visits were recorded to access self-directed resources such as printed materials, computers, fax, scanners, and internet
- » 32,133 documents were certified by Commissioners of Oaths for 6,395 clients
- » Care for Newcomer Children was provided for 3,401 child visits
- » 5,375 newcomers participated in a wide variety of settlement-related information sessions
- » 2,118 clients were assisted by itinerant information counsellors working from 16 off-site locations
- » 25 special activities such as Canada 150 Celebrations, Client Appreciation Day, Family Day Celebration, Multicultural New Year Celebrations and Women's International Day were organized to engage newcomers in social networking and to familiarize them with Canadian culture.

COMPASS TO CONNECT

Compass to Connect is a pilot project funded by Immigration, Refugees and Citizenship Canada (IRCC) to design, develop and test a web-based application that connects newcomers to settlement services. The application will gather information from newcomers about their needs, their location and their preferred language. This data will be used to filter the search and present options that meet the newcomer's criteria. The application will also allow newcomers to submit a request directly to the service organizations so that they can reach out to the newcomer and initiate service intake.

This project was initiated in summer 2018 and research was conducted with settlement agencies and client focus groups to help define database and communication requirements. For the initial phase of the pilot, the database will include seven settlement agencies in Peel/Halton. As the project progresses, more agencies and geographic areas will be involved.



The Compass Initiative's objectives are to:

- » Provide reliable, up-to-date information on settlement services
- » Enable newcomers to quickly and easily identify eligible services that meet their specific needs
- » Enable newcomers to connect to the service of their choice by submitting an online intake form
- » Provide an additional avenue of outreach/promotion for settlement agencies
- » Explore additional features such as creating a common intake form, report generating tools and/or connections to service mapping tools

HIGHLIGHTS:

- » The Compass team was recruited and immersed in project planning in late 2018
- » Project outreach was conducted and 7 settlement providers were recruited to provide input to the service inventory, advise of their intake systems, and help recruit focus group participants
- » An environmental scan was conducted of 17 websites, 18 meetings/interviews and 11 focus groups with over 100 newcomers
- » With this input, database scope and features were proposed and programming begun

WOMEN'S CONNECTIONS AND EMPOWERMENT PROGRAM

In April 2018, Centre for Education & Training (TCET) received funding from the Ontario Ministry of Citizenship and Immigration to deliver the **Women's Connections & Empowerment Program (WCEP)** under the Multicultural Community Capacity Grant Program. Through the project, newcomer women had an opportunity to participate in various information, networking sessions, workshops and group meetings. The Women's Connections and Empowerment Program complemented our existing settlement supports to further successfully integrate women into Canadian society and promote the full participation of women in the social, economic and civic life of the province. At each of our five Newcomer Information Centres, newcomer women had an opportunity to enhance their knowledge on health & sexuality, legal rights and Canadian laws, parenting supports, exploring work and career options, accessing recreation opportunities, and dealing with isolation, depression and stress. Between April and December over 550 women participants benefited from the program.

PREPCAN | PREPARING TO WORK IN CANADA PROGRAM

PrepCan (www.prepcan.ca) offered pre-arrival employment services for immigrants to Canada while they were still in their home country. This invaluable resource, available 24/7, provided newcomers with information on the accreditation process, interview tips, resume assistance, instructional webinars and videos, and one-on-one coaching sessions with experienced employment consultants for a customized pre-arrival action plan. In 2018, 1240 clients from over 40 different countries were assisted through the PrepCan program.





LANGUAGE ASSESSMENT & TRAINING

For many immigrants who are not yet fluent in English or French, learning one of the country's official languages is essential for success whether in the community, an educational setting, or in the workplace. Our language services provide that first important step: a language assessment and referral to English or French classes. For those planning to come to Canada or wishing to practice their skills, an online self-assessment provides a good start and valuable links and resources. Language learners across Canada are not always able to attend in-person classes so our distance education programs are important options for many learners. Finally, our interpretation and translation services have enabled effective communication and documentation for medical, legal, employment, or other purposes. In 2018, we provided cheerful and professional service to over 67,000 individuals.

Some of our projects provide support to over 170 organizations providing language services. This year we trained language assessors across Ontario and beyond, continued the creation of new assessment tools, and provided webinars for teachers in many regions. Through our extensive database, language assessors and training providers were able to input courses and clients, refer to services, and produce reports for tracking and planning. We continue to facilitate meetings and contribute to policy and planning on local, provincial, and national committees. We are always pleased to support others' success in making our communities flourish.

LANGUAGE ASSESSMENT SERVICES

Centre for Education & Training (TCET) provides the crucial entry point for free English or French language training for immigrants to Canada by conducting a language assessment and referral to class. We have been assessing and referring immigrants to language training for over 25 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 2018, we provided 14,974 assessments in Peel and Halton and administered 9,057 assessments in York, Durham, and Simcoe for a total of 24,031 assessments.

In Ontario, these services are co-funded by Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Children, Community and Social Services (MCCSS) through the Coordinated Language Assessment and Referral System (CLARS). This ensures one point of entry to all funded language training for newcomers and immigrants. Our organization continues to provide exceptional service and support to both clients and language training providers.

In Peel and Halton our 5 core 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 of our sites (at Malton and Oakville), 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.

We operate one stand-alone assessment site in Richmond Hill and have weekly appointments scheduled in all 5 Welcome Centres in York Region and 2 Welcome Centres in Durham Region. In all of our Regions of service we provide assessments in more remote areas on a scheduled basis. Accessibility is key for many clients and the advantage of convenient locations and co-location of services is a true benefit.

Centre for Education & Training continued to support language training providers in the coordination and sharing of best practices in all our service 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. We continue to support partnerships through our website with schedules, flyers, resources, archived materials, and more.

HIGHLIGHTS

- » French language assessments increased by 42% over the past year as we served 1,263 clients wishing to enhance their French skills.
- » Hosted by partnering community agencies, our language assessors delivered itinerant services in Bolton, Milton, Burlington, Bradford and remote communities as far as Owen Sound, Penetanguishene, and Collingwood.
- » In partnership with school boards and employers delivering workplace language training, our assessors travelled to employer sites in York region to administer assessments to newcomers in the workplace.
- » Support to refugees continued in 2018. For those who could not travel to one of our TCET locations, we coordinated service with the local Refugee Assistance Program provider to conduct offsite assessments at their temporary hotel or shelter.
- » Considerable outreach was conducted in all regions, educating service providers, community groups, and newcomers on the services available and how to access service. We provided presentations, attended community events, and shared information at conferences and meetings.
- » We are active on social media and our Twitter, Facebook and LinkedIn presence involves tens of thousands of updates, engagements, tweets and impressions. Our online assessment registration process assisted over 320 clients to initiate access online.

ONLINE SELF-ASSESSMENT



TCET continued to support and further enhance 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 Centre for Canadian Language Benchmarks (CCLB) partners with TCET to support the French language assessment tool. Building on the core IRCC-funded project, the Citizenship and Immigration Division of the Ontario Ministry of Children, Community and Social Services contributed funds for the enhancement of the system and features for the period 2018-2021.

HIGHLIGHTS

- » A total of 28,639 new users from 170 countries around the world, including 7,880 users from Ontario, used the online assessments in 2018 to assess their English or French skills.
- » In 2018, the Online Self-Assessment was promoted to the LINC/ESL community at the following conferences: BC TEAL (Vancouver), NS TESL (Wolfville), TESL Ontario (Toronto) and Canadian Immigrant Fair (Mississauga). Presentations and exhibitor booths provided ESL teachers, assessors, students and agency representatives with updates on the tools' features, benefits, and latest developments. Presentations were also delivered at four different service providers in Calgary and Edmonton.
- » The OSA/AEL team delivered information webinars and mini demonstrations to interested audiences in Ontario. These were very well received by attendees.
- » Following a recent upgrade to improve website accessibility and compatibility with most modern devices and browsers, the OSA/AEL website was optimized using responsive design techniques to make it more user friendly for use on smartphones and tablets as well as on desktops and laptops.
- » In March 2018, an additional Reading Assessment in English was completed and launched. New French Reading and English Writing assessment developments were initiated in 2018 to become available to the public in 2020.
- » Revisions to the website content included the following areas: frequently asked questions (FAQ), revised benchmark descriptors, and web-page design/layout to improve navigation.
- » New bilingual marketing materials were designed and produced to ensure equal promotional opportunities for our services in both English and French. This also included short promotional videos in English and French

DISTANCE EDUCATION | LINC HOME STUDY



Language
Education
at a Distance

Language Instruction for
Newcomers to Canada
(LINC) is an English language
training program funded by

Immigration, Refugees and Citizenship Canada (IRCC). Our **LINC Home Study (LHS)** program is a free distance education option for adult newcomers to Canada who cannot attend LINC classes in person. The program allows students to study at their own pace and on their own time either online (using a computer with Internet access) or offline (using books and CDs). In addition, each student is contacted by a TESL-certified instructor via telephone or VoIP for weekly one-on-one lessons. We provide the infrastructure for the LHS program and have the capacity to either provide our own instructors or to partner with regional service providers to meet the needs across Canada. The program's success is made possible due to the ongoing support from IRCC, strong partnerships with regional referring organizations and the dedication of our many staff and instructors.

Additional Program Features for Students:

- » Additional Conversation Classes - 45 minutes of additional one-on-one conversation practice each week by phone/VOIP
- » Virtual Conversation Classes - 1 hour long, group conversation classes in a virtual classroom
- » Write@Home - Quarterly publication of student writing with over 70 articles per edition
- » Client Support Services - Help Desk, one-on-one Learning Management System support, webinars, videos and more!

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
- » Annual PD Event – Full-day of professional development focusing on LHS instructor needs

HIGHLIGHTS

- » The LINC Home Study program served 3,379 students with the support of over 80 instructors across 9 provinces and 3 territories
- » 75% of students progressed in 1 or more skills (listening, speaking, reading or writing) after a 6 month period with the program
- » A new website and new look for the Learning Management System was launched in spring 2018
- » 28 virtual workshops on a variety of topics were delivered to LHS instructors
- » an eLearning course called Feedback for Learning was developed for LHS instructors to assist them with their work
- » With support from the Centre for Canadian Language Benchmarks (CCLB), LHS is gradually adopting practices from Portfolio-Based Language Assessment, a new standardized instructional methodology for funded language training programs across Canada

ONLINE ENGLISH STAGE 1-2

Online English Stage 1-2 (OE) is a distance education option for immigrants in Saskatchewan who are ineligible for LINC Home Study yet unable to access provincially-funded, classroom-based training. TCET provides the infrastructure and the instructors for this English language training program funded by the Government of Saskatchewan. Students include temporary foreign workers and Canadian citizens.

Online English
Stage 1-2

HIGHLIGHTS

- » In 2018, 170 students participated in the OE program.
- » 51 articles were published in Writer's Block, a quarterly publication of OE student writing
- » 145 students benefited from other OE program activities: including additional one-on-one conversation practice, group conversation classes and language for employment webinars

LANGUAGE ASSESSMENT SUPPORT SERVICES

In 2018, **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 (CLBA, CLBA-LL, and ELTPA). Training and supports ensure that assessors continue to obtain accurate results and make appropriate referrals to government-funded language training classes. LASS organized and hosted online Ontario-wide assessors' professional development workshops on topics related to the assessors' roles. In addition, two online meetings for Ontario language assessment managers/coordinators were facilitated to provide information, discussion of trends, and sharing of best practices. This also included the provision of input to funders on policies and practices.



HIGHLIGHTS

- » In 2018 LASS provided initial training to 34 assessors in TCET's assessment tools
- » A two-part online orientation was developed and delivered to 4 new CLARS language assessment centre coordinators and managers.
- » Online Refreshers and Recalibration sessions were provided to 91 assessors
- » 78 assessors attended workshops on topics including Portfolio Based Language Assessment (PBLA) Overview, and Mental Health 101.

NATIONAL LANGUAGE ASSESSMENT TRAINING SERVICES

National Language Assessment Training Services (NLATS) continued to provide comprehensive training and support services to coordinators and assessors across Canada (outside Ontario) on TCET's Canadian Language Benchmarks-based assessment tools.

A total of 41 assessors across 8 organizations received training and support on effective processes and delivery of accurate assessment results and referrals to government-funded language training classes.

HIGHLIGHTS

- » In 2018, NLATS provided initial training to 10 assessors, recalibration for 12 assessors, and online mentoring for 3 assessors
- » Trainers conducted an online refresher for 8 assessors and a hands-on support session for 2 assessors on the Canadian Language Benchmarks Assessment for Literacy Learners (CLBA-LL) adapted procedure/tool
- » Trainers delivered the webinar "Literacy Assessment Results – Understanding the L Factor" to a nationwide audience
- » TCET delivered additional training for 7 assessors on the Enhanced Language Training Placement Assessment (ELTPA) in Edmonton.

CLBPA DEVELOPMENT

The **Canadian Language Benchmark Placement Assessment (CLBPA)** is one of TCET's newest projects funded by IRCC for the period 2017-2020 and developed in collaboration with the Centre for Canadian Language Benchmarks (CCLB). This exciting initiative will produce a new, updated and efficient language assessment tool which incorporates the best features of the assessment tools currently in use, new standards, and greater use of technology for efficiency and accessibility. With a range from Canadian Language Benchmark (CLB) 1 to 8, the CLBPA will assess all four skill areas: Listening, Speaking, Reading and Writing. Once completed, the CLBPA is expected to replace the existing core language assessment tools (CLBA and CLBPT) for placement to government-funded language training.

HIGHLIGHTS

- » Field tests at selected sites were conducted for the Speaking Test with revisions and observations noted
- » Audio/video production was completed to build the Listening pilot test forms
- » Remote assessment development is underway, fixing bugs and adding features ongoing
- » Pilot test content has been configured for the Listening Test



CLBPA
Language Placement Assessment

LANGUAGE CURRICULUM TRAINING SERVICES (LCTS)

In 2018, **Language Curriculum Training Services (LCTS)**, provided guidance and training to over 660 language instructors across the designated regions of Peel, Halton, London, Windsor, Thunder Bay, and Sault Ste. Marie. Our LCTS coordinator staff conducted and arranged professional development webinars and provided one-on-one support to instructors and administrators. Specialized webinar topics included: Creating Effective Rubrics And Other Assessment Tools for PBLA, Blended Learning: Sharing Approaches Across the Regions, Accessibility and Assistive Device Tools for English Language Learning and Teaching Canadian Workplace Culture, Eh. The LCTS coordinator also continued to provide webinars on Using the Revised CLB for Classroom Planning and Assessment. Workshop sessions were delivered online via Tutela.ca and were targeted to instructors of IRCC-funded language programs. Instructors continued to access resources at the Teachers' Resource Library and additional online resources were listed and described on the website.

HIGHLIGHTS

- » In addition to regular project activities, LCTS also successfully organized two Mental Health Conferences, one in Peel/Halton and one in Toronto, for a total of 344 instructors and administrators. Additionally, LCTS arranged for 86 instructors of LINC organizations across Peel, Halton and Toronto to receive Mental Health First Aid training provided by trainers from the Mental Health Commission of Canada.

LANGUAGE DATABASE AND SUPPORT SERVICES: HARTs

TCET's **History of Assessments, Referrals and Training system (HARTs)** team continued to provide database services and supports to the assessment and language training community in Ontario. Additionally this service provides logistics, data collection, and analysis for Immigration, Refugees and Citizenship Canada (IRCC) and the Citizenship and Immigration Division of the Ontario Ministry of Children, Community and Social Services (MCCSS).

For clients, this system helps ensure seamless delivery of service and appropriate matching of client needs/skills to course options in their local area. The system is used by language assessors benchmarking clients' language proficiency and referring clients to English and French classes across Ontario. It is also used by language training providers to monitor and manage their intake and wait lists. Community stakeholders, including IRCC and MCCSS, use HARTs statistical analysis for strategic planning.

HARTs currently supports more than 150 organizations and 2,500 users across Ontario through training, helpdesk support, and response to requests for changes and reports. The team responded to over 29,000 requests in 2018 (an average of 2,430 requests a month). With a mandate to serve all providers in Ontario in both official languages, the application is available in both English and French.

The team continued to address government and user requirements by developing programming solutions and by training and supporting users throughout the year.

HIGHLIGHTS

- » The HARTs team continued to work closely with the iCARE team at IRCC to modify the system to ensure alignment with the national iCARE system and to conduct webinars for users in partnership with the iCARE team.
- » HARTs added many new functionalities and updated current features to ensure the most relevant information is being provided to the users.
- » The HARTs feedback survey was conducted resulting in highly positive and useful comments
- » A key new feature, Portfolio-based Language Assessment (PBLA), was released in the system to allow language training providers to create new student reports in the system and produce certificates.
- » Funders received timely and complete data and analysis reports for their planning purposes



LANGUAGE DATABASE AND SUPPORT SERVICES: XPORTAL AND LEARNER MYPATH

The **xPortal** and **Learner MyPath Portal (LMP)** are funded by the Ministry of Children, Community and Social Services (MCCSS).

The xPortal application is used by provincially-funded Language Training Providers (LTP's) to record and track assessments, class registration, attendance and learning outcomes for their learners in specific English and French eLearning and Specialized Language Training (SLT) classes. These classes are not part of the regular Coordinated Language Assessment and Referral System and are considered "pilots".

The xPortal supports courses and learners from 26 language training organizations and is under continuous development to meet the emerging needs of the providers and MCCSS. In order to handle change requests most efficiently, the xPortal team has started to work on a new version of the application using the latest technology.

Learner My Path is a web-based application that enables learners in the provincial Adult Non-Credit Language Training Program to access their transcripts, which include assessment results, courses taken and courses underway, as well as progression results in Specialized Language Training, eLearning, ESL, and FSL courses.

HIGHLIGHTS

- » The xPortal project provides online and phone support to users. In the user satisfaction survey conducted in the last quarter of 2018, 100% of respondents said that they were very satisfied with the service received.
- » The Learner MyPath website was launched in September 2018. Learners recorded in the xPortal database receive their user account information to log in the application. The transcript reflects the learners' course history in ESL, FSL, SLT, and eLearning courses.

TRANSLATION AND INTERPRETATION

The **Translation and Interpretation** department coordinated and delivered written translation services including an array of projects from concept to document preparation. The department also provided in-person and remote interpretation services assisting immigrants with timely access to health, education and legal services.

In 2018, we served a wide variety of public and government organizations including:

- » Workplace Safety Insurance Board of Ontario
- » Region of Peel
- » William Osler Health Centre / Etobicoke General Hospital
- » Developmental Services Ontario
- » Bridgepoint Hospital
- » York Region District School Board
- » Newcomer Information Centre
- » Allevio Health Centre
- » Halton Region
- » Injury Management & Medical Assessment
- » Heart Hospice
- » Karen Kwan Anderson, Barrister & Solicitor
- » Family Education Centre

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)

2018 By the Numbers

Provided services to almost

107,000

individuals and

1,259

organizations and businesses



Offered additional support services at over

30

itinerant sites

Some of our services are provided **online** and by **phone** to clients and customers across **Ontario, Canada, and around the world.**



26,788

job seekers were provided with 1:1 job search assistance and counseling



1,568

youth gained skills for career development

150

language assessment and training organizations were provided with client database services

Over

2,500

 database users

were served on an ongoing basis with over

29,000

requests fielded by HARTs



xPortal team served over

108

database users

with their ongoing requests.

The xPortal team handled

337

helpdesk requests

from Language Training Providers in addition to change requests from MCCSS for System enhancement.

10

organizations and individuals

were provided with interpretation or translation services

90



4,140

hours of interpretation service

were provided in a medical environment, workplace safety, legal and insurance matters

Over **10,493**
newcomers visited our
information and referral centres



Online services were provided to **1,240** **clients**
prior to their arrival in Canada through the PrepCan Program.
PrepCan facilitated over **330** **webinars** to clients from
over **78** **countries** around the world.

26,571 **newcomer client** visits to self-directed resource centre

32,133 **client documents** were certified by Commissioners of Oath

5,375 **newcomers** participated in **461** settlement and information focused **workshops**

Care for newcomer children was provided for **3,401** **child visits**

24,030

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

28,639

immigrants and potential immigrants
from **70** countries accessed our online
language assessment test.
7,880 of these were residing
in Ontario at the time.



99%

of clients surveyed at the
LAC PHD and LAC YSD rated the
service as very good to excellent.

158

**staff of 16 Ontario assessment
organizations and 8 organizations in
other provinces** received assessment
training, development, and support

Distance education
was provided to **3,379** **English language learners**
across Canada

(**1,891** **Ontario students** and **1,488** **learners** in other provinces / territories)

Over **98%** of
distance education students
stated they would recommend the
program and felt that it helped them
achieve their goals



75% of
distance education students
progressed in their studies
within 6 months

Professional development
was provided to:

664
language
teachers

111
distance
education
instructors

OUR PARTNERSHIPS

Access Employment
 Afghan Women's Organization
 AIRS- Inform Canada
 Ajax Community Centre
 Ajax Public Library
 Albion Neighbourhood Services
 Archbishop Romero School
 Angela's Place
 Ascension of Our Lord School
 Associated Youth Services (RAIN Program)
 Association de L'industrie de la langue/
 Language Industry Association.
 Association for New Canadians, NL
 Aurora College, NWT
 Big Brothers and Big Sisters of Peel
 Bow Valley College, AB
 Bradford West Gwillimbury Public Library
 Bramalea Secondary School
 Brampton Board of Trade
 Brampton Centennial Secondary School
 Brampton Economic Development Group
 Brampton Libraries
 Brampton Mayor's Youth Team
 Brampton Multicultural Community Centre
 Brampton Queen Street Shelter
 Brampton Small Business Enterprise Centre
 Brampton Springdale Network
 Brampton Transit
 Brands for Canada
 Brian J Flemming Secondary School
 "Building Healthy Communities Network"
 – Region of Peel
 Build ON Ottawa (YMCA)
 Business Education College
 Buton House
 CAA Don Mills
 Caledon Brampton Implementation
 Committee
 Calgary Immigrant Educational Society, AB
 Canadian Centre for Victims of Torture
 Canadian College of Business, Science &
 Technology, North York
 Cabbagetown Youth Centre
 Canadian Institute of Management and
 Technology (CMIT)
 Canadian Mental Health Association
 Canadian Training Institute - Steps 2 Success
 Career Foundations
 Career School of Hairstyling
 Cariboo Chilcotin Partners for Literacy
 Carlton Trail Regional College, SK
 Castlebrook Secondary School
 Catholic Crosscultural Services
 Cawthra Shelter
 CDI College - Business Technology Healthcare,
 North York/Scarborough
 Centennial College
 Central Alberta Refugee Effort, AB
 Central Neighbourhood House
 Central Peel Secondary School
 Central Vancouver Island Multicultural Society,
 BC
 Centre for Addiction & Mental Health (CAMH)
 Centre for Canadian Language Benchmarks
 Centre for Immigrant & Community Services

Centre for Security Training & Management Inc
 Centre Francophone
 Cestar College of Business, Health and
 Technology, Toronto/Centre
 Child and Youth Engagement Brampton
 Chilliwack Community Services, BC
 Chinese Association of Mississauga
 City Adult Learning Centre
 City of Refuge
 City of Toronto
 CNIB
 Coalition for Persons with Disabilities - Peel,
 Halton, Dufferin
 Collège Boréal
 Collège La Cité, Ottawa - CLIC en ligne
 Community Information Fairview
 Community Door (Mississauga & Brampton)
 Community Living Mississauga
 Community Matters
 Condor Immigration Solutions
 Cornerstone Group Home
 Correctional Office
 Correctional Service of Canada
 COSTI
 Cowichan Valley Intercultural and Immigrant
 Aid Society, BC
 CPA Ontario
 Credit Canada
 Credit Counselling Services of Canada
 Culture Link
 Cumberland Regional College, SK
 David Suzuki Secondary School
 Digital Health Canada
 Dixie Bloor Neighbourhood Centre
 Dixon Hall
 Don Valley Employment Network
 Don Valley Employment Solutions
 Downtown Toronto Employment Partnership
 Dufferin-Peel Catholic District School Board
 Dunbarton Fairport United Church
 Durham Adult Learning Centre
 Durham Alternative Secondary School
 Durham Catholic District School Board
 Durham College
 Durham County Library
 Durham District School Board - Continuing
 Education
 Durham Region Language Training
 Partnership
 Durham Region Unemployed Help Centre
 Eclipse Youth Centre
 Elder Technology Assistance Group (Miss & Br)
 Elizabeth Fry Society
 Elm Drive Adult Learning Centre
 English Online Inc., MB
 Eva's Satellite
 Excellence in Manufacturing Consortium
 Fairview Inter-Organizational Network
 Faith Family Church
 Family Services of Peel
 Find Help
 First Work Central Region
 Fred Victor
 George Brown College
 Georgian College

Global Experience Ontario
 Golden Mile Employment & Social Services
 Great Plains College, SK
 Gurdwara Sikh Sangad Brampton
 Halifax Regional School Board, NS
 Halton Catholic District School Board
 Halton ESINC Planning Group
 Halton Industry and Education Council
 Halton Multicultural Council - HMC
 Connections
 Halton Newcomer Strategy Group: Steering
 and Service Coordination Working Groups
 Hamilton-Wentworth Catholic School Board
 Hamilton-Wentworth District School Board
 Harold Braithwaite Secondary School
 HealthForceOntario
 HMC Connections
 Humber College
 Immigrant & Multicultural Services Society of
 Prince George, BC
 Immigrant Centre Pre-Arrival Centre
 Immigrant Language and Vocational
 Assessment Referral Centre, AB
 Immigrant Services Association of Nova Scotia,
 NS
 Immigrant Services Society of British Columbia
 (ISSofBC)
 Immigrant Settlement and Integration
 Services, NS
 Indus Community Services
 In-TAC Pre-Arrival Services
 Inter-Cultural Association of Greater Victoria,
 BC
 International Women of Saskatoon Inc., SK
 Japanese Social Services
 Jewish Immigrant Aid Services
 JVS
 JobStart
 John Howard Society -Toronto, Peel, Halton,
 Dufferin, Durham
 Judith Nyman Secondary School
 Kamloops Cariboo Regional Immigrant Society
 Karen Ziemann Consulting, AB
 Kawathra Pine Ridge District School Board
 Kennedy House
 Knights Table
 Labour Education Centre
 Liaison College
 Language Assessment Services of Nova Scotia
 (LASNS)
 Lawrence Heights Employment & Social
 Services
 Lawrence Heights Inter-Organizational
 Network
 Learning Disabilities Association of Toronto
 Learning Enrichment Foundation
 Legal Aid Ontario
 Lesmills Employment & Social Services
 LINC Home Study Canada Working Group
 Local Employment Planning Council (Peel/
 Halton)
 Lower Similkameen Community Services
 Society, BC
 Maestro Quality
 Malton Inter-Agency Network

Malton Neighbourhood Services	Peel Youth Village	Thames Valley District School Board, London
Manpower	Peel Youth Violence Prevention Network	The Centre for Skills Development & Training
Marc Garneau Collegiate Institute	Peel/Halton Workforce Development Group	The Community Share Food Bank
Mclean Community Centre	PEI Association for Newcomers to Canada	The Cross-Cultural Community Services Association
Medix College of Healthcare and North American Trade School	Penticton and District Multi Cultural Society, BC	The Gathering Place
Mennonite New Life Center Toronto	Petticoat Library	The Learning Place
Meridian Credit Union	Pickering Pentecostal Church	The Salvation Army Honeychurch Family Life and Resource Centre
Metro-Region Immigrant Language Services, NS	Pickering Public Library	Thornccliffe Neighbourhood Office
Microskills East	Pickering Village United Church	Times Change
MIAG	Polycultural Immigrant & Community Services	Toastmasters of Canada
Mississauga Business Enterprise Center	Punjabi Community Health Services	Toronto Centre for Community Learning & Development
Mississauga Board of Trade	Praise Cathedral Worship Centre - Youth Program	Toronto Centre Service Delivery Network
Mississauga Community Legal Services	Professional Immigration Network	Toronto District School Board
Mississauga Employment Services Network	Rapport Youth and Family Services	Toronto Employment and Social Services
Mississauga Library System	RBC	Toronto North Local Immigration Partnership
Mississauga Secondary School	Royal Bank - Youth Strategy & Innovation	Toronto Public Library - Don Mills, Fairmail Library, Parliament Branch
Miziwe Biik	RCMP	Toronto Region Immigrant Employment Council (TRIEC)
Monsieur Fraser College	Reachout Committee	Toronto South Local Immigration Partnership
Moose Jaw Multicultural Council, SK	Read Right Society, BC	Toronto Workforce Innovation Group
Mr. Lube	Red Door Shelter	TRIOS College Business Technology Healthcare, Scarborough/Toronto
Multicultural and Immigrant Services Association of North Vancouver Island	Redwood Shelter	Turner-Fenton Secondary School
Multicultural Association of Charlotte County	Regina Open Door Society, SK	United Way of Peel
Multicultural Association of Fredericton, NB	Regional Municipality of Durham	United Way of Peel Diversity Council
Multicultural Association of the Greater Moncton Area, NB	Region of Peel - Newcomer Portal	University of Guelph -Humber
Multicultural Centre of the Yukon, YT	Region of Peel-Volunteers	University of Ontario Institute of Technology
National Language Advisory Body/IRCC	Regional Connections (MB)	University Settlement
New Directions North	Regional Diversity Roundtable	Victoria Village Hub
New Life Covenant Centre	Renewed Computer Technology	Volunteer MBC
New Page Human Services Society, BC	Res Q Youth International	Volunteer Toronto
Newcomer Centre of Peel	Revera Long Term Care	Welcome Centre Immigrant Services - Durham Region
Newcomer Information Centre Saskatoon, SK	Rexdale Community Hub	Welcome Centre Immigrant Services - York Region
Newcomer Services YMCA Simcoe/Muskoka	Right Management	Wellesley Community Centre
Nexus Youth Services	Royal Canadian Mounted Police	Wellesley Place Employment & Social Services
Niagara Folk Arts Multicultural Centre	Saint John YM-YWCA, NB	WellFort
NorQuest College, AB	Sal Programs-Peel	Western ESL Services
North Island College, BC	SALCO - South Asian Legal Clinic of Ontario	William Osler Health System Foundation
North West Regional College, SK	Saskatchewan Polytechnic	Windfall
Northwest Community College, BC	Scarborough Centre for Alternative Studies	Woodgreen
NPower Canada	Seneca College	Windmill Micro Lending
Oakville Libraries	Service Canada-GTA	Work Authority
ONESTEP	Sherbourne Health Centre	Workers Action Centre
Ontario Association of Youth Employment Centres - First Work	Sheridan College	Working Skills Centre
Ontario Council of Agencies Serving Immigrants (OCASI)	Shuswap Settlement Services Society, BC	Working Women Community Center
Ontario Khalsa Darbar Gurdwara	Sikh Leher Centre	World Education Services
Options Canada	Simcoe County District School Board - Career Centre	YMCA Employment & Community Services
Ottawa Catholic School Board	Skills for Change	YMCA of Durham
Our Place Peel - Shelter	Smithers Community Services Association, BC	YMCA of Greater Saint John, NB
Overlea, Springhurst & Victoria LINC, Toronto	Social Enterprise for Canada	YMCA of Greater Toronto Area
Oxford College of Arts, Business and Technology, Toronto	SOPA	YMCA of Mississauga
Palestine House	Stella's Place	Yonge Street Mission
Parkland College, SK	South Fletcher Community Centre	York Region Catholic District School Board
Paye Program, Toronto Centre	Southeast Regional College, SK	York Region District School Board
Peace Lutheran Church	Southern Alberta Language Assessment Services, AB	York Region Local Immigration Partnership
Peel Adult Learning Centre	Springboard Services	York/Simcoe Language Training Partnership
Peel Career Assessment Services	Sri Guru Nanak Sikh Centre	Yorkdale Adult Learning Centre
Peel Chinese Association of Mississauga	St Gabriel Adult Learning Centre	Yorkton Newcomer Welcome Centre, SK
Peel District School Board	St. Augustine Secondary School	Youth Employment Services
Peel Family Shelter	St. James Town Community Corner	Youth Employment Toronto
Peel Halton Dufferin - Executive Council, and Partnership Groups (IRCC)	St. James Town Service Providers Network	Youth Link
Peel Memorial Hospital - Mental Health, Addictions	St. James Town Youth Network	Youth Unlimited
Peel Multicultural Council	St. Marcellinus Secondary School	YWCA (Toronto)
Peel Newcomer Strategy Group	St. Stephen's Community House	YWCA Prince Albert, SK
	Street Heaven Learning Centre	Zero2Hired
	Studio 89	
	Sunlife Financial	
	TDSB - Next-Steps Employment Centre	
	TESL Ontario	

BUSINESS DEVELOPMENT & STAKEHOLDER RELATIONS

The Business Development & Stakeholder Relations team leads government relations, sponsorship initiatives and new stakeholder relations. The team's objective is to contribute to the diversification and expansion of TCET's revenue and customer base and advance the profile of the organization. In 2018 a Proposal Development Committee was established which comprised a team of internal subject matter experts to proactively formulate and define business development plans that will help in strategically positioning the organization in responding to immediate and anticipated opportunities.

AWARDS

- » For the second year in a row TCET won GOLD in the Best Business & Career Centre category with the Brampton Guardian's Readers' Choice Awards. This award demonstrated TCET's commitment to client service and support. It reflects how engaged TCET is with the people we serve, and how loyal those people are as promoters of the organization.
- » For the second year in a row TCET was a finalist for the Mississauga Board of Trade's Business Excellence Awards in the Non-Profit category.

NEW PROGRAMS

- » Under the **Foreign Credential Recognition (FCR) program**, TCET was awarded an eight-year contract to deliver the Accelerating Career Advancement – FCR Loans program. This program provides support to Internationally Trained Individuals in the GTA by offering financial loans and one-one career counselling. The loans are disbursed by our financial partner Meridian Credit Union and are guaranteed by the Government of Canada.
- » Under the Service Delivery Improvements CFP TCET was awarded two three-year contracts from the Federal Department of Immigration Refugees and Citizenship Canada:
 - » **The Futures in Digital Health program** assists internationally trained healthcare and information technology professionals in finding alternative careers in Health Informatics and is delivered in Toronto in collaboration with Digital Health Canada.
 - » **Compass to Connect** aims to design, develop and test a web-based application that will efficiently connect newcomers to settlement services
- » TCET was awarded a grant from the Ontario Trillium Foundation to administer the **Black Youth School Success Initiative (BYSSI)** in conjunction with a collaborative of community partners to support up to 500 black high-school youth in the Region of Peel.

OUR LOCATIONS

CORPORATE OFFICE

90 Burnhamthorpe Road West, Suite 210
Mississauga, Ontario
L5B 3C3
(905) 949 0049
info@tcet.com
www.tcet.com



Offered additional support services at over
30
itinerant sites

HALTON REGION

690 Dorval Drive, Oakville

PEEL REGION

7700 Hurontario Street, Brampton
263 Queen Street East, Brampton
7420 Airport Road, Mississauga
50 & 90 Burnhamthorpe Road West, Mississauga

YORK REGION

420 Highway 7, Richmond Hill

TORONTO

1090 Don Mills Road, Toronto
595 Parliament Street, Toronto

DURHAM REGION

1099 Kingston Road, Pickering

ITINERANT SERVICE LOCATIONS

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 – (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
MISSISSAUGA LIBRARIES (6 LOCATIONS)
NEWMARKET WELCOME CENTRE
ONTARIO KHALSA DARBAR GURDWARA (MISSISSAUGA)
PICKERING WELCOME CENTRE
POLYCULTURAL IMMIGRANT AND COMMUNITY SERVICES (MISSISSAUGA)
REXDALE COMMUNITY HUB
RICHMOND HILL WELCOME CENTRE
SHOPPER'S WORLD (BRAMPTON)
SIKH LEHER GURDWARA (BRAMPTON)
SIMCOE COUNTY DISTRICT SCHOOL BOARD - CAREER CENTRE (BARRIE)
SIMCOE COUNTY DISTRICT SCHOOL BOARD - COLLINGWOOD
LEARNING CENTRE (COLLINGWOOD)
SRI GURU NANAK SIKH CENTRE (BRAMPTON)
TRINITY MALL (BRAMPTON)
VAUGHAN WELCOME CENTRE
VIETNAMESE COMMUNITY CENTRE OF MISSISSAUGA
WESTWOOD MALL (MALTON)
WELCOME CENTRE MOBILE UNIT (YORK/SIMCOE)
FOCUS COMMUNITY DEVELOPMENT CORPORATION (ALLISTON)

A VARIETY OF EMPLOYER WORK SITES ACROSS THE GTA

OUR LEADERSHIP TEAM

BOARD OF DIRECTORS

Farhad Sethna, Chair of the Board

Andrew Gall, Board Vice-Chair, Corporate Secretary, and Chair of the Governance & Nominating Committee

Epsit Jajal, Treasurer, Board Member, and Chair of the Finance & Audit Committee

Pamela Wong, Board Member, and Chair of the Human Resources & Compensation Committee

Adnan Masood, Board Member, and Vice-Chair of the Governance & Nominating Committee

Anum Kazi, Board Member, and Governance & Nominating Committee

Desmond Alvares, Board Member, and Governance & Nominating Committee

Jeff Brown, Board Member, and Vice-Chair of Human Resources & Compensation Committee

Mark Poole, Board Member, and Finance & Audit Committee

Robert Murison, Board Member, and Vice-Chair of Finance & Audit Committee

COMMITTEE MEMBERS

Gouri Khorana, Governance & Nominating Committee

Jay Adhvaryu, Human Resources & Compensation Committee

Lenna Bradburn, Human Resources & Compensation Committee

Martina Wood, Human Resources & Compensation Committee

Melissa Qi, Finance & Audit Committee

Robert Pearson, Finance & Audit Committee

EXECUTIVE TEAM

Merv Hillier, Chief Executive Officer

Robert Olson, Chief Operations Officer & Chief Privacy Officer

Karen McNeil, Senior Director, Language Services

Moya MacKinnon, Senior Director, Employment & Newcomer Services

Teresa Landry, Senior Director, Human Resources

Oscar Bolivar, Controller

IN 2018, MANY OF OUR PROGRAMS WERE FUNDED BY:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Canada



Toronto Area
Ford Dealers



Government
— of —
Saskatchewan





CENTRE FOR EDUCATION & TRAINING

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A web version of the complete report can be viewed online at www.tcet.com/yir2018

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

