

THE CANADIAN COALITION OF COMMUNITY-BASED EMPLOYABILITY TRAINING

975 ALSTON STREET, VICTORIA, BRITISH COLUMBIA
TEL: 250-382-9675, FAX: 250-382-9677

[HTTP://CCCBET-CCOCDE.SAVIE.CA](http://CCCBET-CCOCDE.SAVIE.CA)

AUSSI DISPONIBLE EN FRANÇAIS





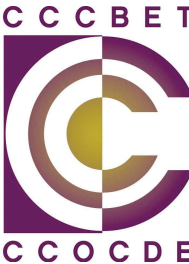
FINAL REPORT

VANCOUVER

TORONTO

MONTRÉAL

MONCTON



Funded by the Government of Canada's
Foreign Credential Recognition Program

Canada

The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.



The Canadian Coalition of Community-based
Employability Training

975 Alston Street, Victoria, British Columbia
Tel: 250-382-9675, Fax: 250-382-9677

<http://cccbet-ccocde.savie.ca>



FINAL REPORT

VANCOUVER

TORONTO

MONTRÉAL

MONGTON



CCCBET



CCOCDE

TABLE OF CONTENTS



1.	PROJECT OVERVIEW	5
2.	REGIONAL CONSULTATIONS	7
3.	OBJECTIVES	8
4.	DIALOGUE FRAMEWORK	8
5.	DELEGATES	10
6.	EVALUATION	11
7.	LESSONS LEARNED: ENGAGING EMPLOYERS	13
8.	RECOMMENDATIONS FOR FUTURE DIALOGUES	14
9.	KEY THEMES	15
10.	SUMMARY	17





1. Project Overview

The Canadian Coalition of Community-Based Employability Training (CCCBET) is an incorporated, pan-Canadian NGO whose membership is comprised of appointees from provincially chartered community-based training associations. Its goal is to help community-based trainers (CBT) become known world-wide for excellence in client-centered training and employment services.

In Ottawa, in 2005, CCCBET provided a unique two-day national event. The “Dialogue” between Sector Councils and Immigrant-Serving Organizations (ISOs) was held to promote networking, share information, and initiate partnerships among participants. An added component included three-month follow-up interviews to further enhance the animation of partnerships. Many partnerships were documented during this phase as well as several requests for similar events to be held regionally.

In 2007, as a result of those regional requests, CCCBET accessed funding through the Foreign Credential Recognition Program of Human Resources and Skills Development Canada (HRSDC) to offer three regional “dialogues” to be held in Quebec, Ontario and British Columbia. Since the issue of immigration is an imperative for those three provinces, the CCCBET members representing them worked actively on this initiative.

The member associations have a special and unique interest in that many of their agencies work with internationally trained workers to assist them to integrate into the Canadian labour force.





THESE REGIONAL PARTNERS INCLUDE:

- **REGROUPEMENT QUÉBÉCOIS DES ORGANISMES POUR LE DÉVELOPPEMENT DE L'EMPLOYABILITÉ (RQUODE)**
RQuODE is a provincial association in Quebec whose members are community-based employability training programs. It has been providing services to its members for more than twenty years. Many are immigrant-serving agencies.
- **ONTARIO NETWORK OF EMPLOYMENT SKILLS TRAINING PROJECTS (ONESTEP)**
ONESTEP is a provincial association in Ontario whose members are community-based employability training programs. Many of its members are immigrant-serving agencies. ONESTEP has been providing assistance and services to its members for more than twenty-five years.
- **ASSOCIATION OF SERVICE PROVIDERS OF EMPLOYABILITY AND CAREER TRAINING (ASPECT)**
ASPECT has been a provincial association in British Columbia since 1992. Its members are community-based employability training programs. All of the immigrant serving agencies that provide employability programming can be found within its membership.

In 2008 a special request was made to CCCBET by the Greater Moncton Immigration Board (GMIB) to hold a Dialogue in New Brunswick to represent Atlantic Canada. The funding for this extra Dialogue was approved by HRSDC and GMIB became a regional partner and host.

Each regional partner was responsible for the organization and logistics of the Dialogues in their province. Each Dialogue included knowledge-exchange, brainstorming and networking opportunities with a subsequent evaluation to assess value for time spent.



VANCOUVER – TORONTO – MONTRÉAL – MONCTON 07/08



2. Regional Consultations

CCCBET held two to three-day dialogues in the following provinces and venues:

Province	Venue	Date
British Columbia	Coast Plaza Hotel, Vancouver	November 28 - 30, 2007
Quebec	Holiday Inn, Longueuil	February 5 - 6, 2008
Ontario	Toronto/Markham Conference Centre	May 27 - 28, 2008
Atlantic	Delta Beauséjour Hotel, Moncton	November 12 - 13, 2008

A dialogue framework was designed with built-in flexibility to allow each host province to adjust the design to suit their unique regional needs. Full reports were completed for each event and exist under separate cover.

Individual regional reports may be accessed through CCCBET's Website at:
<http://cccbet-ccocde.savie.ca>



3. Objectives

THE PROJECT'S OBJECTIVES WERE TO:

1. Enhance the knowledge-base around the integration and utilization of immigrant skills and experience.
2. Enhance the knowledge-base around the workforce needs and entry points of private sector employers.
3. Increase networking and contacts between employers, assessment agencies, and ISOs.
4. Animate partnership initiatives.
5. Report on the unique needs of those sectors experiencing labour force gaps, the assessment agencies and the immigrant populations living or newly arrived in the regions.

4. Dialogue Framework


Each dialogue spoke to the unique needs of the regions and the industries that were experiencing labour shortages. British Columbia focussed on construction, energy (oil and gas), transportation and hospitality/tourism.

In Quebec, their dialogue looked at the issues of the aerospace, pharmaceutical, food processing and horticulture industries. Healthcare, finance and mining/engineering sectors were the focus on the Ontario event. The Atlantic dialogue included employers from the transportation/logistics, hospitality/tourism, and seafood/fish processing sectors.



VANCOUVER – TORONTO – MONTRÉAL – MONCTON 07/08





Included in the discussions with the above sectors were immigrant-serving agencies from throughout each region including those from metropolitan, urban, rural and rural-remote communities. Those agencies spoke to the needs of internationally trained workers in their communities.

The Atlantic dialogue included a special research presentation describing the international entrepreneurs that choose to open up businesses in its less populated areas as well as a job fair for international students.

The Ontario dialogue included a set of action plans to move ahead on solutions for their region. Those action plans may be found in the Ontario report on the CCCBET's Website (noted above).

EACH REGIONAL DIALOGUE INCLUDED BUT WAS NOT LIMITED TO:

- Individual plenary presentations from industries, agencies, internationally trained workers, researchers.
- Round-table issue-focussed discussions.
- Concurrent workshops.
- Networking events e.g. reverse job fair, entertainment, experiential activities, etc.
- Evaluation.



5. Delegates


EMPLOYER ENGAGEMENT – DIALOGUE PARTICIPANTS

- Efforts to solicit participation of employers included: paper invitations, email invitations, follow-up phone calls, follow-up messages, follow-up emails.
- Many of the agencies were asked to bring an employer from their region to the Dialogue. As well, referrals were sought from contacts and association members delivering immigrant specific programming as well as from those agencies delivering a variety of immigrant specific initiatives.
- Referrals were sought from personal contacts with employers.
- Invitations were sent to all referred employers.

AGENCY ENGAGEMENT – DIALOGUE PARTICIPANTS

Invitations were sent to immigrant-serving agencies throughout each region for each event. CCCBET's capacity to provide travel and accommodation assistance allowed agencies from rural and rural-remote parts of each region to attend. Agency engagement is enhanced when there are resources available to cover their travel and accommodation costs.





As a result of those efforts, approximately forty percent (40 %) of the delegates were from private sector employers and the balance represented immigrant-serving agencies and others including some government officials. The Foreign Credential Recognition Program of HRSDC was very supportive of this initiative and ensured that they had representation at each dialogue. Some of the events included representation from the provincial and municipal governments.

6. Evaluation

Each event asked delegates to complete an anonymous questionnaire in order for CCCBET to evaluate both the content and the networking opportunities. The responses informed the work of each subsequent dialogue. CCCBET was pleased with the level of satisfaction for the activities, content and networking.

When asked about the content (e.g. value for time spent; increased knowledge; better understanding; LMI and demographics; round-table discussions) ninety percent (90 %) of delegates found it good to excellent and a further ten percent (10 %) scored it satisfactory. In terms of networking opportunities, eighty-eight percent (88 %) rated those opportunities to be good to excellent with the balance of twelve percent (12 %) satisfied. The discussions at networking and roundtable events were vehicles for generating opportunities for partnerships and innovative ideas.



ADDITIONAL COMMENTS MADE AT INDIVIDUAL DIALOGUES:

- Found this dialogue very informative as an employer – please invite me to more connections and dialogues.
- Appreciate that we made action plans – it wasn't just talking.
- Good idea to ask each agency to bring an employer – they were at each table; Excellent arrangement, educational and professional – thank you.
- Really enjoyed the labour market overview – great information I will use.
- The Dialogue was very informative, engaging: time well spent! I learned much more than I was expecting and will look forward to them in the future.
- I was thoroughly impressed with the excellent organization and planning that went into the conferences, which was evident throughout all three days.
- Thank you for organizing a wonderful conference! It was great for us to meet organizations which potentially can help us employ qualified people for our projects (employer).
- The presentation gave me a good opportunity to summarize some of the employer's consultations we have undertaken recently. I appreciated both the Dialogue and the whole conference. Much new information, some new ideas, new and re-established contacts, etc.



- I would like to just say thank you for a very good conference. I feel privileged for being invited and able to attend.
- Better understanding of the existing programs and players.
- Enjoyed the concrete examples of foreign credential recognition.
- Liked the employers' panel and the diversity of the other panels.

7. *Lessons Learned: Engaging Employers*

1. Each region discovered that it took more effort than expected to engage employers to complete a short survey or to attend the event.
2. Many employers had not been impacted by labour shortages yet. As a result, they showed little interest in participating.
3. Other employers are impacted by labour shortage but were too busy to attend i.e. The Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) had an interesting reason for not attending. One of their recruitment specialists was unable to attend because he was "too busy recruiting the 1000 new employees [he needed] to hire in the next year".



VANCOUVER – TORONTO – MONTRÉAL – MONCTON 07/08





8. Recommendations for Future Dialogues

Delegates were asked what recommendations they would make for topics if they attended a future dialogue.

SOME TOPIC SUGGESTIONS FOLLOW:

- Employability of disabled immigrant clients.
- Ways to move unskilled refugees/internationally trained workers out of poverty (low-paying jobs or social assistance).
- Information on helping new internationally trained workers to access free programs to assist them to become attached to the workforce.
- Current trends and practices in different sectors and different communities.
- Bring funders to the table to participate and to present.
- Immigration process lifecycle; work permits, permanent residents, etc.
- Regulated occupations e.g. doctors, dentists, etc.
- Red Seal Trades and tradespeople.
- Connecting immigrant youth to the workforce.
- Changes for more effective service delivery.






9. Key Themes

Each region discussed issues relevant and specific to their regions. As well, there were key universal themes which arose beyond their local needs.

1. Ongoing need to be creative, think beyond the box, share best practices and build on them to meet local labour market needs.
2. There is a range of impressive and diversified measures of integration but the lack of coherence between all of these various measures needs to be resolved.
3. Programs are dependent upon the vagaries of government funding which create an instability in programming infrastructure and confusion for service providers, clients and employers.
4. Promote the benefits of hiring internationally trained workers and provide support to employers to accommodate employee integration.
5. The community-based employability training sector needs to raise employers' awareness of its expertise in providing services to internationally trained workers.

- 
6. Start before landing: inform the potential immigrant in their country of origin of the realities of the Canadian job market including the current mechanisms for the recognition of skills and competencies.
 7. Better support the integration of immigrants into the Canadian workforce by improving and simplifying the mechanisms of assessing skills and competencies.
 8. Encourage potential immigrants to challenge regulatory bodies before coming to Canada.
 9. Encourage workplace cultural diversity.
 10. ISOs strive to balance the needs of their clients with the bottom-line needs of the employers.
 11. Recognize the importance of partnerships between all levels of government, employers, immigrant-serving agencies and internationally trained workers.
 12. The Quebec dialogue included the recommendation to develop a tool for immigrant-serving agencies to assist them to better understand the foreign credential recognition process. That tool has been created by RQuODE subsequent to the Quebec dialogue. It may be found on their Website at: <http://rquode.savie.qc.ca>.





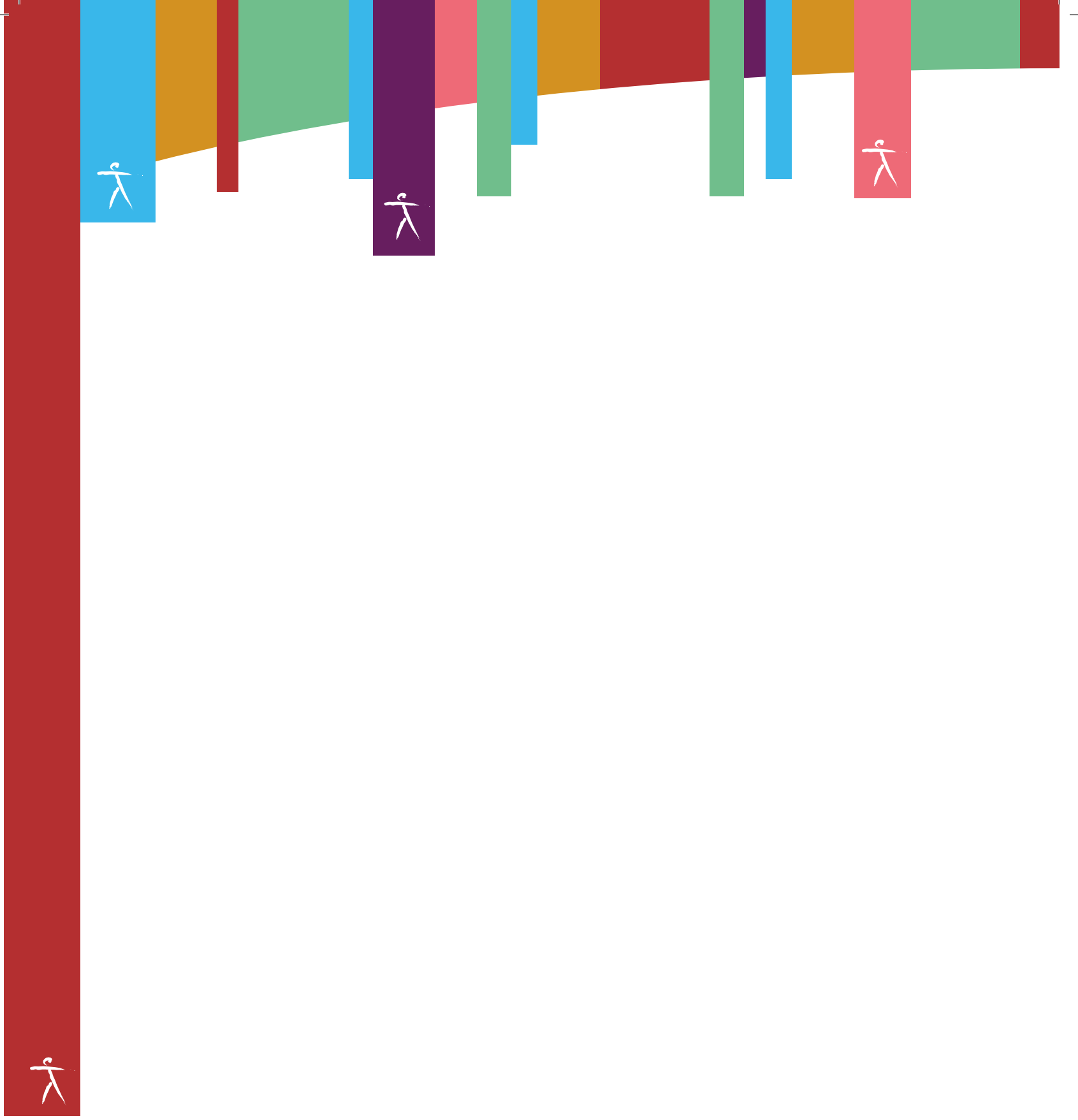
10. Summary

The first Dialogue in 2005 (Ottawa) brought together leaders in employer sectors and ISOs to look at the issues of integrating internationally trained into Canada's workforce. The second Dialogue (Vancouver, Toronto, Montreal and Atlantic Canada) which this report describes, allowed CCCBET to dig down into the regional structures of Canada to take a more pragmatic approach to encourage knowledge exchange and potential partnerships.

CCCBET's goal of opening up avenues for discussion and partnership to benefit both employers and internationally trained workers has been realized as a result of this project.

The Foreign Credential Recognition Program of HRSDC made this project possible and CCCBET puts great value in that support and offers its thanks.





VANCOUVER – TORONTO – MONTRÉAL – MONCTON 07/08



