

ANNUAL REPORT 2018-19

Advanced Education, Skills and Labour





Message from the Minister

I hereby submit the 2018-19 Annual Report for the Department of Advanced Education, Skills and Labour. This report covers the period April 1, 2018 to March 31, 2019. In keeping with the requirements of a Category One entity under the **Transparency and Accountability Act**, my signature below is indicative of my accountability for the actual results reported. During the fiscal year, the department worked diligently to fulfill commitments made in the 2017-20 Strategic Plan and **The Way Forward**.

Specific achievements included:

- Continuing to implement The Way Forward on Immigration (Year Two of the plan);
- Developing the Adult Literacy Action Plan;
- Creating new employment programs for employers and workers to support employment and training opportunities in key resource sectors;
- Supporting the establishment of a terms of reference and facilitating the appointment process for the independent committee of experts to conduct a comprehensive review of the public post-secondary education system;
- Funding research through the Workforce Innovation Centre that supports rural residents, women, and newcomers;
- Making it easier for apprentices to achieve journey person certification;
- Developing a comprehensive human resource plan that responds to the needs of the provincial economy and future labour market; and
- Welcoming 1,525 newcomers to the province - making progress on meeting our 2022 target of welcoming approximately 1,700 newcomers each year.

I look forward to serving the people of this province in my role as Minister of Advanced Education, Skills and Labour. I will work hard to ensure that our province continues to be a place where its people are educated, skilled and employed within a positive workplace environment.

Respectfully submitted,

A handwritten signature in blue ink that reads "Christopher Mitchelmore".

Hon. Christopher Mitchelmore

Minister of Advanced Education, Skills and Labour

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Departmental Overview

The Department of Advanced Education, Skills and Labour (AESL) works to ensure the province has a highly educated and skilled workforce to meet evolving labour market demands. This includes creating a climate which is conducive to economic growth, competitiveness, and prosperity. This is achieved through a range of services and supports including:

- helping employers access and retain skilled workers;
- working with employers, employees, and unions to foster a positive employment relations climate;
- providing programs and supports for apprenticeship and trades certification;
- increasing the recruitment and retention of immigrants;
- promoting diversity and multiculturalism;
- supporting the delivery of post-secondary education through Memorial University, College of the North Atlantic and private training institutions;
- administering the student financial assistance program;
- offering career development and planning services as well as employment and training supports, and information about the labour market;
- providing programs and services to promote adult literacy; and
- delivering income support and other financial supports.

Additional information on the department's mandate and lines of business can be viewed on the departmental website at the following location: [About the Department](#).

Structure

At the end of the fiscal year, the department's staff complement consisted of 608 employees, of which 505 were permanent and 103 were temporary. 76 per cent of the staff complement were female and 24 per cent were male. Forty-nine per cent of employees were located at seven sites in the St. John's Census Metropolitan Area. The remaining 51 per cent were located in other offices throughout the province.

In November, the Provincial Government introduced a new reporting structure for the Student Loan Corporation of Newfoundland and Labrador (SLC), bringing employees of the corporation within core government. This involved the transfer of 14 positions from the corporation to the Department of Finance and two positions to the Student Financial Services Division, AESL. In doing so the department is helping to fulfill a Way Forward commitment to consolidate collections. This change provides a unified view of receivables owed to the province across multiple departments and benefits members of the public who have multiple debts, in that they will only have to deal with one department. As a result of this consolidation, no separate annual report is required for the SLC and the corporation's audited financial statements have been included as Appendix A.

The organizational structure of the Department of Advanced Education, Skills and Labour includes four branches:

1. Workforce Development, Labour and Immigration

This branch ensures that workforce and immigration-related policies, programs, services and initiatives are strategically aligned to develop and deploy a highly trained and skilled workforce to meet evolving labour market demands in the province. The branch administers the Newfoundland and Labrador Provincial Nominee Program to support immigration and provides labour supports to promote positive employment relationships in the province. This includes administering minimum terms and conditions of employment, and providing workplace dispute resolution.

2. Post-Secondary Education

This branch supports the delivery of post-secondary education in the province through Memorial University (MUN), College of the North Atlantic (CNA), and private training institutions. The branch is responsible for adult learning and literacy, private training regulation, financial assistance to post-secondary education students, as well as programs and supports for apprenticeship and trades certification. The branch provides support to the Council on Higher Education.

3. Corporate Services and Policy

This branch is responsible for the department's financial, information, and human resource management. The branch coordinates all corporate policy requirements including legislative reviews; planning and accountability functions; quality assurance and evaluation functions; and policy support for the workers' compensation system, including support to WorkplaceNL and the Workplace Health, Safety and Compensation Review Division. The branch also provides advice on privacy matters and leads access to information requests.

4. Regional Service Delivery

This branch administers and delivers client-focused, labour market-related programs designed to assist people in securing training and finding sustainable employment, and in helping employers meet labour supply challenges. The branch works with a large and varied client base, including individuals who may need employment and income supports. Clients receive services by telephone or in-person, at one of the 19 Employment Centres across the province. The branch also has responsibility for policy development as it relates to employment and income support programs and services.

Geographic Overview

The 25 offices of the department are located in 18 communities throughout Newfoundland and Labrador (see Appendix B for contact information). From a service delivery perspective, the province is divided into two regions; eastern and western (including Labrador), which provide services through Employment Centres. There are also specialized offices, including offices that assist with the administrative functions of operations, as follows:

- Student Financial Services located in St. John's - Coughlan College, MUN St. John's Campus;
- Labour Relations Division located in St. John's - Beothuk Building;
- Administration Offices located in St. John's - Confederation Building (as well as Office of Immigration and Multiculturalism, and Labour Standards Division); and
- Document Processing Unit located in St. John's - Petten Building.

The department hosts two secretariats until 2021 located in the Confederation Building:

- Forum of Labour Market Ministers
- Atlantic Workforce Partnership

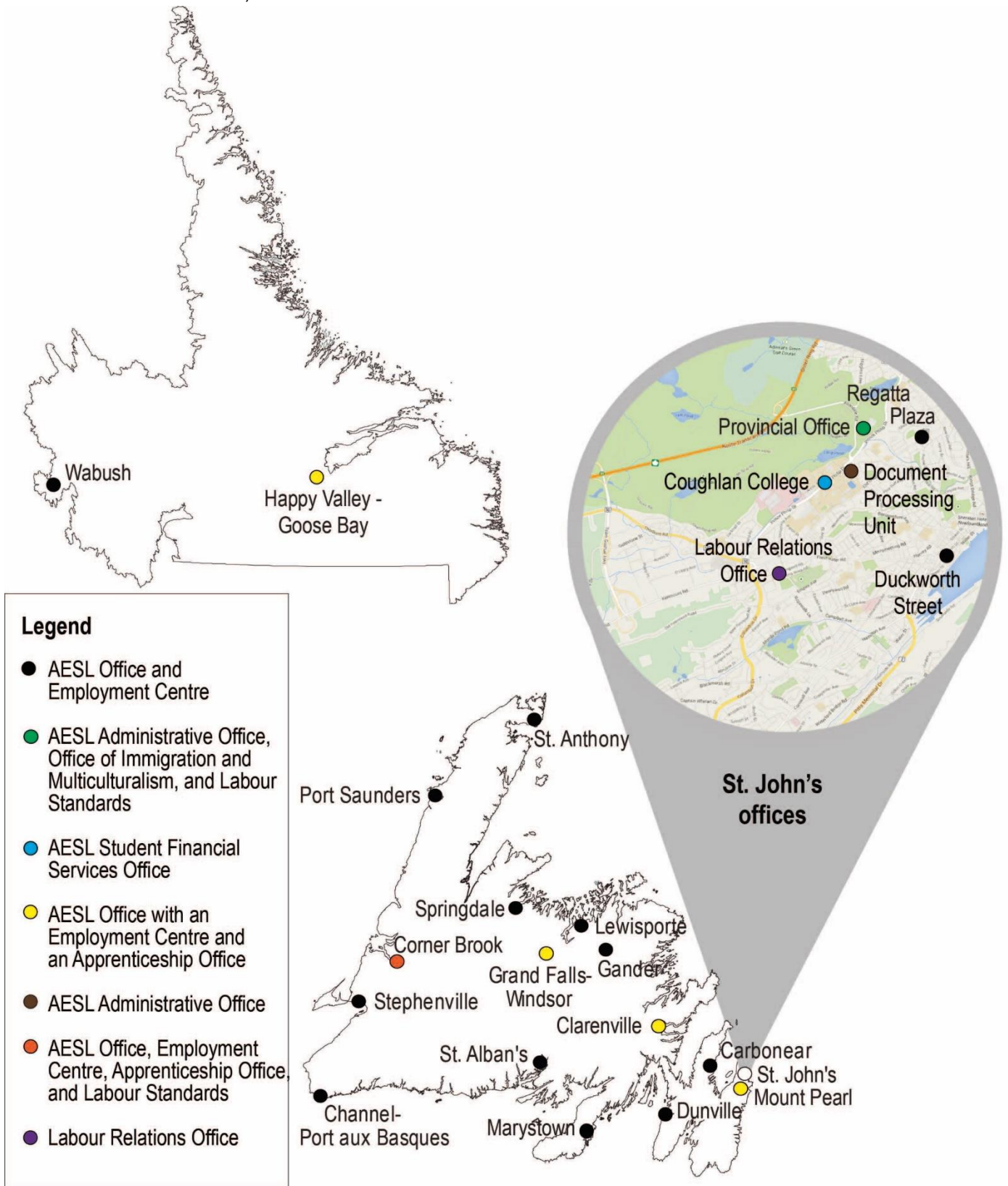
The eastern region includes seven service delivery offices with Employment Centres in the following areas:

- Carbonear
- Clarenville (including Apprenticeship)
- Marystown
- Mount Pearl (including Apprenticeship)
- Dunville
- St. John's - Duckworth Street
- St. John's - Elizabeth Avenue

The western region includes 12 service delivery offices with Employment Centres in the following areas:

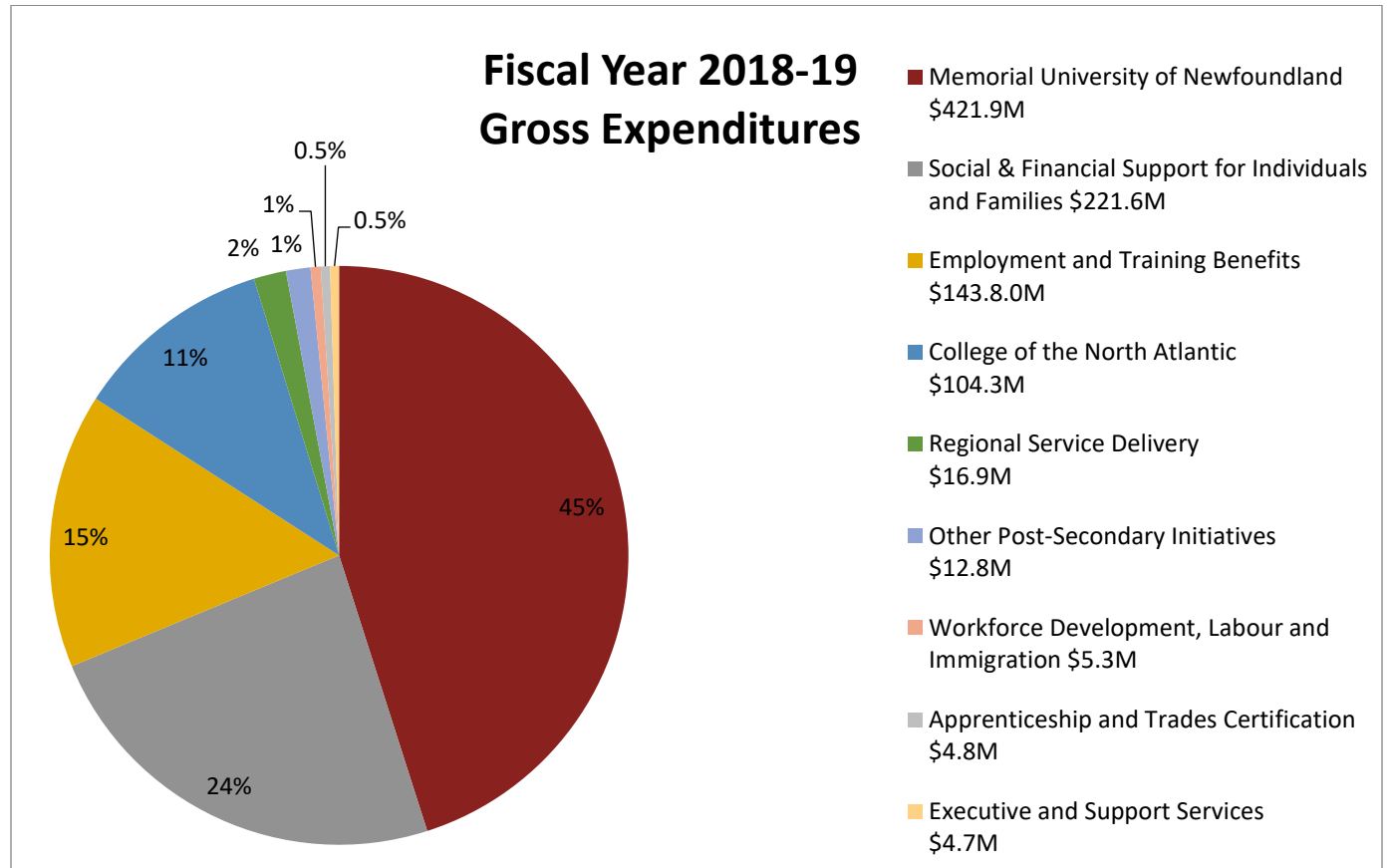
- Channel-Port aux Basques
- Corner Brook (including Apprenticeship and Labour Standards)
- Gander
- Grand Falls-Windsor (including Apprenticeship)
- Happy Valley-Goose Bay (including Apprenticeship)
- Lewisporte
- Port Saunders
- Springdale
- St. Alban's
- St. Anthony
- Stephenville
- Wabush

The following map illustrates the 18 communities where offices of the Department of Advanced Education, Skills and Labour are located:



Expenditures

During the 2018-19 fiscal year, the department's gross expenditures were \$936.1 million. The following diagram shows the major expenditure categories:



The greatest expenditure (\$543.8 million) was in support of Post-Secondary Education including \$421.9 million for MUN, \$104.3 million for CNA, \$4.8 million for Apprenticeship, and \$12.8 million for other post-secondary education initiatives. Income and Social Development accounted for \$365.4 million, with \$221.6 million for income support for individuals and families and \$143.8 million focused on providing employment and training benefits under the Labour Market Development Agreement, the Workforce Development Agreement, as well as other employment and training programs. Workforce Development, Labour and Immigration accounted for approximately \$5.3 million, with Regional Service Delivery at \$16.9 million. The remaining \$4.7 million was for Executive and Support Services. A summary of expenditures and related revenue can be found in the 'Financial Information' section of this report.

Highlights and Partnerships

Through the collective efforts of the department and our collaborators, during 2018-19, we continued to jointly advance aims that further strengthened our economic foundation, improved public-sector efficiency and enhanced service delivery for Newfoundlanders and Labradorians.

Working with Industry

During 2018-19 the department worked closely with industry sectors to advance the Provincial Government's economic agenda, *The Way Forward: Building for Our Future*.

- The department met with industry sectors and other stakeholders to advance development of *The Way Forward on Workforce Development*, a comprehensive human resource plan to better respond to private sector labour market needs and support industry diversification. Stakeholders included:
 - Atlantic Canada Aerospace and Defence Association;
 - Canadian Manufacturers and Exporters;
 - Canadian Federation of Independent Business;
 - Government Departments and Organizations;
 - NL Federation of Agriculture;
 - NL Aquaculture Industry Association;
 - NL Association of Technology Industries;
 - NL Environmental Industry Association;
 - NL Oil & Gas Industries Association;
 - NL Employers Council;
 - NL Federation of Labour; and
 - Public and Private Post-Secondary Institutions.
- In September 2018, the department invested just over \$588,000 to develop labour market information tools and products for the province's aquaculture industry. The initiative built on over \$396,000 provided by the Provincial Government to the NL

Aquaculture Industry Association to support the development of an Aquaculture Recruitment and Retention Strategy.

- In December 2018, the department, on behalf of the Provincial Apprenticeship and Certification Board, undertook targeted industry stakeholder and public consultations seeking input from employers and employees who perform Refrigeration and Air Conditioning Mechanic work. In February 2019, further consultations occurred with employers and employees who perform Sprinkler Fitter work. These consultations provided information to respond to the request from industry representatives to designate the Refrigeration and Air Conditioning Mechanic and Sprinkler Fitter trades for compulsory certification.
- In January 2019, AESL assisted the Department of Fisheries and Land Resources, other provincial departments and forestry sector stakeholders to launch the Forestry Sector Work Plan. The plan is intended to support forest sector growth by diversifying and generating new business activity and increasing private sector employment. AESL will be working with the forest industry over the next two years to increase public awareness and education as well as to address labour issues, strengthen human resource capacity and undertake initiatives to attract and retain workers.
- Throughout 2018-19 AESL worked with industry partners to align resources to support sector workforce planning initiatives. AESL participated on the Committee formed to study the labour market recruitment, retention and emerging training needs of the agriculture industry. AESL collaborated with the NL Environmental Industry Association, Canadian Manufacturers and Exporters – NL, NL Association of Technology Industries, Atlantic Canada Aerospace and Defence Association, NL Oil & Gas Industries Association, and OceansAdvance on a proposal for the development of a Technology Sector Attraction and Retention Strategy. AESL was also identified to support the plan for growth in the oil and gas industry through Advance 2030, as well as in the mining industry through Mining the Future 2030.

Working across the Country

The department values and maintains strong relationships with other jurisdictions at the federal, provincial and territorial level. This successful collaboration, during 2018-19, is illustrated in the following examples:

- In April 2018, the department became host of the Atlantic Workforce Partnership Secretariat and assumed the role of lead province and chair of the Steering Committee of Deputy Ministers for the next three years. The Atlantic Workforce Partnership was formally established by the Council of Atlantic Premiers in 2012. It is tasked with helping to prepare the region and its workers for significant future economic opportunities. The department is overseeing the coordination, facilitation, and implementation of major strategies that drive increased Atlantic region cooperation and collaboration in the areas of apprenticeship, immigration, federal labour market programs, business supports, labour market information, and youth initiatives.
- In August 2018, the department and Federal Government announced the signing of two federal-provincial funding arrangements. A new Workforce Development Agreement (WDA) and amended Labour Market Development Agreement (LMDA) significantly increased skills training available to people in Newfoundland and Labrador, such as employment counselling, on-the-job training, and skills development supports. Funding from these agreements will help prepare Newfoundlanders and Labradorians for the jobs of the future. This will include under-represented groups such as women, people with disabilities, and Indigenous peoples. In the first two years, the province will receive approximately \$308 million - more than \$26 million through the WDA and more than \$281 million through the LMDA. These agreements will also support efforts through The Way Forward: Building for Our Future, to encourage private sector job creation and economic growth.
- In January 2019 the department hosted federal, provincial and territorial labour ministers in St. John's to discuss workplace issues, including occupational health and safety harmonization, harassment and violence, mental health and wage

gaps. The Federal Government co-chaired the Canadian Association of Administrators of Labour Legislation meeting with the shared goal to continue to work together - ensuring labour legislation is relevant and responsive to the needs of Canadians in workplaces across the country.

- In March 2019 Canada and Newfoundland and Labrador signed an amendment to the LMDA, which provides targeted funding for workers affected by economic adjustments in the steel and aluminum industries, as well as for workers in seasonal industries. LMDA top-up monies for seasonal workers and steel and aluminum workers resulted in an additional \$2.1 million in funding for 2018-19 and a minimum of \$1.6 million additional funding in 2019-20.

Working with the Public Sector and Community-Based Groups

Ultimately, the success of the department in achieving its mandate relies on partnerships forged both in and outside the Provincial Government. Some examples of successful collaborations with our community partners in 2018-19 are:

- The Community Sector Council Newfoundland and Labrador, in partnership with AESL, delivered a summer employment and career and personal development project for youth across the province. The Assisting My Potential – Labour Initiative for Youth (AMPLIFY) program integrates on-the-job experience with personal development, practical skills, encouragement and inspiration. A total of 156 youth from 63 communities were hosted by 32 organizations and 75 employers around the province. AMPLIFY participants committed to employment for a period generally between 25 to 35 hours per week for five to eight weeks and participated in 25 hours of career-focused development during that time.
- In June 2018, the department announced more than \$134,000 in funding for the Refugee Immigrant Advisory Council to expand the “Partakes Creative Sewing Atelier” program. Participants, including former refugees, immigrants, and international students interested in establishing a business, have been working on producing socially conscious products.

This includes reusable bags, chemo port pillows for cancer patients, stuffed toys for children, and culturally-inspired fashions.

- In October 2018, the department hosted the third Minister's Roundtable on Immigration – an initiative of The Way Forward on Immigration. The meeting in St. John's brought together representatives of various sectors including the business community, labour, the K-12 education system, post-secondary institutions, municipalities, community organizations and service providers to discuss potential new initiatives for year three of the immigration action plan as part of ongoing efforts to support newcomer attraction and retention.
- In 2018-19, more than \$507,000 in funding was provided to community organizations in the province for projects that support the settlement and integration of newcomers, a key commitment in The Way Forward on Immigration in Newfoundland and Labrador. Partners such as the Association for New Canadians, the Fédération des Francophones de Terre-Neuve et du Labrador, the Multicultural Women's Organization of Newfoundland and Labrador and the Pentecostal Assemblies of Newfoundland and Labrador Corporation received funding to work in communities around the province to enhance settlement and integration supports. Examples include:
 - Developing and delivering presentations on legal rights to newcomers;
 - Providing informal language training and empowering women newcomers;
 - Assisting with private sponsorship of refugees;
 - Expanding intercultural competency training for Provincial Government employees; and
 - Continuing the pilot project of satellite offices providing settlement supports in Gander, Grand Falls-Windsor, Corner Brook, Labrador City, Happy Valley-Goose Bay and St. John's.

Report on Performance

Strategic Issue 1: Strengthening the Workforce through Education and Training to Achieve Better Outcomes

The Department of Advanced Education, Skills and Labour committed in its three-year strategic plan to work with institutions, businesses, industry, and the Federal Government to support post-secondary education and training initiatives that will collectively build a stronger economic foundation for the province. Rapid changes in the structure of the economy and the labour market make it essential that Newfoundlanders and Labradorians be equipped with the high-demand skills of tomorrow. The Way Forward: Building for Our Future acknowledges the importance of businesses and industry having access to the professional and technical skills required to remain competitive and create jobs. To that end, the province is embarking on a path to review the province's public post-secondary education system with the aim of identifying ways to achieve better outcomes in a more cost-efficient manner. Strategic Issue One identified the following six priority areas in 2018-19 for strengthening the workforce through education and training:

- 1) Facilitated the establishment of terms of reference and an independent committee to conduct a review of the public post-secondary system in the province.
- 2) Provided policy support to advance post-secondary infrastructure enhancements.
- 3) Developed a new Adult Literacy Action Plan.
- 4) Continued final phases for development of the new shared apprenticeship management system.
- 5) Offered online learning for the trades of Plumber, Construction Electrician, Welder, Carpenter, and Automotive Service Technician.
- 6) Enhanced employment programming to benefit individuals and employers.

Continued progress was made during 2018-19 to develop and implement initiatives that achieve the three-year goal and departmental performance objective. The results outlined in the next section provide details on the work completed to meet the 2018-19 strategic plan objective.

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GOAL 1: By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.

2018-19 OBJECTIVE RESULTS FOR GOAL 1

2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 1	2018-19 Results
Facilitated the establishment of a terms of reference and an independent committee to conduct a review of the public post-secondary system in the province.	<p>Following on the comprehensive review of the K-12 education system in 2017-18, the Provincial Government identified the need to undertake an independent review of the province’s public post-secondary education system. It has been 14 years since there has been a review of the public post-secondary system. Over that time, there have been changes in the economy, in demographics and changes at post-secondary institutions. The Way Forward – Building for Our Future identified an overarching aim of the study to identify options to achieve better educational outcomes, more cost-effectively. The department, in consultation with Memorial University, College of the North Atlantic and post-secondary education student unions, developed a Terms of Reference to guide the independent review of the province’s public post-secondary education system. The four areas of review identified in the Terms of Reference are Effectiveness, Sustainability, Accountability and Accessibility.</p> <p>In October 2018, the department developed and provided to the Public Service Commission (PSC) a competency profile to guide the merit-based selection process of members for the Independent Committee of Experts that will be conducting the review. The Minister announced membership of the Committee of Experts and released the Terms of Reference on March 7, 2019. The Committee will consider the development of a strategic vision and measurable educational goals to help ensure public post-secondary institutions are positioned to meet the needs of students well into the future, address emerging labour demands, and continue to contribute to the province’s economic growth.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 2	2018-19 Results
Provided policy support to advance post-secondary infrastructure enhancements.	<p>The department continued to provide strategic policy advice and oversight to Memorial University and College of the North Atlantic as these institutions implemented infrastructure projects during 2018-19. Departmental oversight helped to ensure infrastructure initiatives continued on schedule and on budget. Examples are as follows:</p> <p>Memorial University - Core Science Facility</p> <ul style="list-style-type: none"> • Departmental representatives attended infrastructure project meetings to receive regular status updates and provide policy support. Construction of the Core Science Facility continued with the installation of the pre-cast panels nearing completion, as well as the installation of atrium glass and windows. As of April 2018 all structural steel had been installed and work continued in 2018-19 for the installation of all building services. Work to complete the interior continues. <p>College of the North Atlantic (CNA) – Improved Infrastructure</p> <ul style="list-style-type: none"> • Since April 2018, the department worked with CNA and the Department of Transportation and Works to secure extensions to federal funding sources under the Post-Secondary Institutions Strategic Investment Fund (SIF) up to November 30, 2018. Securing almost \$15 million in support through SIF, work was completed by November 30, 2018 on renovations to 10 CNA campuses and the new Centre for Energy and Thermal Systems at the Corner Brook Campus, while work continued on the Heavy Equipment Centre of Excellence at the CNA Bay St. George Campus. • The department received regular monthly reports on all CNA post-secondary SIF projects and provided reports to the Federal Government as required under the terms of the SIF Agreement.

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 3	2018-19 Results
Developed a new Adult Literacy Action Plan.	<p>The Way Forward: Building for Our Future has identified literacy supports as essential to building a strong and inclusive workforce for an increasingly knowledge-based economy. Strong literacy skills are the foundation for the future prosperity where jobs require better reading, writing, and math skills. During 2018-19 the department utilized input from public consultations held from March to May 2018 to help inform the development of the action plan.</p> <p>Five focus areas emerged to form the basis of the action plan:</p> <ol style="list-style-type: none"> 1. raising awareness about adult literacy programs and services; 2. increasing access to adult literacy programs and services; 3. enhancing programs and services for adult literacy; 4. improving employability of persons with literacy challenges; and 5. measuring progress of provincial adult literacy. <p>A vision has also emerged that would see a strengthened adult literacy system. Such a system would meet the needs of diverse learning groups and allow adults to acquire the literacy and essential skills necessary to lead vibrant, productive lives and to participate fully in the provincial economy.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 4	2018-19 Results
Continued final phases for development of the new shared apprenticeship management system.	The Apprenticeship Management System (AMS) is an online, computer-based system being developed by the provinces of Newfoundland and Labrador, Prince Edward Island, New Brunswick, Nova Scotia, Manitoba and Saskatchewan. The new system is part of a larger initiative to harmonize apprenticeship management services among provinces. It is anticipated that AMS will provide self-serve functionality for employers, apprentices and training providers. During 2018-19, the department along with partners continued development of the program components, identified best practices to program delivery, harmonized approaches, determined and implemented business process changes, and completed risk mitigation activities.

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 5	2018-19 Results
Offered online learning for the trades of Plumber, Construction Electrician, Welder, Carpenter, and Automotive Service Technician.	<p>Furthering the commitment in The Way Forward to deliver online training to apprentices that allow them to continue to work while they learn, the department moved forward in 2018-19 to offer online courses for five selected trades: Plumber, Construction Electrician, Welder, Carpenter, and Automotive Service Technician.</p> <ul style="list-style-type: none"> • Block/Level 1 training for Plumber apprentices was offered online during a 15-week period commencing in January 2019. • Block/Level 1 training for Construction Electrician apprentices was offered online during a 21-week period from September 2018 to March 2019. • Block/Level 1 training for Welder apprentices was offered online during an 18-week period commencing in January 2019. • Block/Level 1 training for Carpenter apprentices was offered online during an 18-week period commencing in November 2018. • Block/Level 3 training for Automotive Service Technician apprentices was offered online during a 16-week period from September to December 2018. <p>Delivering online training for apprentices is one more way the department is redesigning program delivery to benefit clients.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 6	2018-19 Results
Enhanced employment programming to benefit individuals and employers.	<p>Improving the way the department delivers its programs and services to clients requires a combined approach of enhancing existing program and service areas as well as developing new ways of meeting client needs. The following examples demonstrate how the department is doing both.</p> <p><u>Student Mentorship Program</u></p> <p>On April 26, 2018, AESL announced the Student Mentorship Program. This new program provides a subsidy to assist employers to create paid mentoring opportunities in the Agriculture, Aquaculture, Oil and Gas, and Technology Sectors for post-secondary students entering or returning to post-secondary studies in the upcoming school year. The Provincial Government made these sectors a focus for development as part of The Way Forward, which included commitments to help residents explore careers in these fields. In the program’s first year, it connected youth to employers in each of the four targeted sectors for a total of 51 jobs during 2018-19.</p> <p><u>Employment Enhancement Program</u></p> <p>In January 2019, the department announced the development of the Employment Enhancement Program to support employers engaged in value-added, secondary processing in resource sectors, including forestry, the fishery, aquaculture and agriculture. The program intends to provide wage subsidies of up to 60 per cent of \$12 per hour and training allowances in resource sectors such as forestry, mining agriculture and aquaculture. Funding of \$500,000 is being provided through the Canada-Newfoundland and Labrador Labour Market Transfer Agreements. The program will open to applications in April 2019.</p> <p><u>Internationally Skilled Workers</u></p> <p>During 2018-19 the department continued to work with partners in priority sectors to identify and nominate skilled immigrants for hard to fill positions. For example, AESL worked with the Department of Fisheries and Land Resources</p>

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2018-19 Objective	By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.
Indicator 6	2018-19 Results
	<p>on provincial immigration programs targeting dairy farmers to address workforce shortages. AESL also assisted individuals employed in the aquaculture and technology sectors to obtain their permanent residency.</p> <p><u>Improved JobsNL Wage Subsidy</u></p> <p>On March 11, 2019, enhancements to the JobsNL Wage Subsidy Program that increase flexibility for employers and expand accessibility for workers were announced. Enhancements include a longer duration, increased hourly subsidy, two options for employers to choose from, and a completion bonus for the employer/ employee. The completion bonus will be provided if the individual remains employed ten weeks after the end of the subsidy. The enhanced JobsNL Wage Subsidy Program will open for applications from employers on April 1, 2019.</p> <p><u>Regional and Career Profiles</u></p> <p>In keeping with efforts to enhance existing service areas, the department published a series of labour market profiles during 2018-19. Twelve regional profiles were posted to the labour market information website providing an overview of labour market indicators (e.g. population, education attainment, employment and unemployment levels) in various regions of the province. Ninety career profiles were posted to the labour market information website providing detailed information on common occupations. Examples of information include main duties, work environments, forecasts, average wages, education and training requirements, and post-secondary programs available within the province to pursue a given career. These profiles provide important labour market information benefiting both individuals and employers who seek specific information to aid in education, training, career or hiring decisions.</p>

Looking Forward: 2019-20 Indicators for Strategic Issue 1

Year 3 Objective: By March 31, 2020, the department will have furthered mechanisms to develop a highly educated and skilled workforce.

Indicators of Success:

1. Continued policy support to advance public, post-secondary infrastructure enhancements.
2. Implemented the Adult Literacy Action Plan.
3. Enhanced supports for employers.

Strategic Issue 2: Contributing to a Stronger Economic Foundation and Labour Environment

The Way Forward has outlined a government-wide approach to creating a stronger economic foundation in the province by leveraging the potential of collaboration in the public and private sector. In turn, the Department of Advanced Education, Skills and Labour plays an important role in building and supporting this economic foundation, particularly in the areas of immigration, employment and labour relations. The Way Forward on Immigration, in particular, outlines actions the department is leading to attract and retain immigrants with the skills needed to contribute to the provincial economy and help sustain communities. Collaboration is key. The aim is to work with sector associations and industry groups to develop a human resource plan that meets the needs of the current and future labour market. A strong economic foundation needs a strong workforce, which requires investment in under-represented groups, as they transition to employment. A resilient economy also requires a responsive labour environment. To that end, the department has worked with its partners to encourage effective labour relations and responsive labour policy and legislation. Strategic Issue Two identified the following six priority areas in 2018-19 that contribute to a stronger economic foundation and labour environment:

1. Expanded immigration services.
2. Increased settlement services to support retention rates of immigrants.
3. Developed the comprehensive human resource plan.
4. Implemented changes to align provincial and federal workplace leave arrangements.
5. Supported labour market research under the Newfoundland and Labrador Research and Innovation Program.
6. Enhanced case management approaches for individuals receiving financial support.

Continued progress was made during 2018-19 to develop and implement initiatives that achieve the three-year goal and departmental performance objective. The results outlined in the next section provide details on the work completed to meet the 2018-19 strategic plan objective.

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GOAL 2: By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.

2018-19 OBJECTIVE RESULTS FOR GOAL 2

2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 1	2018-19 Results
Expanded immigration services.	<p>In March 2017 the Provincial Government released its five-year action plan and established a target of welcoming approximately 1,700 newcomers to the province annually by 2022. The Way Forward on Immigration has identified the goal of increasing immigration as key to the prosperity of Newfoundland and Labrador. In doing so, the province seeks to be a destination of choice for prospective newcomers looking for a place to work, settle and raise a family.</p> <p>During Year Two of the action plan, a series of initiatives were completed:</p> <p><u>Streamlined the immigration application process</u></p> <ul style="list-style-type: none"> • Developed, with the Office of the Chief Information Officer, phase one of an online application system for the Provincial Nominee Program (PNP) and Job Vacancy Assessment (JVA) applications. The system was launched in June 2018 and provided an alternative way for prospective immigrants and employers to have their applications efficiently processed in a convenient and timely manner. • Revised the PNP policy manual for efficient processing of nominations for prospective immigrants. <p><u>Added new nomination categories for entrepreneurs</u></p> <ul style="list-style-type: none"> • In July 2018, the department announced the introduction of two new categories under the PNP - International Graduate Entrepreneur and International Entrepreneur. The International Graduate Entrepreneur category is open to graduates of Memorial University and College of the North

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 1	2018-19 Results
	<p>Atlantic who wish to create or co-own and manage a business in the province.</p> <p>The International Entrepreneur category is open to prospective immigrants who wish to settle in the province and be engaged in the daily operation of a business.</p> <ul style="list-style-type: none"> • In December 2018, application guides for two business immigration categories were released in preparation for the online launch of the application process in January 2019. • In January 2019, the online Expression of Interest process for International Graduate Entrepreneurs and International Entrepreneurs was finalized. Subsequently, the online application process for the categories was opened and, as of March 2019, the department had received nine submissions from prospective applicants. <p><u>Improved outreach to employers and international students</u></p> <ul style="list-style-type: none"> • In 2018 calendar year, AESL hosted over 130 information sessions for employers, prospective newcomers and international students, in collaboration with industry and sector groups, community organizations and other partners to encourage immigration. • AESL has changed its approach to international student outreach, in an ongoing effort to better serve this student group. In February 2019, Immigration Program Development Officers began hosting office hours at Memorial University every Wednesday from 9 am to 12 pm, for 30-minute appointments for international students to address questions on the Atlantic Immigration Pilot (AIP) Program, Provincial Nominee Program (PNP), or Express Entry. Questions related to work permits, student permits, and related areas are referred to the Internationalization Office at Memorial University. AESL also hosted information sessions for international students and graduates at MUN, Marine Institute and CNA in January 2019.

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.										
Indicator 1	2018-19 Results										
	<p><u>Continued progress on increasing immigration</u></p> <p>In the 2018 calendar year, Newfoundland and Labrador welcomed 1,525 permanent residents from all over the world. This was up from 1,170 in 2017 and 1,190 in 2016. Gains were made primarily through the Provincial Nominee Program, the Atlantic Immigration Pilot, and the Federal Government’s Express Entry economic immigration pathway.</p> <div data-bbox="657 703 1286 1186" data-label="Figure"> <table border="1"> <caption>Newcomers to NL</caption> <thead> <tr> <th>Year</th> <th>Number of Newcomers</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>1,100</td> </tr> <tr> <td>2016</td> <td>1,190</td> </tr> <tr> <td>2017</td> <td>1,170</td> </tr> <tr> <td>2018</td> <td>1,525</td> </tr> </tbody> </table> </div> <p>A total of 1,525 permanent residents arrived in the province from January to December, 2018. With this progress, NL is on track to meet the 2022 target of 1,700.</p> <p>There is a time lag of up to 18 months in receiving permanent resident designation for Provincial Nominee Program applicants, due to Federal Government processing times. Therefore the majority of nominees supported toward permanent residency in the 2018 calendar year will not be reflected in NL’s permanent resident count until as late as June 2020.</p>	Year	Number of Newcomers	2015	1,100	2016	1,190	2017	1,170	2018	1,525
Year	Number of Newcomers										
2015	1,100										
2016	1,190										
2017	1,170										
2018	1,525										

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 2	2018-19 Results
Increased settlement services to support retention rates of immigrants.	<p>Ensuring immigrants and their families have access to the services they need to succeed and establish roots is critical to having newcomers stay in the province. In 2016, approximately 51 per cent of the immigrants who arrived in 2011 were still living here. The Way Forward on Immigration in Newfoundland and Labrador includes initiatives to encourage collaboration between private sector, community organizations, Municipal, Provincial and Federal Governments, and other stakeholders, to support newcomer retention.</p> <p><u>Supported a regional welcoming communities initiative</u></p> <ul style="list-style-type: none"> • AESL provided funding of \$567,000 to Municipalities NL to implement the “Welcoming Communities - WelcomeNL” initiative throughout the province-beginning this year in Labrador City, Happy Valley-Goose Bay and Corner Brook. Phase one of the initiative has resulted in a brand identity and website containing a “toolkit” of resources. The toolkit can be viewed at https://welcomenl.ca/toolkit/ . • Municipalities NL established locally-based WelcomeNL coordinators in Happy Valley-Goose Bay and Corner Brook, in collaboration with communities and other partners, to explore challenges to newcomer retention, and to jointly identify opportunities to support communities in becoming more inclusive and welcoming. <p><u>Increased promotion of multiculturalism in the school community</u></p> <ul style="list-style-type: none"> • During 2018-19, AESL provided over \$149,000 in funding to Sharing Our Cultures Inc. to expand its events during Multiculturalism Week 2019 into four regions of the province. For its 20th anniversary, the initiative saw simultaneous events take place in St. John’s, Grand Falls-Windsor, Corner Brook, and Happy Valley-Goose Bay. Sharing Our Cultures engages students from diverse cultural backgrounds to foster belonging and acceptance

ANNUAL REPORT 2018 -19

2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 2	2018-19 Results
	<p>regardless of ethnicity, culture, language, ability, or religion.</p> <ul style="list-style-type: none"> • In the lead up to the event, students met weekly in schools and workshops, preparing cultural displays, developing friendships and a sense of belonging while improving their skills in public speaking, language, literacy, and leadership. • In January 2019, AESL issued its second annual Diversity Calendar. The calendar promotes various cultural holidays and events, in response to input from communities, libraries, employers, schools, and other stakeholders interested in organizing multicultural activities. This year the annual publication was made available online, in addition to printed hardcopies delivered to schools throughout the province. <p><u>Created employment mentorship and leadership opportunities for newcomer women</u></p> <ul style="list-style-type: none"> • In January 2019, AESL provided \$75,000 in funding to the YMCA to support immigrant women in making strong attachments to the labour market through an Immigrant Women's Leadership and Employment Mentorship Program. The program is designed to help improve confidence and leadership skills, ensuring women new to the province are better prepared to join the workforce. It included a symposium, held on March 13, 2019, to support women with skills development and capacity-building. <p><u>Increased English as a Second Language (ESL) training</u></p> <ul style="list-style-type: none"> • The department partnered with the following organizations to increase access to ESL throughout the province in 2018-19: <ul style="list-style-type: none"> ○ Memorial University's ESL department has been supported to create online ESL modules which can be accessed regardless of a person's geographic location in the province.

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 2	2018-19 Results
	<ul style="list-style-type: none"> ○ College of the North Atlantic has been provided funding to develop ESL curriculum to be delivered in a technology-mediated environment to assist newcomers in their pursuit of post-secondary educational requirements. ○ The Multicultural Women’s Organization of Newfoundland and Labrador and the Bethesda Pentecostal Church received funding from the department to deliver conversational ESL training to newcomers. Twenty-two ESL sessions were scheduled from August 2018 to March 2019. ○ Association for New Canadians and Academy Canada received funding from the department to deliver ESL language training and Adult Basic Education Bridging Programming for resettled refugees in our province. <p><u>Partnered to develop and deliver cultural competency training</u></p> <ul style="list-style-type: none"> ● During 2018-19 the department worked with service providers, employers and community groups to provide cultural competency training (Levels I and II) for 415 public service frontline workers. The sessions were held in the St. John’s area, Grand Falls-Windsor, Corner Brook, Happy Valley-Goose Bay, and Labrador City. Cultural competency training promotes attitudes, behaviours, and skills that enable a diverse group of individuals to work together effectively. Culturally competent individuals interact respectfully and meaningfully with people of diverse backgrounds and are key to an inclusive workplace.

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 3	2018-19 Results
Developed the comprehensive human resource plan.	<p>Through the Way Forward, the Provincial Government committed to develop a Comprehensive Human Resource Plan guided by labour market analysis to forecast future job opportunities, while also considering the labour market needs of diverse groups within the province, including; Indigenous people, persons with disabilities, youth, older workers, women, and newcomers. During 2018-19 many activities were undertaken to fulfill this Way Forward commitment including a review of existing research and initiatives, discussions with internal and external stakeholders, analysis of labour market data, as well as other efforts to better understand the current labour market landscape and its challenges. Based upon the engagement sessions held with stakeholders, four focus areas emerged from discussions:</p> <ol style="list-style-type: none"> 1. Engaging Locally; 2. Attracting Talent; 3. Being Better Informed; and 4. Closing Skills Gaps. <p>The Way Forward on Workforce Development is a five-year plan with actions identified to commence in each year. As labour markets and priority areas evolve, the plan will be revisited annually to both report on progress and consider new action items. The launch of the first year of the plan is anticipated for fall of 2019.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 4	2018-19 Results
Implemented changes to align provincial and federal workplace leave arrangements.	<p>In November 2018, the provincial Labour Standards Act was amended to better align with proposed changes in the Canada Labour Code that allow for five paid days of domestic violence leave and ten days of unpaid leave. The provincial Labour Standards Act was also amended to introduce Family Violence Leave. Family Violence Leave provides up to three days of paid leave and seven days of unpaid leave that employees, who are subjected to family violence, may avail of. This new leave, which came into effect on January 1, 2019, enables an employee time off work to:</p> <ul style="list-style-type: none"> Seek medical attention, counselling or other services from a health professional for themselves, their child or a person for whom they are a caregiver, for a physical or psychological injury or disability arising from family violence; Receive services for themselves or their children from a transition house, police agency, government or any organization that provides services to people subjected to family violence; Allow the employee to move; and • Seek legal services or assistance including their own or their children’s participation in any legal proceeding or enforcement action.

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 5	2018-19 Results
Supported labour market research under the Newfoundland and Labrador Research and Innovation Program.	<p>The Newfoundland and Labrador Research and Innovation (NLRI) program is a major labour market initiative funded under the Canada - NL Labour Market Development Agreement (LMDA). In 2017, funds from this program were utilized to establish the Workforce Innovation Centre (WIC) at College of the North Atlantic’s Corner Brook campus. The WIC is administered by College of the North Atlantic, providing a coordinated, central point of access to engage government, business, and community partners in the research, testing and sharing of ideas and models of innovation in workforce development that will positively impact individual employability and attachment to the workforce. The following are examples of labour market research sponsored by the WIC and funded by NLRI during 2018-19:</p> <ul style="list-style-type: none"> • \$687,269 for Stella’s Circle to explore the use and impact of mobile technology in a work-based employment program for adults who face employment barriers; • \$334,017 to the Newfoundland and Labrador Forest Industry Association to explore knowledge-based production and use of biological resources to provide products, processes, and services across all sectors of the provincial economy; and • \$287,131 for the Laubach Literacy Council to develop programs and services which will assist individuals living in rural and remote regions to improve their essential literacy and technological skills, helping them prepare for “jobs of the future”. <p>These initiatives support commitments in The Way Forward to strengthen the province’s economic foundation and deliver better services and better outcomes for residents.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 6	2018-19 Results
Enhanced case management approaches for individuals receiving financial support.	<p>The department is committed to a continuous improvement process and strives to enhance delivery methods to support the transition into employment. A number of changes in how cases were managed were completed in 2018-19 to more effectively support individuals receiving financial support, build a more trustworthy relationship with clients, ensure regional consistency, and facilitate the delivery services in a timelier manner.</p> <p>As opposed to the previous mail-out process, employees responsible for case maintenance call clients, using a more client-centered approach to ensure all receive the full entitlement of benefits to which they are eligible, including employment supports.</p> <p>Based on the results of focus groups conducted with case workers and representatives from community-based organizations, opportunities were identified to sustain attachment to employment. The department worked with select community groups to finalize the development of a pilot initiative that will support individuals to increase employment through strengthened and streamlined transitional supports and reporting processes.</p> <p>In 2018-19, the Eastern Region also began its phased approach to implement a case management model for individuals and families in receipt of income support. A triage system was created with help from the Grand Falls-Windsor office by assessing and screening incoming calls. A team-based model of case managers was subsequently created in St. John's to receive these case maintenance inquiries. The caseload in the Eastern Region was divided and assigned alphabetically to six teams, which ensured citizens would be able to avail of a worker to assist with needs on a more consistent basis. Telephone wait times have now been reduced to less than two minutes. Phase III, planned for 2019-20, will involve enhancing connections to social work and employment services.</p>

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2018-19 Objective	By March 31, 2019, the department will have continued initiatives to support a strong labour supply.
Indicator 6	2018-19 Results
	<p>During 2018-19, Employment Options offices were also opened in Corner Brook, Grand Falls-Windsor, St. John's and Mount Pearl. These offices provide EI-eligible individuals with employment readiness training as well as career and employment needs assessments. This model increases the department's ability to serve more clients and to be more responsive to the varied group of job-seekers in these larger centres. This model has meant that staff resources have been dedicated to a streamlined referral process for new income support clients that assesses employment readiness while assessing eligibility for income support. Such a model is designed to prevent long-term dependency on the Income Support Program.</p> <p>Finally, the Transitions to Work Program was also expanded in 2018-19. The department provided funding grants to nine community partners including Empower, Stella Burry Community Services, the Murphy Centre, Corner Brook YMCA, Exploits Valley YMCA, Salvation Army, Qalipu First Nations, Vine Place Community Centre and the Community Education Network to offer a nine-week employment readiness program to non-EI eligible individuals wishing to explore career choices, update job search skills, secure work experience, and obtain workplace certificates such as First Aid. The nine community partners delivered 15 programs, providing 203 participants with programming which will continue into the next fiscal year.</p>

Looking Forward: 2019-20 Indicators for Strategic Issue 2

Year 3 Objective: By March 31, 2020, the department will have furthered initiatives to support a strong labour supply.

Indicators of Success:

1. Implemented year-three initiatives in The Way Forward on Immigration.
2. Continued to enhance settlement support services for newcomers.
3. Commenced implementation of The Way Forward on Workforce Development.
4. Implemented changes to align provincial and federal legislation for parental leave sharing requirements.
5. Continued program enhancements to support transition into employment.

Opportunities and Challenges

The implementation of the department's three-year strategic plan presents both challenges and opportunities. 2019-20 will mark the third and final year of the strategic plan, presenting the continued opportunity of working with our partners to fulfill the two goals the department set out to achieve: (1) providing mechanisms to develop a highly educated, skilled workforce and (2) contributing to a strong labour supply. In 2019-20 AESL will seize opportunities and tackle challenges to achieve its goals in partnership with stakeholders. The department will:

- Continue collaboration with public post-secondary institutions.
- Implement the Adult Literacy Action Plan.
- Launch and lead implementation of The Way Forward on Workforce Development, recognizing that action items will require collaboration among a variety of stakeholders, working together to successfully move the plan forward.
- Continue implementation of The Way Forward on Immigration, identifying new initiatives to support newcomer attraction and retention and leveraging partnerships as the Provincial Government works towards its goal of increasing immigration to the province to 1,700 newcomers annually by 2022.
- Work to find ways of helping individuals with barriers transition into the workforce by offering both innovative and practical supports in collaboration with community, business, industry and institutional partners.
- Partner with the Federal Government, provinces and territories, unions, employers and workers to ensure that provincial labour standards are reflective of the ever evolving work environment.

Financial Information

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2019 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
Executive and Support Services				
	Minister's Office	223,065	254,100	254,100
	Executive Support	1,170,812	1,196,800	1,060,400
	Administrative Support	2,538,760	2,694,300	2,694,300
	Program Development & Planning	817,035	901,200	908,100
Regional Service Delivery				
	Client Services	16,945,624	17,889,300	17,924,300
Income and Social Development				
	Income Assistance	221,222,360	221,239,400	220,373,500
	National Child Benefit Reinvestment	161,174	320,000	320,000
	Mother/Baby Nutrition Supplement	185,300	268,000	268,000
	Employment and Training Programs	1,410,596	1,462,800	1,462,800
	Employment Development Programs	7,482,373	8,290,100	8,500,100
	Labour Market Development Agreements	112,628,591	113,025,600	106,634,600
	Canada/NL Job Fund Agreement	6,801,171	7,060,600	7,060,600
	Labour Market Adjustment Programs	-	-	-
	Employment Assistance Program for Persons with Disabilities	9,402,775	9,857,900	9,647,900
	Youth Services	6,032,919	6,135,700	6,135,700
Workforce Development, Labour and Immigration				
	Workforce Development and Productivity Secretariat	1,179,101	1,418,300	1,418,300
	Office of Immigration and Multiculturalism	2,075,579	2,449,800	2,586,200
	Labour Relations	495,204	503,700	503,100
	Standing Fish Price-Setting Panel	199,650	200,100	195,400
	Labour Standards	673,399	676,800	668,000
	Labour Relations Board	676,537	716,200	731,200
Post-Secondary Education				
	Apprenticeship and Trades Certification	4,821,626	5,476,200	5,434,300
	Literacy and Institutional Services	3,172,303	5,325,000	5,325,000
	Atlantic Veterinary College	1,212,263	1,238,800	1,238,800
	Memorial University-Operations	310,853,001	310,853,100	310,960,300
	Memorial University-Physical Plant and Equipment	111,012,894	117,940,600	117,940,600

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Summary of Expenditure and Related Revenue for the Year Ended March 31, 2019 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
	College of the North Atlantic-Operations	87,578,500	87,578,500	87,578,500
	College of the North Atlantic-Physical Plant and Equipment	16,745,206	16,849,700	16,849,700
	Student Financial Services-Administration	1,417,907	1,446,200	1,446,200
	NL Student Loans Program	1,189,257	2,718,000	5,683,000
	Training Programs	5,816,200	5,816,200	10,000,000
	Total Gross Expenditures	936,141,182	951,803,000	951,803,000
	Total Revenue	(164,203,623)	(177,885,400)	(177,885,400)
	Total Net Expenditures	771,937,559	773,917,600	773,917,600
	BRANCH TOTALS			
	Executive and Support	4,749,672	5,046,400	4,916,900
	Regional Service Delivery	16,945,624	17,889,300	17,924,300
	Income and Social Development	365,327,259	367,660,100	360,403,200
	Workforce Development, Labour and Immigration	5,299,470	5,964,900	6,102,200
	Post-Secondary Education	543,819,157	555,242,300	562,456,400
	TOTAL DEPARTMENT GROSS EXPENDITURES	936,141,182	951,803,000	951,803,000

Expenditure and revenue figures are based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2019. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process; however, the Department of Advanced Education, Skills and Labour is not required to provide a separate audited financial statement.

Appendices

Appendix A - Student Loan Corporation Audited Financial Statements

**STUDENT LOAN CORPORATION OF
NEWFOUNDLAND AND LABRADOR**

FINANCIAL STATEMENTS

MARCH 31, 2019

Office of the Auditor General

Management's Report

Management's Responsibility for the Student Loan Corporation of Newfoundland and Labrador Financial Statements

The financial statements have been prepared by management in accordance with Canadian public sector accounting standards and the integrity and objectivity of these statements are management's responsibility. Management is also responsible for all of the notes to the financial statements, and for ensuring that this information is consistent, where appropriate, with the information contained in the financial statements.

Management is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that transactions are properly authorized, assets are safeguarded and liabilities are recognized.

Management is also responsible for ensuring that transactions comply with relevant policies and authorities and are properly recorded to produce timely and reliable financial information.

The Board of Directors is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control and exercises these responsibilities through the Board. The Board reviews internal financial information on a periodic basis and external audited financial statements yearly.

The Auditor General conducts an independent audit of the annual financial statements of the Corporation in accordance with Canadian generally accepted auditing standards, in order to express an opinion thereon. The Auditor General has full and free access to financial management of the Student Loan Corporation of Newfoundland and Labrador.

On behalf of the Student Loan Corporation of Newfoundland and Labrador.



Mr. Robert Feaver
Director of Student Financial Services



**AUDITOR
GENERAL**
of Newfoundland and Labrador

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors
Student Loan Corporation
of Newfoundland and Labrador
St. John's, Newfoundland and Labrador

Opinion

I have audited the financial statements of the Student Loan Corporation of Newfoundland and Labrador (the Corporation), which comprise the statement of financial position as at March 31, 2019, and the statements of operations, change in net financial assets, and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Corporation as at March 31, 2019, and the results of its operations, changes in its net financial assets, and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

I conducted my audit in accordance with Canadian generally accepted auditing standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Corporation in accordance with the ethical requirements that are relevant to my audit of the financial statements in Canada, and I have fulfilled my other ethical responsibilities in accordance with these requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Other Information

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and my auditor's report thereon. The annual report is expected to be made available to me after the date of this auditor's report.

My opinion on the financial statements does not cover the other information and I will not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated. When I read the annual report, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance.

Independent Auditor's Report (cont.)

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Corporation or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

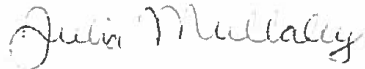
As part of an audit in accordance with Canadian generally accepted auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

Independent Auditor's Report (cont.)

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. I draw attention to Note 14 of the financial statements which outlines the transfer of the Corporation's functions and assets and liabilities to Government departments subsequent to the year end.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



JULIA MULLALEY, CPA, CA
Auditor General

August 19, 2019
St. John's, Newfoundland and Labrador

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**STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
STATEMENT OF FINANCIAL POSITION**

As at March 31	2019	2018
FINANCIAL ASSETS		
Cash	\$ 963,047	\$ 6,770,501
Due from government (Note 4)	305,880	387,005
Student loans receivable (Note 5)	47,273,035	51,295,898
	48,541,962	58,453,404
LIABILITIES		
Accounts payable and accrued liabilities (Note 6)	144,824	174,216
Employee future benefits (Note 7)	37,280	202,721
	182,104	376,937
Net financial assets	48,359,858	58,076,467
NON-FINANCIAL ASSETS		
Tangible capital assets (Note 8)	3,413	6,741
	3,413	6,741
Accumulated surplus	\$ 48,363,271	\$ 58,083,208

The accompanying notes are an integral part of these financial statements.

Signed on behalf of the Board:


Chairperson


Director

Office of the Auditor General

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STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
STATEMENT OF OPERATIONS
 For the year ended March 31

	2019 Budget	2019 Actual	2018 Actual
(Note 11)			
REVENUES			
Provincial grant (Note 10)	\$ 5,683,000	\$ 1,187,068	\$ 1,838,938
Recovery in value of student loan receivable	-	836,991	221,370
Interest	275,000	91,928	105,004
Student loan interest	-	163,579	180,574
Other	50,000	100,384	34,925
	6,008,000	2,379,950	2,380,811
EXPENSES (Note 12)			
Portfolio management	11,244,459	11,621,823	11,527,714
Repayment services	311,578	322,035	267,261
General administration	150,963	156,029	360,608
	11,707,000	12,099,887	12,155,583
Annual deficit	(5,699,000)	(9,719,937)	(9,774,772)
Accumulated surplus, beginning of year	58,083,208	58,083,208	67,857,980
Accumulated surplus, end of year	\$ 52,384,208	\$ 48,363,271	\$ 58,083,208

*The accompanying notes are an
integral part of these financial statements.*

Office of the Auditor General

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STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
STATEMENT OF CHANGE IN NET FINANCIAL ASSETS
For the year ended March 31

	2019 Budget	2019 Actual	2018 Actual
	(Note 11)		
Annual deficit	\$ (5,699,000)	\$ (9,719,937)	\$ (9,774,772)
<u>Amortization of tangible capital assets</u>	<u>10,000</u>	<u>3,328</u>	<u>3,818</u>
Decrease in net financial assets	(5,689,000)	(9,716,609)	(9,770,954)
<u>Net financial assets, beginning of year</u>	<u>58,076,467</u>	<u>58,076,467</u>	<u>67,847,421</u>
<u>Net financial assets, end of year</u>	<u>\$ 52,387,467</u>	<u>\$ 48,359,858</u>	<u>\$ 58,076,467</u>

*The accompanying notes are an
integral part of these financial statements.*

Office of the Auditor General

ANNUAL REPORT 2018 -19

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
STATEMENT OF CASH FLOWS
For the year ended March 31

	2019	2018
Operating transactions		
Annual deficit	\$ (9,719,937)	\$ (9,774,772)
Adjustments for non-cash items		
Amortization	3,328	3,818
Recovery in value of student loan receivable	(836,991)	(221,370)
	(10,553,600)	(9,992,324)
Changes in non-cash operating items		
Due from government	81,125	(225,464)
Accounts payable and accrued liabilities	(29,392)	(19,719)
Employee future benefits	(165,441)	6,728
Due to government	-	(56,962)
Cash applied to operating transactions	(10,667,308)	(10,287,741)
Investing transactions		
Net decrease in student loans receivable (Note 5)	5,397,101	7,313,438
Student loans written off to allowance	(537,247)	(2,502,084)
Cash provided from investing transactions	4,859,854	4,811,354
Decrease in cash	(5,807,454)	(5,476,387)
Cash, beginning of year	6,770,501	12,246,888
Cash, end of year	\$ 963,047	\$ 6,770,501

The accompanying notes are an integral part of these financial statements.

Office of the Auditor General

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

1. Nature of operations

The Student Loan Corporation of Newfoundland and Labrador (the Corporation) was established on March 30, 2004 under the authority of the *Student Financial Assistance Act*. The objective of the Corporation is to act as the lender for all Provincial student loans. The affairs of the Corporation are managed by a Board of Directors comprised of senior government officials.

The Corporation is a Crown entity of the Province of Newfoundland and Labrador and as such is not subject to Provincial or Federal income taxes.

2. Summary of significant accounting policies

(a) Basis of accounting

The Corporation is classified as an Other Government Organization as defined by Canadian Public Sector Accounting Standards (CPSAS). These financial statements have been prepared by management in accordance with CPSAS for provincial reporting entities established by the Canadian Public Sector Accounting Board (PSAB). The Corporation does not prepare a statement of remeasurement gains and losses as the Corporation does not enter into relevant transactions or circumstances that are being addressed by that statement. Outlined below are the significant accounting policies followed.

(b) Financial instruments

The Corporation's financial instruments recognized on the statement of financial position consist of cash, due from government, student loans receivable and accounts payable and accrued liabilities. The Corporation generally recognizes a financial instrument when it enters into a contract which creates a financial asset or financial liability. Financial assets and financial liabilities are initially measured at cost, which is the fair value at the time of acquisition.

The Corporation subsequently measures all of its financial assets and financial liabilities at cost or amortized cost. Financial assets measured at cost include cash and due from government. Student loans receivable is measured at amortized cost as disclosed in notes 2(e) and 5. Financial liabilities measured at cost include accounts payable and accrued liabilities.

The carrying values of cash, due from government and accounts payable and accrued liabilities approximate current fair value due to their nature and the short-term maturity associated with these instruments. The carrying value of student loans receivable is considered to approximate market value.

Interest attributable to financial instruments is reported in the statement of operations.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

2. Summary of significant accounting policies (cont.)

(c) Cash

Cash includes cash in bank.

(d) Employee future benefits

(i) The Corporation provides accumulating, non-vesting sick leave benefits to its employees. The Corporation has made a provision in the accounts for the payment of accumulating, non-vesting, sick leave benefits to certain employees which is based upon the Corporation's best estimate of the probability of the employees utilizing the benefits and current salary levels.

(ii) The employees of the Corporation are subject to the *Public Services Pensions Act, 1991*. Employee contributions are matched by the Corporation and remitted to Provident¹⁰ from which pensions will be paid to employees when they retire. This plan is a multi-employer, defined benefit plan, providing a pension on retirement based on the member's age at retirement, length of service and the average of their best six years of earnings for service on or after January 1, 2015, and, for service before January 1, 2015, the higher of the average of the frozen best 5 years of earnings up to January 1, 2015, or the average of the best 6 years of earnings for all service.

Employee future benefits expenses are included with salaries in the Corporation's financial statements.

(e) Student loans receivable

The Corporation records student loans receivable at amortized cost. Student loans receivable are tested annually for impairment. A loan is classified as impaired when, in the opinion of management, there is reasonable doubt as to the ultimate collectability of a portion of principal or interest related to the loan. When loans are identified as impaired, the Corporation records an allowance to reduce their carrying values to their estimated realizable amounts. Interest is accrued on loans receivable to the extent it is deemed collectible. Changes in the allowance are recognized on the statement of operations. Loan balances determined to be uncollectible are written off by the Corporation.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

2. Summary of significant accounting policies (cont.)

(f) Tangible capital assets

Tangible capital assets are recorded at cost, including amounts that are directly related to the acquisition of the assets.

The cost, less residual value, of the tangible capital assets is amortized on a straight-line basis over their estimated useful lives as follows:

Office equipment	10 years
Computer software	3 years
Computer hardware	4 years

Tangible capital assets are written down when conditions indicate that they no longer contribute to the Corporation's ability to provide goods and services, or when the value of future economic benefits associated with the tangible capital assets are less than their net book value. The net write-downs are accounted for as expenses in the statement of operations.

(g) Revenues

Revenues are recognized in the period in which the transactions or events occurred that gave rise to the revenues. All revenues are recorded on an accrual basis, except when the accruals cannot be determined with a reasonable degree of certainty or when their estimation is impracticable.

Interest income is accounted for on the accrual basis for bank interest and student loans receivable other than the impaired portion of the loans. Recognition of interest in accordance with the terms of the original loan agreement ceases when a loan becomes impaired.

Government transfers (grants from the Province) are recognized as revenues when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfers are recognized as deferred revenue when transfer stipulations give rise to a liability. Transfer revenue is recognized in the statement of operations as the stipulations related to the liabilities are settled.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

2. Summary of significant accounting policies (cont.)

(h) Expenses

Expenses are reported on an accrual basis. The cost of all goods consumed and services received during the year is recorded as an expense in that year.

Transfers, which include grants-provincial and interest relief-repayment assistance, are recorded as expenses when the grant is authorized, eligibility criteria have been met by the recipient and a reasonable estimate of the amount can be made.

(i) Measurement uncertainty

The preparation of financial statements in conformity with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reporting amounts of assets and liabilities, and disclosure of contingent assets and liabilities, at the date of the financial statements and the reported amounts of the revenues and expenses during the period. Items requiring the use of significant estimates include the useful life of a tangible capital assets and collectability of student loans issued.

Estimates are based on the best information available at the time of preparation of the financial statements and are reviewed annually to reflect new information as it becomes available. Measurement uncertainty exists in these financial statements. Actual results could differ from these estimates.

3. Change in accounting policy

On April 1, 2018, the Corporation adopted *PS 3430 Restructuring Transactions*. This is a new standard on how to account for and report restructuring transactions by both transferors and recipients of assets and/or liabilities. The accounting change had no impact on the financial statements.

4. Due from government

	<u>2019</u>	<u>2018</u>
Federal government	\$ 29,755	\$ 53,680
Provincial government	276,125	333,325
	<u>\$ 305,880</u>	<u>\$ 387,005</u>

Amounts due from the Federal government relate to recoveries on student loans made by the Canada Revenue Agency. Amounts due from the Provincial government are related to payments received by the Province from defaulted loans.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

5. Student loans receivable

The student loan portfolio consists of Provincial loans issued on or after August 1, 2000, and Provincial loans issued prior to that date where the student was still in school and did not receive additional loans.

As at March 31, 2019, approximately 10,553 loans totaling \$23,939,627 (2018 - 11,603 loans totaling \$27,481,811) were being repaid as non-interest bearing for the period April 1, 2018 to March 31, 2019 (Class B loans) while 5,897 loans totaling \$14,714,052 (2018 - 5,914 loans totaling \$14,808,376) were not being repaid as the students were either still in attendance at an approved education institution or were within six months after the end of the study period (Class A loans). Generally, the maximum repayment period for Class B loans is 10 years. Upon graduation, students who meet certain criteria are eligible to have a portion of their loan forgiven through a debt reduction grant.

As at March 31, 2019, approximately 8,344 loans totaling \$35,766,425 (2018 - 8,588 loans totaling \$37,497,594) were defaulted. These loans are defined as Class B loans delinquent for 270 days (nine months). These loans were non-interest bearing for the period April 1, 2018 to March 31, 2019.

Student loans receivable consist of the following:

	<u>2019</u>	<u>2018</u>
Loans receivable		
Class A principal	\$ 14,714,052	\$ 14,808,376
Class B principal	23,939,627	27,481,811
Loans defaulted	35,766,425	37,497,594
Interest receivable	1,480,501	1,509,925
	<u>75,900,605</u>	81,297,706
Less: allowance for doubtful accounts	<u>(28,627,570)</u>	<u>(30,001,808)</u>
	<u>\$ 47,273,035</u>	<u>\$ 51,295,898</u>

The allowance for doubtful accounts represents the Corporation's best estimate of future probable losses with respect to loans receivable. The estimation of an appropriate allowance involves significant judgment. These financial statements represent management's best estimates based on available information.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

5. Student loans receivable (cont.)

The net decrease in student loans receivable during the year consists of the following:

	<u>2019</u>	<u>2018</u>
Student loan interest	\$ 163,579	\$ 180,574
Interest relief - repayment assistance	(686,107)	(685,606)
Student loan grants	(1,459,402)	(1,286,050)
Student loans disbursed	6,581,097	6,699,072
Student loan payments	(9,459,021)	(9,719,344)
Student loans written off to allowance	(537,247)	(2,502,084)
	<u>\$ (5,397,101)</u>	<u>\$ (7,313,438)</u>

6. Accounts payable and accrued liabilities

	<u>2019</u>	<u>2018</u>
Trade payables and accrued liabilities	\$ 94,013	\$ 106,968
Salaries and benefits payable	19,977	21,785
Accrued vacation pay	30,834	45,463
	<u>\$ 144,824</u>	<u>\$ 174,216</u>

7. Employee future benefits

	<u>2019</u>	<u>2018</u>
Severance benefits	\$ 23,389	\$ 187,308
Provision for accumulating, non-vesting, sick leave	13,891	15,413
	<u>\$ 37,280</u>	<u>\$ 202,721</u>

(a) Severance liability

Employees of the Corporation as at March 31, 2018, as represented by the Newfoundland and Labrador Association of Public and Private Employees (NAPE), were entitled to severance pay. No further severance will accrue for employees represented by NAPE after March 31, 2018. Executive, management, and non-management/non-union employees of the Corporation as at May 31, 2018 were entitled to severance pay. No further severance will accrue for these employees after May 31, 2018. All employees had the option of receiving their severance entitlement prior to March 31, 2019 or deferring it to a later date.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

7. Employee future benefits (cont.)

(a) Severance liability (cont.)

The severance liability as at March 31, 2019 represents severance owing to employees who deferred receiving their severance entitlement.

(b) Accumulating, non-vesting, sick leave benefits

The Corporation provides accumulating, non-vesting, sick leave benefits to certain employees. The Corporation has made a provision in the accounts for the payment of accumulating, non-vesting, sick leave benefits which is based upon the Corporation's best estimate of the probability of the employees utilizing the benefits and current salary levels. The availability of accumulating, non-vesting, sick leave benefits ceases upon termination of employment with the Corporation and no payment is made by the Corporation.

(c) Pension contributions

The Corporation and its employees are subject to the *Public Service Pensions Act, 1991*. Employee contributions are matched by the Corporation and remitted to Provident¹⁰, as administrator of the plan, from which pensions will be paid to employees when they retire. The plan provides a pension to employees upon retirement based on the member's age at retirement, their length of service and rates of pay. The maximum contribution rate for eligible employees was 11.85% (2018 - 11.85%). The Corporation's share of pension contributions and the total expense for 2019 was \$70,346 (2018 - \$63,130).

8. Tangible capital assets

	Office equipment	Computer software	Computer hardware	Total
Cost				
Balance, March 31, 2018	\$ 38,955	\$ 145,359	\$ 22,404	\$ 206,718
Additions/Disposals	-	-	-	-
Balance, March 31, 2019	38,955	145,359	22,404	206,718
Accumulated amortization				
Balance, March 31, 2018	32,214	145,359	22,404	199,977
Amortization expense	3,328	-	-	3,328
Balance, March 31, 2019	35,542	145,359	22,404	203,305
Net book value, March 31, 2019	\$ 3,413	\$ -	\$ -	\$ 3,413
Net book value, March 31, 2018	\$ 6,741	\$ -	\$ -	\$ 6,741

Office of the Auditor General

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

9. Financial risk management

The Corporation recognizes the importance of managing risks and this includes policies, procedures and oversight designed to reduce risks identified to an appropriate threshold. The risks that the Corporation is exposed to through its financial instruments are credit risk, liquidity risk and market risk. There was no significant change in the Corporation's exposure to these risks or its processes for managing these risks from the prior year.

Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Corporation's main credit risk relates to cash, due from government, and student loans receivable. The Corporation's maximum exposure to credit risk is the carrying amounts of these financial instruments. The Corporation is not exposed to significant credit risk with its cash because this financial instrument is held with a Chartered Bank. The Corporation is not exposed to significant credit risk with the amount due from government because of its nature.

The Corporation is exposed to credit risk related to its student loans receivable. The Corporation has policies and procedures for the monitoring and collection of its student loans receivable so as to mitigate potential credit losses. The Corporation classifies its student loans receivable in accordance with notes 2(e) and 5. Any estimated impairment of student loans receivable has been provided for through an allowance for decline in value.

As at March 31, 2019, Class B loans in repayment amounted to \$23,939,627. A total balance of \$3,157,217 of these loans was overdue as follows:

Days Overdue					
1 - 30	31 - 60	61 - 90	91 - 270	>270	Total
\$ 19,988	\$ 1,167,481	\$ 282,088	\$ 772,378	\$ 915,282	\$ 3,157,217

As well, as at March 31, 2019, the balance of defaulted loans subject to collection procedures was \$35,766,425.

Liquidity risk

Liquidity risk is the risk that the Corporation will be unable to meet its contractual obligations and financial liabilities. The Corporation's exposure to liquidity risk relates mainly to its accounts payable and accrued liabilities. The Corporation manages liquidity risk by monitoring its cash flows and ensuring that it has sufficient resources available to meet its financial liabilities. In the event that the Corporation does not believe that it has sufficient liquidity to meet its current obligations, consideration will be given to obtaining additional funds through borrowing or requesting additional funding from the Province.

STUDENT LOAN CORPORATION OF NEWFOUNDLAND AND LABRADOR
NOTES TO FINANCIAL STATEMENTS
March 31, 2019

9. Financial risk management (cont.)

Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency (foreign exchange) risk, interest rate risk and other price risk. The Corporation is not exposed to significant foreign exchange, interest or other price risk.

10. Related party transactions

	<u>2019</u>	<u>2018</u>
Grants from the Province	\$ 1,187,068	\$ 1,838,938
	<u>\$ 1,187,068</u>	<u>\$ 1,838,938</u>

11. Budgeted figures

Budgeted figures have been provided for comparison purposes and have been derived from the estimates approved by the Board of Directors.

12. Expenses by object

	<u>2019</u> <u>Budget</u> (Note 11)	<u>2019</u> <u>Actual</u>	<u>2018</u> <u>Actual</u>
Administrative fees	\$ 600,000	\$ 431,184	\$ 308,535
Amortization	10,000	3,328	3,818
Bank charges	-	6,859	8,449
Federal Early Childhood Education grants	-	1,160	-
Grant-Provincial	9,528,000	10,307,978	10,349,426
Interest relief-repayment assistance	-	686,107	685,606
Operating	63,000	74,736	37,610
Salaries and benefits	1,200,000	588,535	762,139
Valuation allowances	306,000	-	-
Total	<u>\$ 11,707,000</u>	<u>\$ 12,099,887</u>	<u>\$ 12,155,583</u>

13. Non-financial assets

The recognition and measurement of non-financial assets is based on their service potential. These assets will not provide resources to discharge liabilities of the Corporation. For non-financial assets, the future economic benefit consists of their capacity to render service to further the Corporation's objectives.

Appendix B - Contact Information

Further information about the services offered by the Department of Advanced Education, Skills and Labour may be obtained from the department's web site at www.aesl.gov.nl.ca or by contacting the department at Confederation Building, 3rd Floor, West Block, P.O. Box 8700, St. John's, NL, A1B 4J6; Telephone: (709) 729-2480.

To access income support services:

Eastern Region

- Residents in all communities from Clarenville to St. John's, including the Avalon, Bonavista and Burin Peninsulas, please call: (709) 729-7888 or toll-free 1-877-729-7888.

Western Region

- Residents in all Labrador communities, please call toll-free at: 1-866-449-3144.
- Residents in communities from Terra Nova to Corner Brook including the Baie Verte, Connaigre and Northern Peninsulas and down to Port Aux Basques, please call toll-free at: 1-866-417-4753

To access career, employment and labour market information, call the Labour Market and Career Information Hotline at 1-800-563-6600; TTY: 1-877-292-4205; or, visit gov.nl.ca/labourmarketinformation.

For in person employment assistance, visit one of the 19 Employment Centres around the province; locations can be found at www.aesl.gov.nl.ca/career/employment_centres.pdf.

Labour Standards staff are available to interpret and address enquiries on the rights and responsibilities pertaining to a broad range of employment issues or labour standards.

For more information, contact the division: toll-free at 1-877-563-1063; St. John's Office (709) 729-2742; Corner Brook Office (709) 637-2364; or visit

www.aesl.gov.nl.ca/labour/nonunion/index.html.

To access the Labour Relations Division which provides mediation and supports for unionized environments, call (709) 729-2711 or visit www.aesl.gov.nl.ca/labour/union/index.html.

Office of Immigration and Multiculturalism staff are available to assist with questions regarding immigration programs, and settlement integration supports, as well as multiculturalism and diversity in Newfoundland and Labrador. To access information on immigration and multiculturalism, including information on the Atlantic Immigration Pilot Program, or the Newfoundland and Labrador Provincial Nominee Program, please call (709) 729-6607 or visit www.nlimmigration.ca.

To access Student Aid Services, call the Main Office toll-free at 1-888-657-0800; St. John's (709) 729-5849; Corner Brook (709) 637-7451; or visit www.aesl.gov.nl.ca/studentaid/index.html.

To access Apprenticeship and Trade Certification Services, call the Main Office toll-free at 1-877-771-3737; St. John's/Mount Pearl (709) 729-2729; Clarenville (709) 466-3982; Grand Falls-Windsor (709) 292-4215; Corner Brook (709) 637-2366; Happy Valley-Goose Bay (709) 896-6348 or, visit <https://www.gov.nl.ca/aesl/app/>

To access Adult Basic Education and adult literacy services, call (709) 729-6828.

For information regarding an access to information request or to inquire about the collection or use of your personal information, please contact the department's Access to Information and Protection of Privacy Coordinator at (709) 729-4276.

Appendix C - Public Entities

The following public entities are supported by the Department of Advanced Education, Skills, and Labour, and prepare separate year-end reports:

- College of the North Atlantic;
- Council on Higher Education;
- Income and Employment Support Appeal Board;
- Labour Relations Board;
- Private Training Corporation;
- Provincial Apprenticeship and Certification Board;
- Memorial University of Newfoundland;
- Memorial University Pension Plan;
- Standing Fish Price-Setting Panel;
- Workplace Health, Safety and Compensation Review Division¹; and
- Workplace-NL¹.

Please Note: The Student Financial Assistance Appeal Board also reports to the Minister of Advanced Education, Skills and Labour but is not tabling a year-end report as the board did not have activity in the April 1, 2018 to March 31, 2019 period. The Student Loan Corporation will not be submitting an annual report in 2018-19 as the Department of Finance will discuss the consolidation of collections, as outlined in The Way Forward. Refer to Appendix A for audited financial statements for the Student Loan Corporation.

¹ Supported by the department but reporting through the Minister of Service NL.