

Department of  
Advanced Education  
and Skills

**ANNUAL REPORT  
2012 - 2013**



Copyright © Department of Advanced Education and Skills  
ISBN: 978-1-55146-502-9

For additional copies of this document please contact:  
Department of Advanced Education and Skills  
P.O. Box 8700  
St. John's, NL A1B 4J6 CANADA  
Phone: 1-709-729-0494 Fax: 1-709-729-5560

Available in alternate formats, upon request.

# Message from the Minister

Honourable Ross Wiseman, M.H.A  
Speaker, House of Assembly



Dear Mr. Speaker:

I am pleased to submit the Annual Report for the Department of Advanced Education and Skills. This report is submitted in accordance with the department's obligation as a category one entity under the *Transparency and Accountability Act*. It was prepared under my direction and, as Minister, I am accountable for the results.

The annual report has two purposes: to describe progress achieved over the last year and to measure performance within key areas of the departmental mandate. Through a variety of programs and supports, the department works to meet labour market demands and increase labour force participation, as well as supporting under-represented groups, such as women, Aboriginal persons, and individuals with disabilities.

2012-13 continued to bring changes to the department. Policies, programs and services were streamlined and the Workforce Development and Productivity Secretariat created. New apprenticeship supports and post-secondary education and training opportunities were provided.

Going forward in 2013-14, the department will focus on the following initiatives:

- Provincial workforce development strategy
- Enhanced Employment Centre services
- New on-line employment services
- Improved post-secondary education and training opportunities

Sincerely,

A handwritten signature in black ink that reads "Joan Shea". The signature is written in a cursive, flowing style.

JOAN SHEA, MHA  
MINISTER OF ADVANCED EDUCATION AND SKILLS



# Table of Contents

Departmental Overview	1
Shared Commitments	5
Highlights and Accomplishments	5
Report on Performance	7
Opportunities and Challenges	25
Financial Statements	26
Appendices	28



## DEPARTMENTAL OVERVIEW

The Department of Advanced Education and Skills is focused on supporting the creation of a skilled and available workforce to meet the demands of a competitive economy. The department helps people with accessing post-secondary education, planning their careers, finding jobs, getting financial assistance, and immigrating to the province. The department supports employers in accessing and keeping skilled workers and collaborates with organizations to develop employment and training interventions for clients. The department also coordinates strategies to reduce poverty and enhance the inclusion of persons with disabilities and promotes multiculturalism.

### Vision

Growth through employment, strength in diversity, dignity by inclusion.

### Mission

By 2017, the Department of Advanced Education and Skills will have improved the quality and the delivery of supports and services.

### Mandate

The Department of Advanced Education and Skills helps citizens obtain the necessary educational, financial, and social supports to achieve the greatest benefit from the growing opportunities that exist in the province. To ensure the province has skilled workers and highly educated graduates to support a fast-growing economy, the department supports and collaborates with Memorial University and College of the North Atlantic, and monitors the operations of private post-secondary institutions. Through a variety of programs and supports, the department works to meet labour demands and increase labour force participation, including amongst others, under-represented groups, such as: Aboriginal people, women, and people with disabilities.

# Annual Report

## 2012 - 2013

### Lines of Business

The department fulfills its mandate through the following lines of business:

- 1. Employment supports and career services*  
(such as career counseling, wage subsidies, apprenticeship supports, job searching, pre-employment readiness and training)
- 2. Labour market development*  
(such as employee recruitment, immigration, human resource planning, providing labour market information and trend analysis on opportunities)
- 3. Post-secondary education and learning*  
(such as training, tuition supports, apprenticeship, trade certification, student financial assistance, student assessment, adult learning, adult literacy and support to post-secondary institutions)
- 4. Policy development, review and input on cross-government initiatives*  
(such as poverty reduction, inclusion of persons with disabilities, multiculturalism, literacy and skills development)
- 5. Income supports and basic benefits*  
(such as monthly benefits, earning supplements and one-time benefits)

Refer to Appendix C for further program information.



## Structure

The Department of Advanced Education and Skills is composed of the following Branches:

- Community and Social Development
- Corporate Services
- Post-Secondary Education
- Service Delivery
- Workforce Development and Immigration

The department also leads the following Provincial Government strategies:

- Inclusion of Persons with Disabilities
- Immigration and Multiculturalism
- Poverty Reduction
- Skills Task Force Report

## Staff<sup>1</sup> and Regions

Staff	Avalon	Central	Western	Labrador	Grand Total
Males	117	36	28	3	184 (26 per cent)
Females	296	120	82	24	522 (74 per cent)
Total	413	156	110	27	706 (100 per cent)

Approximately 52 per cent of employees are located in offices in the St. John's Census Metropolitan Area. The remaining 48 per cent are located in offices throughout the province.

Refer to Appendix A for office locations and Appendix B for contact information.

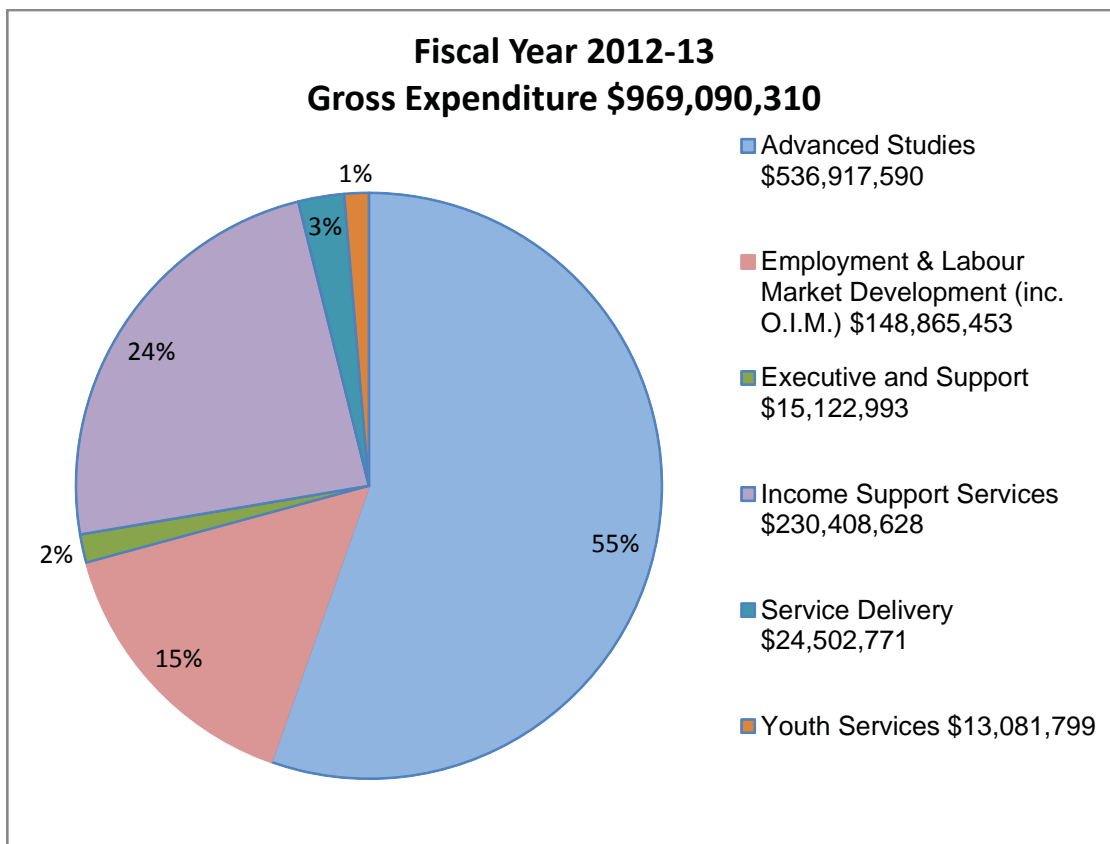
<sup>1</sup> includes Student Loan Corporation

# Annual Report

2012 - 2013

## Expenditures

In 2012-13 the Department of Advanced Education and Skills had gross expenditures of \$969.1 million. The greatest expenditure in the department is in support of Advanced Studies at \$536.9 million, followed by Income Support Services at \$230.4 million and Employment and Labour Market Development at \$148.9 million. A summary of expenditures and related revenue can be found on page 26 of this report.



## SHARED COMMITMENTS

The Department of Advanced Education and Skills works with many partners to fulfill its mandate and address the strategic directions of the Provincial Government. Throughout the year, funding is provided to community-based organizations to deliver programs and services, such as: employment interventions, post-secondary education, re-training opportunities, shelter and accommodations, and work supports. Partners include:

- Various provincial and federal government departments and agencies
- Business and labour organizations
- Post-secondary institutions
- Advisory groups and community-based organizations

## HIGHLIGHTS AND ACCOMPLISHMENTS

2012-13 has been transformative for the department as it works to achieve its broad mandate and address the Provincial Government's strategic directions – a skilled and available workforce, an enhanced post-secondary system and a society that is inclusive, diverse and promotes self-reliance. Examples of accomplishments are listed below:

- In April 2012, the Provincial Government launched the Strategy for the Inclusion of Persons with Disabilities - *Access. Inclusion. Equality.* - another responsible social investment to support prosperity through improved inclusion and accessibility, helping ensure all Newfoundlanders and Labradorians have equal opportunities and choices. To complement the strategy, the department also provided funding for:
  - Individuals to retrofit vehicles for improved accessibility
  - Community organizations to create a more inclusive environment in their buildings and at community events

# Annual Report

2012 - 2013

- In May 2012, a Regional Apprenticeship Forum took place at three locations across the province. An earlier event was hosted on March 14 2012 in St. John's. In total, nearly 400 individuals took part in these forums, which provided the opportunity for key industry representatives to communicate with each other from locations across the province in order to gain and share perspectives and opinions. The forums were designed and delivered in partnership with the Office of Public Engagement with the aim of engaging stakeholders in a discussion on how to help the apprenticeship system meet growing labour demands. Based on recommendations from stakeholders the following initiatives were undertaken:
  - Introduction of the Journeyperson Mentorship Program
  - Expansion of the Apprenticeship Wage Subsidy Program
  - Registration of pre-apprentices in an Apprentice Tracking System to assist students completing entry-level skilled trades programs to secure employment and progress to journeyperson status
  - Partnering with business and labour organizations to provide targeted investment in skilled trades training (e.g., Tower Crane Operator Training Program)
  - Expansion of the Youth Apprenticeship Program for high school students
- In February 2013, a comprehensive study on Business Transformation identified ways to integrate, streamline and improve the department's many programs and services.
- During 2012-13 the Post Secondary Education system was further strengthened by the following initiatives:
  - Continued tuition freeze at Memorial University and College of the North Atlantic (giving the province the lowest average undergraduate and graduate fees in the country)
  - Ongoing revitalization of infrastructure and expansion of Memorial University and College of the North Atlantic
  - Improvements to the provincial student aid system

## REPORT ON PERFORMANCE 2012-13

In the 2011-14 Strategic Plan, the following three strategic issues were identified as key ministerial priorities:

- Preparing for a changing labour market
- Providing access to a continuum of supports
- Improving the delivery of programs and services

To address these issues, 3-year goals with corresponding annual objectives were developed. This year the department is reporting on its success in achieving the 2012-13 annual objectives.

### **Issue 1: Preparing for a changing labour market**

Opportunities for Newfoundlanders and Labradorians have never been brighter as the result of a thriving economy, business growth and major development projects. To meet the growing demand for skilled workers, and to ensure residents are equipped to seize opportunities, the Provincial Government is making sustained investments that will help maximize employment for Newfoundlanders and Labradorians and provide access to the skilled, innovative workforce that employers need to compete in the global economy.

The department continues to address the Provincial Government's strategic directions relating to higher education and labour market development. The component areas of these strategic directions include: apprenticeship opportunities; labour force participation; labour market information; career, employment and training opportunities; and workplace supports.

In 2012-13 the department took practical steps to help prepare people to contribute to the work force and succeeded in its objective to strengthen the continuum of supports and services that maximize participation in the labour market. Initiatives were undertaken that advanced apprenticeship opportunities and increased investments in post-secondary education. The following table outlines the specific results for the identified performance indicators.

# Annual Report

2012 - 2013

## Issue 1

### 3-Year Goal:

By March 31, 2014, the Department of Advanced Education and Skills will have strengthened the continuum of supports and services that maximize participation in the labour market.

### Year 2 Objective (2012-13):

By March 31, 2013, the department will have continued to develop and implement initiatives to strengthen the continuum of supports and services that maximize participation in the labour market.

### Measure:

Continued to develop and implement initiatives to strengthen the continuum of supports and services that maximize participation in the labour market

2012-13 Indicators	2012-13 Actual Results
1. Designed an employment centre model for use in existing offices around the province	<p>A new employment centre model was designed to streamline processes and provide better, less complicated service delivery. Prior to the redesign, most EI-eligible individuals had to work with both a third-party service provider and an Advanced Education and Skills office to obtain many of the supports needed for training, upgrading, work experience, and employment.</p> <p>Starting in June 2013, the department, through its network of Employment Centres, will provide employment services to any Newfoundlander and Labradorian looking to seize opportunities to secure a job.</p>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<p>Departmental staff can assist with career planning, setting career goals, labour market information, job search, resume writing, interview preparation, and identifying suitable services and programs that support employment goals. People looking for career and employment help can avail of supports including job seekers, employers, post-secondary students, parents, new Canadians, older workers, labour and industry groups.</p>
<p>2. Established the Workforce Development Secretariat</p>	<p>The Workforce Development and Productivity Secretariat was established and initial work undertaken to develop a provincial labour market strategy and to establish the Industrial Liaison Initiative on Labour Market Requirements for Major Resource Development Projects.</p> <p>In September 2012, the Director - Workforce Development and Productivity, was assigned to head up the new Secretariat and a Senior Program and Policy Specialist was assigned as Secretariat Project Manager to liaise with the major project owners such as: Exxon Mobil, Husky Energy, Nalcor Energy and the Iron Ore Company of Canada. Further, the Assistant Deputy Minister, Workforce Development and Immigration, was appointed in December 2012 with overall accountability for the Secretariat within a new Workforce Development and Immigration Branch in AES.</p>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<p>Three initial priority areas of focus were identified for the Secretariat:</p> <ul style="list-style-type: none"> <li>• Monitoring the population growth rate and developing policies and approaches in such areas as net immigration and in-migration, temporary foreign workers, expatriates, and mobile and commuting workers</li> <li>• Supporting increased labour force participation rates by focusing on traditionally under-represented groups such as: Aboriginal people, women, people with disabilities, older workers, youth and people in receipt of income support</li> <li>• Encouraging increased workplace productivity through innovation, improved business practices and processes, and increasing the skill and education level of the workforce</li> </ul>
<p>3. Implemented initiatives to advance apprenticeship opportunities</p>	<p>In 2012-13 a number of key initiatives were undertaken to advance apprenticeship opportunities for both pre-apprentices and apprentices:</p> <ul style="list-style-type: none"> <li>• Pre-apprentices were registered in the Pre-apprentice Tracking System commencing in September 2012. This provides early contact with the department, allowing staff to encourage pre-apprentices to continue their training to receive journeyman certification. As of March 5, 2013, approximately 2000 students had registered in the system.</li> <li>• The Journeyman Mentorship Program (JMP) was launched in November 2012, assisting eligible employers to hire a journeyman mentor so more apprentices can secure journeyman status. Preference was given to:             <ul style="list-style-type: none"> <li>▫ Under-represented groups who have traditionally faced barriers to employment such as: Aboriginal people, women and people with disabilities</li> <li>▫ Regional distribution, with an emphasis on rural Newfoundland and Labrador</li> <li>▫ High-demand trades</li> </ul> </li> </ul>



# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<ul style="list-style-type: none"> <li>• Information sessions on the JMP were held in 12 locations across the province in February 2013.</li> <li>• The Provincial Government invested in a new Tower Crane Operator Training Program to be delivered at the Operating Engineers College campus in Holyrood. The first training session began on March 18, 2013.</li> <li>• The Apprenticeship Wage Subsidy Program was expanded. In 2011-12, 188 employers were funded to provide 294 wage subsidies to apprentices. In 2012-13, 170 new employers were funded to provide 339 new subsidies. 154 employers and 197 subsidies were also carried forward from 2011-12 resulting in the expansion of the program to 324 (+72 per cent) employers funded to provide 536 (+83 per cent) wage subsidies.</li> <li>• The Youth Apprenticeship Program was expanded from five to ten high schools in the province. This program provides high school students with the opportunity to gain skilled trades work experience. These students are registered with the Apprenticeship and Trades Certification Division and receive credit for the hours worked with supporting employers towards their certification.</li> <li>• The department provided the Office to Advance Women Apprentices with funding to be specifically used for Apprenticeship Wage Subsidies to female apprentices in the non-traditional trade occupations. During 2012-13, 16 women received their journeyperson certification in a non-traditional trade occupation.</li> </ul>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
<p>4. Increased investments in post-secondary education and training</p>	<p>During 2012-13 the department invested over \$65 million in ongoing infrastructure projects at Memorial University and College of the North Atlantic. Examples included:</p> <ul style="list-style-type: none"> <li>• \$10.0 million for maintenance projects at Memorial University</li> <li>• \$40.8 million for continued construction of new Memorial University student residences in St. John's and Corner Brook</li> <li>• \$8.2 million for continued modernization of existing Memorial University student residences</li> <li>• \$2.5 million for improved science laboratories at Memorial University</li> <li>• \$3.5 million for laboratory and shop modernization at College of the North Atlantic</li> </ul> <p>Investments in programming included:</p> <ul style="list-style-type: none"> <li>• \$2.1 million for new and expanded educational programming, research and student services at the Marine Institute</li> <li>• \$1.7million for increased enrolment capacity, international recruitment and enhancement for co-op placement services at Memorial University's Faculty of Engineering and Applied Science</li> <li>• \$2.2 million was provided to the Labrador Aboriginal Training Partnership to help Aboriginal people with training opportunities in preparation for work on the Lower Churchill Project</li> </ul> <p>In 2012-13, the department invested over \$28.5 million to promote affordable post-secondary education such as:</p> <ul style="list-style-type: none"> <li>• \$6.6 million to maintain the tuition freeze at Memorial University and College of the North Atlantic. This afforded Newfoundland and Labrador the enviable distinction of the province with the lowest average tuition fees for both undergraduates (\$2,649) and graduates (\$2,456).</li> <li>• \$19 million for the continuation of up-front needs-based grants and interest-free student loans</li> <li>• \$3 million for continued debt-reduction grants</li> </ul>

## LOOKING FORWARD

In 2013-14, the objective, the measure and the indicators for Strategic Issue 1 are as follows:

### 2013-2014 Plans for Strategic Issue 1

#### Year 3 Objective:

By March 2014, the department will have implemented initiatives to strengthen the continuum of supports and services that maximize participation in the labour market.

**Measure:** Implemented initiatives to strengthen the continuum of supports and services that maximize participation in the labour market

#### Indicators of Success:

1. Implemented one-stop employment services in existing departmental Employment Centres around the province
2. Commenced implementation of recommendations from the ongoing Apprenticeship system review to advance apprenticeship opportunities
3. Led development of a provincial workforce development strategy
4. Continued investments in post-secondary infrastructure and programming
5. Enhanced accessibility to government-subsidized labour market initiatives

## Issue 2: Providing access to a continuum of supports

The Provincial Government continues to lead the way in creating real change in the lives of vulnerable people throughout our province. Current and future generations of Newfoundlanders and Labradorians need to be afforded every opportunity to be successful and contribute to the province's prosperity. To that end, the department is working to provide a continuum of supports so that all Newfoundlanders and Labradorians may participate fully in our society.

The department is addressing the Provincial Government's strategic directions for inclusion of persons with disabilities, labour market and poverty reduction through the development and continuation of initiatives to support citizens and by removing disincentives to employment.

Department-led initiatives such as the Poverty Reduction Strategy take a long-term approach to the complex issue of preventing, reducing and alleviating poverty, which include strengthening the social safety net. The Provincial Government has also launched an Inclusion Strategy that will provide improved processes, policies and supports enabling individuals with disability to participate in all aspects of society.

In 2012-13 the department achieved its objective to continue to strengthen the continuum of services and supports it provides to individuals and families. Services within the Income Support program were enhanced and improvements made to services that benefit persons with disabilities. The following table outlines the specific results for the identified performance indicators.

## Issue 2

### 3-Year Goal:

By March 31, 2014, the Department of Advanced Education and Skills will have strengthened the continuum of services and supports to individuals and families to promote self-reliance and inclusion.

### Year 2 Objective (2012-13):

By March 31, 2013, the department will have continued to develop and implement initiatives to strengthen the continuum of services and supports to individuals and families to promote self-reliance and inclusion.

### Measure:

Continued to develop and implement initiatives to strengthen the continuum of services and supports to individuals and families to promote self-reliance and inclusion

2012-13 Indicators	2012-13 Actual Results
<p>1. Enhanced services within the income support program</p>	<p>During 2012-13 new investments were made to enhance benefits and services within the Income Support Program including:</p> <ul style="list-style-type: none"> <li>The requirement for income support program clients to apply for Canada Pension Plan (CPP) retirement benefits at age 60 was removed by the province. This allows a client to delay applying for CPP therefore receiving a higher monthly CPP benefit at time of application.</li> </ul>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<ul style="list-style-type: none"> <li>• The Earned Income Supplement Benefit was expanded to all working single parents in receipt of Income Support benefits. The benefit is designed to encourage single parent clients to find work, and the benefit increases as clients work additional hours or find higher paying positions.</li> <li>• The Employment and Training Assessment tool was developed and piloted, allowing clients and staff to target those benefits and services that will assist clients in securing meaningful employment.</li> <li>• Mandatory Direct Deposit for all new (and reopened) Income Support Program clients was implemented province-wide in November 2012. This enhanced service provides a convenient, confidential, safe and more reliable way for clients to receive their financial benefits.</li> </ul>
<p>2. Improved awareness of supports to individuals and families</p>	<p>The department improved awareness of supports through initiatives such as:</p> <ul style="list-style-type: none"> <li>• An updated Guide to Programs and Services for Individuals and Families (6th edition – December 2012); printed and posted on the departmental website in February 2013. This latest addition provides new and updated information on a variety of supports such as: home modifications to promote independence, and early childhood education bursaries.</li> </ul>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<ul style="list-style-type: none"> <li>• An early notification process for extended drug card users was implemented – providing easier transition to the Access Plan drug card and continued drug coverage for former Income Support Program clients who became employed.</li> <li>• The department also sent out information to single parents and stakeholders promoting the Earned Income Supplement Benefit and improved ready access to related web information.</li> <li>• Income support clients were also provided with information on the benefits of Direct Deposit and filing Income Tax returns.</li> <li>• Community information sessions were held on the Provincial Strategy for the Inclusion of Persons with Disabilities and inclusion was promoted at community and business meetings and conferences.</li> <li>• Working clients in the Income Support Program were surveyed to help improve service delivery. This had the added advantage of raising awareness of available benefits offered to working clients.</li> </ul>
<p>3. Improved accessibility to services and programs for persons with disabilities</p>	<p>The department implemented the following initiatives this year, under the Inclusion Strategy, designed to improve accessibility:</p> <ul style="list-style-type: none"> <li>• The Vehicle Accessibility Grants modified personal vehicles for improved accessibility. Examples included automatic door openers, folding ramps, and wheelchair van lifts. Thirty-one applicants were approved for funding in this fiscal year.</li> </ul>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<ul style="list-style-type: none"> <li>• The Inclusion Grants provided funding to community-based groups for items such as: installation of ramps and visual alarms, as well as, disability-related accommodations such as: sign-language interpretation and captioning at conferences. Eighteen groups were approved for funding in this fiscal year.</li> </ul> <p>Advanced Education and Skills collaborated with the Department of Justice on the following legislative and regulatory actions to support the Provincial Strategy for Inclusion:</p> <ul style="list-style-type: none"> <li>• <i>Service Animal Act</i> – the <i>Blind Persons Act</i> was repealed and the <i>Service Animal Act</i> was introduced to ensure that people with various disabilities are able to access accommodations, services or facilities with their service animal. The <i>Service Animal Act</i> also expands the types of animals, beyond the traditional guide dog, that can be used by persons with disabilities.</li> <li>• Amended <i>Powers of Attorney Act</i> – the Act was amended to remove a barrier that prevented some people with disabilities from accessing the Registered Disability Savings Plan (RDSP). This has improved the process where people with intellectual disabilities appoint who they choose to open, manage and contribute to an RDSP. As a result, more people are able to set up an RDSP and take advantage of provincial programs that contribute to the savings plan.</li> </ul>



## LOOKING FORWARD

In 2013-14, the objective, the measure and the indicators for Strategic Issue 2 are as follows:

### **2013-2014 Plans for Strategic Issue 2**

Year 3 Objective:

By March 31, 2014, the department will have implemented initiatives to strengthen the continuum of services and supports to individuals and families to promote self reliance and inclusion.

**Measure:** Implemented initiatives to strengthen the continuum of services and supports to individuals and families to promote self reliance and inclusion

Indicators of Success:

1. Improved emphasis on employment services that assist people with securing employment
2. Developed and implemented a new program to connect unemployed people to employment
3. Published an online, searchable, manual of income supports, policies and procedures
4. Continued investments in poverty reduction

# Annual Report

2012 - 2013

## Issue 3: Improving the delivery of programs and services

Over the past decade the department, in its present and past forms, has undergone significant expansion so that it now delivers a wide spectrum of programs and services that range from helping people get basic financial assistance when needed, to helping individuals move into post-secondary education and training and on to employment.

The department aims to strengthen the delivery of its programs and services by implementing initiatives that support improvements in service delivery and provide more citizen-centred supports and services to the public. In this way the department continues to address the Provincial Government's strategic direction outcome – to provide timely access to responsive programs and services delivered by skilled and knowledgeable staff. The component areas include service realignment and coordination, enabling and enhancing service delivery using technology and awareness and access.

In 2012-13 the department achieved its objective to undertake activities to improve the delivery of programs and services. The focus this year was to identify where technology could be used to support improved service delivery and to review current programs to identify areas for improvement.

The following table outlines the specific results for the identified performance indicators.

## Issue 3

### 3-Year Goal:

By March 31, 2014, the Department of Advanced Education and Skills will have improved the delivery of programs and services.

### Year 2 Objective (2012-13):

By March 31, 2013, the department will have continued to undertake activities that support improvements in how programs and services are delivered.

### Measure:

Continued to undertake activities that support improvements in how programs and services are delivered

2012-13 Indicators	2012-13 Actual Results
<p>1. Introduced technology improvements for select programs and services</p>	<p>The department undertook a number of initiatives to improve the delivery of services through technological improvements such as:</p> <ul style="list-style-type: none"> <li>• Labour Market Information – The JobsinNL.ca website was updated by expanding the community listing on the website – benefiting employers posting jobs, and job seekers who are refining their job search. A new feature also allowed job seekers to search jobs by “trades” opportunities. This complements the existing search function which allows job seekers to search by “Student/Summer” and “Entry Level” jobs.</li> </ul>

# Annual Report

2012 - 2013

2012-13 Indicators	2012-13 Actual Results
	<ul style="list-style-type: none"><li>• Student Financial Services – The department introduced the Master Financial Assistance Agreement (MFAA) and Electronic Confirmation of Enrollment (ECE). The MFAA is a multi-year agreement that requires students to provide their banking information only once. ECE is faster and more efficient than the previous paper-based confirmation of enrolment process. ECE allows schools to provide on-line confirmation of student full-time enrolment to the National Student Loan Service Centre.</li><li>• Disability Policy Office – The department purchased a custom-built portable audio system (“Ruby”) that enhances audio and supports participation by people who are hard of hearing at meetings and events. The department also partnered with the Independent Living Resource Centre to develop an on-line tool (Inclusion NL) that will provide employers with information and tools to support and encourage employment of persons with disabilities.</li><li>• Client Services - Upgrades were made to telephone technology to provide more timely service to clients. As well, an on-line application process was piloted for the student Summer Employment Program – Non-Profit Component.</li></ul>

2012-13 Indicators	2012-13 Actual Results
<p>2. Conducted reviews of select programs to inform improvements in program and service delivery</p>	<p>The department conducted a number of program reviews this past year to inform improvements in service delivery. For example:</p> <ul style="list-style-type: none"> <li>• Business transformation – In October 2011, the Department of Advanced Education and Skills was created to help address labour demand. Its mandate is to ensure Newfoundland and Labrador has the educated graduates and skilled workers needed for a fast-growing economy. During 2012-13, a comprehensive review of the new department was undertaken with detailed suggestions on how to integrate, streamline and improve its many programs and services.</li> <li>• Adult Basic Education – the department reviewed the Adult Basic Education program to identify cost-effective and appropriate practices with respect to program delivery funding. Subsequently, the decision was made to change delivery of the program by moving it out of the College of the North Atlantic and engaging new service providers in the private and non-profit sectors.</li> <li>• Apprenticeship system – a review of the provincial apprenticeship system was undertaken to identify ways to make the system more responsive to the need for skilled workers in the province.</li> </ul>

## LOOKING FORWARD

In 2013-14, the objective, the measure and the indicators for Strategic Issue 3 are as follows:

### **2013-2014 Plans for Strategic Issue 3**

Year 3 Objective:

By March 31, 2014, the department will have improved the delivery of programs and services.

**Measure:** Improved the delivery of programs and services

Indicators of Success:

1. Introduced on-line workshops to assist individuals with their career and employment planning process
2. Expanded employment services available in Labrador
3. Supported the improved delivery of the Adult Basic Education program

## OPPORTUNITIES AND CHALLENGES

The Department of Advanced Education and Skills is embracing a number of challenges as it moves forward to capitalize on opportunities to fulfill its mandate and make progress in addressing the Provincial Government's strategic directions. With the increasing demand for skilled labour coming from major developments, the department must work to ensure a strong labour force is available. As well, the department must continue to look for efficient ways to provide clients with the services they need, in a timely manner. The province continues to undergo demographic change requiring us to look, with our partners, at innovative ways of matching growing job opportunities with underrepresented groups. Together we will invest in initiatives such as:

- Developing new approaches for educational upgrading and employment supports that will help people find work
- Enhancing the network of Employment Centres in the province
- Developing a Provincial Workforce Development Strategy, in conjunction with the Population Growth Strategy, to deal with labour market challenges
- Ensuring more individuals progress through their apprenticeship training to become seasoned journeypersons working in Newfoundland and Labrador
- Providing more opportunities for women and other under-represented groups in the skilled trades
- Improving the emphasis on employment services that assist people with securing employment
- Supporting the public college in its renewed focus on post-secondary training to meet current and future labour market needs
- Changing the delivery of the Adult Basic Education program to create more effective means for clients to successfully secure employment

# Annual Report

2012 - 2013

## FINANCIAL STATEMENTS

<b>Summary of Expenditure and Related Revenue for the Year Ended March 31, 2013 (unaudited)</b>				
		<b>Actual Expenditure \$</b>	<b>Amended Budget \$</b>	<b>Original Budget \$</b>
<b>Executive and Support Services</b>				
1.1.01	Minister's Office Less Revenue	338,650 0	342,600 0	314,700 0
1.2.01	Executive Support	1,735,256	1,747,700	1,008,200
1.2.02	Administrative Support Less Revenue	6,759,735 (473,667)	7,167,857 (20,000)	7,358,900 (20,000)
1.2.03	Program Development & Planning Less Revenue	6,289,352 (1,409,059)	7,518,100 0	7,754,900 0
<b>Service Delivery</b>				
2.1.01	Client Services Less Revenue	24,502,771 0	24,894,500 0	24,248,500 0
<b>Income Support Services</b>				
3.1.01	Income Assistance - Social Assistance Less Revenue	229,538,968 (5,132,554)	233,533,500 (4,500,000)	233,493,500 (4,500,000)
3.1.02	National Child Benefit Reinvestment	523,358	600,000	600,000
3.1.03	Mother/Baby Nutrition Supplement	346,302	489,900	489,900
<b>Employment and Labour Market Development</b>				
4.1.01	Employment Development Programs	8,739,564	10,152,600	10,152,600
4.1.02	Labour Market Development Agreement Project Less Revenue	117,110,371 (119,895,555)	119,755,600 (122,679,200)	122,679,200 (122,679,200)
4.1.03	Labour Market Agreement Less Revenue	8,614,184 (7,361,797)	13,819,100 (7,472,000)	13,819,100 (7,472,000)
4.1.04	Labour Market Adjustment Programs Less Revenue	1,277,697 (1,706,854)	1,286,100 (2,284,700)	2,776,100 (2,284,700)
4.1.05	Employment Assistance Program for Persons with Disabilities Less Revenue	11,411,353 (2,760,568)	12,977,600 (2,703,100)	12,977,600 (2,703,100)
4.1.06	Case Management System Development Less Revenue	206,610 0	3,492,700 0	3,492,700 0
<b>Youth and Student Services</b>				
5.1.01	Youth and Student Services	13,081,799	14,176,000	14,298,300
<b>Office of Immigration &amp; Multiculturalism</b>				
6.1.01	Office of Immigration & Multiculturalism Less Revenue	1,505,674 (244,233)	1,976,700 (260,000)	2,015,700 (260,000)
<b>Advanced Studies</b>				
7.1.01	Apprenticeship and Trades Certification Less Revenue	8,542,194 (26,911)	10,468,043 (95,100)	13,681,000 (95,100)
7.1.02	Adult Learning & Literacy Less Revenue	2,071,839 0	3,266,000 (400,000)	3,547,700 (400,000)
7.1.03	Institutional Services Less Revenue	1,011,027 (2,800)	1,087,000 (87,500)	1,122,600 (87,500)
7.1.04	Atlantic Veterinary College	1,238,750	1,238,800	1,238,800
7.1.05	Career Awards Program	191,076	226,000	226,000



# Annual Report

2012 - 2013

<b>Summary of Expenditure and Related Revenue for the Year Ended March 31, 2013 (unaudited)</b>				
		<b>Actual Expenditure \$</b>	<b>Amended Budget \$</b>	<b>Original Budget \$</b>
7.2.01	Memorial University - Operations Less Revenue	318,210,316 (934,416)	318,275,900 (1,000,000)	308,884,300 (1,000,000)
7.2.02	Memorial University - Physical Plant & Equipment Less Revenue	65,664,360 0	74,112,400 0	73,612,400 0
7.3.01	College of the North Atlantic - Operations Less Revenue	95,886,667 (11,412,400)	96,004,800 (11,412,400)	95,729,800 (11,412,400)
7.3.02	College of the North Atlantic - Physical Plant & Equipment Less Revenue	6,400,307 0	7,056,200 0	7,056,200 0
7.4.01	Student Financial Services - Administration Less Revenue	1,974,176 (969,881)	2,015,800 (1,017,500)	2,024,800 (1,017,500)
7.4.02	Scholarships	108,983	148,800	148,800
7.4.03	NL Student Loans Program Less Revenue	28,509,121 (1,903,607)	30,922,000 (1,400,000)	35,000,000 (1,400,000)
7.5.01	Training Programs Less Revenue	7,299,850 (7,310,935)	7,300,000 (5,800,000)	5,800,000 (5,800,000)
<b>Total Gross Expenditures</b>		<b>969,090,310</b>	<b>1,006,052,300</b>	<b>1,005,552,300</b>
<b>Total Revenue</b>		<b>-161,545,237</b>	<b>-161,131,500</b>	<b>-161,131,500</b>
<b>Total Net Expenditures</b>		<b>807,545,073</b>	<b>844,920,800</b>	<b>844,420,800</b>
<p>Expenditure and revenue figures are unaudited and based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2013. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process; however, Advanced Education and Skills is not required to provide a separate audited financial statement.</p>				

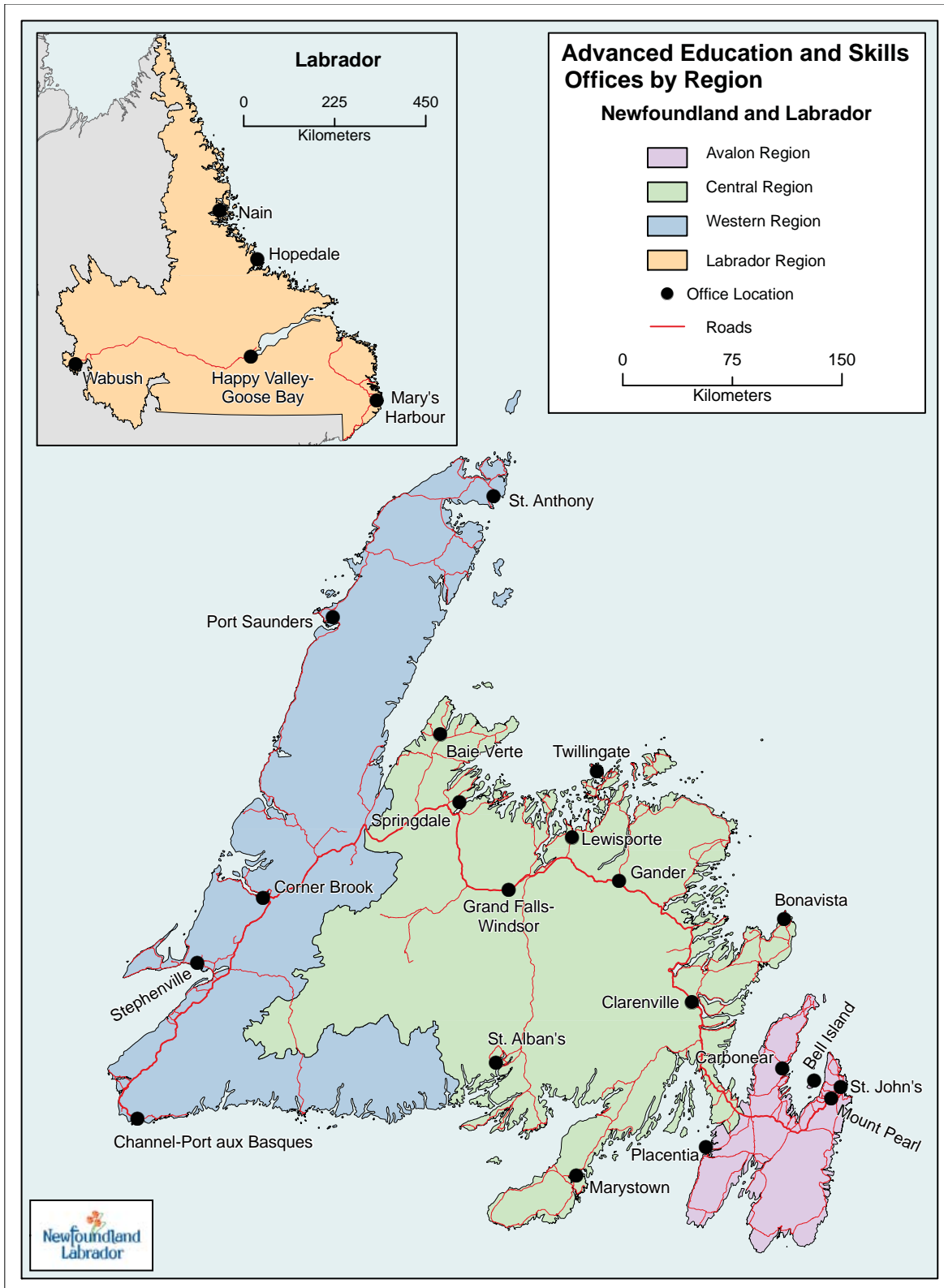
# Annual Report

2012 - 2013

## APPENDICES

Appendix A: Map of Advanced Education and Skills Office Locations .....	29
Appendix B: Contact Information.....	30
Appendix C: Program Information and Statistics .....	32
Appendix D: Public Entities .....	45

## APPENDIX A



# Annual Report

2012 - 2013

## APPENDIX B

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

To access **career, employment and labour market information**, call the Labour Market and Career Information Hotline at 1-800-563-6600, in St. John's (709) 729-6600 or visit [www.LMIworks.nl.ca](http://www.LMIworks.nl.ca).

To access the **Office of Immigration and Multiculturalism** call (709) 729-6607 or visit [www.nlimmigration.ca](http://www.nlimmigration.ca).

To access the **Disability Policy Office** call toll free 1-888-729-6279; in St. John's (709) 729-6279 or TTY: 1-888-729-5440.

To access **Student Aid Services**, contact Main Office – St. John's toll free at 1-888-657-0800; local (709)729-5829; or visit [www.aes.gov.nl.ca/studentaid](http://www.aes.gov.nl.ca/studentaid).

To access **Apprenticeship and Certification Services**, contact Main Office – St. John's toll free at 1-877-771-3737; or local (709)729-2729

To access **Adult Basic Education** and **Adult Literacy Services**, contact 1-888-670-1133 or (709)729-1738.

## Regional Services:

### Avalon

- All Income Support offices in the Avalon Region can be reached at (709)729-7888 or toll-free at: 1-877-729-7888; TTY: 1-888-380-2299
- Apprenticeship and Certification, Clarenville (709) 466-3982

### Central

- All Income Support offices in the Central Region can be reached toll-free at: 1-888-632-4555; TTY: 1-877-292-4205
- Apprenticeship and Certification, Grand Falls-Windsor (709) 292-4215

### Western

- All Income Support offices in the Western Region can be reached toll-free at: 1-866-417-4753; TTY: 1-888-445-8585
- Apprenticeship and Certification, Corner Brook (709) 637-2366

### Labrador

- All offices in the Labrador Region can be reached toll-free at: 1-888-773-9311; TTY: 1-866-443-4046
- Apprenticeship and Certification, Happy Valley-Goose Bay (709) 896-6348

## APPENDIX C Programs and Statistics

### Income Support Program

#### Overview

The Income Support Program provides basic benefits and other supports to people who are unemployed, underemployed or who do not earn enough income to meet daily living expenses.

In 2012-13, the income support caseload consisted of approximately 30,900 cases, a decline of 3.7 per cent from 2011-12 and a decline of 8.9 per cent since 2006-07. The annual caseload number does not represent a static group as approximately 1,000 people come and go from the caseload each month.

#### Progress

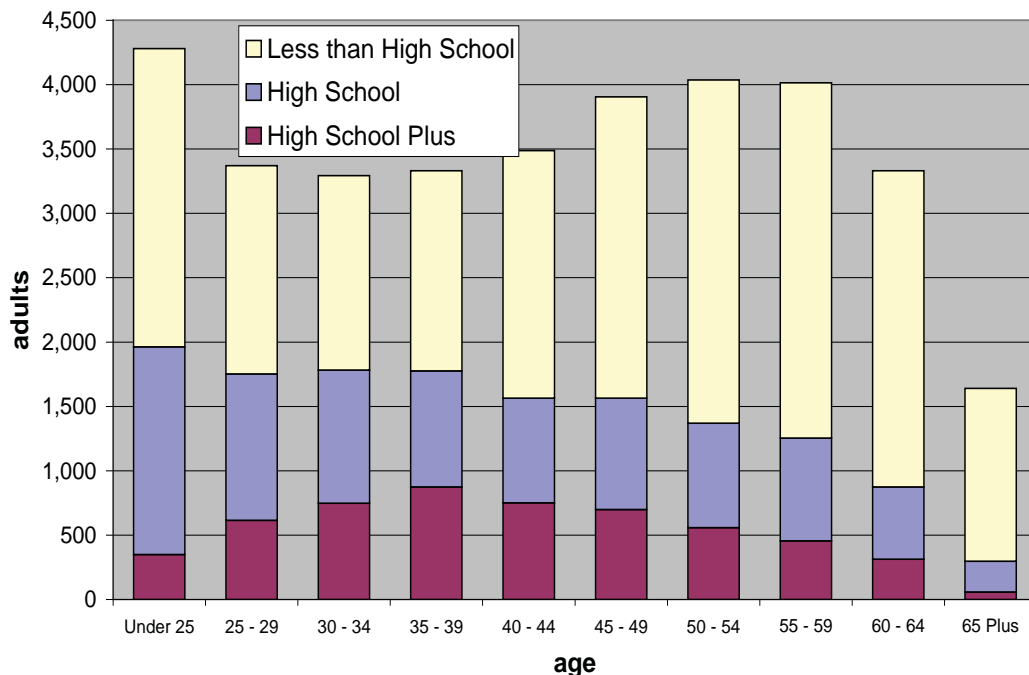
In the last seven years, there has been a significant decline in reliance on Income Support:

- The proportion of the population receiving income support benefits dropped from 8.7 per cent to 7.1 per cent (annualized monthly average).
- The total number of new entrants was down by 9.8 per cent.
- The number of adults declined from 40,300 to 34,700 (down 13.9 per cent).
- The number of couples with children dropped from 2,600 to 1,300 (down 49.9 per cent).
- The number of couples without children decreased by 31.8 per cent.
- The number of single parents dropped by 20.4 per cent, from 7,500 to 5,970.
- The number of youth (18-29 years) declined by 12.0 per cent; they now represent less than one-quarter of the Income Support caseload (22.1 per cent).

## Key Statistics for 2012-13

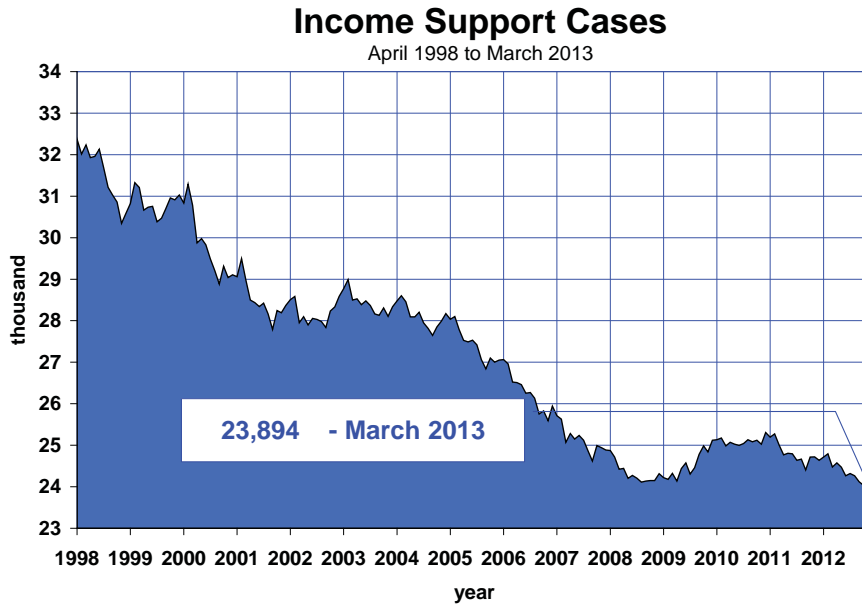
- Over the course of the year, the percentage of the population receiving income support benefits dropped from 7.4 per cent to 7.1 per cent (annualized monthly average).
- More adult clients are women, at 53.2 per cent.
- 70.9 per cent of adult clients were age 50 and older.
- When grouping by family type, the number of single people receiving income support benefits represent 60.5 per cent of the caseload.
- About 50 per cent of cases receiving income support benefits are in the Avalon Region.
- Low education levels continue to be a significant barrier to employment.
  - 51 per cent of people under age 30 have less than high school.
  - 52 per cent of adults age 30 to 49 have less than high school.
  - 71 per cent of people over age 49 have less than high school.

### Education Level by Age, 2012-13



# Annual Report

## 2012 - 2013



## Employment & Training Supports and Services

### Overview

The Department of Advanced Education and Skills has a suite of employment and training supports that assists individuals to prepare for and enter the workforce. This includes providing people with benefits and services to help them re-train; become more job-ready; get work experience; set up new businesses; obtain counselling and career advice; get access to labour market information; write resumes, and prepare for job interviews. The department also supports employers to find the skilled workers they need to maintain and grow their businesses by providing recruitment and retention supports.

### Key Statistics for 2012-13

- Over 8,000 individuals availed of work experience programs and employment supports to help them acquire the employment skills and experience they need to make long-term attachments to the labour force. These supports were offered through programs such as: the Targeted



Wage Subsidy program (636 participants), the Job Creation Partnerships program (1,182 participants), the Graduate Employment program (105 participants) and Supported Employment for Persons with Disabilities (478 participants).

- Approximately 1,900 youth obtained work experience through summer employment programs.
- Approximately 4,830 individuals received skills development funding to complete post-secondary programs or work-based training, including 478 individuals with disabilities.
- Almost 300 individuals accessed supports to assist them with setting up their own businesses.
- Over 2,770 apprentices were supported to complete advanced training and 536 participated in the Apprenticeship Wage Subsidy program.
- During 2012-13, there were 1,069 employers and over 28,000 job seekers who registered with [www.JOBSinNL.ca](http://www.JOBSinNL.ca). This brings the total to 7,064 employers and 88,902 job seekers registered since the launch of the site in November 2009.
- Just over 48,000 job ads were posted on [www.JOBSinNL.ca](http://www.JOBSinNL.ca) with almost 3,400,000 visits in 2012-13. Additionally, the site has experienced over 8.9 million visits since its launch.
- In 2012-13, the department's Labour Market and Career Information (LMCI) Hotline logged almost 10,000 incoming and outgoing calls.
- Over 27,400 individuals and employers visited the [www.NLHRManager.ca](http://www.NLHRManager.ca) to access information and resources to support them with their recruitment and retention needs.
- Over 9,000 individuals and employers registered for [www.SMARTFORCENL.ca](http://www.SMARTFORCENL.ca) to participate online professional development and workplace learning opportunities. A total of 25,000 online courses were completed.

# Annual Report

## 2012 - 2013

### Progress in 2012-13

The expansion of a new Apprenticeship Wage Subsidy program was highly successful in 2012-13. By the end of the fiscal year, 536 apprentices (339 new in 2012-13) had participated in the program. Approximately 100 women apprentices were supported to participate in the subsidy under a partnership between the department and the Office to Advance Women Apprentices.

The Apprenticeship Wage Subsidy was designed to encourage employers to hire recent graduates of skilled trades programs and apprentices from underrepresented groups who often face challenges in making their first workplace attachment. Employers receive a 90 per cent wage subsidy (up to a maximum of \$14/hour) to hire first-year apprentices until they acquire the hours they need for their next apprenticeship level; they receive an 80 per cent subsidy for second-year apprentices and 60 per cent for third and fourth-year apprentices.

During 2012-13, of those apprentices that availed of the subsidy:

- 88 per cent were first-year
- 19 per cent were female
- 1 per cent were people with a disability
- 8 per cent were Aboriginal

## Apprenticeship and Trade Certification

### Overview

The Apprenticeship System provides training and experience for individuals interested in obtaining the skills, experience and certification to work in industries that require skilled tradespeople. There is a contract between an employee and an employer, in which the employer agrees to provide opportunities for an apprentice to learn the skills required for a trade.

This experience is obtained under the supervision of someone already qualified in that trade. An apprenticeship agreement is signed with the apprentice, the employer and the Department of Advanced Education and Skills. Under the apprenticeship model, up to 80 per cent of the training occurs in the workplace; with a portion of the relevant theoretical knowledge taught at an approved institution.

The success of Newfoundland and Labrador’s apprenticeship system is its industry focus, which is formalized through a network of industry advisory committees and active participation in the sector. The industry sector supports the system by: employing apprentices; providing on-the-job training; contributing equipment and resources required for technical experience; and participating on provincial committees and the Provincial Apprenticeship and Certification Board.

## Key Statistics for 2012-13

Number of active apprentices	5,894
Number of newly registered apprentices	1,431
Number of apprentices receiving journeyman certification	476
Number of trade qualifiers receiving journeyman certification	175
Number of apprenticeship incentive grant letters issued	1,427
Number of apprenticeship completion grant letters issued	465
Number of apprentices receiving in-school training	3,015
Number of apprentices that received credit through the recognition of prior learning (Prior Learning Assessment and Recognition)	96
Number of journeymen receiving enhanced training to keep skills current and respond to industry standards (e.g., heavy form work)	126

## Progress in 2012-13

Highlights of the past year’s activities include:

- The Journeyman Mentorship Program was launched in November 2012, assisting eligible employers to hire a journeyman mentor so more apprentices can secure journeyman status.
- The Youth Apprenticeship Program was expanded from five high schools to ten high schools in the province.
- The Apprenticeship Wage Subsidy Program was expanded; 324 employers were funded to provide 536 wage subsidies – an increase of 72 percent and 83 per cent respectively.
- The Division published one new plan of training for “Tower Crane Operator” and revised plans of training for nine other skilled trades.
- The Division instituted online block exams for ten occupations.

# Annual Report

2012 - 2013

## Skills Development

### Overview

The Skills Development Division is responsible for accelerating the skills and learning agenda of the province through joint initiatives with the federal government on the skills development fund through the Labour Market Development Agreement (LMDA) including the Contribution Agreement, as well as, overseeing the implementation of the Skills Task Force Action Plan. This division is also responsible for providing information and stimulating the development of policies, strategies, and initiatives that support Apprenticeship, Chapter 7 of the Agreement on Internal Trade and foreign qualification recognition in Newfoundland and Labrador.

### Services

- Establish partnerships with key stakeholders including federal government departments, provincial government departments, industry, training institutes, labour groups, and special interest groups to address skills and training needs
- Provide strategic advice and support to regulatory bodies and government departments in regard to requirements under Chapter 7 of the Agreement on Internal Trade
- Work with regulatory bodies and other stakeholders to implement the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications via participation on the Foreign Qualification Recognition Working Group (which includes federal, provincial, and territorial government representatives)
- Provide planning and research on budget monitoring/review, demographic profile of clients, analysis of training, assessment of post-secondary enrolment, financial supports and skills development activities
- Oversee the implementation of the Skills Task Force Action Plan
- Participate on sector councils and provide assistance in labour market supply and training issues
- Provide input into the environmental assessment process, especially in relation to major project undertakings
- Administer the Career Awards Program and the Atlantic Veterinary College Inter-provincial Funding Agreement

## Progress

Since the release of the Skills Task Force Report (STF): All the Skills to Succeed, there has been significant progress in ensuring the province has a qualified and skilled workforce to meet industry requirements:

- Government has committed over \$98 million in funding over the past five years to support initiatives outlined under the Skills Task Force Action Plan.
- 87 per cent of the Government action items outlined under the STF have been completed or are under-development.
- In 2012 the Journeyperson Mentorship Program was launched. This program provides financial contributions to eligible employers to provide a journeyperson mentor to support apprentices on the job.
- The Pre-Apprentice Tracking System (PTS) was a new initiative in 2012. This system was in direct response to stakeholder feedback. The PTS provides the department with a system for tracking the progress of students who enroll in skilled trades programs until their registration as an apprentice with the Apprenticeship and Trade Certification Division. The PTS provides the department with a mechanism to identify any skills trades entry-level program graduates who experience difficulty in finding employment in their chosen trade.
- The work of the Foreign Qualification Recognition Working Group focused on:
  - Continuing implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications with the second set of target occupations
  - Exploring themes related to foreign qualification recognition, including alternative careers
  - Selecting a third group of target occupations for the Framework
- Through membership on the Labour Mobility Coordinating Group (which includes federal, provincial, and territorial representatives), progress continues to be made in resolving interpretation issues and establishing a common understanding of the coverage and implications of Chapter 7 of the Agreement on Internal Trade.
- Through representation on the Forum of Labour Market Ministers (FLMM) Workforce Development Working Group, efforts continue to explore workforce development as it relates to: workplace training, literacy, essential skills, and barriers to employment for under-represented groups.

# Annual Report

2012 - 2013

- Through representation on the Apprenticeship Working Group, members continue to explore opportunities to streamline apprenticeship programs and eliminate barriers to participation.

## Key Statistics for 2012-13

- Approximately 2,000 students have registered in the Pre-Apprentice Tracking System.
- There have been 23 journey person mentor applicants and 11 employer applicants for the newly launched Journey person Mentorship Program.
- All 12 seats under the Atlantic Veterinary College Interprovincial Funding Agreement were utilized by students from Newfoundland and Labrador.
- The Career Awards Program supported approximately 50 students with an investment of \$226,000.

## Student Financial Services

### Overview

The Student Financial Services Division (SFSD) of the Department of Advanced Education and Skills is responsible for the administration of student financial assistance under the Canada-Newfoundland and Labrador Integrated Student Financial Assistance Program. This includes the administration of provincial and federal student loans and grants, as well as, a number of other provincial and federal student financial assistance programs.

Under this integrated Student Financial Assistance Program, a student submits one application and the SFSD assesses both the federal and provincial loan and grant funding that a student is eligible to receive.

### Key Statistics for academic loan year (August 1, 2011 - July 31, 2012)

- 8,278 post-secondary students applied for assistance, approximately 96 per cent applied online.
- 7,030 students (i.e., 85 per cent) were approved for assistance; however, 26 of these did not avail of the assistance approved.
- \$43.4 million in loans (\$31 million federal and \$12.4 million provincial) were approved; an additional \$20.1 million was disbursed in grants (\$10.4 million federal and \$9.7 million provincial).

- 92 per cent of borrowers in this province were single, 78 per cent of who moved away from home to attend school.
- 50 per cent of all single students were classified as dependent - meaning their parents were expected to contribute toward the cost of their education.
- 63 per cent of student borrowers in the province were female; 37 per cent were male.
- Single-parent borrowers continue to be predominantly female - 316 (98 per cent) out of a total of 322.

### **Progress in 2012-13**

- During the past year the SFSD has implemented several initiatives which will improve the Student Financial Assistance program and service delivery. Two of these initiatives, the Master Student Financial Assistance Agreement and Electronic Confirmation of Enrolment will improve the student aid program and provide a better overall experience for students and educational institutions. The Master Student Financial Assistance Agreement will allow a student, when approved for their first student loan, to sign one agreement which will be valid for the life of their borrowing - provided the student does not have a break in borrowing of more than two years.
- The Electronic Confirmation of Enrolment is a process where educational institutions confirm, by electronic means, full-time enrolment of students as well as changes to student status. The goal of this new automated system is to improve administrative processes, ultimately creating a simpler and more efficient system for students and educational institutions. Additionally, in July 2012, email addresses became mandatory when creating a new student aid online account or signing onto an existing student aid online account. Email addresses are validated upon creating an account and periodically thereafter. This process ensures SFSD maintains up to date contact information.



# Annual Report

2012 - 2013

## Office of Immigration and Multiculturalism / Provincial Nominee Program

### Overview

The Office of Immigration and Multiculturalism, established in 2007, works to implement the 18 goals outlined in the provincial immigration Strategy, Diversity ~ Opportunity and Growth. The goals cover major themes: raising awareness within the province of the benefits of immigration; promoting the province as a desirable destination for prospective immigrants; enhancing the Provincial Nominee Program; improving retention through enhanced settlement services; and promoting multiculturalism throughout the province.

Since April 2007, two thousand two hundred and thirty-three individuals have been nominated for permanent residency under the Provincial Nominee Program (1,162 principal applicants plus 1,071 dependents).

### Key Statistics for 2012-13

- This year, the immigration website [www.nimmigration.ca](http://www.nimmigration.ca) received 55,744 visits from 195 countries.
- A total of 242 nominations (plus 244 dependants) were completed; 365 nominees and their dependants became permanent residents of the province.
- Four workshops on “Welcoming Communities” (Old Perlican and Hearts Delight) and 10 Welcoming Community presentations were conducted with the aim of ensuring newcomers are met with welcoming conditions and reinforcing their desire to remain in the province.

### Progress

- In November 2011, the Provincial Government led an Atlantic mission to Ireland (Cork and Dublin). The fairs were attended by over 3000 prospective workers. Six provincial employers were part of the delegation and all found potential candidates for hire. Employers are still benefiting from this mission as 15 individuals were recruited in 2012 and nominated under the Provincial Nominee Program.
- Office of Immigration and Multiculturalism continues to support the local video gaming industry by nominating 6 individuals with unique skill sets in video game development.



- Since the launch of the immigration strategy, annual immigration to NL has been increasing reaching a high of 751 permanent resident admissions in 2012. Increases are due to the number of individuals arriving through the Provincial Nominee Program.
- In 2012 the Provincial Nominee Program accounted for 49 per cent of annual immigration to the province.
- Four additional Immigration Portal Projects were funded in 2012-13 (Northeast Avalon Regional Development Board, Sharing Our Cultures, AXIS Career Services and the Association for New Canadians). These projects were designed to provide new and prospective immigrants with access to a wide range of information before and after their arrival to the province and to create awareness in the province of other cultures.
- Multiculturalism Week was held during the week of March 18-24, 2013. Across the province, communities joined in celebrations and activities to promote multiculturalism and cross-cultural understanding.

## Disability Policy Office – Inclusion Strategy

### Overview

The Disability Policy Office is a focal point for policy guidance to ensure inclusion across Departments and Agencies of the Government of Newfoundland and Labrador. This is achieved by advising Government on the removal and prevention of barriers to support inclusion of persons with disabilities throughout all aspects of society.

The Disability Policy Office also acts as a secretariat to the Provincial Advisory Council for the Inclusion of Persons with Disabilities. As well, the office supports interdepartmental committees representing 14 government departments and agencies at the Ministerial, Deputy Minister and Director level.

# Annual Report

2012 - 2013

## Progress in 2012-13

Highlights of activities and achievements within these in 2012-13 are:

- Launched Access.Inclusion.Equality: A Provincial Strategy for the Inclusion of Persons with Disabilities
- Implemented Accessible Vehicle and Inclusion Grants. Accessible Vehicle Grants modified 31 personal vehicles for accessibility. Inclusion Grants funded 18 community groups to improve accessibility
- Acted as a resource to government departments and agencies on best practices and standards for accessibility and inclusion and information on current social trends, community priorities and new technologies to support inclusion and accessibility
- Informed the development of inclusive training and policy manuals, policy and legislation such as the Adult Protection Act, and the Service Animal Act
- Facilitated linkages to community-based expertise, as well as other public and private resources that support inclusion and accessibility
- Provided information sessions on the Provincial Strategy for the Inclusion of Persons with Disabilities, and promoted inclusion at business and community meetings, and conferences
- Purchased a custom-built audio system (Ruby) with accessibility features for enhanced audio at meetings and events
- Partnered with the Independent Living Resource Centre to advance inclusion through the development an online resource (Inclusion NL)

## APPENDIX D

### Public Entities

The following public entities reported through the Minister and prepared separate annual reports in 2012-13:

- Memorial University of Newfoundland
- College of the North Atlantic
- Student Loan Corporation of Newfoundland and Labrador
- Private Training Corporation
- Memorial University Pension Plan
- Provincial Apprenticeship and Certification Board
- Student Financial Assistance Appeals Board
- Income and Employment Support Appeal Board
- Provincial Advisory Council for the Inclusion of Persons with Disabilities

### **Council on Higher Education**

The Council on *Higher Education Act* was proclaimed in January 2007 and is currently inactive. The Council membership includes:

- Minister of Advanced Education and Skills
- Deputy Minister, Department of Advanced Education and Skills
- Chair of the Board of Regents, Memorial University
- Chair of the Board of Governors, College of the North Atlantic
- President, Memorial University
- President, College of the North Atlantic
- Two student representatives, one each from Memorial University and College of the North Atlantic



