



Canadian Plastics Sector Council
Conseil canadien sectoriel des plastiques

Second Language Training Services and Programs in Canada

prepared by

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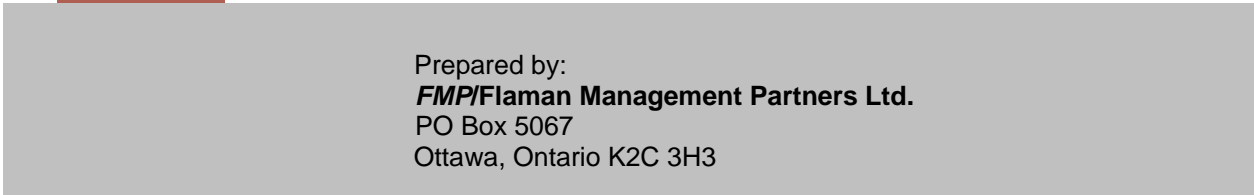


**Canadian Plastics
Sector Council (CPSC)**

**Second Language Training
Services and Programs
In Canada
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Executive Summary

The Plastics industry in Canada embraces up to 25,000 new personnel annually, many of whom are being drawn from the cadre of newcomers to Canada. Although these workers may be skilled in their trade or are diligent in learning the responsibilities of the positions they assume in the industry, often they are held back by lack of good communication skills in the English or French languages. There is a pressing need in the industry for knowledge about the availability of federally and provincially funded or sponsored language training programs in which these workers and the firms in the sector that seek to employ such workers, could participate. In the Fall 2006, the CPSC commissioned the development of a source document to such programs across Canada in geographic areas in which the Plastics industry is highly concentrated. These areas were the lower BC mainland, the Edmonton – Calgary corridor, the Greater Winnipeg area, Southern Ontario, the Montreal – Quebec corridor, and the Halifax area.

Two main federal programs were identified: LINC – Language Instruction for Newcomers to Canada; and ELT – Enhanced Language Training. All provinces other than Nova Scotia have some form of agreement in place with the federal government for the provision of language training funds. The implementation of federal programs is integrated with the provincial programs in some provinces (Manitoba and BC), under the terms of the “alternate funding arrangements” between the province and the federal government. Ontario has quite separate provincial and federal programs, although a 2005 agreement seeks to harmonize the efforts of the two levels of government. Alberta also has separate programs, but provincial officers work collaboratively with federal counterparts to integrate the programs when possible. Nova Scotia, largely due to its population and requirement, has no agreement but uses a “per capita” calculation to identify federal funding, and federal and provincial program personnel are familiar with one another’s efforts.

Quebec and Canada have in place a block funding agreement for all issues related to immigration and settlement, in which funds are transferred to Quebec, and for which the province has full responsibility. There are no federal programs per se in effect in Quebec.

All provinces provide delivery of language training programs through some combination of school boards, colleges, universities, immigrant settlement organizations (for profit and not for profit), private sector language schools, and other firms or organizations that wish to and are capable of delivering such training. Calls for proposals for provision in each province of LINC and ELT programs in the coming year are typically issued at the end of each fiscal year, (January through March).

Significant funding is becoming available for the provision of language training, and program personnel in many of the provinces are very interested in seeing innovative proposals that would place language training delivery into work place settings, or would integrate language training with other immigrant settlement programs. The CPSC is the first sector council to have expressed an interest in the programs provided by the federal and provincial bodies contacted, and interest was expressed in seeing the CPSC itself participate in such proposals. CPSC may be in a position to engage other sector councils in pressing federal and provincial departments to better coordinate the information governments make available on language programs, to clarify the issues for firms in all sectors that may wish to participate or engage in programs that provide the capacity to upgrade the language skill of employees who are new Canadians.

1 Introduction

The Canadian Plastics Sector Council (**CPSC**, or, the Council) strives to assist industry members deal with emerging human resource issues facing the plastics industry, such as the gap in the labour force left by the turnover of workers and by new demand. Some 25,000 new employees enter the industry annually, many of whom are recruited from the cadre of newcomers to Canada. The industry has a significant requirement for access to language training for new workers, to ensure new recruits into the Plastics industry have the language skills necessary to contribute safely and effectively in the workplace.

The **CPSC** engaged **FMP/Flaman Management Partners (FMP)** in November 2006 to develop an initial electronic source book on second language (English and French) training programs, initiatives and services that could be available to sector members in areas where the industry is highly concentrated.

In particular, the source book is to provide at least the following:

- ❑ A list of federally and provincially sponsored initiatives and programs;
- ❑ A description of the services, incentives and subsidies available through these initiatives and programs;
- ❑ A list of organizations capable of providing delivery of language training services of this nature in the identified geographic areas;
- ❑ A short description of the services and instruction opportunities offered by these organizations; and
- ❑ Contact information (web links) wherever available for the organizations, or federal or provincial services.

The source book will initially concentrate on information that is of relevance to industry members in

- ❑ the BC lower mainland,
- ❑ Alberta,
- ❑ the greater Winnipeg area,
- ❑ Southern Ontario,
- ❑ the Montreal/Quebec City corridor, and
- ❑ Nova Scotia.

2 Description of Available Programs

Canadian labour markets are undergoing significant challenges due to several factors, foremost among them being an aging population and the concentration of business and industry in a limited number of geographic areas. The Plastics industry, like others that must refresh and grow their labour force, frequently looks to newcomers to Canada to fill the available positions.

The demand in all sectors for qualified resources with appropriate language skills is being recognized by federal and provincial agencies, and programs and incentives are beginning to be developed and put in place. However, many of these are new or relatively new, and gaps remain even as programs are being retooled. The programs and incentives discussed in this section are likely to undergo significant change over the next months and years, as more needs and gaps in services are identified.

2.1 General Framework for Language Programs

Customs and Immigration Canada (CIC) is the federal department responsible for funding and managing English and French language training for newcomers to Canada, and works in collaboration with the provinces under a series of agreements with the individual provinces, with the exception of Quebec, which receives block funding from the federal government through the Canada-Quebec Accord, and has separate responsibility for integration and language training programs. Agreements of various types are in place with many but not all provinces, and various provincial departments are involved in the separate provinces.

Agreements have been put in place with the following provinces.

- Ontario (Ministry of Citizenship and Immigration, 5-year agreement – signed November, 2005)
- Manitoba (Manitoba Labour and Immigration, Immigration and Multiculturalism Division – 1985)
- Alberta (Alberta Employment, Immigration and Industry (formerly Human Resources and Employment) – Canada-Alberta Integrated Service Program – established in 1985 and reconfirmed in 2001)
- British Columbia (Ministry of the Attorney General, Multiculturalism and Immigration Branch – Agreement for Canada-British Columbia Cooperation on Immigration – originally signed in 1998, and re-signed April, 2004)

There are two CIC programs for provision of language training to newcomers: Language Instruction for Newcomers to Canada (LINC); and Enhanced Language Training (ELT). (LINC is called ELSA in British Columbia – ELSA being English Language Services for Adults.) The general frameworks for these two programs are discussed in sections 2.2 and 2.3; conditions specific to individual provinces are discussed in the relevant sections. CIC has recently decentralized oversight for these programs to regional offices in British Columbia/Yukon, Prairies/NWT, Ontario, and Atlantic Canada.

The language instruction resulting from participation in either of these programs is free to qualified participants, but individuals must have their language skills assessed prior to such participation. Skills are assessed under the Canadian Language Benchmarks Assessment (CLBA) framework. Skills in English are assessed in reading, writing, speaking and listening at benchmarks between 1 and 12, while in French skill are assessed in oral interaction, written comprehension and written communication. An individual having passed CLB level 8 is considered capable of engaging in post-secondary studies. One language-training provider has suggested that CLB language levels of approximately 6-7 are required for accurate and adequate communication in a workplace, although exact requirements are job specific.

The two federal language programs are generally open only to landed immigrants, Convention Refugees, and persons who have received initial approval in their application to become a Permanent Resident. Programs delivered in some provincial jurisdictions accept persons who are Canadian citizens or are refugee claimants.

2.2 LINC – Language Instruction for Newcomers to Canada

CIC, in collaboration with provincial governments, and through funding agreements with school boards, community colleges, universities and immigrant and community organizations, offers free language training across the country for adult permanent residents. While in most provinces

the name of the program is LINC, in British Columbia it is called ELSA – English Language Services for Adults. As noted, Québec is uniquely responsible for its own language training programs. Agreements may be funded on a multi-year basis, with the proviso that funding is dependant upon ongoing appropriations from Parliament. Some \$95M is allocated to this program, covering all provinces and territories other than Québec.

The components of LINC are:

1. Linguistic eligibility determination and related services:
 1. Rating clients to assess their current language skill level
 2. Determining clients' needs
 3. Recommending language training providers
2. Language training
3. Delivery assistance

2.2.1 Linguistic eligibility and related services

There are Language Assessment and Referral Centres in all provinces that are authorized by CIC to conduct assessments of language training needs and refer individuals to the appropriate LINC classes. A list of LINC assessment centres in the geographic areas of interest to this document is provided as a separate document (ref: [LARC](#)).

Individuals are evaluated relative to Canadian Language Benchmarks Assessment (CLBA) levels, which range from 1 through 12, and describe a person's ability to use English or French in some or all the skills areas of reading, writing, speaking and listening to accomplish a set of tasks (ref: <http://language.ca/>). Until recently, LINC programs have concentrated on providing training to individuals assessed at CLB levels 1 through 4, or what may be regarded as the "literacy level"; in recent months however, projects in the program have begun to address needs up to CLB level 10 (known as LINC level 7).¹

Illustration of speaking skills at Levels 4, 7 and 10

Level 4 speaking skills allow the individual to:

- take part in short, routine conversations about needs and familiar topics of personal relevance with supportive listeners; and
- communicate basic needs and personal experience, ask and respond to simple familiar questions, describe a situation, tell a simple story, describe the process of obtaining essential goods (e.g., purchasing, renting) or services (e.g., medical); **but**
- use the telephone only for very short, simple, predictable exchanges – communication without visual support is very difficult for him or her.

Level 7 speaking skills allow the individual to:

- communicate comfortably in most common daily situations, participate in formal and informal conversations involving decision making and problem solving situations, speak on familiar concrete topics on a descriptive level, and use the phone on familiar and routine matters; **but**
- clarifying unknown details may still present communications problems.

¹ LINC began in 1992. CLB levels were set somewhat after that, and LINC levels do not match CLB levels.

Level 10 speaking skills allow the individual to:

- obtain, exchange and present information, ideas and opinions for important tasks in work, academic and personal situations;
- lead routine meetings and manage interaction in a small, familiar, cooperating group;
- actively participate in formal meetings, interviews or seminars about complex, abstract, conceptual and detailed topics; and
- make 20 – 40 minute prepared formal presentations, and present and analyze information and ideas.

I.e., Level 10 speaking skills are sufficient for almost all work situations.

To be eligible to benefit from the LINC program, an individual must

- be a Permanent Resident of Canada (i.e., a landed immigrant), or Convention Refugee, or be a person in Canada whose application for Permanent Resident status is being processed in Canada and who has been informed by a letter from Citizenship and Immigration Canada of the initial approval of their application subject to an admissibility assessment,
- be of legal school-leaving age within the province or territory, and
- have their language ability evaluated by a Language Assessment Centre.

Canadian citizens and refugee claimants are not eligible for LINC/ELSA, except as described in Section 3.3 (British Columbia) and Section 3.6 (Québec).

A request for proposals (RFP) for provision of LINC services in the Ontario Region from April 1, 2007 to March 31, 2009 was issued in January 2007. RFPs for LINC providers in other Regions can be expected as the federal government fiscal year end/start approaches. Individual RFPs may also be issued at any time for services in a specific location.

References Made in Section 2.2.1		
Reference to ...	E-link	Other contact info
CLBA Levels	http://language.ca/	
Language Assessment and Referral Centres (LARC) in Selected Geographic Areas	LARC	

2.2.2 Language Training and Delivery Assistance

Clients may participate in LINC for up to three years from the time they start training. This limit is set to allow clients flexibility in accessing language training while meeting family, social, medical, employment and other commitments. Clients who begin LINC training overseas are still eligible for up to three years from the time they begin their LINC training in Canada.

LINC offers both full- and part-time classes, and some centres offer free childcare while students attend classes. Transportation assistance is also available at some sites. Language classes are available for every adult in the family, not just the person who may be looking for work. Most LINC centres can also provide references to other language training classes in the student's area.

Most universities and community colleges offer language classes, as do some private language schools and community organizations. However, not all universities or colleges will have

language classes available through LINC at any given time. Businesses may also be eligible to deliver services through the LINC program.

2.3 Enhanced Language Training

The Government of Canada, through Citizenship and Immigration Canada, launched the Enhanced Language Training (ELT) Initiative in January 2004 as part of the Immigrant and Settlement Assistance Program (ISAP). ISAP helps newcomers integrate into Canadian society by providing a variety of settlement services including: welcoming newcomers when they first arrive; basic orientation to Canada; translation; interpretation; and employment services such as job-search workshops, where newcomers learn more about the Canadian labour market and how to better prepare for their job search.

The goal of ELT is to help newcomers find their way into the work force as early as possible, and at levels that will allow them to use their skills and credentials, i.e., it is directed at professionals and trades people, to get them into their preferred occupation quickly.

ELT projects provide integrated services to immigrants including labour market levels of language training or occupation-specific language training and employability assistance. All ELT delivery projects must include an employability (bridge-to-work) component such as: internships; temporary or permanent work placement opportunities; mentorship services to enable skilled immigrants to meet peers and begin developing a network in their chosen field of employment; skills and education assessment; workplace cultural orientation; and preparation for licensure exams.

CIC has been allocated \$20 million per year, on an ongoing basis, towards the development and delivery of labour market levels of language training, including job-specific language training, and employability assistance for skilled adult immigrants and refugees, outside Quebec. Projects that promote an individualized case management approach, involving an intake assessment, ongoing support throughout the program and follow up, are sought through the RFPs let by CIC.

ELT projects are funded through contribution agreements with stakeholders, including provinces and territories, non-governmental organizations, employers, educational institutions and community agencies serving immigrants. The individual agreements result from responses to RFPs let in the Regions/provinces.

ELT projects that are undertaken with stakeholders and partners must include a cost-sharing plan by which they will contribute at least half the costs in the form of funds and in-kind contributions such as services, tools or facilities. Service delivery projects must also include a bridge-to-work component like those noted above.

Permanent residents, accepted refugees and individuals granted temporary resident permits to Canada are eligible for training under this initiative.

In 2005-2006, ELT programs in Alberta provided language training services directed at pharmacists, engineers, engineering technologists, accountants, nurses and professionals with technical or oil and gas technology experience. Programs in Ontario were directed at newcomers seeking to enter similar fields, as well as agrologists, carpenters, electricians, other health care workers, and those seeking careers in policing.

Summaries of projects funded under ELT can be obtained at <http://integration-net.ca/inet/english/elt-clna/index.htm>.

References Made in Section 2.3		
Reference to ...	E-link	Other contact info
ELT projects across Canada	http://integration-net.ca/inet/english/elt-clna/index.htm	

3 Delivery of Programs within Provinces

3.1 Ontario

3.1.1 Federal Programs

Ontario annually welcomes over 50% of Canada's immigrants, some 100,000 people. Annual base funding for settlement services and language training in Ontario is \$108M. The Canada-Ontario Immigration Agreement (COIA), signed in November 2005, provides additional funds for Immigrant and Settlement Assistance Program (ISAP) as well as for LINC and ELT initiatives. The COIA adds some \$870M from 2006-2007 to 2009-2010 (\$115M, \$185M, \$250M, and \$320M in each of those fiscal years, respectively).

The types of projects across Canada funded by CIC under similar budgets can be reviewed at <http://www.cic.gc.ca/english/disclosure/grants/index.html>.

Under the COIA, a Strategic Plan for Settlement and Language Training (<http://www.cic.gc.ca/english/pub/coia-plan.html>) with four major strategies has been formulated, but is only becoming operational now (spring 2007). Strategy 2 is specific to language training, and the Action Plan refers to the development and implementation of "a comprehensive language assessment, referral and training system that assists newcomers to become competent in English or French as quickly as possible", and provides the following specifics.

Expand higher-level and occupation-specific language learning	
Expansion of Language Instruction for Newcomers to Canada (LINC)	Introduce higher levels of language instruction-LINC 6/7(CLB 10). Curriculum guidelines will be developed for LINC 6/7. Training providers will include existing delivery organizations and new partners. Determine feasibility for language training beyond CLB 10.
Language training for employment (Enhanced Language Training -ELT)	Fund the language and communications components of (Ministry of Citizenship and Immigration) MCI's Bridge Training projects. This partnership will be extended to new Bridge Training projects as they come on stream.
Occupation-specific language training system (ELT)	Provide occupation-specific language training through community colleges, community employment training agencies and other partners to enable skilled newcomers to reach adequate English/French proficiency to work in their chosen fields.
Language assessment, evaluation and referral	
Centralized language assessment for LINC and Ontario ESL/FSL	Expand a centralized assessment and referral system that covers the needs of

	both the federal and provincial language training programs.
Language assessment and referral capacity	Implement consistent assessment tools. Develop specific assessment tools required for certain sectors. Expand referral capacity.
Evaluation systems	Develop exit-test system to support effective referral for ongoing training.
Increasing access and client-centred programming	
Additional LINC Home Study seats across Ontario	Expand opportunities for home study by expansion of the current program. Explore other alternatives and methods of providing language training to remote locations.
Additional Infant Care/ Childminding for LINC program	Additional infant care, childminding spaces, and workers will address increased needs from the new LINC Level 6 & 7 classes and from waiting lists.
ESL/FSL in the workplace	Develop guidelines for the piloting and delivery of language training partnerships with employers.
Enhancement of computer-assisted language learning	Provide LINC delivery organizations with new hardware and software to upgrade existing computer labs or establish new ones. Assess the potential of additional language lab tools and resources.
Language mentoring	Study and potentially expand pilot mentoring programs that connect language learners with language proficient adults.
Additional LINC Literacy classes	Increase availability of LINC literacy opportunities. Create specific LINC literacy classes with small class size to provide these high need learners with more direct and targeted instruction.

References Made in Section 3.1.1		
Reference to ...	E-link	Other contact info
CIC projects across Canada	http://www.cic.gc.ca/english/disclosure/grants/index.html .	
COIA, a Strategic Plan for Settlement and Language Training)	http://www.cic.gc.ca/english/pub/coia-plan.html	

3.1.1.1 LINC

LINC services are managed regionally in the province. As noted in section 2.2.1, a request for proposals for provision of LINC services in the Ontario Region from April 1, 2007 to March 31, 2009 was issued in January 2007. Also as noted in that section, a list including Language Assessment and Referral Centres for the geographic area relevant to this document has been compiled (ref: [LARC](#)). (A list of all Centres is available at http://www.settlement.org/sys/link_redirect.asp?doc_id=1001579.)

The LINC program in Ontario is in transition. Until recently, it had provided language training only up to LINC 4 (equivalent to up to CLB level 5, i.e., above “literacy” level, but below the CLB level 6 required to get into the ELT program). The result was a gap in service to learners who required additional training after LINC, but were not qualified to enter the ELT program.

LINC is now being expanded in some locations to levels 5 through 7, depending on the region and the service provider. (Level 5 is equivalent to CLB levels 6/7, enough to get into ELT. LINC Level 7 is equivalent to CLB level 10 and allows for high-functioning workplace use and for post-secondary academic study. LINC Bridging programs also exist, which combine mentoring or job placement with language training.)

LINC funding has also been provided, for the most part, on an annual (federal fiscal year) basis, which caused problems for some service providers who had to develop a new program without guarantee that it would be able to be offered in a subsequent year. Service providers have been required to submit proposals annually to receive funding, except in certain cases where multi-year funding had been permitted.

LINC service providers themselves are in some cases now uncertain as to what will be open for them to deliver, and what the relationship will be between the LINC and ELT programs. An example given was the situation that could arise if a module on Health and Safety were developed under LINC, but the level of language required for full delivery was higher than LINC level 4 – would that mean the module should fall under ELT? The decentralization of the ELT program to the CIC region, and the introduction of new policies for LINC, should allow better integration of the programs. Some other issues identified by service providers included the newness of the delivery structure, the need to expand the levels of language training, and the annual nature of program funding. Again, program lines are in transition, and greater clarity should become evident during 2007.

References Made in Section 3.1.1.1		
Reference to ...	E-link	Other contact info
Language Assessment and Referral Centres (LARC)	http://www.settlement.org/sys/link_redirect.asp?doc_id=1001579	
LARC in Selected Geographic Areas	LARC	

3.1.1.2 ELT

Until recently, the program had been administered from Ottawa, but responsibility has now been decentralized to the Ontario Region (as well as other CIC regions across Canada). While the Ontario Ministry of Citizenship and Immigration, Language Training Unit has the opportunity to review proposals and provide input as to which proposals best respond to provincial requirements, the ELT program is directly managed by CIC. A strategic review of the direction of ELT in Ontario is to be conducted, likely during the 2007-2008 fiscal year.

The ELT program in Ontario is allocated approximately one-half the \$20M provided for the ELT program nationally. Additional funding of \$10M, \$20M, \$30M, \$40M and \$50M will be provided in a 5-year schedule under terms of the COIA. A call for proposals for the 2007-2008 fiscal year is expected to be released in March or April 2007, although proposals can be submitted to the ELT program at any time. Service providers with signed contribution agreements may also have the flexibility to partner with an organization that requests the delivery of customized training.

ELT projects must include a language-training component, and typically include a Bridge to Work component. Proposals that put forward an approach that integrates language training, lifestyle learning, workplace training and other aspects of learning are likely to be more favourably reviewed, as might be proposals that include strategic aspects (e.g., development of curricula for specific labour groups). Proposals that address issues that may be concern to unions, or the creative use of “in-kind” resources by proposal partners, and other innovative approaches, may also be of interest to reviewers in the program.

ELT programs previously funded in Ontario can be viewed at http://www.settlement.org/sys/faqs_detail.asp?faq_id=4000690.

Additional information can be obtained from Elisete Bettencourt, CIC ELT Advisor for the Ontario Region, tel.: 416.954.2573.

References Made in Section 3.1.1.2		
Reference to ...	E-link	Other contact info
ELT Programs previously funded in Ontario	http://www.settlement.org/sys/faqs_detail.asp?faq_id=4000690	
Elisete Bettencourt, CIC ELT Advisor for Ontario Region	Elisete.bettencourt@cic.gc.ca	416.954.2573

3.1.2 Provincial Programs

Ontario also delivers ESL and FSL programs that are strictly provincial in nature.

3.1.2.1 Ministry of Citizenship and Immigration (MCI)

The majority of these programs are administered through MCI and are delivered solely through school boards in Ontario. 39 of 72 school boards in Ontario received funding to a total of \$52M in 2006-2007.

Requests for *occupation specific* and *work place oriented* proposals for language training service delivery in the 2007-2008 fiscal year closed in January 2007. Other proposals (for example, partnering an industry sector with a school board that already delivers services) may be able to obtain funding, if a business case is made. These provincial programs are open to Canadian citizens and refugee claimants, as well as to individuals eligible under LINC and ELT.

(A list of all school boards in the province can be found at <http://sbinfo.edu.gov.on.ca/brdall.asp>. The list of school boards qualifying in 2007-2008 should be requested from Judy Stanleigh at the MCI, Language Training Unit, 416.314.7306, when selection is completed in March 2007.)

References Made in Section 3.1.2.1		
Reference to ...	E-link	Other contact info
Ontario School Boards	http://sbinfo.edu.gov.on.ca/brdall.asp	
Judy Stanleigh, Manager, MCI Language Training Unit	Judy.stanleigh@ontario.ca	416.314.7306

3.1.2.2 Ministry of Colleges, Training and Universities (MCTU) TBD

The information in this section has not been confirmed.

An additional source of funding is the Ontario Special Bursary Plan (OSBP) administered by the MCTU. OSBP helps students with low family incomes participate in postsecondary education on a part-time basis at an Ontario university or college of applied arts and technology. Canadian citizens, immigrants and convention refugees are eligible for funding to develop their English language skills to the minimum required level for post secondary entry.

This program is not very well publicized and the plans of the MCTU for its continuation need to be determined. It may be that only a limited number of colleges offer an ESL/FSL service under this program.

Algonquin College in Ottawa offers language training (academic) in the ESL intensive program, which has an articulation agreement with Admissions: graduates of the highest level (ESL 8) with a B average are deemed to meet the minimum English requirements and can apply for post secondary admissions. There appears to be a gap in funding for many/most LINC graduates who are assumed to exit the LINC program at CLB level 7 in their skills and be close to be ready for academic study. The difficulty is that most are not near CLB 7 on exit from the highest level of LINC. For those planning to continue to study or whose retraining requires additional language proficiency, more language development is a necessity.

3.2 Alberta

The province attracted some 16,000 immigrants in 2004 and seeks to increase that to some 24,000 annually. Provincial program representatives of Alberta Employment, Immigration and Industry (formerly Human Resources and Employment) work closely with their federal counterparts to coordinate existing and new programs, and several innovative initiatives are in place or in process.

3.2.1 Federal Programs

Canada and Alberta have had co-operative arrangements since 1985 in the funding of settlement services for immigrants in Alberta through the Canada-Alberta Integrated Service Program (ISP) for Immigrant Settlement Services. This co-operation was confirmed in 2001 by the signing of a *Statement of Understanding Prairies and Northern Territories Region of Citizenship and Immigration and the Ministry of Alberta Learning Regarding Settlement Programs and Services for Immigrants in Alberta*.

CIC funds several Language Assessment Centres in the province, including one in Edmonton and one in Calgary. Alberta has been experiencing significant immigration in the last several years, and capacity has been lacking to assess the language capabilities of persons seeking language training. A backlog of several months before assessment could be done had developed, but additional federal funding has been provided and the backlog is expected to be eliminated by spring 2007.

The Language Assessment Centre in Edmonton has compiled a directory of ESL service providers and resources available in selected urban centres in the province, and it can be accessed at http://www.catholicsocialservices.ab.ca/esl_directory/esl_directory.pdf.

The Calgary Language Assessment Centre has compiled a similar directory, directed specifically towards the Calgary region, and it can be accessed at <http://www.calgaryimmigrantaid.ca/images/stories//esl%20directory%20of%20programs%20and%20services.3.4.pdf>.

References Made in Section 3.2.1		
Reference to ...	E-link	Other contact info
A Directory of ESL Programs and Services in Selected Urban Centres in Alberta, Sept 2006 – March 2007	http://www.catholicsocialservices.ab.ca/esl_directory/esl_directory.pdf	
A Directory of ESL Programs and Services for Immigrants and International Students in Calgary, Sept 2006 – March 2007	http://www.calgaryimmigrantaid.ca/images/stories//esl%20directory%20of%20programs%20and%20services.3.4.pdf	

3.2.1.1 LINC

The LINC program in Alberta has also benefited from additional funds, which will allow the program to deliver language training at higher levels than before (to LINC 5, equivalent to CLB 6/7), and enhance employability of its clients. The higher level permitted within LINC also allows better integration with the ELT program (below), since ELT starts only for persons who have been assessed at CLB level 6, or higher.

3.2.1.2 ELT

Call for Proposals for CIC ELT services are issued jointly with Alberta Employment, Immigration and Industry, and combine the ELT initiative with the Government of Alberta's Immigration Policy, "Supporting Immigrants and Immigration to Alberta." Calls are made annually, with the current round having ended on February 5, 2007, and proposals being evaluated in March. The 2007 Call for Proposal is provided as an example (ref: [ELT.RFP](#)).

The 2006 projects, (ref: <http://integration-net.ca/inet/english/elt-clna/index.htm>), included several that were significant in that the province proactively encouraged language training providers seeking funding to work with professional groups, to formulate projects that will create infrastructure for future assessment and language training delivery for those groups. The engineering and pharmacists groups specifically were involved in these projects. The 2007 round of funding will support pilot projects.

It has been suggested the CPSC may wish to focus on service providers who participate in ELT projects, as these organizations (and a select number of others, like the Southern Alberta Institute of Technology (SAIT) and Bow Valley College) have the capacity and interest to focus on providing "Language Training in the Workplace" programming.

The provincial Department's officer responsible for the federal ELT program (Carolyn Dieleman: 780.427.5717 or Carolyn.Dieleman@gov.ab.ca) is also the Manager, Language Training, Alberta Employment, Immigration and Industry. As noted previously, the province works closely with their federal counterparts in structuring and delivering this program. The CIC ELT Regional Advisor for the Prairies and Northern Territories Region is Rocky Gushuliak tel.: 204.983.2747.

References Made in Section 3.2.1.2		
Reference to ...	E-link	Other contact info
Canada-Alberta ELT for Skilled Immigrants, Call for Proposals, Jan 05, 2007	ELT.RFP	
ELT funded projects, by fiscal year, by province/territory	http://integration-net.ca/inet/english/elt-clna/index.htm	
Carolyn Dieleman, Manager, Language Training, Alberta Employment, Immigration and Industry,	Carolyn.Dieleman@gov.ab.ca	780.427.5717
Rocky Gushuliak, CIC ELT Regional Advisor, Prairies and Northern Territories Region		204.983.2747

3.2.2 Provincial Programs

The provincial government provides funding of its own for language training under several province-specific programs. Examples that may be of specific interest are provided in the following program descriptions.

3.2.2.1 General ESL

The province makes *tuition-based funding* available on an on-going basis to respond to proposals for the provision of ESL training by private, not-for-profit, and public organizations. Approval for a specific number of seats for such training (not necessarily all the seats offered by the organization) is based on such proposals.

These programs may be directed toward academic outcomes or to employability outcomes. Programs addressing the latter tend not to address higher levels of language capability. Generally speaking, program outcomes should be able to be predicted by the capacity of the organization. For example, universities could be expected to provide an academically directed stream, whereas technically oriented colleges are likely to have streams directed to employability. Non-profit organizations may address either outcome, as could certain specific service providers such as Norquest College in Edmonton and Bow Valley College in Calgary.

3.2.2.2 Integrated Training Programs

This program focuses on integrating skills development with work experience, and may include a language training component. The Calgary Regional Office of Alberta Employment, Immigration and Industry which recently completed intake of proposals with respect to this program, has previously funded a 3-year partnership between the Southern Alberta Institute of Technology (SAIT) and the Calgary Catholic Immigration Society, which focussed on mentorship and career-bridging in different industries.

It is recommended the CPSC or firms in the sector or both discuss this project further with the Calgary Regional Office (403.297.4575).

References Made in Section 3.2.2.2		
Reference to ...	E-link	Other contact info
Calgary Regional Office, Alberta Employment, Immigration and Industry		403.297.4575

3.2.2.3 Language Training Programs

The Alberta Employment, Immigration and Industry, Language Training Unit proactively seeks to identify or develop innovative ESL projects to respond to emerging labour needs in the province. The projects target ESL priorities, with a view to holistically approaching the issue of language training for industries, sectors and organizations. This includes identifying organizational interactions (how should organizations incorporate language training in the full gamut of mentorship, job-bridging, dynamic between the language training provider and the host organization), defining environmental requirements (how, where and when in the workplace environment should training be delivered), and establishing curricula. The Unit has the capacity to fund feasibility studies, capacity assessments, and curricula development.

The Manager, Language Training, Intergovernmental Relations and Immigration Branch, Alberta Employment, Immigration and Industry (Carolyn Dieleman: 780.427.5717 or Carolyn.Dieleman@gov.ab.ca) is also responsible for the federal ELT program.

References Made in Section 3.2.2.3		
Reference to ...	E-link	Other contact info
Carolyn Dieleman, Manager, Language Training, Alberta Employment, Immigration and Industry	Carolyn.Dieleman@gov.ab.ca	780.427.5717

3.2.2.4 Workforce Partnerships

This program, offered by the Work Place Supports Division, promotes interactions with employers and employer groups. Projects funded by this Division include examples such as a study conducted in recent years to assess the language training requirements in the food processors industry.

The call for proposals for funding under this group should be made available about the beginning of April 2007. This program is also recommended for review additional research by the CPSC.

3.3 British Columbia

The province receives about 35,000 newcomers annually. BC operates under an alternate funding arrangement with the federal government for support of language training programs.

3.3.1 LINC/ELSA

ELSA (English Language Services for Adults, ref. <http://www.elsanet.org>) is the equivalent to LINC in other provinces. It is managed by the Ministry of the Attorney General, Settlement and Multicultural Division; information is available from Allison Dudley, Stakeholder Relations, 604.775.0470. It is generally available to newcomers to Canada, 17 years old or older, who are approved for permanent residence. Canadian or naturalized citizens and Refugee Claimants may not take ELSA classes within the Greater Vancouver (Horseshoe Bay to Langley) and Greater Victoria Regional Districts; however, they are eligible to take ELSA classes outside these areas.

ELSA classes are held in the morning, afternoon and evening. Full-time classes are 25 hours a week while part-time classes are 9 to 15 hours a week. ELSA participants may continue to receive EI benefits, but must inform the school they are on benefits, and must confirm with a Human Resource Centre that they are eligible to receive EI benefits while attending ELSA. People on EI do not get money when they are absent from class.

Participants may remain in ELSA for approximately 1,100 hours of training (depending on circumstances), or until they achieve ELSA level 5 (CLB level 6).

Directories of ESL Courses and Employment Programs for Immigrants in BC have been compiled and are available at <http://www.elsanet.org/esldirectory/index.php>. These directories include a section on ELSA, and also provide 2006 listings for all other ESL course providers. Directories specific to the Lower Mainland and Surrey/Delta areas are to be found at:

- Lower Mainland: <http://www.elsanet.org/esldirectory/pdf/Lower%20Mainland.pdf>; and
- Surrey/Delta: <http://www.elsanet.org/esldirectory/pdf/Surrey%20Delta.pdf>.

Schools delivering courses under ELSA in these areas can be found at:

- ELSA schools, Lower Mainland: <http://www.elsanet.org/schools/lm.htm#richmond>; and
- ELSA schools, Surrey/Delta: <http://www.elsanet.org/schools/surrey.htm#delta>.

Additional information on ELSA has been compiled and can be found in the appendix document, "[ELSA faq](#)".

References Made in Section 3.3.1		
Reference to ...	E-link	Other contact info
English Language Services for Adults, ELSA Net	http://www.elsanet.org/index.html E: elsanet@telus.net	#208 2525 Commercial Drive, Vancouver, BC, V5N 4C1 Phone: 604.876.5758 Fax: 604.876.5709
ELSA schools, Surrey/Delta	http://www.elsanet.org/schools/surrey.htm#delta	

References Made in Section 3.3.1		
Reference to ...	E-link	Other contact info
ELSA schools, Lower Mainland	http://www.elsanet.org/schools/lm.htm#richmond	
Directories of ESL Courses and Employment Programs for Immigrants in BC	http://www.elsanet.org/esldirectory/index.php	
Directory of ELSA and other language training providers, Surrey/Delta	http://www.elsanet.org/esldirectory/index.php	
Directory of ELSA and other language training providers, Lower Mainland	http://www.elsanet.org/esldirectory/pdf/Lower%20Mainland.pdf	
Additional information on ELSA	ELSA faq	
Allison Dudley, Stakeholder Relations, Settlement and Multicultural Division, Ministry of the Attorney General		604.775.0470

3.3.2 ELT/Skills Connect

The federal ELT program is subsumed within the provincial Skills Connect for Immigrants Program (<http://www.ecdev.gov.bc.ca/ProgramsAndServices/IQU/SkillsConnect/default.htm>), managed by the Ministry of Economic Development, International Qualifications Unit (contact the Manager, 250.953.3744). As a result of the alternate funding arrangement, funding for ELT related projects is managed by the province but is reported on separately from other initiatives.

The primary goal of the Skills Connect program is to see new immigrants secure jobs that fully use their skills and talents. The program aims to respond to current and long-term skill shortages by assessing and bridging skilled immigrants into the workplace in areas that complement BC's growing economy.

The Skills Connect for Immigrants Program will:

- assess the skills, qualifications and experiences of recent immigrants to B.C.;
- seek to enhance skills, qualifications and experiences to meet B.C. labour market standards;
- offer workplace practice opportunities, such as workplace orientation (i.e. mentorship), that will help secure and sustain employment;
- offer career assessment and planning; and
- offer other skill enhancements, including workplace language upgrading.

Many B.C. immigrants possess skills in occupations where there are shortages but face challenges in navigating a complex labour market entry system, language barriers, difficulty getting their credentials recognized and lack of employment networks. Skills Connect aims to assist over 5,000 immigrants over the next three years bridge into employment that better reflects their skills and qualifications.

Skills Connect currently focuses on connecting immigrants with employers in the construction, transportation, energy and the tourism and hospitality sectors. Plans are underway to expand the program to include the health care sector over the coming months.

The provincial commitment of \$4.8 million each year for three years will be matched by contributions from Citizenship & Immigration Canada (Enhanced Language Training) and Health Canada (Internationally Educated Health Professionals).

Client Eligibility

Clients may be eligible for the Skills Connect for Immigrants Program if they:

- became a permanent resident of Canada within the last five years;
- have a minimum of three years of pre-arrival work experience in a profession , trade or high-skill occupation; and
- have an intermediate to advanced level of English language proficiency.

Description of Services Available

Skills Connect clients will be provided services and supports in one or more of the following components, depending on individual needs:

1. Career Assessment and Planning Services
 - Assessment of English proficiency, academic qualifications, technical skills, essential skills, career management skills and financial means
 - Individualized action planning
 - Information and referral to appropriate services or workplace practice
2. Pre-employment Skill Enhancement Services
 - English training at CLB level seven or higher
 - Limited academic upgrading
 - Technical skills upgrading
 - Essential skills upgrading
 - Job search skills
 - Career management skills
 - Orientation to workplace culture
3. Workplace Orientation and Practice Services
 - Mentorship and/or job shadowing
 - Internship or apprenticeship

Service Providers

Skills Connect services are available across Lower Mainland B.C. (and other regions) through the following service providers.

Service Provider	Contact	Region	Targeted Sectors
Surrey Delta Immigrant Services Society	604.597.3448 Ext 313 or 366	Surrey and the Fraser Valley	Tourism and hospitality, construction, energy and transportation
Multicultural Helping House Society	604.879.3277 604.270.0160	Lower Mainland	Construction
Douglas College	604.777.6099	Lower Mainland and the Fraser Valley	Tourism and hospitality, construction, transportation, and energy
ASPECT		All regions of the Province	Tourism and hospitality, construction, transportation, and energy
Back in Motion MOSAIC	604.575.3800 Toll-free 1.877.277.4832	Lower Mainland and the Fraser Valley	Construction and transportation

References Made in Section 3.3.2		
Reference to ...	E-link	Other contact info
Skills Connect for Immigrants Program	http://www.ecdev.gov.bc.ca/ProgramsAndServices/IQU/SkillsConnect/default.htm	
Jennifer Mensink, CIC ELT Regional Advisor for BC and Yukon Region		604.666.1007
Manager, International Qualifications Unit, Ministry of Economic Development		250.953.3744

3.4 Manitoba

Manitoba's federal-provincial agreement for immigrant services, including language training, has been in place since 1985. Manitoba has adopted the use of the term *EAL – English as an Additional Language* (in place of English as a Second Language) and EAL services are provided through the Manitoba Immigration Integration Program² (MIIP), under joint funding by CIC and Manitoba Labour and Immigration. Under the federal-provincial agreement, the province integrates federal initiatives into its own service offerings and administers federal program funds, with some 50 projects funded annually.

As a result, LINC per se does not exist in the province. ELT program funded projects are managed by Manitoba Labour and Immigration but are reported on separately. The province deals with the Settlement Client Centred Programs office in Ottawa (613.957.5910) rather than with the CIC Prairies and Northern Territories Region.

The integrated nature of the programs allows high achievers in EAL projects to be linked to ELT projects. The ELT funding in turn enables the EAL program to achieve more than it might otherwise.

There has been close integration and control to this point between the delivery programs and the English Language Assessment Centre, allowing the programs to quickly respond to perceived needs in the community. Projects in the tourism, policing, transit and nursing sectors have been funded in past years.

Intake in the Winnipeg Region

In Winnipeg, newcomers with EAL requirements who have lived in Manitoba for less than three months, first join the ENTRY Program. ENTRY is a four-week program that provides some essential settlement and employment information as well as some key language skills. While learners are in the ENTRY program, an appointment is made for a Canadian Language Benchmarks placement test with the English Language Assessment Centre. For more information see Winnipeg Programs, (http://www.gov.mb.ca/labour/immigrate/learningenglish/1_1.html#top).

After the learner's placement test, the learner will be referred to an adult EAL program. Some programs have continuous intake and some programs have set start and finish dates for each term. At this time, many of the programs have wait lists. Learners are placed on the wait list for their preferred program according to the following priority.

- Convention refugees (government and/or privately-sponsored convention refugees within their first year of arrival)
- Newcomers to the country (here less than 6 months)

Discussed in the sections below are two MIIP programs providing language training – English at Work, and Adult EAL Programs.

² Manitoba Immigrant Integration Program, Immigration and Multiculturalism Division, 5th floor – 213 Notre Dame Avenue, Winnipeg, Manitoba, R3B 1N3. Telephone: 204.945.6300

References Made in Section 3.4		
Reference to ...	E-link	Other contact info
Manitoba Immigration and Multiculturalism, Learning English, For Learners, Winnipeg Programs	http://www.gov.mb.ca/labour/immigrate/learningenglish/1_1.html#top	Margaret Pidlaski, Manager Margaret.pidlaski@gov.mb.ca 204.945.7415
Rocky Gushuliak, CIC ELT Regional Advisor for the Prairies and Northern Territories Region		204.983.2747
Settlement Client Centred Programs, Ottawa		613.957.5910

3.4.1 English at Work

The English at Work program provides businesses and organizations with a trained and experienced EAL instructor and practical job specific English language instruction to help employees with the English communications skills they need at work. Instructor selection is based on skills relevant to the industry in which the training is required, rather than on language training credentials. The English at Work Program Coordinator participates in the search for the appropriate instructor for each project.

The English at Work program funds some 20 projects annually. The Province covers one-half of the investment for training costs (development and delivery), with the company/organization responsible for the remaining portion. The company/organization must also give employees 50% of the time required to participate in the training. A common practice to date has been to offer two-hour classes, on-site, twice a week, for 20 – 30 weeks. Classes are often offered at the end of the day. Off-site instruction can be offered when a company has only one or very few personnel requiring instruction. Off-site programs are offered at the provincially funded **English Skills Centre** referred to below.

Program Information

Language and Communication in the Workplace - English at Work

- Job-specific English language classes for employees, from beginner to advanced
- Classes on-site at the workplace, usually two-hour classes twice a week
- Initiated by the employer – Employer's contact : 204.945.6016
- Program brochure: [English at Work: Language and Communication for the Workplace](#)

English Skills Centre

- Classes in Pronunciation, Listening, Professional Writing, Technical Reading and Culture in the Canadian Workplace
- Businesses can purchase a seat for an employee to receive classes and also 10 hours of individual tutorial tailored to the language needs of the workplace
- Afternoon, evening and Saturday classes
- Further information: www.englishskills.ca, or call the Centre at 204.927.4375

Further information can be found at

http://www.gov.mb.ca/labour/immigrate/learningenglish/3_4.html, and the Provincial Coordinator (Dale Klassen) can be contacted at dklassen@gov.mb.ca or 204.945.6016.

Examples of recent projects are listed at

http://www.gov.mb.ca/labour/immigrate/learningenglish/pdf/english_at_work_current_programs_oct05.pdf.

References Made in Section 3.4.1		
Reference to ...	E-link	Other contact info
English at Work brochure	English at Work: Language and Communication for the Workplace	
Manitoba Immigration and Multiculturalism, English as an Additional Language, English at Work	http://www.gov.mb.ca/labour/immigrate/learningenglish/3_4.html	
Margaret Pidlaski, Manager	Margaret.pidlaski@gov.mb.ca	204.945.7415
Dale Klassen, Program Coordinator	dklassen@gov.mb.ca	204.945.6016
Current English at Work programs	http://www.gov.mb.ca/labour/immigrate/learningenglish/pdf/english_at_work_current_programs_oct05.pdf	
English Skills Centre	www.englishskills.ca	204.927.4375

3.4.2 Adult EAL Programs

Funded EAL programs are available to Canadian citizens requiring language training, in addition to those who would qualify under LINC. Learners eligible for EAL are

- permanent residents or Canadians born outside Canada,
- claimants who have filed a claim with the Immigration Refugee Board, or
- approved Provincial Nominees (including spouses and adult children).

(Provincial Nominees are exceptional foreign business persons selected under a joint federal-provincial program, who are able and willing to make a capital contribution and be active in a new or existing business in the Province of Manitoba.)

Several funded programs operate in the Winnipeg area, including the following.

Entry Program: Language and Orientation for Newcomers

- A 4 week introduction to English and living in Manitoba
- 9:00 to 12:00, Monday to Friday
- For newcomers who have been in Canada 3 months or less
- First step for learners planning to attend EAL programs
- 4th floor, 259 Portage Ave. Phone: 944.0133
- [Entry Program \(PDF 158KB\)](#)

Winnipeg School Division Adult EAL Day Program (Continuous Intake)

- Types of classes:
- EAL (CLB levels 1-6)
- EAL Literacy
- Class times:
 - Morning classes (9:15 – 12:15, Monday to Friday)
 - Afternoon classes (12:45 - 3:45, Monday to Friday)
 - Saturday Morning classes (9:00 – 1:00, Benchmarks 4-8 only)
- Classes are at The Adult EAL Centre – (700 Elgin Ave.), Sir William Osler School (1600 Grant Ave.) and Elmwood School (505 Chalmers Ave.)
- 700 Elgin Ave., Winnipeg, MB R3E 1B2
- Phone: 775.0416; Fax: 786.3401
- Email: ljohansson@wsd1.org
- Website: <http://www.wsd1.org/aesl/>

Winnipeg School Division Adult EAL Evening Program (Continuous Intake)

- Types of Classes:
- CLB levels 1-8
- EAL Literacy
- Class times:
 - 5:15–7:15 p.m. or 7:30–9:30 p.m., Monday to Thursday or 6:30 p.m. – 9:00 p.m., Monday and Wednesday, or Tuesday and Thursday
- Adult Education Centre, 310 Vaughan St., Winnipeg, MB R3B 2N8
- Phone: 947.1674; Fax: 956.5049
- Website: <http://www.wsd1.org/aesl/>

Work Start: Language for Employment

- 4 week classes to prepare for employment
- CLB levels 2-5
- Wanting to find work immediately
- Class times: 9:15 - 2:45, Monday to Friday
- 2nd floor, 696 Portage Ave., Winnipeg, MB R3G 0M6
- Phone: 953.1070; Fax: 953.1074
- [Work Start Poster](#)

Red River College Language Training Centre (Sept.- Jan. and Feb.- June)

- Full time classes (8:50 a.m. – 3:10 p.m., Monday to Friday)
- Computer and Language labs
- Types of classes (not all these classes are offered every session)
- Intensive English (CLB levels 3-8)
- English for Business Purposes
- English for Professional Purposes
- English for Technical Purposes
- English for Nursing Purposes
- English for Health Care Aides
- AEPUCE (Academic English Preparation for University and College Entrance)
- Canadian Communication for allied Health Professionals (CCAHP)

- Canadian Communication for Physicians Trained Abroad (CCPTA)
- Workplace Communication for Community Service Workers
- 3rd floor, 123 Main St., Winnipeg, MB R3C 1A3
Phone: 945.6151; Fax: 948.3214
E-mail: sbates@rrc.mb.ca
Website: <http://www.rrc.mb.ca>

Applied Linguistics Centre (Continuous Intake)

- Full time classes (9:00 a.m. – 2:45 p.m., Monday to Friday)
- Computer lab
- Types of classes
- EAL (CLB levels 1- 8)
- 575 Wall St., Winnipeg, MB R3G 2T5
Phone: 774.4689; Fax: 772.3145
Email: alcentre@alcentre.com
Website: <http://www.alcentre.com>

St. Vital Adult EAL Program (Sept. – Dec./Jan. – Mar./Apr. – June)

- Classes at Ecole Lavalee School
- Morning Classes 9:00 - 11:30 a.m., Afternoon Classes 12:30 - 3:00
- Types of classes
- CLB levels 1-8
- Child-minding available for preschool age children
- 511 St. Anne's Road, Winnipeg, MB, R2M3E5
Phone: 255 - 5390

Louis Riel Division Adult EAL Evening Program (Sept. - Dec./Jan. - Mar./Apr. - June)

- Types of classes
- Benchmarks 5 - 8
- Class time 7:00 - 9:30 p.m. Monday and Wednesday
- Classes at Ecole Lavallee; 511 St. Anne's Road, Winnipeg, MB, R2M 3E5
- Phone: 257.7827 ext. 222; Fax: 253.9007

English Skills Centre

- Types of classes
- English for business and professionals.
- Classes in Pronunciation, Listening, Reading & Writing Centres
- Classes for specific language/employment needs.
- CLB levels 5 to 8
- Part time. Afternoons, evenings and Saturdays.
- 259 Portage Ave, 4th floor, Winnipeg, MB R3B 2A9
Phone: 927.4ESL (927.4375); Fax: 944.8062
Email: michaela@englishskills.ca
WebSite: www.englishskills.ca

References Made in Section 3.4.2		
Reference to ...	E-link	Other contact info
ENTRY: Language and Orientation for Newcomers	Entry Program (PDF 158KB)	4th floor, 259 Portage Ave. Phone: 204.944.0133
Winnipeg School Division Adult EAL Day Program	http://www.wsd1.org/aes/ E: l johansson@wsd1.org	700 Elgin Ave., Winnipeg, MB R3E 1B2 Phone: 204.775.0416 Fax: 204.786.3401
Winnipeg School Division Adult EAL Evening Program	http://www.wsd1.org/aes/	Adult Education Centre, 310 Vaughan St, Winnipeg, MB R3B 2N8 Phone: 204.947.1674 Fax : 204.956.5049
Work Start: Language for Employment	Work Start Poster	2nd floor, 696 Portage Ave., Winnipeg, MB R3G 0M6 Phone: 204.953.1070 Fax: 204.953.1074
Red River College Language Training Centre	http://www.rrc.mb.ca E: sbates@rrc.mb.ca	3rd floor, 123 Main St., Winnipeg, MB R3C 1A3 Phone: 204.945.6151 Fax: 204.948.3214
Applied Linguistics Centre	http://www.alcentre.com E: alcentre@alcentre.com	575 Wall St., Winnipeg, MB R3G 2T5 Phone: 204.774.4689 Fax: 204.772.3145
St. Vital Adult EAL Program		Ecole Lavalee 511 St. Anne's Road, Winnipeg, MB, R2M3E5 Phone: 204.255.5390
Louis Riel Division Adult EAL Evening Program		Ecole Lavalee 511 St. Anne's Road, Winnipeg, MB, R2M3E5 Phone: 204.257.7827 ext. 222 Fax: 204.253.9007
English Skills Centre	www.englishskills.ca E: michaela@englishskills.ca	259 Portage Ave, 4th floor, Winnipeg, MB R3B 2A9 Phone: 204.927.4375 Fax: 204.944-8062

3.5 Nova Scotia

The province welcomes some 3 – 4 thousand newcomers annually. The goals of the province's 2005 Immigration Strategy are to increase the retention rate from 40 per cent to 70 per cent for the 2006-2011 census period, and more than double the number of immigrants to Nova Scotia by 2010.

The Nova Scotia Office of Immigration (OOI) provides the provincial umbrella for all immigrant services, while CIC provides the federal oversight. Both offices provide funds for immigrant settlement services. Federal and provincial language programs in the province use the same service providers, of which there are a limited number. Some projects have been co-funded with federal and provincial funds, in which case eligibility criteria for available seats are applied in the same proportion as funding by each office is provided (i.e., if CIC provides 80% of the funds, 80% of the participants are accepted under federal eligibility criteria). This separation of eligibility is important in that OOI eligibility includes foreign-born Canadian citizens, whereas CIC eligibility excludes these individuals.

3.5.1 Federal Programs

LINC is the major federal program offered in the province at the moment, with the ELT program in a pilot stage.

3.5.1.1 LINC

LINC is a free program for those adult newcomers who are:

- an adult immigrant (older than legal school leaving age); and
- either a permanent resident or a newcomer who has been allowed to remain in Canada, to whom CIC intends to grant permanent resident status and who has not acquired Canadian citizenship.

Clients may access this free program for up to three years after they start language classes.

The Metropolitan Immigrant Settlement Association (MISA) in Halifax gives the CLB assessment (http://misa.ns.ca/English_Assessment/). Upon completion of the assessment, a MISA representative helps the learner choose a language school, and referrals are made to allow training to begin as soon as possible.

There are three LINC schools located throughout the Metro Halifax area. They are associated with and funded by, the federal and provincial government, school boards, community colleges, and immigrant organizations.

Child minding (where the parent must be on-site at all times) and in some cases childcare is available at LINC schools. The children being cared for will also experience training and social interaction in an English speaking setting. Transportation assistance is available to some students, but will ultimately be determined by the LINC school.

LINC Schools:

Halifax Regional School Board Adult ESL

The Halifax Regional School Board offers full-time and part-time language instruction at three locations – two in Halifax and one in Dartmouth at Metro-Region Immigration Language

Services. Both the full-time and part-time locations offer computer instruction and have onsite child minding services.

Full-time

Queen Elizabeth High School

- Offers language training levels LINC 1-6 (beginner to advanced)
- 1929 Robie Street, Halifax
- Phone: .902.421.7779
- Website: <http://www.hrsb.ns.ca/financial-services/contracts/ESL/>

Part-time

St. Agnes Catholic Church

- Offers language training at more advanced levels (LINC levels 4, 5 and 6)
- Child minding
- 6903 Mumford Road, Halifax
- Phone: 902.421.7779

Metro-Region Immigrant Language Services (MILS)

The Metro-Region Immigrant Language Services (MILS) offers English as a Second Language to eligible landed immigrants. MILS is located in Dartmouth, but offers community outreach English language instruction to people in rural communities in Nova Scotia. Some programs offered by MILS include:

- ESL for landed immigrants (beginner to advanced – Literacy to LINC 6)
- Computer literacy instruction
- On-site child minding
- Urban community outreach English language instruction (at home instruction for clients in the Halifax region who are unable to attend other programs)
- Rural Nova Scotia English language instruction (contact MILS for areas of service)
- Canada Connections Program (CCP) provides training to students searching for employment
- Forsyth Centre, 136 Pinecrest Drive, Dartmouth NS B3A 2J9
- Phone: 902.464.2868; Fax: 902.464.2828
- Email: contact@mils.ca
- Website: <http://www.mils.ca/>

As well, the Halifax Immigrant Learning Centre (HILC) offers LINC classes from Literacy to LINC 5, computer assisted language training at LINC levels 2 and 3, and provides child minding and transportation, when needed.

For those not eligible for the LINC program, MISA provides language counselling and information to all newcomers. As well, local libraries provide language training and these programs provide one-on-one instruction with a volunteer tutor in reading, writing, conversation, and basic life skills. A list of these courses and contact information is available on the [Halifax Public Library web site](#).

Other language schools in the metropolitan Halifax area provide language training for a cost. (ref: [LINC Nova Scotia](#))

3.5.1.2 ELT

ELT is in its pilot stages in Nova Scotia. There are a limited number of service providers currently able to provide facilities, personnel and services in response to calls for proposal for such services. The 2007-2008 call was distributed recently and is now under evaluation; however proposals are always welcome and funds may be available for innovative ventures.

The Halifax Immigrant Learning Centre (HILC) is an ESL school for newcomers in the Metro Halifax area, and is currently the only provider under the ELT program. The Centre focuses on programs that integrate newcomers and help them become strong and confident members of Canadian society. HILC also has childminding services for children aged 4 months to 5 years.

HILC regularly works in partnership with the Metropolitan Immigrant Settlement Association (MISA), and is physically located within the same building as MISA, allowing clients ready access to a full range of immigrant and language learning opportunities. HILC offers ELT sessions at CLB levels 7/8, and also offers videoconference sessions to locations in Kentville, Halifax and Truro, through a partnership with the Nova Scotia Community College.

Classes can accommodate some 15 – 20 persons. The curriculum is typically not occupation specific, although HILC can offer some occupation specific training when numbers warrant. The material features “Language for Work and Business” and includes language needed in the workplace, as well as workplace and employment skills such as interview skills, meeting participation, computer skills, curriculum vitae preparation, and internet skills. It focuses on issues pertinent to newcomers including societal and workplace roles, appropriate workplace behaviour, work ethic, hygiene and other commonplace issues. The curriculum is defined in 2-week long modules, permitting what is essentially continuous intake. Modules can be taken in any order. As the individual progresses, they are asked to conduct research on their own skills sets and interests, in order to compile information to build their curriculum vitae and to begin their transition to employment counselling and job placement.

All ELT participants must complete a 6-week job placement. HILC participates in “Bridge to Work”, which is closely tied to the language experience. The program partners a newcomer with a firm of their own choosing, for a period of six (6) weeks of unpaid work. This permits both the firm and the worker to determine whether there is a further requirement for the services of the worker, and offers the worker Canadian experience.

HILC has also recently offered a number of other interesting language learning opportunities, including

- a provincially and federally co-funded language class (previously noted), and
- “English for Work and Business”, a 1-on-1 program tailored to work being performed on the job, delivered at the work place on average twice a week for 2 – 3 hours per session.

Contact HILC for further details on the programs and services they offer.

- Language training
- English classes in reading, writing, speaking and listening
- Literacy classes, and computer training (keyboarding, word processing, Internet)
- West End Mall, Suite 201, 7501 Chebucto Road, Halifax NS B3L 4W8
- Phone: 902.443.2937; Fax: 902.423.3154
- Website: <http://www.hilc.ns.ca>

The CIC ELT Regional Advisor for the Atlantic Region is Sylvie Tremblay, tel.: 902.426.6688, Sylvie.tremblay@cic.gc.ca, who may be contacted for additional information on the ELT program.

References Made in Section 3.5.1		
Reference to ...	E-link	Other contact info
LINC	http://www.novascotiainmigration.com/default.asp?mn=1.6.40.42&id=190&pagesize=1&sfield=MenuId&search=42	
Metropolitan Immigrant Settlement Association (MISA) CLBA assessment	http://misa.ns.ca/English_Assessment/	
Halifax Regional School Board Adult ESL – Full Time	http://www.hrsb.ns.ca/financial-services/contracts/ESL/	Queen Elizabeth High School 1929 Robie Street, Halifax 902.421.7779
Halifax Regional School Board Adult ESL – Part Time		St. Agnes Catholic Church 6903 Mumford Road, Halifax 902.421.7779
Metro-Region Immigrant Language Services (MILS)	http://www.mils.ca/ E: contact@mils.ca	Forsyth Centre, 136 Pinecrest Drive, Dartmouth NS B3A 2J9 Phone: 902.464.2868 Fax: 902.464.2828
Halifax Immigrant Learning Centre (HILC)	http://www.hilc.ns.ca	West End Mall, Suite 201, 7501 Chebucto Road, Halifax NS B3L 4W8 Phone: 902.443.2937 Fax: 902.423.3154
Halifax Public Library ESL site	http://www.halifaxpubliclibraries.ca/literacy/literacy_esl_pro.html	
Nova Scotia ESL schools	LINC Nova Scotia	
Sylvie Tremblay, CIC Regional Program Advisor	Sylvie.tremblay@cic.gc.ca	902.426.6688

3.5.2 Provincial Programs

Provincial programs are operated under the auspices of the Nova Scotia Office of Immigration. The province's Immigration Strategy provides the underlying rationale for all funding. Successfully integrating immigrant families is the first priority in the strategy, thereby improving opportunities for immigrants to succeed and to stay in the province. The Immigration Settlement Program Funding is designed to facilitate settlement of immigrants in Nova Scotia with the ultimate goal of successful integration and long-term residency in the province.

Therefore, the Immigration Settlement Program Funding supports non-profit community organizations or other public or non-governmental organizations (e.g., public educational institution, regional development authority, etc.), which provide services for immigrants to meet

this first priority of increasing retention, by providing necessary settlement and integration services and supports.

Organizations apply for funding for programs using the Immigration Settlement Program Funding Application Package. Applicants must be an established non-profit community organization (registered under the Societies Act) or other public or non-governmental organization (e.g., public educational institution, regional development authority, etc). The CPSC would be considered such an organization. In 2006, there were two rounds of funding application, with deadlines in June and in late September. A Federal-Provincial Immigration Working Group comprised of several federal and provincial departments reviews the proposals and advises the Nova Scotia Office of Immigration allocation of funding.

A call for proposals for funding for the 2007-2008 year will be distributed in April 2007, and will be available on the Nova Scotia Immigration website www.novascotiaimmigration.com. It is expected some \$1.8M of provincial funds will be available for this program in the coming year.

Funding is awarded to support two main categories: Service Delivery or Developmental Initiative. The objective of the Service Delivery category is to provide funding for direct delivery of settlement and integration services to ensure immigrants are more likely to succeed and stay in Nova Scotia. The objective of the Developmental Initiative category is to provide one-time funding for innovative developmental ideas, unique methods or approaches, resources or services that advance Nova Scotia's immigration objectives of settlement, integration and retention. Examples include: pilot projects, tool kits, conferences, needs assessment, etc.

Successful integration and retention depends largely on the quality of settlement services immigrants receive when they arrive. Whether the program is under the Service Delivery or the Developmental Initiative category, the proposed program must fall within one or more of the areas of employment services, language training or integration activities. Higher priority will be given to programs supporting employment and language training.

Client eligibility is like that for federal programs, with the exception that the provincial program also accepts foreign-born Canadian citizens.

The *Immigration Settlement Program Funding Guidelines 2006-2007* document can be found at <http://www.novascotiaimmigration.com/> under the heading "Office of Immigration Documents". *Immigration Settlement Program Funding 2006-2007 Approvals* (summaries of programs that received funding during 2006-2007) can be viewed at <http://www.novascotiaimmigration.com/images/documents/Approved%20programs%202006-2007%20revised%20feb%202019.pdf>.

Additional information can be obtained from Paroo McKinnon, Settlement Officer, Nova Scotia Office of Immigration, at 902.424.7617 or at MACKINNP@gov.ns.ca.

References Made in Section 3.5.2		
Reference to ...	E-link	Other contact info
Immigration Settlement Program Funding Guidelines 2006-2007	http://www.novascotiaimmigration.com/	
Immigration Settlement Program Funding 2006-2007 Approvals	http://www.novascotiaimmigration.com/images/documents/Approved%20programs%202006-2007%20revised%20feb%2019.pdf	
Paroo McKinnon, Settlement Officer, Nova Scotia Office of Immigration	MACKINNP@gov.ns.ca	902.424.7617

3.6 Québec

Québec uniquely is solely responsible for the delivery of language training to newcomers. Québec welcomes some 40,000 newcomers annually. Some training is also available for Canadian citizens.

The ministère de l'Immigration et des Communautés culturelles (MICC) has responsibility for the provision of training. The ministry may be contacted through its website <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/index.html>, or at one of its offices, as identified in section 3.6.2 below. Detailed program information may be obtained from Suzanne Chatelaine, 514.864.3759 ext. 22208.

The 12 CLB levels are used to describe French language competency levels; however, the skills are assessed in a slightly different manner than in English. In French, three skills are assessed: oral interaction; written comprehension; and written communication. (English assesses reading, writing, speaking and listening.) Levels 1 – 4 of the CLB are termed Stage 1 – Beginner, Levels 5 – 8 are Stage 2 – Intermediate, and Levels 9 – 12 are Stage 3 – Advanced.

Individuals are eligible to take French courses if they:

- have lived in Québec for five years or less;
- lack sufficient knowledge of French for everyday life or work;
- are 16 years of age or older; and
- have an immigration status that allows them to take courses.

Several types of language courses, described below, are available. The following immigration status is required for eligibility for admission and financial aid in full-time courses.

- Permanent resident (application processed abroad or on-site in Canada)
- Person who obtained asylum (recognized as a refugee)
- Person authorized to apply for permanent residence on-site in Canada
- Holder of a temporary stay permit issued with a view to the eventual granting of permanent residence
- Naturalized Canadian citizen

For part-time courses, the following immigration status is required.

- Permanent resident
- Authorized to apply for permanent residence on-site in Canada
- Temporary stay permit issued with a view to the eventual granting of permanent residence (code 17, 27, 37, 86 to 95 on the permit)
- Obtained asylum (recognized as a refugee)
- Seeking asylum
- Naturalized Canadian citizen

Following admission, an evaluation of French proficiency is required. An evaluator from the MICC will establish the appropriate level of language classes. If admission to an MICC French course is confirmed, there will be no tuition fees. Further information on admissions is available at <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/admission.html>.

The duration of lessons will vary depending on needs. However, the total duration, including full-time, part-time and tailored courses, may not exceed 1,800 hours. Course duration and hours may vary depending on the level of competence in French and the course location. Generally, a beginner with no knowledge of French will take three 11-week courses. The courses begin on fixed dates, generally every three months.

The MICC offers three types of course formats based on:

- language knowledge;
- availability; and
- needs.

These course formats are:

- full-time intensive courses – 25 or 30 course hours per week (ref. <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/index.html>);
- part-time courses – 4 hours, 6 hours, 9 hours, 12 hours per week, during the day, evening or on weekends (ref. <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/part-time/index.html>); and
- tailored courses, for distinct customers or those with specific needs, or in collaboration with companies to offer courses in the workplace to make them accessible to workers (ref. <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/tailored-courses.html>).

There are also self-learning centres in Montreal and Quebec City. (Ref. <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/self-training.html>)

Full and part-time courses are each offered at three levels: beginner level (speak little or no French); intermediate level (starting to communicate in French – able to speak and understand it, and write it a little); and intermediate level – more advanced (communicating in French, but making many mistakes that prevents being totally functional in Québec).

Class hours for full-time courses are generally 6 hours a day, 5 days a week, from 8:30 a.m. to 4:30 p.m.; however, these hours may vary with several MICC's partners. A teacher provides 20 hours of instruction a week and a monitor leads 10 hours of activities to support learning and integration. A tailored program exists for immigrants with little or no schooling in their country of origin. They receive four 11-week courses, including 20 hours of lessons and 5 hours of learning and integration support activities.

Financial aid is available while taking French. The weekly allowance varies depending on immigration status, and applicants must apply and meet certain conditions. Conditions of eligibility for allowances are evaluated during the first teaching activity. The conditions are:

- Persons must first be officially accepted into an MICC French course;
- Persons who are participants in distance education, or who are receiving training from a company or another workplace organization, are excluded from receiving the allowance; and
- The MICC will determine the type of aid to which the applicant is entitled. There are three (3) forms of allowance – participation allowance (available to full time students who are not receiving employment assistance or employment insurance), child care

allowance (available to full time students with a dependent who requires care and is 12 or under or is handicapped, and a spouse is unable to provide care), and travel or transportation allowance. (The *travel* allowance is available for students who live in areas that lack public transit; students who live more than 24 kilometres from their course location may receive a daily travel allowance because the distance traveled for the return trip exceeds 48 kilometers. This allowance is set at about 10 cents per each kilometre over 48. The *transportation* allowance is available to students referred by the *Ministère de l'Emploi et de la Solidarité sociale*, who may receive an allowance to cover their transportation costs. In Montréal, Laval, Longueuil, Québec, and Sherbrooke, the amount of the allowance is based on public transit fares.)

(Full information may be found at <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/financial-aid/index.html>.)

The MICC courses are offered in partnership with universities, colleges, community organizations and school boards. Certain elements from the content of the MICC educational program are incorporated into courses offered to candidates. Registration in full-time courses is done exclusively with the MICC, which reserves the right to enrol students with the partner of its choice.

The agreements between the Québec government and language schools provide for the schools to teach French to candidates referred to them by Québec Immigration offices abroad. These schools register students, provide training and evaluate learning with their own tools. They then issue the appropriate certificate.

References Made in Section 3.6		
Reference to ...	E-link	Other contact info
Ministère de l'Immigration et des Communautés culturelles (MICC) Suzanne Chatelaine, Training	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/index.html	514.864.3759 ext. 22208
MICC Admissions	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/admission.html	
Full-time intensive courses	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/index.html	
Part-time courses	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/part-time/index.html	
Tailored courses	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/tailored-courses.html	

References Made in Section 3.6		
Reference to ...	E-link	Other contact info
Self-learning centres	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/self-training.html	
Financial aid	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/financial-aid/index.html	

3.6.1 Partner institutions in selected locations

The MICC partners in the Québec-Montréal corridor are listed below. A full list of partner institutions can be found at <http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/course-locations.html>.

Québec City region

Centre d'accueil, de développement et de formation en langues (CADFEL)
 Cégep de Sainte-Foy
 Cégep de Jonquière
 Université Laval

Montréal

Cégep André-Laurendeau
 Cégep de Saint-Laurent
 Cégep Marie-Victorin
 Cégep du Vieux-Montréal
 Cégep Gérald-Godin
 Cégep de Bois-de-Boulogne
 Cégep de Rosemont
 Université de Montréal
 Université du Québec à Montréal
 Accueil aux immigrants de l'Est de Montréal (AIEM)
 Accueil liaison pour arrivants (ALPA)
 Centre d'accueil et de référence sociale et économique pour immigrants (CARI Saint-Laurent)
 Centre d'intégration multi-services de l'Ouest de l'Île (CIMOI)
 Centre de ressources éducatives et communautaires pour adultes (CRECA)
 Commission scolaire de la Pointe-de-l'Île
 Service à la famille chinoise du Grand Montréal inc. (SFC)

Laval

Cégep Montmorency
 Service des Loisirs du Bon-Pasteur
 Commission scolaire des Samares

Montréal

Cégep de Granby Haute-Yamaska
 Cégep de Saint-Hyacinthe
 Cégep Saint-Jean-sur-Richelieu / Centre de Brossard
 Maison internationale de la Rive-Sud inc. (MIRS)
 Solidarité ethnique régionale de la Yamaska (SERY)
 Commission scolaire Marie-Victorin

Centre-du-Québec

Cégep de Sherbrooke
 Cégep de Drummondville
 Cégep de Victoriaville
 Commission scolaire des Chênes (Drummondville)
 Commission scolaire du Chemin-du-Roy (Trois-Rivières)
 Commission scolaire des Bois-Francis

References Made in Section 3.6.1		
Reference to ...	E-link	Other contact info
MICC Partner Institutions	http://www.immigration-quebec.gouv.qc.ca/en/french-language/learning-quebec/full-time/course-locations.html	

3.6.2 Immigration-Québec offices in selected locations

Immigration-Québec offices in the Québec-Montréal corridor are identified here. Other offices can be found at <http://www.immigration-quebec.gouv.qc.ca/en/reach/adresses-quebec.html>.

Montréal

Immigration-Québec – Est de Montréal

8000, boulevard Langelier, bureau 602
 Saint-Léonard (Québec) H1P 3K2
Phone: 514 864-9191

E-mail: Renseignements@micc.gouv.qc.ca

Covers the districts: Anjou, Mercier - Hochelaga-Maisonneuve, Montréal-Nord, Rivières-des-Prairies - Pointe-aux-Trembles, Saint-Léonard and the city of Montréal-Est.

Immigration-Québec – Ouest de Montréal

181, boulevard Hymus, bureau 204
 Pointe-Claire (Québec) H9R 5P4
Phone: 514 864-9191

E-mail: Renseignements@micc.gouv.qc.ca

Covers the districts: Pierrefonds-Roxboro, Île-Bizard - Sainte-Geneviève and cities of Beaconsfield, Baie d'Urfé, Dollard-des-Ormeaux, Dorval, Île Dorval, Kirkland, Sainte-Anne-de-Bellevue, de Senneville and Pointe-Claire.

Immigration-Québec – Nord de Montréal

255, boulevard Crémazie Est, 8^e étage, bureau 8.01
Montréal (Québec) H2M 1M2

Phone: 514 864-9191

E-mail: Renseignements@micc.gouv.qc.ca

Covers the districts: Ahuntsic–Cartierville, Rosemont–Petite-Patrie, Villeray–Saint-Michel–Parc-Extension and Saint-Laurent.

Immigration-Québec – Sud de Montréal

800, boulevard De Maisonneuve Est, rez-de-chaussée
Montréal (Québec) H2L 4L8

Phone: 514 864-9191

E-mail: Renseignements@micc.gouv.qc.ca

Covers the districts: Côte-des-Neiges–Notre-Dame-de-Grâce, Lachine, LaSalle, Outremont, Plateau-Mont-Royal, Sud-Ouest, Verdun, Ville-Marie and the towns of Côte-Saint-Luc, Hampstead, Montréal-Ouest, Mont-Royal and Westmount.

Outside Montréal

Immigration-Québec – Direction régionale de la Capitale-Nationale et de l'Est-du-Québec

Édifice Bois-Fontaine

930, chemin Sainte-Foy, rez-de-chaussée

Québec (Québec) G1S 2L4

Customer service

Phone: 418 643-1435 or 1 888 643-1435

Fax: 418 646-0783

E-mail: direction.quebec@micc.gouv.qc.ca

Immigration-Québec – Direction régionale de la Capitale-Nationale et de l'Est-du-Québec

Bureau de Saguenay

3885, boulevard Harvey, bureau 206

Jonquière (Québec) G7X 9B1

Phone: 418 695-8144 or 1 888 643-1435

Fax: 418 695-8162

Immigration-Québec – Direction régionale de l'Estrie, de la Mauricie et du Centre-du-Québec

Bureau de l'Estrie

202, rue Wellington Nord

Sherbrooke (Québec) J1H 5C6

Phone: 819 820-3606 or 1 888 879-4288

Fax: 819 820-3213

E-mail: direction.estrie@micc.gouv.qc.ca

References Made in Section 3.6.2		
Reference to ...	E-link	Other contact info
Immigration-Québec offices in Montréal	Renseignements@micc.gouv.qc.ca	514.864.9191
Immigration-Québec Direction régionale de Capitale-Nationale et l'Est-du- Québec	direction.quebec@micc.gouv.qc.ca	Phone: 418.643.1435 1.888.643.1435 Fax: 418.646.0783
(as above) Bureau de Saguenay		Phone: 418.695.8144 1.888.643.1435 Fax: 418.695.8162
Immigration-Québec Direction régionale de l'Estrie, de la Mauricie et du Centre-du-Québec	direction.estrie@micc.gouv.qc.ca	Phone: 819.820.3606 1.888.879.4288 Fax: 819.820.3213

4 Recommendations and Next Steps

1. It is recommended that the CPSC contact the following persons/offices immediately after April 1, 2007, for information that will not have been available prior to that time from these offices.
 - Judy Stanleigh, Manager, Language Training Unit, Ontario Ministry of Citizenship and Immigration, 416.314.7306, for a list of school boards in Ontario that have qualified to delivery ESL courses under provincial programs.
 - The Calgary Regional Office, Alberta Employment, Immigration and Industry, 403.297.4575, for a discussion of opportunities for participating in the Integrated Training Programs.
2. It is recommended the CPSC identify specific firms that are interested in participating in language training programs, and are capable of partnering with service providers in the development of proposals for funding. It is recommended these firms partner with providers of services to ELT or equivalent programs, as it has been suggested these providers are typically the best aligned to the types of needs identified in Plastics industry firms. Calls for proposals in for provincial programs in Alberta and Nova Scotia will be made public in late March and early April, as will a call for proposals for ELT funding in Ontario.
3. It has been recommended by provincial and federal program personnel that the Sector Council, the Industry and individual companies review the language training requirements of the industry as a whole, and of individual organizations that wish to participate in language training programs. These assessments should include identification of the level of complexity of the tasks required of industry personnel (National Occupational Classification levels A through D), and organizational needs assessments that include responses to questions such as the following.
 - Where is the company going?
 - What is the role of each employee now, and in the future?

It has also been recommended the industry or individual companies identify specific training requirement modules, such as a “Health and Safety” module.

4. It is recommended the CPSC, singly or in cooperation with The Alliance of Sector Councils, press the federal and provincial departments responsible for management of language training programs in Canada, to develop policies, processes and communications on the manner in which industrial and manufacturing firms may promote the delivery of language training to workers within those firms, either at the jobsite or through other delivery means. It is further recommended the CPSC or The Alliance of Sector Councils request Citizenship and Immigration Canada to develop content for a well organized CIC website that
 - provides clear information about the CIC-funded programs (LINC and ELT), differentiated for end users, service providers, and firms wishing to participate in such programs,
 - specifies where those programs are delivered by provincial counterparts and where they are delivered under federal auspices,
 - provides the names under which those programs are delivered in the various provinces, and
 - links to websites of partners with whom they deliver those programs.

5. It is recommended Human Resources and Skills Development Canada create or fund the creation of a Language Training Council, similar to its sector councils, to act as a clearinghouse for industry on information about language training programs funded federally, provincially and municipally across Canada. There exist dozens of such publicly funded programs in Canada, with different criteria for accepting participants and differing levels of capacity, with differing opportunities for movement from one program to another, and with varying levels of outreach. There are several hundred (or more) publicly funded and private delivery organizations of such programs and services, and participants in such programs number in the tens of thousands. Industry sectors and individual firms face significant barriers in contacting appropriate officials, to determining how they and workers within firms may participate in such programs in ways that would best add value to the output of the workers and the firms.