



THE CENTRE FOR
SKILLS DEVELOPMENT
& TRAINING

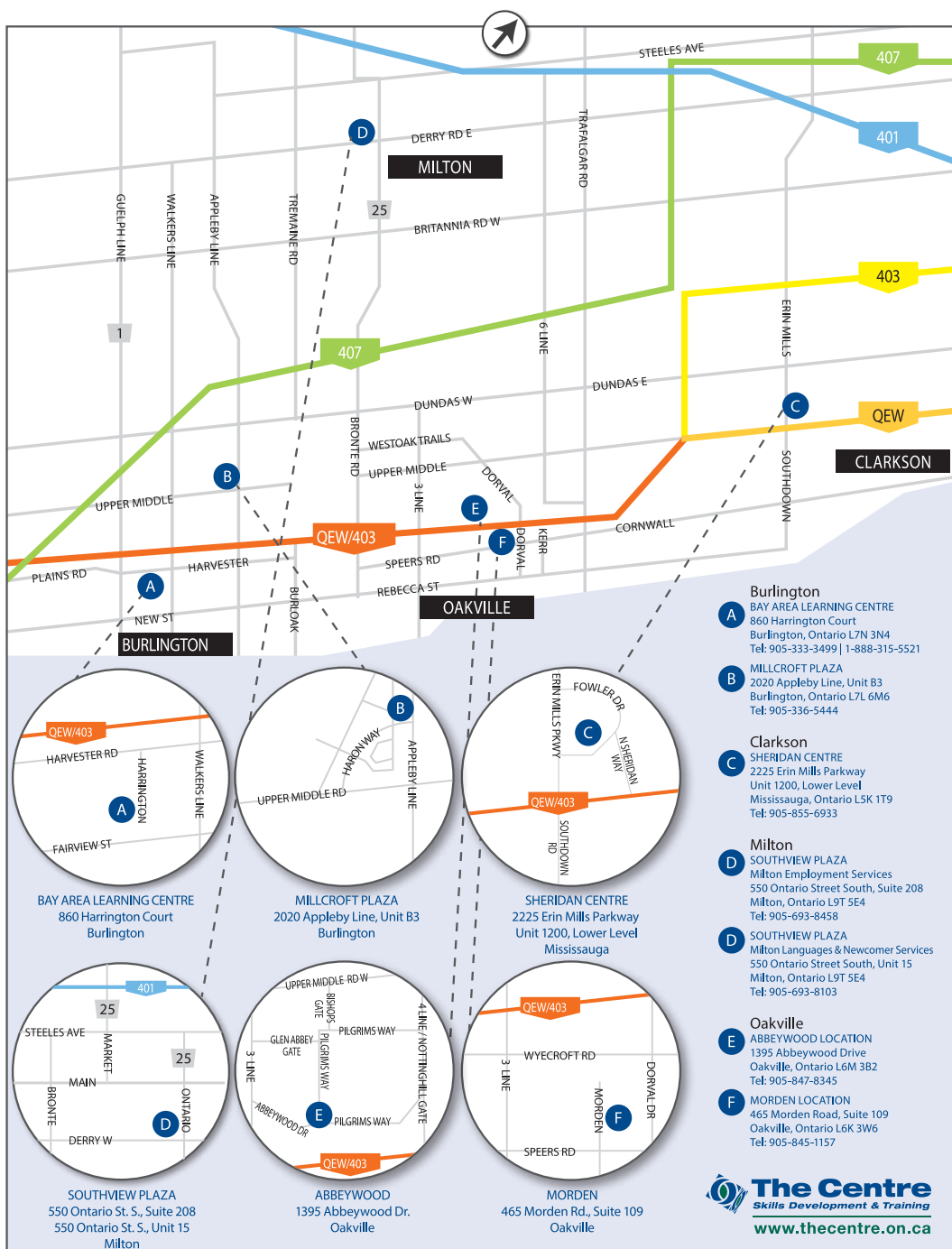
2012-2013
ANNUAL REPORT



The Centre
Skills Development & Training



WHERE WE ARE



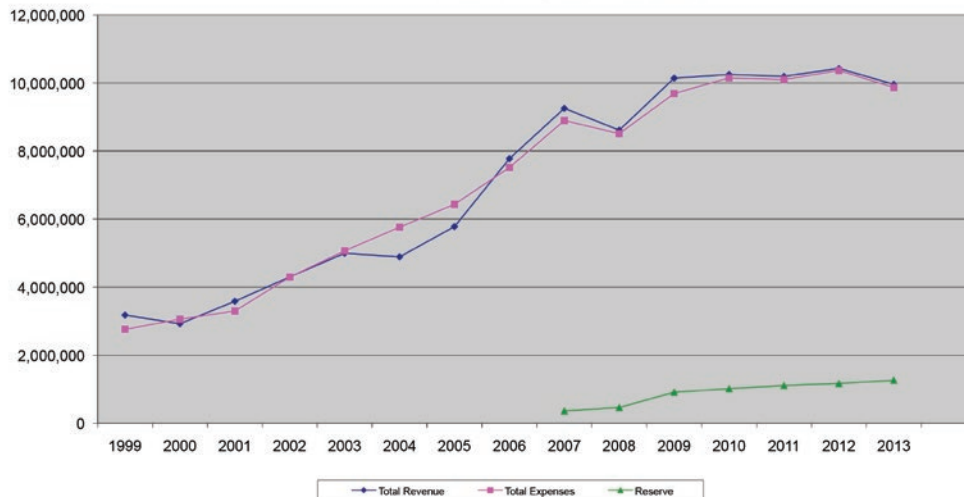
OUR HISTORY

The Centre for Skills Development & Training evolved from day and night school classes offered by the Adult and Continuing Education Department of the Halton District School Board (HDSB) in the late 1980s. As demand grew, the classes became the basis for new, responsive and innovative programs. Over the following eleven years, numerous credit and non-credit programs were launched, ranging from Self-Reliant Learning to Language Instruction for Newcomers to Canada (LINC) to Building Maintenance Management – the first skilled trades pre-apprenticeship program.

In 1998, The Centre for Skills Development & Training was officially incorporated as a not-for-profit organization affiliated with the Halton District School Board, under the legal name of “Fast Track-Community Centre for Skills, Development and Training”. The Centre was then formally established as an independent entity under new operating guidelines, a Board of Directors and the appointment of a Chief Administrative Officer.

In the fifteen years from incorporation in 1998 to 2013, The Centre grew from serving a few thousand people a year and annual revenues of approximately 2.5 million dollars to over seventeen thousand people served with annual revenues of 10 million dollars.

The Centre for Skills Development & Training
Revenue / Expenses 1999 - 2013



Centre Growth

1998 and 2003

Oakville, Milton and Georgetown satellite sites open

2003

The Centre moves to its main site from Lord Elgin HS to 860 Harrington Court in Burlington, marking the creation of a 'partnership centre' with over a dozen complimentary organizations and programs under one roof

2005

- Employment resource centres open in Oakville, Milton and Georgetown
- Mississauga site opens offering Career Exploration services

2006

- A second Mississauga site opens in Milton, to offer "Career Possibilities for Newcomers"
- Corporate Services and Pre-apprenticeship programs experience growth

2007

Abbeywood Newcomer Site opens in Oakville

2008

Language programs expand to include Settlement Services

2010

Millcroft site opens in Burlington

2011

Clarkson Employment Centre site opens in Milton

2012 - 2013

The Centre serves 17,623 clients in one year



MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

An annual report provides an opportunity to take a look back at the events of the year past and examine the challenges and successes that an organization has faced. The Centre for Skills Development & Training, like so many other not-for-profit organizations, is grounded in the satisfaction that comes with the work we do in serving our clients – realizing their successes as our own.

In our fiscal year 2012 – 2013, The Centre served **17,623 clients**. When you consider that each person has a story that creates a ripple effect on family and friends, then truly we must feel proud of the work we have done and the many lives our services have touched.

The past year has been one of many changes and as always, our business is subject to the economic realities of our times. The year involved considerable reflection on our performance over the past decade and exploration of what The Centre can and should look like ahead. While our core areas of expertise – Employment, English as a Second Language, and Skilled Trades have endured, they have also changed markedly as a result of external factors such as government funding priorities, market opportunities and fiscal constraints. Being flexible and responsive has been our approach to ensure continued success.

In 2012-2013, The Centre was able to meet its overall financial goal despite economic and funding challenges. This was possible through efficiencies in operational costs and reductions in administrative and infrastructure costs. Recognizing that the bulk of The Centre's funding is derived from provincial and federal ministries, government constraints have a direct impact on budgets. The greatest impact has been on wages and, for the fourth year in a row, staff wages have been frozen.

I anticipate many changes ahead as a result of a Halton District Board of Education review of its Adult & Continuing Education model (which includes The Centre and Gary Allan High School), market conditions and realignment of our priorities. I remain committed to keeping staff informed, the community engaged, and our clients satisfied as we continue our work building a healthy community.

Kathy Mills,

Chief Administrative Officer

“I have always said (and will continue to say) that The Centre's greatest strength is our staff. Fostering and maintaining effective communications with staff and providing the supports that enable them to perform their work better – be it through sound processes or empowerment continues to be a priority for success.”



MESSAGE FROM THE PRESIDENT

In my role with the Halton District School Board, I am privileged to work with learners and teachers, with planners and program delivery agents and with various people who shape lives by offering opportunities and support for learning. The Centre for Skills Development & Training (The Centre) does this in a unique and effective way. To support the learning needs of people who are no longer engaged in the regular school system, The Centre extends the reach of the HDSB out into our community by creating pathways for residents of all ages to access further education and training and achieve their career goals.

The Centre is a venue for career exploration, for training and employment assistance. The Centre's programs – from employment services to skilled trades to language and settlement services – all support individuals seeking personal and professional growth and employment. And in this, The Centre is highly successful! The client satisfaction rate is consistently in the 90th percentile and over 17,000 individuals accessed The Centre's many services over the past year.

I am proud of the role The Centre plays in our community. As we celebrate The Centre's many successes of the past year, I feel certain we can look ahead to great results in the future.

David Euale,

Director of Education, *Halton District School Board*
President, *Centre Board of Directors*

“The Centre... understands what the needs of the community are and designs programs each and every year that meet those needs. (The Centre) is outstanding at recognizing the particular talents and aspirations of individuals and guiding them to a program to be successful.”

David Euale

Remarks at Celebrating Success
event – March 1, 2012



WHO WE ARE

The Centre for Skills Development & Training (The Centre) supports people at all stages of life to become employed through personal workforce development services and specialized education programs. Operating since 1988, The Centre is a not-for-profit affiliate of the Halton District School Board providing people of diverse professional, economic and cultural backgrounds the skills for success.

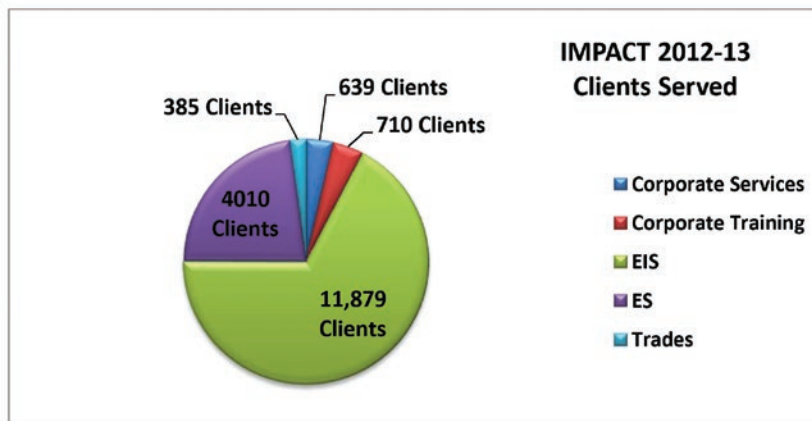
The Centre also provides corporations a suite of human resources services including recruitment, hiring, outplacement and specialized training.

SERVICES AT A GLANCE

- **Employment Services:** Individuals receive help with job search and/or career planning
- **Pre-Apprenticeship Skilled Trades training:** Training is offered in construction, electrical and millwright/machinist trades where students get trained and job-ready fast
- **ESL & Immigrant Services:** Clients new to Canada get support in settling into the community, finding work in their field and improving their English language skills
- **Services for Employers:** Employers receive assistance to recruit, train, develop and transition their workforce

Our **mission** is to provide people with opportunities to build a better future.

Our **vision** is to be the recognized leader in career and workforce development, in support of strong communities.



HOW WE OPERATE

The Centre for Skills Development & Training (The Centre) is an incorporated not-for-profit affiliate of The Halton District School Board (HDSB), mandated to provide employment services and skills upgrading and training. The Centre and Gary Allan High School (GAHS) provide a full range of adult, alternative and continuing education programs and services for Halton Region and neighbouring communities. The Centre focuses on providing non-credit programs; GAHS focuses on providing high school credit courses. In partnership, The Centre and GAHS offer pre-apprenticeship programs that blend senior technical credits with Level 1 common core apprenticeship curriculum and employment preparation in a seamless curriculum that prepares students for apprenticeship.

The Centre is governed by and accountable to the Halton District School Board through the Director of Education. The Director is President of The Centre's Board of Directors. The Centre's Board includes three ex-officio representatives of HDSB and our representatives of the Halton community who are elected by HDSB and serve in an advisory capacity. The HDSB auditor provides an annual review statement for The Centre.

The Centre operates on a full recovery cost basis and has accumulated a healthy surplus to ensure long-term stability.

The Centre operates under a strategic plan that is built on three key themes: impact, image and infrastructure. Annual departmental plans and individual staff work plans are built on the strategic plan. Staff are encouraged and supported to set objectives and demonstrate personal leadership in living The Centre's values and priorities.

Board of Directors

The Centre for Skills Development & Training's Board of Directors is a group of dedicated individuals committed to ensuring The Centre's services meet the needs of its diverse clientele and are reflective of a changing environment.



David Euale
Director of Education
Halton District School
Board



Ron Harper
President
Cogent Power Inc.



Anne-Marie Harte
General Manager
Stanmech
Technologies Inc.



Kelly Hoey
Executive Director
Halton Industry
Education Council



Bruce Smith
Chief Information Officer
Halton District School
Board



Alice Strachan
Trustee, Halton Hills
Halton District School
Board



Lucy Veerman
Superintendent of
Business Services
Halton District School
Board

In the employment, education and training system, The Centre's role is often characterized as providing a bridge to employment, education and training, which, in today's world, applies to starting out, starting over or advancing.



CORPORATE SERVICES



Services for Employers

Through Employment Ontario funding, The Centre provides a number of services for employers including:

- **Recruitment and hiring support**
 - ✓ Job analysis
 - ✓ Targeted job postings
 - ✓ Candidate pre-screening
 - ✓ Financial incentives (for qualifying employers)
- **Employee training**
 - ✓ Skilled trades technical training
 - ✓ Workplace ESL
- **Facility rentals**
- **Outplacement services**
- **Job fairs, hiring event support and promotion**

Corporate Training

The Centre's corporate training provided employers with a range of options including computer training, half and full day workshops and one-on-one coaching. In 2012-2013, The Centre provided training delivered through our partnership with the Business Enhancement Group.

Our Corporate training clients told us:

"I enjoyed and learned a lot of leadership skills and how to act around other personalities. Keep up the good work."

"The training sessions are very informative and effective – lots of resources."

"Excellent facilitation and workshop – changed my outlook at work."

In 2012-13 The Centre delivered:

- **2,097 corporate training hours** to local companies
- Training to **712 participants** from **22 different companies**

EMPLOYMENT SERVICES

Program Description

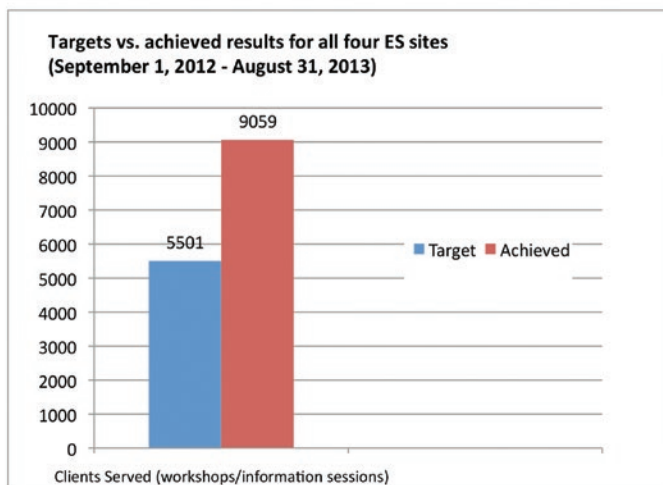
The Centre delivers employment services on behalf of Employment Ontario, a program of the Ministry of Training, Colleges and Universities. Services are offered free of charge for both job seekers and employers. Services include:

- Job search assistance, resume writing and career planning
- Information and assistance with Second Career funding
- Recruitment support for employers including job analysis, targeted postings and candidate pre-screening

The Centre operates Employment Resource Centres at three locations in Halton Region and one in Peel Region (Mississauga).

Funders: Service Canada, Ministry of Training Colleges & Universities (MTCU). The goal of Employment Ontario is to help Ontarians find sustainable employment.

Statistics: Employment Ontario requires comprehensive data collection on clients including the number of clients served. Each site is provided a targeted number of that they are required to serve.



Doorways – Adult Academic Upgrading

The Centre offers free adult upgrading funded by MCTU to help clients prepare for:

- Employment
- Apprenticeship
- GED, mature student's test or other exams
- Credits (Ontario Secondary School Diploma)

Clients are referred from employment services, skilled trades and ESL to receive support in areas specific to their needs including math, writing, study skills, test taking, financial literacy, E-learning and goal setting.

In 2012-13, 99% of clients who accessed The Centre's Employment Services reported that they were satisfied and would recommend us!



SKILLED TRADES



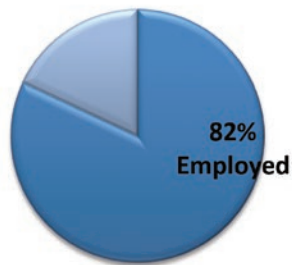
Chris, Electrical graduate

The Centre has earned the confidence of the Halton community and beyond as a provider of high-quality, industry-standard skilled trades programs and services. Programs offered in 2012-13 prepared students for work in the construction, manufacturing and electrical sectors in 18-26 week long programs. The Centre offers comprehensive, **fee-based** and **funded** programs and assists students wishing to pursue apprenticeships.

Fee-Based Programs:

- **Pre-Apprenticeship Electrical** (Offered since 2000)
Electrical installations, circuits wiring, safety codes, network cabling and more
- **Pre-Apprenticeship Industrial Millwright Mechanic / Machinist Program** (Offered since 2000)
Electrician and Electrical Apprentices, Industrial Electrician and Industrial Millwright trades
- **Home Renovation** (Offered since 2008)
New home construction and home renovation skills

Skilled Trades 2012-13



“I liked the fact that it cut out a lot of unnecessary classes and it was more or less hands-on in a work-like environment. The teaching staff were amazing and very knowledgeable about the material that they were teaching. The facility was well maintained and laid out allowing for maximum efficiency in everyday tasks.”

Justin

Industrial Millwright Mechanic /
Machinist Graduate

SKILLED TRADES



Gail, WIST Graduate

Funded Programs

In 2012-13, The Centre delivered a number of programs free of charge through federal and provincial funding to provide participants with practical training and paid work placements:

- **Get In Gear (GIG)**
A career and trades exploration program funded by Service Canada, focusing on construction, manufacturing and electrical trades
- **Industrial Millwright & Electrical Pre-Apprenticeship for Youth 2013**
Funded by the Ministry of Colleges, Training and Universities
- **Women in Skilled Trades (WIST) – Enhanced General Carpentry**
Funded by the Ontario Women's Directorate

Our graduates are employed as industrial millwrights, electricians (industrial and residential), machinists and carpenter apprentices. Many of our students become small business owners.

“This program offers endless support and encouragement so no one gets left behind. The Centre is a turning point in so many lives, including mine. It is such a welcoming atmosphere and I feel each student's individual qualities are embraced. Most importantly, this course is providing me with the confidence to excel in a male-dominated industry.”

Carly Burns

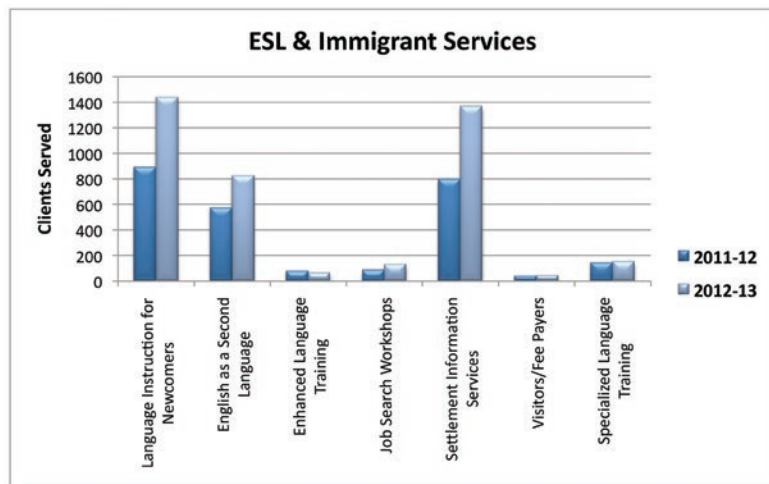
WIST Graduate



ESL & IMMIGRANT SERVICES

The Centre's *English as a Second Language and Immigrant Services* department delivers several free programs and services to help immigrants to Canada:

- English language instruction
- Settlement information
- Pre-employment training
- Networking opportunities with other immigrants
- Specialized language training in the workplace



In 2012-13, The Centre's Employment & Immigrant Services

- Served **4,010 clients** and provided **183,692 hours** of language training to **2,262 immigrants** to Canada.
- Exceeded their targets for the number of clients served by almost **one hundred per cent!**

“When I came to Canada in October 2012, I did not know what to do, how to learn English quickly and to find out how things are working here. I think, I was lucky to find your ELT (Enhanced Language Training) course! You helped us to get confidence, business English skills, practical knowledge about the Canadian work environment, job search resources, etc. I always strongly recommend to everybody who needs help to sign up for The Centre's ELT program!”

M.S.

SUPPORTING STAFF



The Centre retains a complement of 120 full time and 46 part time staff. The Centre's Human Resources Department introduced a number of initiatives in 2012-2013 to acknowledge staff and the invaluable contribution they made in serving the employment and training needs of the Halton community.

STAR (Special Thanks and Recognition) Award

This award provides reward and recognition to staff for their day-to-day commitment to client service, in accordance to The Centre's mission and vision. True Centre ambassadors demonstrate commitment, innovation and entrepreneurialism.

Service Recognition Award

This program recognizes staff service and dedication. Employees who reach five year employment milestones are honoured at a Service Recognition Luncheon every November.

The Centre's **Personal Leadership Committee (PLC)**, offers leadership and co-operative work experiences for staff volunteers. PLC events and initiatives complemented The Centre's goals and strategic priorities in 2012-2013.

2012-13 PLC Highlights

- **21 Centre Admin Coffee Breaks** provided a forum for management-staff dialogue and information sharing
- **4 Lunch & Learns**
- **5 'All Staff' Meetings**
- **Annual Celebrating Success** event in April 2013 recognized Centre clients and staff achievements
- **Annual Holiday Drive** supported Halton Women's Place



THANKS TO OUR PARTNERS

Good work doesn't just happen and it doesn't happen in isolation. It takes planning, shared interests and collaboration. We at The Centre for Skills Development & Training are proud of the work we do to support individuals and businesses reach their personal and professional goals. The training, counselling and support that we offer could not be provided without the help of our partners, to whom we extend our thanks.





ESL & IMMIGRANT SERVICES



SKILLED TRADES



EMPLOYMENT SERVICES



Burlington campus

Connect with us

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