

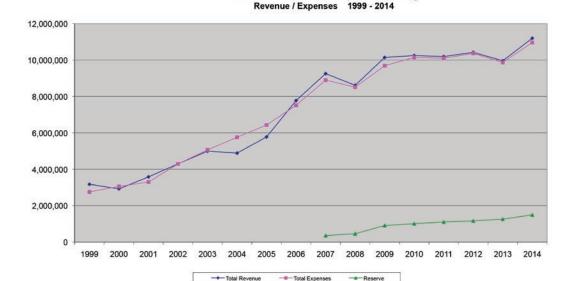
OUR HISTORY

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 sixteen years from incorporation in 1998 to 2014, The Centre grew from serving a few thousand people a year and annual revenues of approximately 2.5 million to seventeen thousand people served with annual revenues of 11 million dollars.

The Centre for Skills Development & Training







MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

Preparing the annual report is always a great time for reflection. It's a time for looking at accomplishments of the past year and preparedness for what lies ahead. I would sum up the 2013-14 business year in two words: 'innovation' and 'change.' I use the word *innovative* to differentiate between change that occurs naturally and change that is deliberate and strategic.

Strong leaders inspire positive, innovative change and The Centre has many examples of this happening. The past year marked the beginning of significant and exciting change that began with a review of the Halton District School Board's Adult & Continuing Education Model. The purpose of the review was to set a direction for The Centre for the coming period. The result

was a recommendation to develop a hybrid service delivery model where The Centre and Gary Allan Adult High School should exploit a number of opportunities to plan, coordinate and execute more integrated service to learners. The Centre's plans and priorities are in line with Employment Ontario's vision of an integrated and coordinated literacy, employment and training system. A closer partnership with Gary Allan High School will enable improved transitions and pathways for learners to achieve their goals. The review has set the stage for The Centre's leaders to effect *innovative change* that will benefit clients and learners.

The Centre's ability to be nimble and responsive in a changing landscape has driven the organization's business success and ability to meet service and financial targets. For this achievement, and so many more, I congratulate The Centre's staff for their commitment to the work we do, and also The Centre's Management Team who have led and will continue to lead innovative change ahead.

Kathy Mills,
Chief Administrative Officer

The Hybrid Model will help The Centre retain the flexibility needed to serve the next generation of learners, while positioning HDSB as a leader in adult and continuing education.

Halton District School Board Adult and Continuing Education (A&CE) Business Model Review

Final Report, Deloitte March 31, 2014



MESSAGE FROM THE PRESIDENT

School Boards are well positioned to play a significant role in the social and economic health of their communities. Through Adult & Continuing Education programs and services, people of all ages have the opportunity to upgrade their skills and further their educational and career goals. By extending the reach of their Kindergarten to Grade 12 mandate, school boards can provide seamless transitions and pathways for people of all ages to navigate today's complex and rapidly changing environment.

I am very proud of the Halton District School Board's Adult & Continuing Education Model and its connection to our communities. Through The Centre for Skills Development & Training and Gary Allan Adult High School, the Halton Board offers a wide and sophisticated range of programs and services. The Centre's programs – from employment services to skilled trades to language and settlement services – all support individuals seeking personal and professional growth. The impact is impressive: In 2013-14, The Centre served 17,000 individuals from its main site in Burlington and satellite sites in Burlington (Millcroft), Milton, Oakville and Mississauga, through programs delivered by highly skilled and professional staff in a fiscally responsible manner.

The Centre's programs are characterized by a strong commitment to partnership, including one with Gary Allan High School. This strengthens the opportunities provided to learners and The Centre's role in the community. Going forward, The Centre's priorities of client-centred service and of integrated service delivery will drive even greater success.

David Euale.

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



Centre students themselves deliver a clear message of the value of Centre programs and the work of Centre staff.

David Euale

Remarks at Celebrating Success event – April 1, 2014



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 1998, 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.

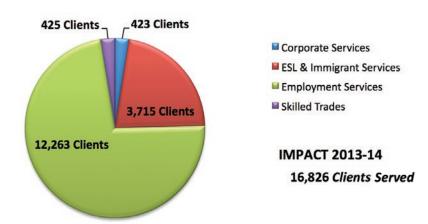
The Centre also provides corporations a suite of human resources services including recruitment, hiring, outplacement and specialized training.

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's Board includes three ex-officio representatives of HDSB and representatives of the Halton community who are elected by HDSB. The HDSB auditor provides an annual review statement for The Centre.

The Centre operates on a full cost recovery 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 that demonstrate personal leadership in living The Centre's values and priorities.

Board of Directors 2013-14

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.

In Ontario's 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.



David Euale Roard President Director of Education Halton District School Board



Lucy Veerman Board Treasurer Superintendent of Business Services Halton District School Board



Alice Strachan Trustee, Halton Hills Halton District School Board



Ron Harper Director President. Cogent Power Inc.



Anne-Marie Harte Kelly Hoev Director General Manager, Stanmech Technologies Inc.



Director Executive Director, Halton Industry Education Council



Bruce Smith Director Chief Information Officer, Halton District School Board



Allison Consoli Director Manager of Accounting, Halton District School



EMPLOYER SERVICES

The Centre provided a number of services for employers complementing the work performed to support job seekers.

Employers received professional, no fee assistance to recruit and hire candidates including:

- Job analysis and targeted job postings
- Pre-screening services to access motivated, reliable and ready-to-work candidates
- Access to internationally trained professionals
- On-the-job coaching support for new hires
- Customized technical training in the construction, electrical, millwright and machinist trades
- Job fairs

The Centre also partnered with other businesses to provide corporate training services and workforce transitional services to assist companies with restructuring, downsizing and employee outplacement packages.

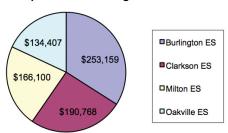
Yourjoboard.ca
was launched in
November 2013.
The website serves
as a free resource
to connect people
looking for work
and employers
recruiting to fill
vacancies.

Financial Incentives

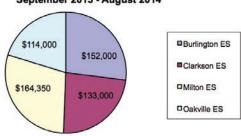
A key area of The Centre's services for employers was the administration of government-sponsored financial incentives to support staff hiring and training. Eligible employers received subsidies to offset wages, provide signing bonuses, work experience opportunities and skill level/employability assessments for participants in trial placements.

In the 2013-2014 fiscal year, The Centre managed monies for employer incentives and the Youth Employment Fund to support the hiring of young people under the age of 29.

Youth Employment Fund - Employer Incentives September 2013 - August 2014



Employment Services Fund - Employer Incentives September 2013 - August 2014



EMPLOYMENT SERVICES

Program Description

The Centre delivers employment services on behalf of Employment Ontario, a program of the Ministry of Training, Colleges and Universities with a goal of helping Ontarians find sustainable employment.

The Centre provided the following services free of charge to job seekers:

- Job search assistance, resume writing and career planning
- Connecting with employers
- Information and assistance with Second Career funding
- Access to free training workshops

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

The staff and services provided are excellent. I successfully found employment within a month.

Employment Services client

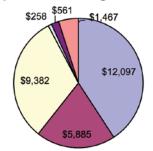
Funders: Service Canada, Ministry of Training Colleges & Universities (MTCU)

Statistics: Employment Ontario requires comprehensive data collection on clients including the number of clients served. Each site is provided a targeted number of clients (referred to as 'assisted service components') that they are required to serve.

Client Employment and Training Supports

The Centre administered training supports for clients to provide temporary assistance to address financial barriers to participation in Employment Service. Among the four sites, a total of \$29,650 was provided to clients.

Client Employment & Training Supports September 2013 - August 2014







SKILLED TRADES



Hannah, Electrical graduate 2014

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. Both **fee-based** and **funded** programs support individuals to obtain the training they need to work in the field of their choice. Dedicated supports help successful graduates get their first training-related job and assist students wishing to pursue apprenticeships. Programs offered in 2013-14 prepared students for work in the construction, manufacturing and electrical sectors in 22-29 week long programs.

Fee-Based Programs:

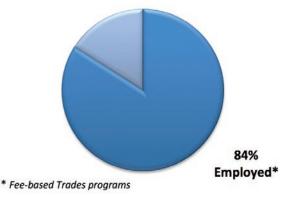
- Pre-Apprenticeship Electrical (Offered since 2000)
 Electrical installations, circuits wiring, safety codes, network cabling and more
- Pre-Apprenticeship Industrial Millwright Mechanic / Machinist Program (Offered since 2000)
 Electrician and Electrical Apprentices, Industrial Electrician and Industrial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

 New home construction and home renovation skills

This is a very fast paced course that leaves the student with a vast span of knowledge that can be applied to many different aspects of the electrical field. Very well taught, hands-on learning, the class size was perfect so that the instructor could address each of the students' needs directly and instruct everyone individually as needed. I entered this course with no skill or knowledge of the electrical field and am leaving with the capability to work in any electrical field.

Nick, Electrical Graduate

Skilled Trades 2013-14



SKILLED TRADES



Dan, Millwright/Machining graduate 2014

Funded Programs

In 2013-14, 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)

This career and trades exploration program, funded by Service Canada, focuses on the construction, manufacturing and electrical trades. In May 2014, The Centre received \$473,000 to deliver three sessions serving 45 out-of-school youth.

- Industrial Millwright & Electrical Pre-Apprenticeship for Youth 2013
 In November 2013, The Centre received funding approval from the Ministry of Colleges, Training and Universities for 15 students.
- Women in Skilled Trades (WIST) Enhanced General Carpentry
 In March 2014, The Centre received a two-year funding agreement by the Ontario
 Women's Directorate to train 40 students.

One hundred percent of Trades students were satisfied with Centre Services in 2013-14!

He was motivated to attend every day and he shared stories, photos and his learning with us at home each night which was a refreshing experience. My husband and I appreciated how you seized teachable moments and taught incidental life lessons about actions having consequences.

Parent of Get In Gear participant



ESL & IMMIGRANT SERVICES

The Centre's English as a Second Language and Immigrant Services department delivers a number of free programs and services to help the growing number of immigrants settling in Halton:

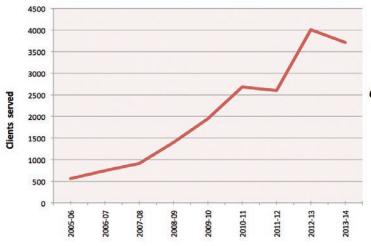
- English language instruction
- Settlement information
- Pre-employment training
- Networking opportunities with other immigrants
- Specialized Language Training in the workplace

Being taught in Enhanced Language Training how to effectively write targeted cover letters and resumes according to the different jobs in the market, as well as being trained for interviews and also having learned about the mentality of the Canadian employer were essential issues for me.

P.V.

In Enhanced Language Training, I improved myself not only in the skills of speaking and listening but also in presentation and resume writing.

M.B.



ESL & IMMIGRANT SERVICES

Clients Served 2005-2014 In 2013-14, The Centre's ESL & Immigrant Services

- Served 3,715 clients and provided 194,177 hours of language training to 2,211 immigrants to Canada
- Exceeded their targets for clients served by almost **100 percent**!

CENTRE STAFF

The Centre is proud of its 93 full-time and 21 part-time staff, and the invaluable contribution they make in serving the employment and training needs of the Halton community. 2013-14 was no exception, with a number of awards and special recognition highlighting Centre staff achievements during the past year:



Recipients of 2013-14 Service Recognition Award

Service Recognition Award

This program, newly established in 2013-14, acknowledges the commitment and dedication of Centre staff, marking employment milestones every five years at a Service Recognition Luncheon held each November. In this inaugural year, 59 Centre staff members received this award.

Innovation & Entrepreneurial Award

This award was created to reward and recognize employees who embody and exemplify the tenets of innovation, entrepreneurialism and leadership. **Ellen Faraday and Melissa Pedersen** were awarded the Innovation & Entrepreneurial Award at The Centre's Celebrating Success event on April 1, 2014.

TESL Honourary Life Member Award

TESL Canada (Teaching English as a Second Language) is a not-for-profit organization promoting excellence in the teaching and learning of English as a Second Language, serving 7,000 members across Canada. *In 2013-14,* **Barb Krukowski** received the **TESL Canada Honourary Life Member Award**, in tribute to her exemplary contributions to TESL in Canada.

STAR (Special Thanks and Recognition) Award

This award was created to provide immediate reward and recognition to employees for their day-to-day commitment to client service in accordance to The Centre's mission and vision. *In 2013-2014*, **63 STAR awards** were given out.



CLIENT SUCCESS

Each year, clients who have benefitted from The Centre's programs and services are invited to share their stories at Celebrating Success – an annual event for staff and invited guests. Two client journeys toward career fulfillment are reflected below.



Umar Turner

Umar Turner

When Umar Turner first came to the Oakville Employment Services office in September 2010, he identified a need for retraining. His background had been full of challenges and he had held a number of low skill jobs since completing high school. He was hoping to get into the social services field so he could become a positive influence on others. The Centre helped Umar upgrade his skills, research the labour market, complete an application for Second Career funding and expand his network by introducing him to key people. Umar completed his retraining as a Social Service Worker and realized his dream by securing employment with Community Youth Programs, a non-profit group home in Oakville.

I chose to get into Social Services to help kids who were in my same situation. If anybody needs help, and needs to be steered in the right direction, I want to be that person. I want to assist them and give them the help they need. That's something I received, so getting in this field is a way for me to give back.



Beata Kasperczyk (R)

Beata Kasperczyk

In 2001, Beata graduated from the Medical College of Jagiellonian University in Cracov, with a Bachelor's degree in physiotherapy. She continued her studies and received her Master's degree in special pedagogy, with a specialization in oligofrenopedagogy and mental disorders, from the Pedagogical University of Cracov in December 2006.

One year later Beata came to Canada, intent on improving her English language skills and seeking a new life. She came to The Centre and attended LINC classes, a job search workshop and took a six month ELT course which helped improve her English tremendously while learning how to write a resume, create a portfolio and prepare for an interview. Beata received additional assistance from The Centre's Settlement Services and today she is a proud new Canadian citizen, working at a daycare and has applied to the Ontario College of Teachers.

I could not have done it without them (staff) and the services of The Centre for Skills Development and Training.

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.























































Burlington campus

Connect with us

The Centre for Skills Development & Training 860 Harrington Court Burlington, Ontario L7N 3N4

Tel: 905-333-3499 1-888-315-5521

Fax: 905-634-2775

thecentre.on.ca



Visit us on Facebook



See us on flickr



Join us on LinkedIn



Follow us on Twitter



Watch us on YouTube

