



Department of Post-Secondary Education, Training and Labour

Annual Report
2013-2014



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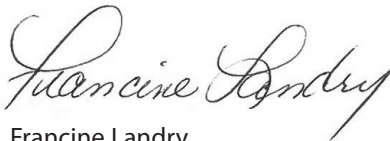


The Honourable Jocelyne Roy Vienneau
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2013, to March 31, 2014.

Respectfully submitted,



Francine Landry
Minister

Francine Landry
Minister of Post-Secondary Education, Training and Labour

Madame Minister:

I am pleased to be able to present the Annual Report describing operations of the Post-Secondary Education, Training and Labour for the fiscal year 2013-2014.

Respectfully submitted,



Thomas Mann
Deputy Minister

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Minister's Message

The mission of the Department of Post-Secondary Education, Training and Labour is to foster an educated and productive population by providing leadership, programs and services contributing to a prosperous New Brunswick.

The government's focus has been to support New Brunswickers by delivering a suite of programs and services, while remaining fiscally responsible.

New Brunswick continues to face revenue challenges, and government placed a strong focus on reducing expenses across all departments. The Department of Post-Secondary Education, Training and Labour reduced waste and increased efficiencies through a commitment to performance excellence.

The government managed the Department within budget, thanks largely to the dedicated and professional staff that administers the day-to-day operations and continues to provide excellent service to clients.

Francine Landry
Minister

Deputy Minister's Message

This year, we have taken an approach to managing the department's activities through a focus on interconnectedness with our stakeholders to more keenly align our collective activities with our mission statement.

The department worked together with stakeholders from a wide range of sectors, including universities, public and private colleges, industry, business, youth, under-represented groups, First Nations and labour associations. In particular, this year, the department collaborated with stakeholders through the work of a steering committee. The diverse team was charged with developing new ideas and solutions to current and future labour market challenges, and specifically, was dedicated to collaborating to implement a variety of strategic outcomes.

New Brunswick took an active and leading role in solidifying an agreement in principle for the Canada Job Grant, and it renewed several labour market agreement frameworks.

This year, consultation began for an extensive legislative review of workers' compensation that will ensure New Brunswick's system appropriately addresses the needs and realities of current and future workplaces and strikes the right balance between adequate compensation for injured workers and employers' financial interests.

There were many important accomplishments over the year, which are highlighted in this annual report.

I am proud of the hard work and dedication of both the professional civil servants and the dedicated stakeholders who have come together to make New Brunswick a great place in which to learn and work.

Thomas Mann
Deputy Minister

Highlights

The Department of Post-Secondary Education, Training and Labour is proud of its achievements in 2013-2014.

Some of these include:

The Province invested \$216 million in the operations of the Maritime College of Forest Technology and the four public universities: the University of New Brunswick, St. Thomas University, Université de Moncton and Mount Allison University. An additional \$2 million was allocated for capital repairs and renovations through the University Deferred Maintenance Program.



The Province also committed to provide a two-per-cent increase to university operating budgets for each of the next two years. An annual tuition increase cap of no more than three per cent also was announced for the next three years for all publicly funded universities. This predictable funding will enhance fiscal planning and accountability by the Province and by universities.



New Brunswick invested \$91.2 million in the operations of the two public colleges: the New Brunswick Community College (NBCC) and le Collège communautaire du Nouveau-Brunswick (CCNB). There was also a capital investment of \$3.55 million toward the \$5.05-million expansion at the NBCC campus in Miramichi.



A pilot project was launched in May 2013 to allow LPN graduates from the NBCC and CCNB to pursue their bachelor of nursing degree at the University of New Brunswick, Saint John campus.



In 2013-2014, the the New Brunswick College of Craft and Design received an operating grant of \$3.1 million, yielding a seat capacity of 282 funded seats.



The Department administered \$162 million in student financial assistance to a total of 13,456 students.



In August 2013, the Department released New Brunswick's *Labour Force and Skills Development Strategy (LFSDS)* which outlines key action items to ensure the availability of a skilled and globally competitive labour force.



The New Brunswick Innovation Research Chairs (NBIRC) program, delivered through the New Brunswick Innovation Foundation (NBIF), fosters collaboration between academia and the private sector and helps attracts and retain talent in the Province. The chairs focus on research to help private sector companies develop new and improved products and services from various sources of intellectual property. In 2013-2014, three chairs were awarded under the NBIRC program, two at the University of New Brunswick and one at the Université de Moncton.



The One-Job Pledge (OJP) Initiative aims to help businesses create quality jobs and new opportunities for recent post secondary graduates in the Province. As of March 31, 2014, 905 positions were created through the OJP Initiative.

✱

The Province agreed to work toward harmonization of apprenticeship systems in Atlantic Canada through the Atlantic Workforce Partnership.

✱

The Department also began a rollout of pre-apprenticeship program to all anglophone and francophone high schools in the Province. In 2013-2014, 70 high schools were provided with pre-apprenticeship information, resulting in the registration of 209 pre-apprentices.

✱

Efforts to attract francophone immigrants to New Brunswick were substantially increased through recruitment missions to France, Belgium, Switzerland, Spain and England.

✱

The Department developed a series of consultations with francophone and immigrant stakeholders to support the implementation of the *Population Growth Strategy* and *Francophone Immigration Action Plan*.

✱

The Province entered into a \$1.2 million Foreign Qualifications Recognition Agreement with the federal government to help immigrants in New Brunswick work in their field of study.

✱

The Department collaborated with New Brunswick's publicly funded anglophone post-secondary education institutions to develop an online tool to increase participation and success in post-secondary education for persons with disabilities. The new website is based on a similar product that UdeM developed.

✱

New Brunswick became the first public library system in Canada to offer adaptive work stations for persons with disabilities in all service locations.

✱

The Department launched a new twitter account to increase communications through social media channels.

Strategic Priorities

Strategy Management

The Government of New Brunswick (GNB) has implemented a formal management system built on leading business practices to develop, communicate and review strategy. This process provides the public service with a proven methodology in both public and private sectors to execute strategy.

The formal management system starts with a strategic vision. The government expresses its vision through the themes for a stronger economy and an enhanced quality of life while living within our means. This strategic vision is articulated through the strategy map, which is a tool to provide focus and overall direction for improvement.

The Perspectives of the Strategy Map

The strategy map focuses on what is important to citizens: stimulating job creation and getting more people working; access to necessary programs and services; and providing value for their tax dollars.

The financial perspective addresses the financial requirements needed to sustainably support the commitment to citizens, stretching across all three themes of the vision. The financial perspective focuses on supporting the private sector to stimulate growth, ensuring the government lives within its means by achieving a sustainable budget, and funding priority programs to contribute to an enhanced quality of life.

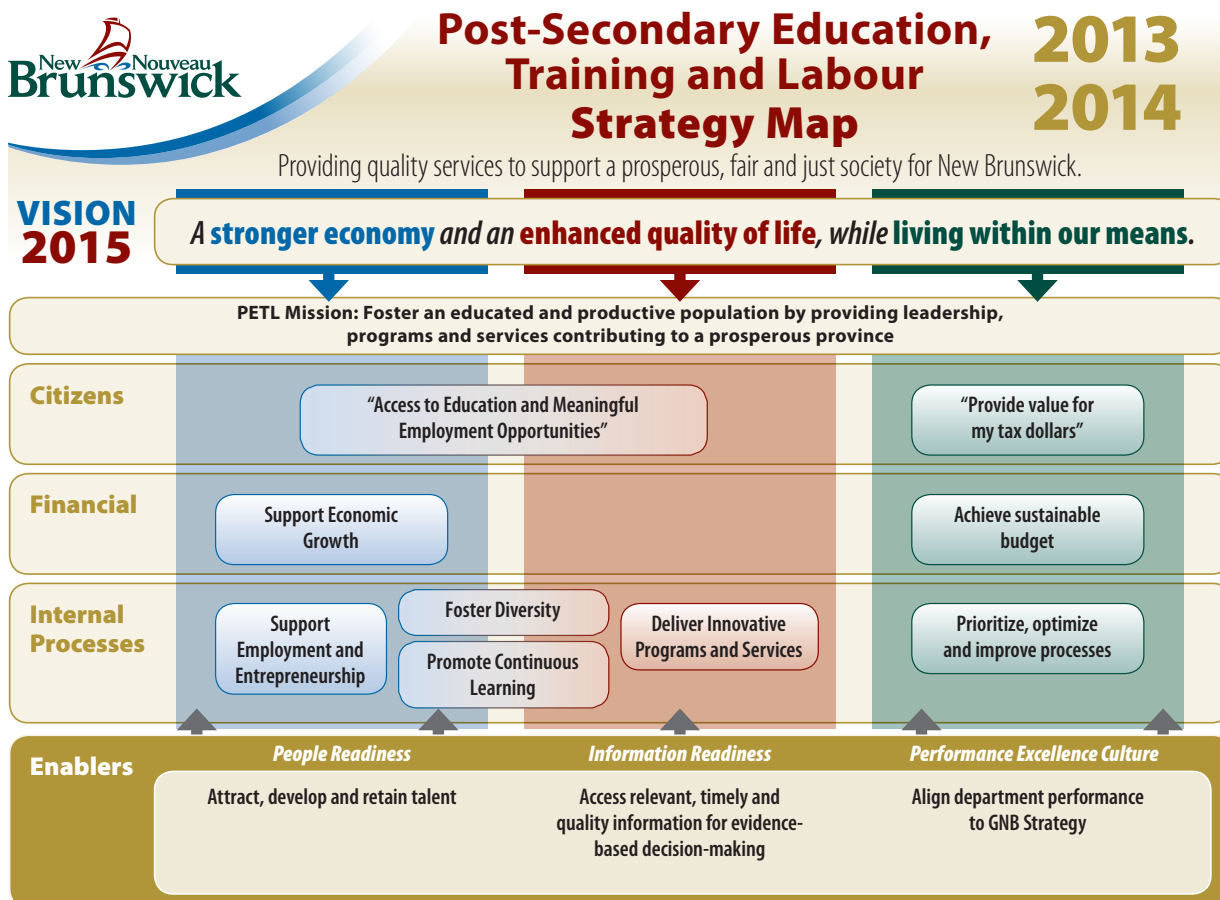
The internal processes are government's direct role in achieving the vision. They are the strategic improvements government needs to successfully implement to achieve the vision. Each department sets its own goals and priorities within the strategic themes to match its programs and specialized needs.

The enablers ensure that GNB is ready to execute the strategy through internal processes. Leaders and employees need to develop and demonstrate behaviours that engage others to ensure the success of strategic projects. Leaders need the right information at the right time to make strategic decisions, and the culture must align and recognize those who contribute to achievement of the strategy.

Departmental Strategy Map

The Department of Post-Secondary Education Training and Labour was in the second group of departments to participate in the performance excellence process. This process is part of a cultural change to ensure the Government of New Brunswick is able to provide appropriate and affordable services to citizens on a sustainable basis by increasing efficiency and accountability and streamlining administration. All projects undertaken by the department each year must align with one of the strategic themes set out by the provincial government. For example, the implementation of the *Labour Force and Skills Development Strategy* falls under the theme of Stronger Economy and supports improving workforce readiness and driving economic development efforts.

The strategy map contains the department's mission statement, reflects the goals and strategic priorities, and aligns our focus for 2013-2014 with government's vision.



NB PUBLIC SERVICE VALUES: COMPETENCE – IMPARTIALITY – INTEGRITY – RESPECT – SERVICE

Performance Measures

Based on the strategy map, a framework that translates the organization's strategy into a set of objectives and performance measures is developed. This allows the department to measure progress in meeting objectives. The performance measures do not reflect all of the day-to-day operations of the department, but rather the strategic areas where it needs to focus improvement efforts, i.e., the *Labour Force and Skills Development Strategy*. The following table summarizes the performance measures for the Department of Post-Secondary Education, Training and Labour for 2013-2014.

Objectives:	Measures
Strategic Theme: A Stronger Economy	
Support Economic Growth	Number of employment action plans closed with employment result
Support Employment and Entrepreneurship	Number of immigrant entrepreneurs starting businesses
Foster Diversity	Number of self-identified Aboriginals, persons with disabilities and social assistance recipients accessing PETL programming
Foster Diversity	Retention Rate of immigrants who stay in New Brunswick after two years
Strategic Theme : Enhanced Quality of Life	
Deliver Innovative Programs and Services	Number of recent post-graduate students approved/hired under the "one-Job-Pledge"
Strategic Theme : Living Within Our Means	
Achieve Sustainable Budget	Ratio of actual-to-budgeted expenditures
Prioritize, Optimize and Improve Service Delivery	Dollars saved per Continuous Improvement

Enablers (HR, IT, Performance Excellence Culture)

Align Department Performance to Strategic Plan

Percentage of Scorecard initiatives and/or action plans on track

A Stronger Economy: Support Economic Growth

Measure:

Number of employment action plans closed with employment result.

Description of measure:

This includes the number of clients who have used an employment development program or a third party provider and have closed their action plan at the end of their intervention with a positive employment result.

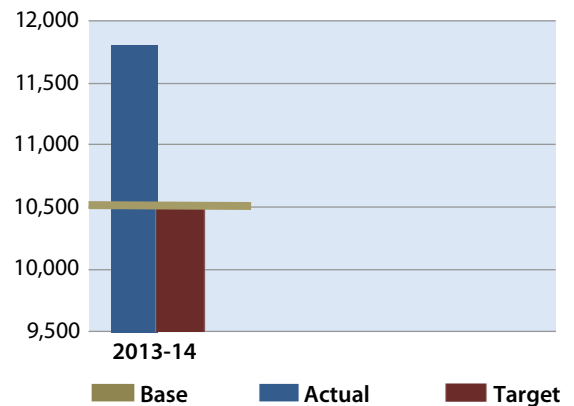
Overall performance:

At the end of 2013-2014, more than 1,200 action plans were closed with an employment result than targeted. An employment "Action Plan" may not be applicable to every client or a client could have more than one action plan.

Baseline: 10,500

Target: 10,500

Actual: 11,739



Why do we measure this?

Employment Services Programs provide necessary financial and professional support to ensure the labour force needs of New Brunswick, employers and workers are met. Support is sometimes needed to get individuals into the labour force.

As part of these supports, Employment Counselling Services assist individuals in their search for permanent employment. The purpose of this service is to develop an individual employment action plan that will assist job-seekers in career decision-making and planning; work preparation; and job searches.

During the last three years, employed closure numbers have gone down significantly, in large part due to changes in programming that have reduced the intake of new clients. The percentage results are fairly stable over the years (75 per cent to 80 per cent closed employed) further emphasizing the impact of intake numbers on this measure. Employment results related to this measure occur at the end of our intervention, normally between one and two years after the initial establishment of the Employment Assistance Program (EAP). Recent changes in programming aimed to increase client flow in 2013-2014. However, results were still impacted by the decrease in client activity over the previous two years.

What projects were undertaken in 2013-2014 to achieve the outcome?

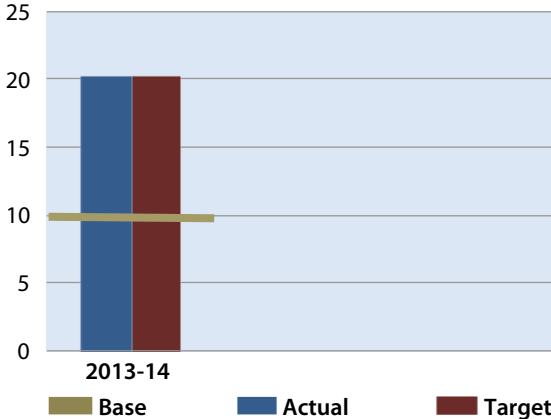
During 2014-2014, the following projects were undertaken to achieve the outcomes noted above:

- Increased work with the Department of Social Development (SD) and First Nations.
- A new provincial aboriginal coordinator was hired to facilitate linkages to Apprenticeship and Adult Learning.
- Increased the number of Workplace Essential Skills initiatives involving the Department of Post-Secondary Education, Training and Labour and the Department of Social Development.
- Ongoing delivery of Employment Services by regional delivery teams and contracted service providers.

A Stronger Economy: Support Employment and Entrepreneurship

Measure:
Number of immigrant entrepreneurs starting businesses.

Description of measure:
The number of entrepreneurial immigrants arriving in New Brunswick through the Provincial Nominee Programs' (PNP) Refundable Deposit Program. The program was implemented in 2010 and requires applicants to make a conditionally refundable deposit of \$75,000 (to be held in trust by the Province). Nominees have three years to establish a business in New Brunswick, at which time they are eligible to apply for a full refund. The department has only recently begun receiving requests for refunds.



Overall performance:
There are challenges capturing accurate data on this measure, often relating to lag times within the national immigration system. There is a temporary suspension of this program as there are about 1,500 applications in the queue. The PNP allows 625 immigrants, about half of whom are focused on the business entrepreneur versus the skilled labour stream.

Baseline: 10
Target: 20
Actual: 20

Why do we measure this?
Immigrants impact economic growth and entrepreneurship in New Brunswick when they start and grow a new business, which in turn, helps to create new jobs.

What projects were undertaken in 2013-2014 to achieve the outcome?
The Department continued to work with the federal government to explore options for increasing immigration to New Brunswick.

The department actively worked with immigrants to support them in establishing a business.

A Stronger Economy: Foster Diversity

Measure:

Number of self-identified aboriginals, persons with disabilities and social assistance recipients accessing PETL programming

Description of measure:

A count of the unique number of clients served by the Department's programming, by target group. A client may have engaged in one or multiple programs offered through the Department. The count reflects only that the client was active in at least one program within the time period.

Overall performance:

Strategic partnerships with the Department of Social Development and Joint Economic Development Initiative (JEDI) have supported fiscal year results, as well as the ongoing implementation of the Employment Action Plan for Persons with Disabilities.

A provincial aboriginal co-ordinator position is being supported in partnership with JEDI, to support linkages with First Nation and learning opportunities.

Baseline: 5,089

Target: 5,700

Actual: 7,546

Why do we measure this?

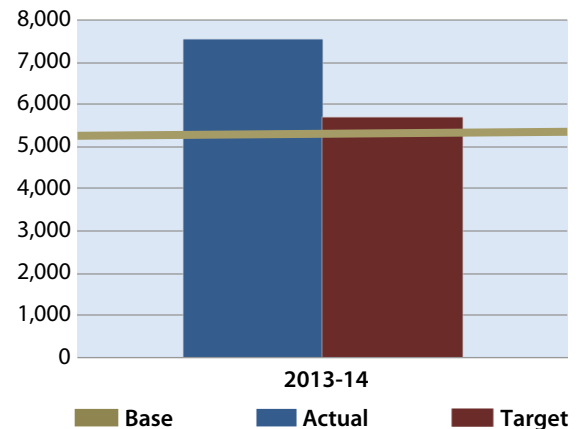
Not all New Brunswickers are being utilized to their full potential. The Department aims to provide an opportunity for all New Brunswickers (in particular aboriginals, social assistant recipients and persons with disabilities) to be included in the workforce and achieve their potential.

The Department has employment programming designed for specifically under-represented groups to participate in group education, training and employment opportunities that allow them to access programming tailored to their specific needs. Enhanced levels of support, where appropriate, may be utilized to ensure participation of under-represented groups in training and skills development opportunities.

What projects were undertaken in 2013-2014 to achieve the outcome?

During 2013-2014, the following are examples of projects undertaken to achieve the outcomes noted above:

- Supported a provincial aboriginal co-ordinator position through a partnership with JEDI to support linkages between aboriginals and adult learning opportunities.
- Enhanced marketing and outreach activities to increase number of people coming in the door, which led to greater numbers served.
- Piloted the Continuum Project in the Restigouche-Chaleur regions. Training includes budgeting, essential skills, employability training and safety courses and are for individuals whose occupational goals that do not include post-secondary education.
- The Department of Social Development and Department of Post-Secondary Education, Training and Labour working group for the monitoring of service delivery to expand delivery of services to the target group.



A Stronger Economy: Foster Diversity

Measure:

Retention rate for immigrants who stay in New Brunswick after two years.

Description of measure:

This annual measure details the number of Provincial Nominee immigrants living in New Brunswick two years after landing. It includes principal applicants as well as spouses and dependants, arriving through all categories (i.e., skilled workers, business program).

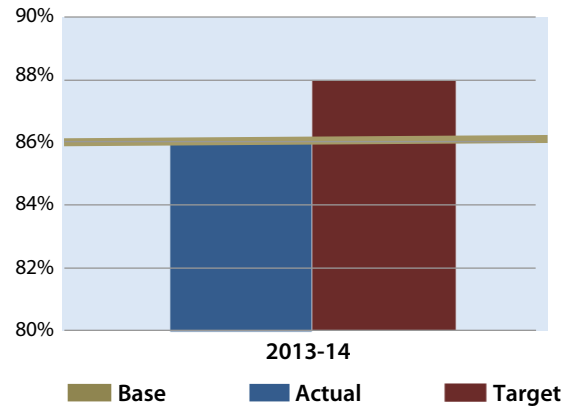
Overall performance:

The Province has a number of initiatives to help with immigrant settlement in New Brunswick. The challenge is that immigrants have full mobility rights and are neither required to come to, nor stay in New Brunswick once landed in Canada.

Baseline: 86%

Target: 88%

Actual: 86%



Why do we measure this?

By measuring retention rate and looking at the type of immigrants who stay in New Brunswick, we can align our recruitment trips to countries where the immigrants are most likely to remain in the Province to grow our economy and our population.

What projects were undertaken in 2013-2014 to achieve the outcome?

Some of the activities undertaken to retain immigrants in the province are:

- Support immigrant-serving agencies.
- Funded five Business Immigrant Mentorship Programs (BIMP) in Fredericton, Moncton, Saint John, Bathurst and Edmundston. The program enabled immigrant investors to learn about "Doing Business in New Brunswick". The department intends to invest in expanding the program to other regions of the Province.
- Launched Business incubator program "La Ruche." This business incubator program, launched in Moncton, was focused on helping entrepreneurs transition their businesses to financially viable companies. There are plans to expand this program to Fredericton.

Enhanced Quality of Life: Deliver Innovative Programs and Services

Measure:

Number of recent post-grads approved/hired under the "One Job Pledge."

Description of measure:

A cumulative tallying of the number of commitment/confirmation notices received from employers that they have hired a recent post-secondary education graduate under the initiative.

Overall performance:

Significant interest generated from media coverage of the program and has resulted in great update from employers.

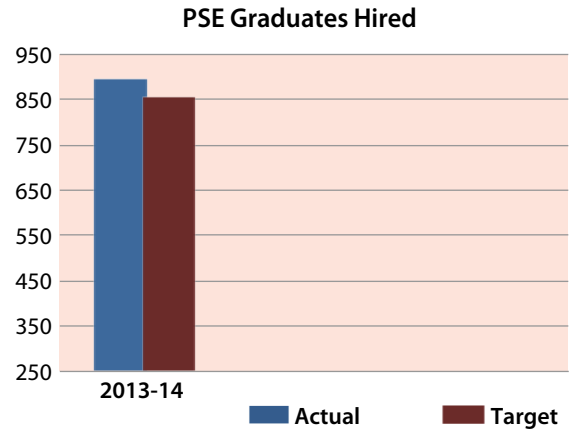
Baseline: 0 (new component of the Workforce Expansion Program)

Target: Approved: 850

Hired: 850

Actual: Approved: 905

Hired: 892



Why do we measure this?

To assist in the creation of jobs for recent post-secondary graduates within the province and to provide the opportunity to gain experience by fostering their hiring by New Brunswick businesses.

What projects were undertaken in 2013-2014 to achieve the outcome?

During 2013-2014, the following projects were undertaken to achieve the outcomes noted above:

- Promotion via provincial and regional announcements to employers.
- Continued promotion of the program.
- A multi-sector working group was established under the *Labour Force and Skills Development Strategy* to develop action items to increase awareness of the programs and services available.

Living Within Our Means: Achieve Sustainable Budget

Measure:

Ratio of actual-to-budgeted expenditures.

Description of measure:

The ratio measures whether the Department is adhering to the expense budget that it tabled at the beginning of the fiscal year. The ratio will exceed 100 per cent when spending is over-budget and be less than 100 per cent when spending is under-budget.

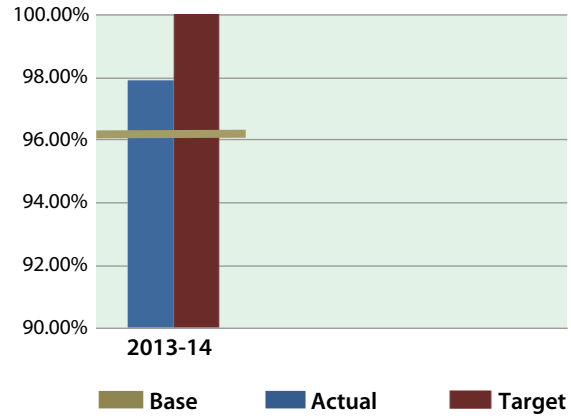
Overall performance:

The department's 2013-2014 gross budget was set at \$604,341,000. After completion of several initiatives, along with close monitoring of expenditures, the Department closed out the fiscal year two per cent or \$13,080,000 under gross budget.

Baseline: 96.40%

Target: 100.00%

Actual: 98.33%



Why do we measure this?

New Brunswickers want assurances that their tax dollars add value and are spent appropriately. To ensure sustainable budgets over the long-term, departments need to provide programs and services to New Brunswickers while ensuring they function within their budgets.

What projects were undertaken in 2013-2014 to achieve the outcome?

The department completed the following projects:

- Ongoing monitoring of expenses.
- Government Renewal initiatives.
- Waste Walk projects.
- Lean Six Sigma projects.

Living Within Our Means: Prioritize, Optimize and Improve Service Delivery

Measure:

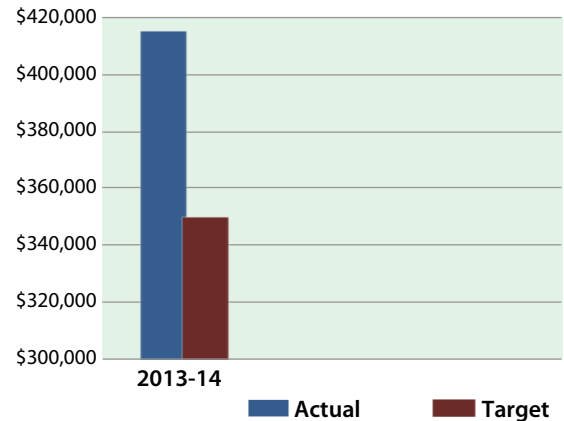
Dollars saved through Continuous Improvement.

Description of measure:

This measure targets savings (including revenue generation activities, hard cost avoidance and hard cost reduction) resulting from Lean Six Sigma projects and related continuous improvement efforts such as waste walks.

Overall performance:

By the end of 2013-2014, the Department realized \$415,089 in savings or increased cash flow through formalized continuous improvement efforts.



Baseline: 0

Target: \$350,000

Actual: \$415,089

Why do we measure this?

Measuring the progress on the Department's process improvement initiatives indicates how well it is doing in eliminating and controlling costs. This is also a good measure of managing smarter through increased efficiencies.

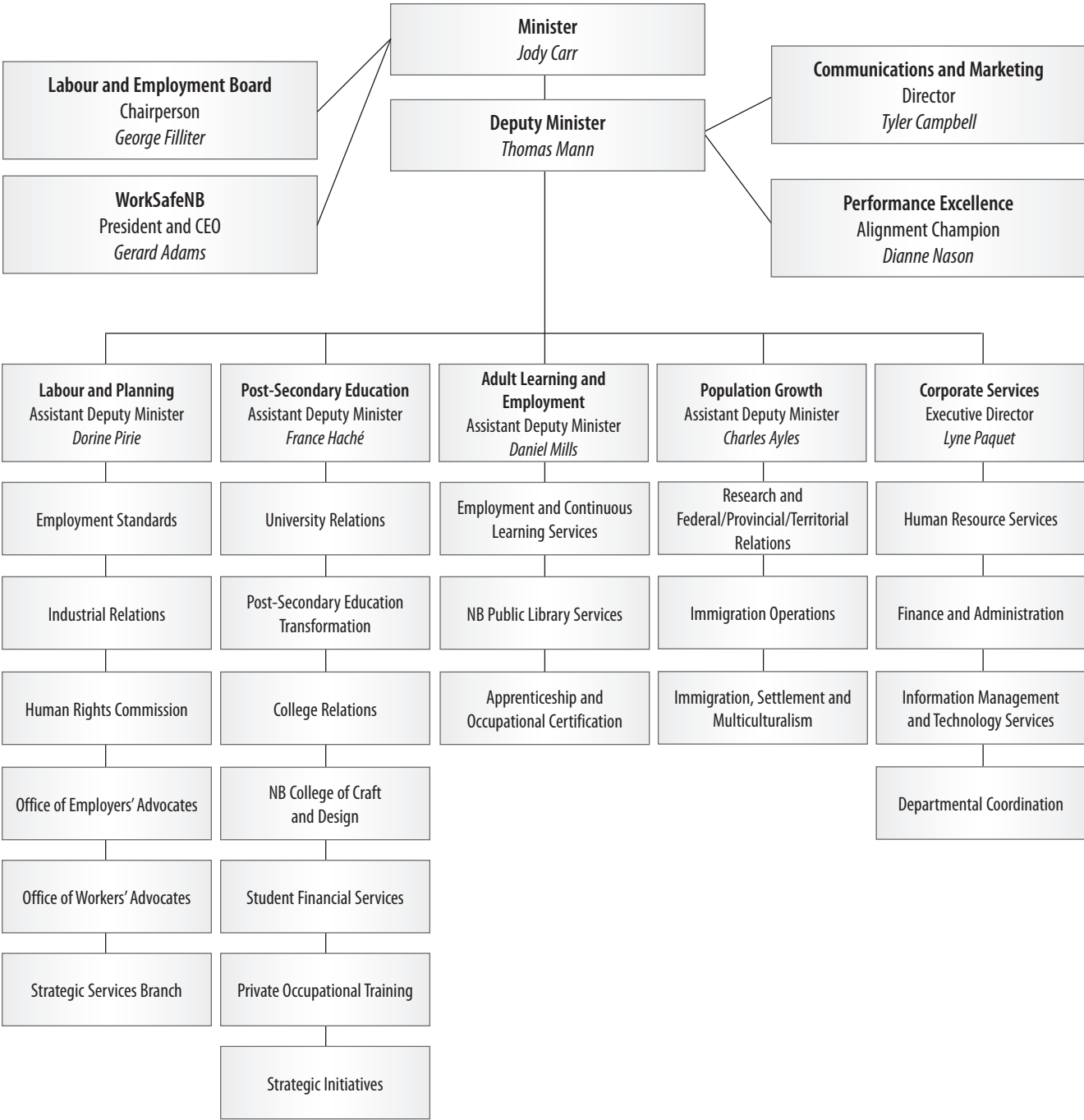
What projects were undertaken in 2013-2014 to achieve the outcome?

The following projects assisted in not only meeting, but exceeding, the departmental continuous improvement targets:

1. **Library Technical Services** – Improve the efficiency of the preparation of books for public library use.
2. **Apprenticeship and Occupational Certification** – Determine the best way to deliver the service to apprentices by the apprenticeship and occupational certification counsellor.
3. **College Admissions Services** – Determine the most effective and efficient manner to perform the admissions function.
4. **Population Growth** – Streamline immigration application process.
5. **Training and Skills Development (TSD) Funding** – Make it more efficient for employment counsellors to submit applications for TSD funding.
6. **Microsoft Lync Implementation Employment Division Regional Directors** – Increase the use of Microsoft Lync to reduce travel and increase overall productivity through better communication.
7. **Student Financial Assistance application process** – Find efficiencies to allow for improved customer service.

Overview of Departmental Operations

Mission: Foster an educated and productive population by providing leadership, programs and services contributing to a prosperous New Brunswick.



Communications and Marketing

PETL communicates with New Brunswickers through a number of communications channels (e.g., media relations, marketing and public awareness campaigns, and the Department's website) to ensure the public and targeted stakeholders are aware of its services, programs, investments, initiatives and policy direction.

In 2013-2014, the Department launched a new twitter account to increase communications through social media channels.

Key communications efforts during the year focused on legislative changes, new and improved programs, the introduction of new programs and developments within operational areas.

PETL also developed and implemented several marketing campaigns, centred on the theme of People, Skills, Employment. Campaigns included efforts to increase use of provincial training and employment programs, and current labour market information. The Department also continued its expansion of international marketing efforts to increase immigration to New Brunswick.

Performance Excellence Process

Much of the work of the Performance Excellence Process (PEP) team is captured in the Strategic Priorities and Performance Measurements of the annual report.

Strategic Services

The Strategic Services Branch was created in January 2014 as an amalgamation of the responsibilities previously assigned to the Labour Market Analysis Branch and the Policy and Planning Branch.

Policy and planning services were provided in 2013-2014 to support several significant projects including:

- Release of the New Brunswick's *Labour Force and Skills Development Strategy 2013-2016* on August 26, 2013, which outlined 44 key action items to ensure the availability of a skilled and globally competitive labour force. The Department will release an annual progress report for each of the three years covered by the strategy indicating the incremental implementation of the 44 actions.
- Amendment of the *Employment Standards Act* to provide employment protection to foreign workers in New Brunswick.
- Under Phase 1 of the three-year Workers' Compensation Legislative Review, amendments to the *Workplace Health, Safety and Compensation Commission Act* are to come into effect April 1, 2015. Changes include:
 - Creating an external, independent appeals tribunal, separate from WorkSafe NB and reporting to the Minister;
 - Renaming the legislation the *Workplace Health, Safety and Compensation Commission and Workers' Compensation Appeals Tribunal Act*; and
- Support for the development and implementation of a gender-based analysis lens for government policy decisions. and,
- Responses to 34 requests under the *Right to Information and Protection of Privacy Act*.

Achievements of the Labour Market Analysis component of the branch are captured in a key focus area later in the report.

Corporate Services

Corporate services are integral to the effective and efficient operation of the Department. These services provide senior management and staff with administrative office support and specialized services in the areas of: human resource services; information and records management; information technology; facilities management and safety; and financial services, including objective internal audit and consultation as well as collection on defaulted provincial student loans (which was nearly \$6.3 million in 2013-2014).

Some of its accomplishments in 2013-2014 are identified below:

- Implemented actions under the Human Resources Strategy;
- Developed ways to improve mental fitness and resilience in the workplace which will be implemented in 2014-2015;
- Provided the online learning tool, Skillsoft, so employees may develop appropriate skills on their own time at a very limited cost to the Department, thereby reducing costs of travel and registration fees for courses;
- Rolled out Lync for video and audio conferencing to help save on travel and long distance calls;
- Developed direct deposit for clients of the Training and Skills Development program that will be implemented in 2014-2015; and
- Completed audit reports relating to student loans as well internal audits and consulting work to help enable operational branches to achieve the objectives of the programs and services they deliver.

KEY FOCUS AREA: Supporting Employees and Employers

Regulating Minimum Standards of Employment for Workers

The Department promotes, oversees, and enforces the *Employment Standards Act (Act)* and its regulations. The *Act*, which applies to all provincially regulated employee employer relationships, specifies the minimum standards of employment, such as minimum wage, overtime rates, hours of work, vacation pay, paid public holidays, etc.

Employment Standards Activity for 2013-2014

Number of information sessions	Number of inquiries	Formal complaints investigated	Moneys recovered for employees
79	11,902	872	\$524,606.37

Providing Conciliation and Mediation Service

The Department administers the *Industrial Relations Act* and its regulations by promoting harmonious labour management relations in the unionized private and quasi-public sectors of the province. This serves to protect and strengthen the New Brunswick economy.

In 2013-2014, the Department intervened in 36 labour disputes that occurred during the negotiation of collective agreements, 28 of which were settled before strike/lockout action and one of which resulted in a work stoppage. One interest-arbitration board and 33 rights arbitrators were appointed, and 60 grievances were mediated.

The Department provided voluntary mediation and facilitation services in three disputes within public sector and Crown corporations.

Assisting Injured Workers and Dependants with Workers' Compensation Matters

The Office of Workers' Advocates is mandated under the *Workers' Compensation Act* to assist injured workers and their dependants on matters related to claims for workers' compensation. Advocates assist by providing information, advice and, when appropriate, representation at appeal hearings.

In 2013-14, there were 789 cases pending from the previous year, 746 new cases were received, 714 were completed and the year ended with 641 cases in progress. Advocates represented clients at 370 appeal hearings before WorkSafe NB's appeals tribunal.

Assisting Employers with Workers' Compensation Matters

The Office of Employers' Advocates (OEA) provides assistance to New Brunswick employers on workers' compensation matters by providing communication, consultation and engaged learning opportunities. The OEA also provides employers with specialized advice and representation on workers' compensation issues before WorkSafe NB, in particular, the appeals process administered by WorkSafe NB's appeals tribunal.

In 2013-2014, the OEA received 353 new cases; closed 415 cases and had a balance of 673 active cases at year end.

The OEA represented employers on 180 appeals before the appeals tribunal.

KEY FOCUS AREA: Informing New Brunswickers about the Labour Market

Conducting Research and Determining the Needs of the Labour Market

Information is key to making good job and training decisions. The Department conducts labour market research to help people and organizations make those informed decisions. The Department works to improve the quality, quantity, and accessibility of its labour market information for all New Brunswickers

In 2013-2014, the Department completed research projects, including the *2013 Survey of 2012 Graduates of the New Brunswick Community College* and the *New Brunswick Community College Three-Year Graduate Follow-up Survey: 2013 Survey of 2009-2010 Graduates*. In addition, the Department completed the *New Brunswick Occupation Profiles*, which include a description of the occupation, information about the current workforce, employment prospects and educational pathways.

Evaluating Departmental Programs and Services

In 2013-2014, the Department completed 12 evaluation projects related to the Department's programs and services to ensure they met the needs of the labour market

Supporting Interprovincial Mobility of Workers

The Department works to remove barriers to interprovincial mobility of workers in regulated occupations. This includes supporting certified workers from elsewhere in Canada, working with New Brunswick's regulatory authorities and educating and informing government departments, stakeholders and the public on inter-provincial labour mobility and related improvements to accessing jobs in New Brunswick.

KEY FOCUS AREA: Helping New Brunswickers Continue Education

Providing Financial Assistance to Students

To enhance access to post-secondary education, the Department administers and delivers federal and provincial student loans, grants and bursaries to eligible students. In 2013-2014, the Department administered \$162 million in student financial assistance to 13,456 students.

This past year saw the introduction of the Master Student Financial Assistance Agreement (MSFAA) and the Electronic Confirmation of Enrollment (ECE). The MSFAA is a multi-year agreement that replaces the previous version that had to be completed each time a student applied for assistance. The ECE process is a faster, more efficient replacement to its paper-based predecessor. Both represent significant improvements in service delivery to students.

Providing Financial and Other Assistance to Universities and Colleges

Colleges

In 2013-2014, the Province invested \$91.2 million in the operations of the two public colleges, the New Brunswick Community College (NBCC), which had 4,756 seats, and the Collège communautaire du Nouveau-Brunswick (CCNB), which had 3,162 seats. The Province also made a capital investment of \$3.55 million toward the \$5.05-million expansion at NBCC campus in Miramichi this year. The Department monitors the return on these investments through a comprehensive accountability framework. It also assists the colleges in respecting their accountability obligations as outlined in the *New Brunswick Community Colleges Act* and in the *Accountability and Continuous Improvement Act* which came into effect on August 15, 2014.

Universities

In 2013-2014, the Province invested \$216 million in the operations of the Maritime College of Forest Technology and the four public universities: the University of New Brunswick, St. Thomas University, the Université de Moncton and Mount Allison University. An additional \$2 million was allocated for capital repairs and renovations through the *University Deferred Maintenance Program* (UDMP).

Furthermore, the Province announced in 2013-2014 that it will provide a two-per-cent increase to university operating budgets for each of the next two years, allowing them to plan through to 2016. An annual tuition increase cap of no more than three per cent for the next three years for all public universities was implemented.

Registration of Private Occupational Training Organizations

The Department regulates the private occupational training industry to provide effective consumer protection for students and to support a vibrant, healthy private training industry. In 2013-2014, there were 59 private occupational training organizations registered under the *Private Occupational Training Act* (POTA) covering a total of 3172 students.

New Brunswick College of Craft and Design (NBCCD)

The New Brunswick College of Craft and Design (NBCCD) offers two certificate programs (Foundation Visual Arts and Graduate Studies) and nine diploma programs (Aboriginal Visual Arts, Fashion Design, Textile Design, Ceramics, Fibre Arts, Jewellery/Metal Arts, Graphic Design, Integrated Media and Photography).

In 2013-2014, the NBCCD received a \$3.1-million operating grant from the Province. The seat capacity this year was 282 funded seats.

There were 117 NBCCD graduates this past year.

Post-Secondary Education Transformation

The Department provides funding to public universities and colleges for pilot projects that propose to broaden access to and success in post-secondary education for persons with disabilities, aboriginals, students from lower-income families, rural youth and persons of other under-represented groups.

In 2013-2014, the Department collaborated with the Health and Education Research Group at the University of New Brunswick to undertake a positive mental health initiative for all publicly funded post-secondary institutions.

The Department collaborated with New Brunswick's publicly funded anglophone post-secondary education institutions to develop an online tool (www2.unb.ca/alc/index.html) to increase participation and success in post-secondary education for persons with disabilities. The new website is based on a similar product that was previously developed by and for the Université de Moncton.

Other efforts to improve access to post-secondary education and the New Brunswick labour market included the promotion of credit transfers, articulated agreements and the recognition of prior learning for learners, newcomers and workers in New Brunswick.

Research and Innovation

The Department supported universities, colleges and research institutions in 2013-2014 in partnership with the New Brunswick Innovation Foundation (NBIF) by providing support to a number of on-going programs such as the Research Innovation Fund and the Research Assistantship Initiative, which awarded 107 assistantship positions to researchers so that they could hire students, as well as new programs such as the New Brunswick Graduate Scholarship Initiative and the New Brunswick Innovation Research Chairs program. This latter program fosters greater collaboration between the private sector and academia. The chairs focus on research to help private sector companies develop new and improved products and services from intellectual property existing in companies, existing in knowledge institutions or developed by the research chair and his or her team. In 2014, three New Brunswick Innovation Research Chairs were awarded, including in Medical Devices and Technology (UNB), in Cyber Security (UNB) and in Biosciences (UdeM). Three more chairs will be awarded in 2015.

Working Experience for Students

In 2013-2014, the Department collaborated with post-secondary institutions and employers to explore opportunities for increasing the number of programs that offer some form of experiential learning. As part of the *Labour Force and Skills Development Strategy*, the Department worked to help students gain on-the-job experience to increase their job-readiness and facilitate entry into the labour market.

KEY FOCUS AREA: Increasing Literacy and Essential Workplace Skills

Providing Adult Learning Opportunities within Communities

Guided by the priorities and objectives outlined in *Working Together for Adult Literacy: An Adult Literacy Strategy for New Brunswick* (2009), the Department focuses on providing adults with the skills they need to further their training or employment potential. In 2013-2014, the Department helped more than 3,100 adult learners, the same as in the previous fiscal year, in accessing academic upgrading or General Education Development (GED) preparation courses through a strategic partnership with the Community Adult Learning Network (CALNet). Additionally, 75 adults registered for the GED online preparation courses.

The Digital Literacy program, supported by the Department through a strategic partnership with CALNet, reached 2,895 individuals throughout the province in 2013-2014, in comparison with 2,760 individuals in the previous fiscal year.

The Department further supported the provision of individual tutoring services for foundational literacy skills through partnerships with Lauchbach Literacy NB (English tutoring) and le Conseil pour le développement de l'alphabétisme et des compétences des adultes du Nouveau-Brunswick inc. (French tutoring).

Delivery of Workplace Essential Skills (WES) Training in Workplaces and the Community

The Department developed and implemented the WES Program in response to low levels of literacy in the province's workforce and indications of a growing skills gap resulting from changing labour demands.

Training in WES

Year	Number of Learners	Number of Initiatives
2013-2014	931	92
2012-2013	921	77

Of the 931 individuals engaged in training, 166 were employed and 765 were unemployed and received training on the essential skills specific to their occupational goal(s).

KEY FOCUS AREA: Certifications and Trades Training

Apprenticeship Training and Certification

Apprenticeship training is an area in which the Department contributes to the economic development of the province by helping to ensure that the workforce is equipped with the skills and knowledge necessary to function effectively in the labour market. The Department identifies training needs in conjunction with industry, develops programs in the 53 occupations for which apprenticeship training is offered, and provides certification services in the 71 designated occupations.

In 2013-2014, the Department introduced four initiatives through an Apprenticeship Incentive Program in support of New Brunswick's *Labour Force and Skills Development Strategy* (LFSDS): The Apprenticeship Employer Incentive Grant, Apprenticeship Tuition Rebate, Out-of-Province Apprenticeship Strategy and the Provincial Government Hiring Apprentices Initiative. These initiatives are expected to engage employers in both the public and private sectors and support apprentices through their program; increasing completion rates.

Also under the LFSDS, the Department began a provincial rollout of a pre-apprenticeship program to all anglophone and francophone high schools. In 2013-2014, 70 high schools were provided with pre-apprenticeship information, resulting in the registration of 209 pre-apprentices.

There was a rise in the number of new apprentice registrations in 2013-2014. Consequently, the total number of active apprentices also increased during the fiscal year, 4,053 as of March 31, 2014, compared to 4,009 on March 31, 2013. The number of apprentices who were cancelled or terminated was 483 in 2013-2014, compared to 362 in 2012-2013.

In 2013-2014, the Department issued fewer Diplomas of Apprenticeship (634), Certificates of Qualifications (995) and Interprovincial Red Seals (857) than in the previous year.

The Province agreed to work toward harmonization of apprenticeship systems in Atlantic Canada.

Certification

The Department provides testing and awards certification in the areas of General Educational Development (GED), Adult High School Diploma (AHSD) and Proficiency Language Training in Second Language training.

The Department also provides external testing, that may be driven provincially, nationally, by industry or by the private sector. In 2013-2014, there were 811 external certificates issued, in comparison with 1,215 certificates in the previous fiscal year.

KEY FOCUS AREA: The Ever-Growing Services of Public Libraries

Programs Based on Demographic Needs

The Department administers the *New Brunswick Public Libraries Act* to ensure public library services, programs and resources respond to New Brunswickers educational, information, cultural and recreational needs.

The New Brunswick Author Portal was launched in April 2013. The website features profiles for nearly 150 New Brunswick authors.

Business Services Outreach Training took place in all library regions to help librarians identify ways in which they can better serve patrons who are looking for business information; and how libraries can form partnerships with the business community.

The New Brunswick Public Library Service (NBPLS) was awarded the *Dayton M. Forman Award* for 2013 by CNIB for its work in removing barriers for people with print disabilities. The award was established by the CNIB Library Board in 1996 and recognizes outstanding leadership in the advancement of library and information services for Canadians living with vision loss or print disabilities. New Brunswick received the award based on initiatives that remove barriers and for the manner in which services respond to client needs.

Twenty-four new adaptive workstations were deployed throughout the Province. Funding for an additional 25 workstations was received in December 2013. This will make New Brunswick the first public library system in Canada to offer an adaptive workstation in all its service points.

E-Learning Services

NBPLS launched the mobile app BiblioNB, which is available for iPhones, iPods and iPads through the App Store and by way of Google play for Android devices.

In 2013, 8,860 patrons borrowed 142,702 items from a collection of 17,907 downloadable eBooks, audio books, music, and videos. This represents a 50-per-cent increase from 2012.

KEY FOCUS AREA: Providing Training Opportunities for Job Seekers and Employers with Workplace Training Needs

See Description of Employment Programs in the Appendices

Program	Number of Individuals Assisted by Program Area	
	2013-2014	2012-2013
Self-Employment Benefit	368	352
Student Employment and Experience Development	1,485	1,482
Training and Employment Support Services	713	513
Training and Skills Development	6,688	6,543
Work Ability	557	486
Workforce Expansion	2,365	1,584

As of March 31, 2014, 905 positions were created through the One-Job Pledge Initiative (OJP), which was launched as part of the Workforce Expansion program. OJP aims to help businesses create quality jobs and new opportunities for recent post-secondary graduates in the province.

Job Matching Services for Employers

In 2013-2014, 1,726 individuals accessed services from the Provincial Job Bank Office, in comparison with 1,499 individuals in the previous fiscal year. The Job Bank is the largest web-based network for job postings available to Canadians.

Funding Agreements

Canada – New Brunswick Labour Market Agreements

In 2013-2014, under the Labour Market Development Agreement (LMDA), the Province served 9,070 active Employment Insurance claimants (Federal target 9,425), facilitated the employment of 7,927 of the active claimants (Federal target 8,410), and helped save the Employment Insurance account \$28.6 million (Federal target \$31.2 million).

Under the Labour Market Agreement, which funds labour market programs and services to individuals who are under employed, low-skilled employed, or unemployed but ineligible for Employment Insurance, there were 6,238 interventions that started in 2013-2014, compared with 3,432 interventions in the previous year.

The Targeted Initiative for Older Workers supports unemployed workers aged 55 to 64 years in communities affected by significant downsizing or plant closures or are heavily reliant on a single industry or employer. In 2013-2014, 153 older workers participated in 10 projects across New Brunswick in comparison with 177 older workers participating in 10 projects in the previous fiscal year.

Atlantic Workforce Partnership

At the June 2012 Council of Atlantic Premiers meeting, the premiers established the Atlantic Workforce Partnership, comprised of senior officials from each Atlantic province, to discuss and establish action items related to workforce development. The partnership is enabling provinces to work together to improve skills training, promote apprenticeship opportunities, recruit and retain immigrants and build on the strengths of communities to meet new economic challenges and opportunities.

Priority areas within the Atlantic Workforce Partnership action plan include: (i) Immigration and Attraction; (ii) Apprenticeship; (iii) Labour Market Agreements; and (iv) Youth.

KEY FOCUS AREA: Growing New Brunswick's Population

Immigration of Skilled Workers and Business Immigrants

In 2013, the federal government allocated New Brunswick an additional 20 nominations beyond the 625 cap due to unused Provincial Nominee Program (PNP) allocations in other provinces. Of the 645 nominees attracted to New Brunswick, 358 were entrepreneurs and 287 were skilled workers. Immigrant nominees accepted under the PNP must commit to live and work in New Brunswick for at least three years.

In 2013-2014, the Department continued negotiations with the federal government on the New Brunswick Immigration Framework Agreement and did significant preliminary work in developing a new population growth strategy and francophone immigration action plan, including the development of Francophone and immigrant stakeholder consultations.

In 2013, the Department also attended an immigration fair in two new, exploratory markets: Dubai and Egypt.

To encourage francophone immigration, the Department organized recruitment missions to France, Belgium, Switzerland, Spain and England and organized a "Destination New Brunswick" event in which it partnered with other departments, employers, economic development agencies, educational institutions and various community stakeholders to present a comprehensive depiction of what New Brunswick has to offer to French-speaking newcomers.

The Department also continued its participation in "Destination Canada."

Repatriating and Retaining New Brunswick's Youth

PETL partners with employers to promote New Brunswick's employment opportunities in markets critical to growing New Brunswick's priority economic sectors.

In addition to participating in various regionally co-ordinated promotional events, the Department attended four outreach and attraction events in Canada and the United States. More than 20 New Brunswick employers participated in the recruitment missions.

In 2013-2014, the Department continued its second year of a three-year funding partnership with 21 Inc. to support the organization's efforts to engage young professionals, develop youth leadership skills and promote New Brunswick opportunities to youth.

Helping Newcomers Settle and Integrate in the Community

The *Immigrant Settlement Support Funding (ISSF)* Program is designed to assist communities to build the infrastructure needed to help newcomers settle and integrate. In 2013, ISSF was provided for the expansion of the Business Immigrant Mentorship Programs (BIMP) and other essential settlement support for newcomers throughout the Province.

The Department piloted a new business incubator program (The Hive) for francophone business immigrants in Moncton.

The *Multicultural Grants Program* is designed to help multicultural agencies carry out cultural events and programs that promote multiculturalism and provide opportunity for intercultural learning and communication. In 2013, sixteen grants were provided to help support various provincial associations with their educational, awareness-building and cultural activities.

In September 2013, the Department entered into a renewed Foreign Qualification Recognition agreement with the federal government that will provide \$1.2 million over three years to support the implementation of the Pan-Canadian Framework for the Assessment and Recognition of Foreign Credentials in New Brunswick.

Financial Information

Departmental Gross Revenue

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

	2013-2014			
	Budget	Actual	Variance over/(under)	Notes
Other Interest Income	\$21,400.0	\$17,876.6	(\$3,523.4)	(1)
Licences and Permits	\$2,155.0	\$1,982.9	(\$172.1)	
Sale of Goods and Services	\$1,928.0	\$3,033.1	\$1,105.1	(2)
Miscellaneous Revenue	\$425.0	\$339.0	(\$86.0)	
Conditional Grants – Canada	\$119,467.0	\$117,429.8	(\$2,037.2)	(3)
Totals – Ordinary Revenue	\$145,375.0	\$140,661.4	(\$4,713.6)	

Explanations for variances greater than \$1 million are found as *Notes to the Statement of Financial Operations*.

Special Purpose Revenue

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

	2013-2014			
	Budget	Actual	Variance over/(under)	Notes
Canada Student Loans Program	\$1,500.0	\$1,704.8	\$204.8	
Library Trust Fund	\$200.0	\$522.3	\$322.3	
NBCC Scholarship Fund	\$50.0	\$33.5	(\$16.5)	
Johann Wordel Account	\$3.0	\$1.2	(\$1.8)	
Recoverable Projects	\$150.0	\$127.4	(\$22.6)	
Totals – Special Purpose Revenue	\$1,903.0	\$2,389.2	\$486.2	

Explanations for variances greater than \$1 million are found as *Notes to the Statement of Financial Operations*.

Departmental Gross Expenditures

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

	2013-2014			Notes
	Budget	Actual	Variance over/(under)	
Corporate Services	\$5,879.3	\$5,098.5	(\$780.8)	
NB Public Libraries	\$15,025.1	\$14,982.0	(\$43.1)	
Population Growth	\$3,547.7	\$3,922.3	\$374.6	
Post-Secondary Education	\$171,458.5	\$167,299.2	(\$4,159.3)	(4)
Adult Learning	\$11,236.5	\$10,235.5	(\$1,001.0)	(5)
Labour and Planning	\$5,328.1	\$5,075.0	(\$253.1)	
Employment Development	\$15,537.4	\$12,197.4	(\$3,340.0)	(6)
Labour Market Agreement	\$15,508.1	\$15,692.7	\$184.6	
Labour Market Development	\$89,152.9	\$84,745.6	(\$4,407.3)	(7)
Maritime Provinces Higher Education Commission	\$271,847.0	\$271,795.6	(\$51.4)	
Totals – Ordinary Expenditures	\$604,520.6	\$591,043.8	(\$13,476.8)	

Explanations for variances greater than \$1 million are found as *Notes to the Statement of Financial Operations*.

Special Purpose Expenditures

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

	2013-2014			Notes
	Budget	Actual	Variance over/(under)	
Canada Student Loans Program	\$1,500.0	\$1,555.9	\$55.9	
Library Trust Fund	\$283.0	\$573.0	\$290.0	
NBCC Scholarship Fund	\$20.0	\$38.6	\$18.6	
Johann Wordel Account	\$3.0	\$1.2	(\$1.8)	
Recoverable Projects	\$150.0	\$108.3	(\$41.7)	
Totals – Special Purpose Expenditures	\$1,956.0	\$2,277.0	\$321.0	

Explanations for variances greater than \$1 million are found as *Notes to the Statement of Financial Operations*.

Notes

Note 1 – Other Interest Income

The decreases are primarily due to less than expected Student Loan Principal Advances and lower-than-anticipated interest rates.

Note 2 – Sale of Goods and Services

The increase in revenues primarily resulted from greater-than-expected immigration applications.

Note 3 – Conditional Grants - Canada

The decrease in revenues primarily resulted from less than expected Labour Market Agreement revenue deferred from 2012-2013 to 2013-2014.

Note 4 – Post-Secondary Education

The decrease is primarily due to Student Financial Assistance Program savings in bad debts, interest and repayment assistance expenses, offset by more-than-expected Tuition Tax Rebate and Timely Completion expenses.

Note 5 – Adult Learning

The decrease is primarily due to a reduced number of apprentices and internal efficiencies.

Note 6 – Employment Development

The decrease in expenditures primarily resulted from less-than-expected uptake in the Employment Services and WorkAbility programs.

Note 7 – Labour Market Development Agreement

The decrease in expenditures primarily resulted from less than expected client uptake in the Training and Skills Development program.

***NOTE:** The annual report was prepared prior to the publication of the Official 2013-2014 Financial Statements, Volume 2, as stated in the Province of New Brunswick Public Accounts document. Consequently, the financial information reported herein may not reflect the final audited figures as reported in Public Accounts.*

Summary of Special Operating Agency (SOA) New Brunswick Community College Revenue and Expenditures

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

	2013-2014			Notes
	Budget	Actual	Variance over/(under)	
Opening Balance	\$2,169.0	\$4,445.0		
Revenue				
Return on Investment	\$0.0	\$1.8	\$1.8	
Sales of Goods and Services	\$1,149.0	\$1,362.1	\$213.1	
Miscellaneous Revenues	\$0.0	\$83.0	\$83.0	
Transfer from Department	\$3,920.0	\$3,656.6	(\$263.4)	
Total – Revenue	\$5,069.0	\$5,103.5	\$34.5	
Expenditures	\$5,069.0	\$4,926.8	(\$142.2)	
Surplus (Deficit) for the year	\$0.0	\$176.7		
Closing Balance	\$2,169.0	\$4,621.7		

Explanations for variances greater than \$1 million are found as *Notes to the Statement of Financial Operations*.

Summary of Expenditures – Employment, Literacy and WES Programs

(000's)

Statement of Financial Operations for the Fiscal Period ending March 31, 2014

Employment Programs	Canada-NB Labour Market Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability	\$802.5	\$1,416.8		\$2,219.3
Workforce Expansion	\$5,066.2	\$93.9	\$13,913.7	\$19,073.8
Training and Skills Development	\$3,846.5		\$39,632.5	\$43,479.0
Student Employment and Experience Development	\$606.3	\$4,954.3		\$5,560.6
Employment Services	\$216.5	\$2,339.7	\$20,084.5	\$22,640.7
Older Workers Initiative		\$1,490.9		\$1,490.9
Workplace Essential Skills	\$2,053.8			\$2,053.8
CalNet Academic	\$1,872.9			\$1,872.9
Community Access Learning	\$431.2			\$431.2
Subtotal Programs	\$14,895.9	\$10,295.6	\$73,630.7	\$98,822.2
Administration	\$796.8	\$1,901.8	\$11,114.9	\$13,813.5
Total Employment Programs Expenditures	\$15,692.7	\$12,197.4	\$84,745.6	\$112,635.7
2013-2014 Budget	\$15,508.1	\$15,537.4	\$89,152.9	\$120,198.4
Variance over/(under)	\$184.6	(\$3,340.0)	(\$4,407.3)	(\$7,562.7)

Summary of Staffing Activity

Pursuant to section 4 of the *Civil Service Act*, the Deputy Minister of the Department of Human Resources delegates staffing to each Deputy Head for their respective departments. Please find below a summary of the staffing activity for 2013-2014 for the Department of Post Secondary Education, Training and Labour.

The department advertised 62 competitions, including 11 open (public) competitions and 51 closed (internal) competitions.

Pursuant to section 15 and 16 of the *Civil Service Act*, the department made the following appointments using other processes to establish merit than the competitive process:

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> • a high degree of expertise and training • a high degree of technical skill • recognized experts in their field 	15(1)	0
Equal Employment Opportunity Program	Provides aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	0
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	5
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Parts I, II (school boards) and III (Hospital Corporations) of the Public Service.	16(1) or 16(1)(c)	9
Regular appointment of casual/ temporary employees	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)(d)(i)	6
Regular appointment of students/ apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

Summary of Official Languages Activities

Introduction	<p>The Department continues to implement the departmental action plan which was developed in response to the <i>Government Plan on Official Languages (2011-2013)</i>. The action plan is tailored around four specific focus areas: Language of Service, Language of Work, Promotion of Official Language, and Knowledge of <i>Official Languages Act</i> and other obligations.</p> <p>PETL has successfully carried out several initiatives in the implementation plan and several action items remain ongoing and consistent. The action plan is managed by Human Resource Services.</p>
Focus 1	<p>Activities that took place in order to meet the objectives</p> <ul style="list-style-type: none"> • iLearn module completion rate substantially increased as of March 31, 2014: • Language of Service 52 per cent • Ongoing consultation and discussions between human resources consultants and managers in order to best meet linguistic profile requirements and needs. The rate of linguistic profile completion for 2013-2014 was 90.38 per cent.
Focus 2	<p>Activities that took place in order to meet the objectives</p> <ul style="list-style-type: none"> • iLearn module completion rate substantially increased as of March 31, 2014: • Language of Work 45 per cent • Offer second language training to those employees who qualified: • 2013: 10 French certificates issued • 2014: 9 French certificates issued <p>Memo sent to all PETL employees regarding official languages included links to information such as the tool box and language policies.</p>
Focus 3	<p>The Apprenticeship and Occupational Certification Branch was nominated in the <i>Office of the Commissioner of Official Language's</i> annual report as advocates of the <i>Official Languages Act</i> for exemplary services and use of both official languages in the workplace. The <i>Apprenticeship and Occupational Certification Act</i> was amended to include reference to a standing committee, whereby the committee will provide advice on how to best ensure the equality of the French linguistic community, specifically focusing on more equitable delivery of the technical training an apprentice undertakes (i.e. block training).</p>
Focus 4	<ul style="list-style-type: none"> • Memo sent to all PETL employees regarding official languages. Information consisted of links to the tool box, language policies and Intranet site with information about official languages. • Departmental newsletters sent to all PETL employees with information and updates about official languages.
Conclusion	<p>PETL's results in the 2013 Public Service Employee Engagement with respect to language of work and language of service policies demonstrated high levels of employee awareness and support.</p> <p>These results are a testament to the positive effect that various initiatives stemming from the action plan have had in raising awareness and acceptance of official languages within the Department.</p>

Official Language Compliance

Two complaints were lodged in 2013-2014 under the *Official Languages Act*.

One complaint concerned the lack of bilingual signage for the public library on a billboard at a particular intersection in Saint John. Pursuant to the official language commissioner's findings, corrective measures were initiated by the Department whereby the municipality and the library manager worked with the landlord to ensure posting of a new bilingual sign. The other complaint concerned the lack of bilingual signage at an art exhibit at the public library in Moncton. The commissioner concluded that the complaint was unfounded. However, there was a recommendation made to the Minister to consult with exhibit organizers with a view to label exhibits in both official languages when possible.

Summary of Legislation and Legislative Activity

Received Royal Assent on March 26, 2014

Bill 22

An Act to Amend the Employment Standards Act

<http://www.gnb.ca/legis/bill/pdf/57/4/Bill-22.pdf>

Bill 21

An Act to Amend An Act to Amend the Employment Standards Act

<http://www.gnb.ca/legis/bill/pdf/57/4/Bill-21.pdf>

Received Royal Assent June 21, 2013

Bill 46

An Act to Amend the Employment Standards Act

<http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1002&legi=57&num=3>

Bill 47

An Act to Amend the Workers' Compensation Act

<http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1003&legi=57&num=3>

Bill 48

An Act to Amend the Occupational Health and Safety Act

<http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1004&legi=57&num=3>

Summary of Recommendations from the Office of the Auditor General

Immigration with the Provincial Nominee Program (2010)	Recommendations	
	Total	Adopted
Useful information available on the web	2	2
Program monitoring	5	4
Documented policies for the program	2	1
Pilot projects	3	3
Settlement and multiculturalism branch	1	1
Measuring performance	6	0
Reporting performance	1	1
Labour Market Development Agreement (2012)	Recommendations	
	Total	Adopted
Training and skills development	2	2
Allocation of administration costs	4	4
Labour Market Agreement (2012)	Recommendations	
	Total	Adopted
Training and skills development	1	1
Documentation of client information	1	1
Client eligibility	1	1
Audit adjustments	1	1
Labour Market Development Agreement (2013)	Recommendations	
	Total	Adopted
Accounting for contracted services and grants	1	1
Full cost recovery and estimate basis	2	2

Labour Market Agreement (2013)	Recommendations	
	Total	Adopted
Audit adjustments	1	1
Signing of letter of offer	1	1
Agreement on Targeted Initiative for Older Workers (2013)	Recommendations	
	Total	Adopted
Signing of contracts	1	1
Project sponsor monitoring	1	0
Collection of Accounts Receivable (2013)	Recommendations	
	Total	Adopted
Student loans	1	1
Employment programs	1	0
	Total	Adopted
Summary	39	29

Appendices

Statutes Administered by the Department of Post-Secondary Education, Training and Labour and Other Statutes Under the Jurisdiction of the Minister of Post-Secondary Education, Training and Labour

Adult Education and Training Act

Apprenticeship and Occupational Certification Act

*Blind Workmen's Compensation Act **

Degree Granting Act

Employment Development Act

*Employment Standards Act **

*Firefighters Compensation Act **

*Fisheries Bargaining Act **

Higher Education Foundation Act

*Human Rights Act **

*Industrial Relations Act **

*Labour and Employment Board Act **

Labour Market Research Act

Maritime Provinces Higher Education Commission Act

New Brunswick Community Colleges Act

New Brunswick Public Libraries Act

*New Brunswick Public Libraries Foundation Act **

*Occupational Health and Safety Act **

Post-Secondary Student Financial Assistance Act

*Private Occupational Training Act **

Public Service Labour Relations Act

Silicosis Compensation Act

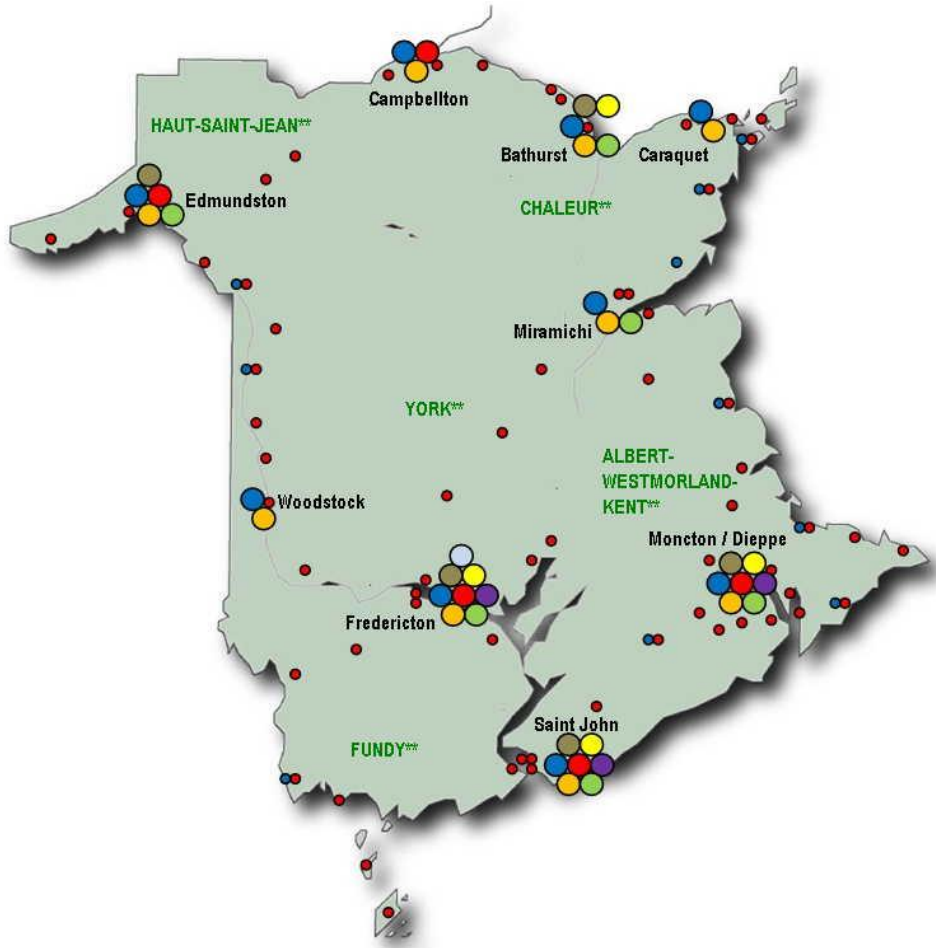
*Special Payment to Certain Dependent Spouses of Deceased Workers Act **

*Workers' Compensation Act **

*Workplace Health, Safety and Compensation Commission Act **

*Statutes under the jurisdiction of the Minister of Post-Secondary Education, Training and Labour are administered in whole or in part by an agency, board or commission.

PETL Services and Office Locations



- Employment and Continuous Learning Services
 - Satellite Offices*
- Apprenticeship and Occupational Certification
- Workers' Advocate
- Employers' Advocate
- Employment Standards
- Library Region Headquarters
 - Public Libraries**
- New Brunswick Human Rights Commission
- NBCCD – College of Craft and Design

*Employment and Continuous Learning Services has satellite offices in Shippagan, Tracadie-Sheila, Neguac, Grand-Falls, Perth-Andover, Sussex, St. Stephen, Richibucto, Sackville and Shediac.

**In addition to having five regional headquarters, New Brunswick has 63 public libraries as follows: 11 in Chaleur Region, 14 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region. There are also two bookmobiles in York Region and one bookmobile in Chaleur.

Description of Employment Programs

Employment Development Branch delivered the following programs in 2013-2014:

Work Ability Program

The Work Ability Program provides workplace opportunities for individuals who have an employment action plan to assist them in developing the skills necessary for permanent employment. The program provides wage subsidies to eligible employers who provide a job experience as defined in an individual's employment action plan.

Objectives:

- to provide unemployed New Brunswickers, who are case managed, with appropriate skills to obtain work;
- to assist unemployed New Brunswickers, who are case managed, with an opportunity for career exploration to establish a career goal; and
- to provide unemployed New Brunswickers, who have long-term employment barriers and are case managed, with work experience to help them commit to a long term employment action plan.

Workforce Expansion

The Workforce Expansion Program provides wage supplements to eligible employers who intend to create permanent employment or annually recurring seasonal jobs in New Brunswick. The program also provides financial support to assist eligible individuals to start their own business.

Objectives:

- to stimulate the creation of long-term employment opportunities in the private sector;
- to assist unemployed individuals in securing sustainable employment;
- to stimulate the hiring of identified target groups in New Brunswick; and
- to assist unemployed individuals in securing sustainable self-employment.

Training and Skills Development

The Training and Skills Development Program assists case-managed individuals, whose employment action plan identifies skill development as necessary, to access appropriate training and education programs so that they can achieve their goal of becoming self-reliant.

Objectives:

- to provide case-managed individuals with access to appropriate training and educational opportunities related to current and emerging employment opportunities; and
- to increase the number of individuals who find sustainable employment as a result of receiving financial assistance in support of a training intervention.

Student Employment and Experience Development (SEED)

The Student Employment and Experience Development Program provides post-secondary students with employment experience through summer jobs, co-operative placements and self-employment opportunities.

Objectives:

- to provide students with employment experience related to their skills or education; and
- to provide students with an entrepreneurship experience.

Employment Services

The Employment Services Program provides necessary financial and professional support to ensure that labour force needs of New Brunswick employers and workers are met. Support is sometimes needed to get individuals into the labour force. Employers may require assistance to ensure the viability and sustainability of their workforce.

Objectives:

- to assist individuals with permanent or long-term disabilities gain access to training and employment opportunities;
- to provide specialized employment services to assist clients in making the transition to employment;
- to identify new and better tools and approaches designed to help persons prepare for, return to, or keep employment and become productive participants in the labour force; and
- to help employers, employee/employer associations, community groups, communities and other agencies improve their capacity for dealing with human resource requirements and address their labour force adjustment needs.

Description of Student Financial Services Programs

Canada Student Loan

A Canada Student Loan is a federally subsidized loan providing a maximum of 60 per cent of a student's assessed need, up to \$210 per assessed week of study. The loan is issued along with provincial loan funding and is interest-free to the student while in full-time studies. The loan becomes repayable with interest six months after a student leaves post-secondary studies.

Canada Student Grant for Students from Low Income Families

The Canada Student Grant for Students from Low-Income Families is available to students who meet the grant eligibility requirements. It can be accessed for all years of a university undergraduate, college, or trade school program that is at least two years in duration. Students who meet income thresholds can receive \$250 per month of study.

Canada Student Grant for Students from Middle Income Families

The Canada Student Grant for Students from Middle Income Families is available to students who meet eligibility requirements and it can be accessed for all years of a university undergraduate, college or trade school program that is at least two years in duration. Students who meet income thresholds can receive \$100 per month of study.

Canada Student Grant for Students with Dependants

The Canada Student Grant for Students with Dependants is available to eligible full-time students with dependant children if they have demonstrated high financial need. Students can receive \$200 per month of study, per child who is younger than 12 at the beginning of the academic year.

Canada Student Grant for Students with Permanent Disabilities

The Canada Student Grant for Students with Permanent Disabilities is available to full-time and part-time students with demonstrated financial need. Students may qualify for up to \$2,000 per year. The grant helps students with permanent disabilities in covering the costs of accommodations, tuition, books and other education-related expenses.

Canada Student Grant for Services and Equipment for Students with Permanent Disabilities

The Canada Student Grant for Services and Equipment for Students with Permanent Disabilities is available to full-time and part-time students with permanent disabilities who have exceptional education-related costs such as tutors, note takers, interpreters, brailers or technical aids. Students can receive up to \$8,000 per academic year.

Canada Student Loan for Part-Time Studies

The Canada Student Loan for Part-Time Studies is available to students who meet eligibility requirements and are taking between 20 per cent to 59 per cent of a full-time course load. The maximum amount available is \$10,000 at any one time.

Canada Student Grant for Part-Time Studies

The Canada Student Grant for Part-Time Studies is available to high-need part-time students to help cover the costs of education. The grant of up to \$1,200 per year is available to students who meet eligibility requirements.

Canada Student Grant for Part-Time Students with Dependants

The Canada Student Grant for Part-Time Students with Dependants is available to eligible students attending studies on a part-time basis, to assist with the costs of caring for their young children. Students with up to two children younger than 12 may receive \$40 per week of study, while part-time students with three or more children younger than 12 could receive \$60 per week of study at the beginning of the academic year.

New Brunswick Student Loan

A New Brunswick Student Loan is a provincially subsidized loan providing a maximum of 40 per cent of a student's assessed need, up to a maximum of \$140 per assessed week of study. The loan is interest free to the student while in full-time studies and becomes repayable with interest six months after a student leaves post-secondary studies.

Debt Reduction for Timely Completion Benefit

The Timely Completion Benefit is available to help post-secondary graduates by addressing accumulated student loan debt and to encourage the successful completion of studies in a timely manner. Graduates who apply, and who have total combined Canada and New Brunswick government student loans associated with a credential earned after April 1, 2009, exceeding \$26,000, will have 100 per cent of their New Brunswick Student Loan in excess of the combined \$26,000 threshold forgiven.

Repayment Assistance Plan

The Repayment Assistance Plan is designed to assist student loan borrowers who experience difficulties in meeting their loan repayment obligations. Under the plan, the amount a borrower pays back is based on how much the individual earns, how much they owe on their student loans, and on their family size.

New Brunswick Bursary

This non-repayable assistance is designed to benefit students enrolled in full-time studies who have received the maximum student loans available and demonstrate additional unmet financial need. Eligibility for the bursary is evaluated on a yearly basis and students can receive up to a maximum of \$130 per week of study.

Further information about programs and services may be obtained from the Department of Post-Secondary Education, Training and Labour's website at:

www.gnb.ca/labour or www.gnb.ca/training or www.gnb.ca/post-secondary