

Post-Secondary Education, Training and Labour

Annual Report
2018–2019



Post-Secondary Education, Training and Labour
Annual Report 2018-2019

Province of New Brunswick
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Transmittal letters

From the Minister to the Lieutenant-Governor

The Honourable Brenda Louise Murphy
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, 2018, to March 31, 2019.

Respectfully submitted,



Trevor A. Holder
Minister

From the Deputy Minister to the Minister

Honourable Trevor A. Holder

Minister:

I am pleased to be able to present the Annual Report describing operations of the Department of Post Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2018, to March 31, 2019.

Respectfully submitted,



Sadie Perron
Deputy Minister

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Minister's message

The Department of Post-Secondary Education, Training and Labour plays a critical role in New Brunswick's future success. With a focus on social and economic issues as well as community development we are uniquely positioned to cultivate a highly skilled and productive workforce.

In the next 10 years, our department predicts 120,000 jobs will become available in New Brunswick, likely resulting in more jobs than people who can fill them.

In 2018-2019, the department focused on addressing the labour shortages we face today while preparing for future demands. We did this through helping New Brunswickers access post-secondary education, attracting and retaining newcomers to our province and helping employers and job seekers with their labour needs. We also focused on promoting safe and fair workplace environments for both New Brunswick workers and businesses.

Our government is committed to aligning our supports to assist New Brunswickers as we grow our economy and build a better New Brunswick.

I thank the hard working individuals of the department who work each and every day to help improve the lives of New Brunswickers.

A handwritten signature in blue ink, appearing to read 'T. Holder', is positioned above the printed name and title.

Trevor A. Holder
Minister

Deputy Minister's message

The 2018-2019 Annual Report outlines the Department of Post-Secondary Education, Training and Labour's measures and initiatives between April 1, 2018 and March 31, 2019.

Our department continued working on our strategic priority of developing a skilled labour force that is aligned to New Brunswick's labour market demands.

Recognizing that immigration and population growth are key to the future success of the province, the department welcomed more newcomers to the province than ever before.

The department knows the province's labour market is changing and the way we do business needs to change as a result. We will continue looking at ways to align our supports to better assist employers and job seekers, which will help address the province's current and future labour market needs.

The department worked with WorkSafeNB on implementing important legislative changes that will create long-term stability of the workers' compensation system while providing financial stability for the province's employers while also ensuring benefits of injured workers are protected.

The department brought together New Brunswick stakeholders, who work with labour market information, to the first Labour Market Information Forum which provided an opportunity for participants to share research findings and data with other experts in their field.

The department continued supporting students as they access post-secondary education by providing upfront financial assistance to students in the form of bursaries, grants and loans.

These are only some of the department's accomplishments over the last year. None of the department's successes would be possible without the commitment and hard work of our employees. I thank them for their dedication to our province.



Sadie Perron
Deputy Minister

Top Government Priorities

Strategy and Operations Management

GNB uses 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 to execute strategy, increase accountability and continuously drive improvement.

The development of the strategy, using the Formal Management system, starts with our government's roadmap for the future of New Brunswick that focuses on key priorities and the importance of public accountability.

Our Top Priorities:

Affordable and Responsive Government

Getting our financial house in order will make it possible for government to be responsive and provide sustainable high-quality public services for all New Brunswickers.

Dependable Public Health Care

New Brunswickers deserve a sustainable, high-quality health-care system where they are able to access the services they need when they need them.

World-class Education

New Brunswick's young people need access to a world-class education, so they can make the most of their lives and compete in future job markets.

Energized Private Sector

All New Brunswickers benefit from a thriving private sector. Increasing private sector investment, growing our labour force and being home to successful businesses of all sizes is good for our province.

Vibrant and Sustainable Communities

Vibrant communities are places people want to call home. More vibrant and sustainable communities make for a more resilient province.

High-performing Organization

All New Brunswickers benefit when engaged and empowered civil servants use their talents and skills to make our province a better place.

Highlights

During the 2018-2019 fiscal year, the Department of Post-Secondary Education, Training and Labour focused on several strategic priorities:

- Delivered \$12 million to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 74 Research Innovation Fund / R3 awards, 13 two-year Research Professional positions, 227 multi-year NB Graduate Scholarships and 212 Research Assistantships.
- Announced a Renewed Tuition Bursary Program that will open eligibility to those enrolled in private universities and colleges in New Brunswick.
- Hosted the first annual Labour Market Information (LMI) Forum bringing together New Brunswick stakeholders who work with labour market information. The 2018 LMI Forum provided an opportunity for participants to share research findings and data with other experts in their field.
- Released a new Occupational Profiles online platform on NBjobs.ca, which provides information on hundreds of occupations in New Brunswick.
- Introduced Bill 2 to address priorities identified by the Task Force on WorkSafeNB: the Workers' Compensation Appeals Tribunal, the benefits, and the three-day waiting period.
- Held eight virtual job fairs for the first time around the province which attracted more than 2,500 job seekers from around the world and included participation from over 120 New Brunswick companies.
- Invested in mental health collections in the New Brunswick Public Library Service in partnership with MindCare NB and the Royal Bank of Canada.
- Increased apprenticeship registrations by 9 per cent (102) and certificates of qualification issued by 1 per cent (7) over the previous year.
- Attracted 2,291 immigrants under the Provincial Nominee Program and the Atlantic Immigration Pilot representing an increase of 49 per cent over the 2017 calendar year.
- Continued to work in partnership with multiple provincial key stakeholders in leading "*FutureReadyNB*". Built on a shared vision, this provincial initiative positions the province as a leader across Canada. Its key objectives are to enhance experiential learning opportunities leveraging students' contributions to the workforce while studying, increase the number of employers investing in a highly skilled workforce and increasing the number of students staying, studying and working in New Brunswick.

Performance measures

The **performance measures** should include a balanced scorecard of goals and measures as determined by the senior management team of each department. These measures are categorized by strategic theme: Affordable and sustainable government; A world-class education; Dependable public health care; Energized private sector; Vibrant and sustainable communities, and; High-performing organization.

Balance scorecard

Objectives	Measures
Affordable and responsive government	
Eliminate deficits and reduce debt	Ratio of actual to budgeted expenditures.
Energized private sector	
Grow the workforce through immigration.	Number of economic immigrants to come to New Brunswick through the New Brunswick Provincial Nominee Program, Express Entry, and the Atlantic Immigration Pilot.
Grow the workforce through immigration while also maintaining New Brunswick’s unique linguistic balance.	Number of francophone immigrants to come to New Brunswick under the Provincial Nominee Program, Express Entry and Atlantic Immigration Pilot.

Affordable and Responsive Government

Objective of the measure

Eliminate deficits and reduce debt.

Measure

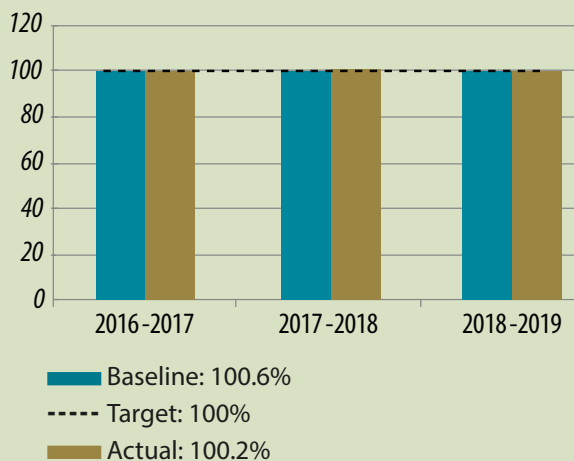
Ratio of actual to budgeted expenditures.

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 will be less than 100 per cent when spending is under-budget.

Year	Base	Target	Actual
2018-2019	100.6%	100%	100.2%
2017-2018	100.1%	100%	100.6%
2016-2017	100.2%	100%	100.1%

Overall performance



The department's 2018-2019 gross ordinary account budget figure was \$648,038,393. Actual expenditures totalled \$649,511,587, for a variance to budget of \$1,473,194 (over-expenditure).

The variance was primarily due to increased expenditures in the Student Financial Assistance program due to increased funding to students and higher interest and provision for loss costs. This was partially offset by various program under-expenditures across the department.

Why do we measure this?

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

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

To achieve this target, the department completed the following project: The ongoing monitoring of expenses.

Energized Private Sector

Objective of the measure

Grow the workforce through immigration.

Measure

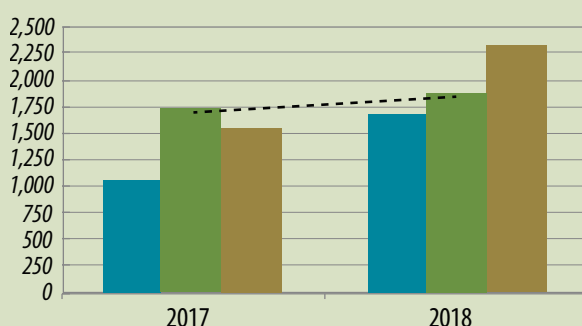
Number of economic immigrants to come to New Brunswick through the New Brunswick Provincial Nominee Program, Express Entry, and the Atlantic Immigration Pilot.

Description of measure

The measure is the sum of the number of immigrants nominated by the Province of New Brunswick during the calendar year for permanent residency through the Provincial Nominee Program, the Express Entry program and the Atlantic Immigration Pilot. It excludes refugees and other humanitarian and federal immigration programs. The measure includes only the primary applicant, not the spouse and children of the applicant (i.e., 1,900 workers landed through one of these programs could result in up to 5,000 immigrants when factoring the spouse and children). The Atlantic Immigration Pilot was launched in March of 2017 and entered its second year of operation in 2018. Through federal negotiations, and due to New Brunswick's demonstrated success, the Province was able to secure additional allocations under this program.

Overall performance

Year	Base	Target	Actual
2017	1,050 (allocation)	1,696	1,542
2018*	1,650 (allocation)	1,850	2,291*



* This data is reported based on the 2018 calendar year to align with the federal reporting.

- Baseline: 1 650 (allocations)
- Target: 1,850 (625 under the Provincial Nominee Program, 425 through Express Entry and 800 within the Atlantic Immigration Pilot)
- Actual: 2,291 (639 under the Provincial Nominee Program, 544 through Express Entry and 1,108 within the Atlantic Immigration Pilot)

Why do we measure this?

With New Brunswick's labour market declining in recent years, employers are finding it increasingly difficult to find workers to meet their labour market needs. Economic immigration (i.e., Immigrants with the education and skills required for the labour market) is foreseen as a key opportunity to address the gaps in our labour force.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

The Atlantic Immigration Pilot was launched in 2017. The momentum created in the Pilot's first year allowed the Province to further build on its success, leading to a record overall growth year in 2018. Due to overall popularity of the program and New Brunswick employers using immigration more than ever before, communities and immigrant settlement agencies across New Brunswick became increasingly engaged and partnered with the province on successfully settling and integrating new Canadians. The pilot has continued to attract and retain global talent while supporting population growth and addressing labour shortages. Work under the program this year included employer recruitment as well as immigrant recruitment among skilled workers and international students.

The province also undertook a public awareness campaign that included outreach to several communities throughout the province to engage New Brunswickers on the current demographic situation in the province and the need for immigration, highlighting its many benefits and emphasizing the role of welcoming communities.

Energized Private Sector

Objective of the measure

Grow the workforce through immigration while also maintaining New Brunswick's unique linguistic balance.

Measure

Number of francophone immigrants to come to New Brunswick under the Provincial Nominee Program, Express Entry and Atlantic Immigration Pilot.

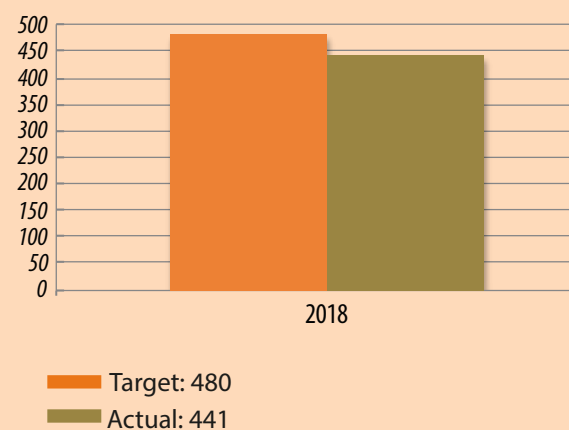
Description of measure

The measure is the sum of the number of francophone immigrants nominated by the Province of New Brunswick during the calendar year for permanent residency through the Provincial Nominee Program, the Express Entry program and the Atlantic Immigration Pilot. It excludes refugees and other humanitarian and federal immigration programs. The measure includes only the primary applicant, not the spouse and children of the applicant (i.e., 500 francophone workers landed through one of these programs could result in up to 1,300 francophone immigrants when factoring the spouse and children).

Overall performance

Year	Target	Actual
2018*	480	441*

* This data is reported based on the 2018 calendar year to align with the federal reporting.



Why do we measure this?

To maintain the province's linguistic balance, increasing francophone immigration to New Brunswick has been a government priority for several years. The province has a

target to increase francophone immigration by 2 per cent annually with a stretch target of 33% by 2024. In 2018, the department reached 31 per cent French-speaking immigration through the Provincial Nominee Program, and 19 per cent across all provincial programs.

It is important to note that New Brunswick continues to increase the number of francophone nominations year over year. However, with recent increases to provincial immigration, New Brunswick now needs to attract and nominate a greater number of francophones to meet its targets. While francophone immigration remains a priority under all provincial immigration programming, the Atlantic Immigration Pilot is principally employer driven and is intended to fill the identified labour market needs of New Brunswick employers. The department is working with local employers to further increase francophone immigration to New Brunswick.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

New Brunswick has taken part in numerous promotional activities to attract francophone newcomers to communities across the province, including:

- Promotion to international students
- Destination Canada National Job Fair (Paris and Brussels)
- Promotion in collaboration with Canadian embassies (France, Belgium, Switzerland, Romania, and Ukraine)
- Destination Acadie (with Nova Scotia and Canadian embassies) in Morocco and London
- Festival interceltique de Lorient, Festival pause guitare d'Albi, Festival de Spa (France and Belgium)
- Semaine canadienne (France)
- Information sessions in Mauritius, Madagascar and Ivory Coast
- Webinars throughout Francophonie countries with the help of the Canadian embassy.

The province also undertook a public awareness campaign that included outreach to francophone communities to engage New Brunswickers on the current demographic situation in the province and the need for immigration, highlighting its many benefits and emphasizing the role of welcoming communities.

Overview of departmental operations

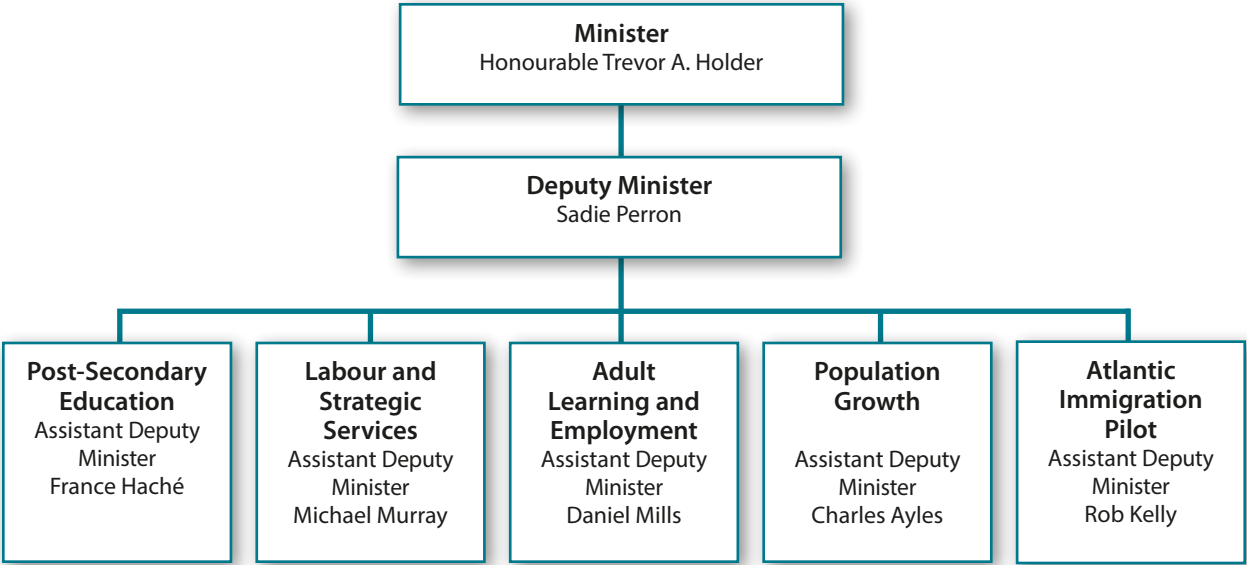
Mission

The mission of the Department of Post-Secondary Education, Training and Labour is to empower people with the skills and knowledge to succeed in New Brunswick as a place to live, learn and work in a fair, safe and inclusive environment. The department also aims to cultivate a well-educated, highly skilled and productive workforce and population through innovative programs and services that contribute to a prosperous province.

Vision

The vision of the department is a prosperous New Brunswick where post-secondary educational institutions, businesses, communities and government collaborate to encourage innovation, diversity and employment opportunity.

High-level organizational chart



Divisions overview and highlights

Post-Secondary Education Division

The Post-Secondary Education Division has the responsibility for overseeing the post-secondary education system, including public and private universities and colleges, the delivery of student financial assistance programs and the operation of the New Brunswick College of Craft and Design. The division provides funding to public institutions and works closely with them to further priority research and student-centred initiatives relating to broadening access to post-secondary education; developing experiential learning opportunities; ensuring successful pathways to graduation; and facilitating credit transfers among public institutions.

The division consists of the Post-Secondary Relations Branch, the Research and Strategic Initiatives Branch, the Student Financial Services Branch and the New Brunswick College of Craft and Design.

The Post-Secondary Relations Branch promotes post-secondary education in the province through collaboration with institutions of higher learning. There are three units within the branch: Public University Relations, Community College Relations and Private Occupational Training. The branch provides advice and guidance on the administration of the yearly funding to public universities through the Maritime Provinces Higher Education Commission. It supports and advises the Minister to fulfill GNB's responsibilities under the *New Brunswick Community College Act*. It is also responsible for the administration of the *Degree Granting Act (DGA)* and the *Private Occupational Training Act (POTA)*. *POTA* regulates all private career colleges in the province and ensures that students are financially protected in the event of a college closure.

Highlights

- ◆ GNB invested \$94.8 million in the operations of the two community colleges.
- ◆ GNB invested \$227.1 million in the operations of the four public universities and the Maritime College of Forest Technology.

The **Research and Strategic Initiatives Branch** promotes access to post-secondary education and training; fosters a culture of research and innovation in the province through public post-secondary institutions; and encourages transitions into the post-secondary sector and the workforce. It promotes inter-jurisdictional communication on post-secondary education issues and collaborates with other governments to align strategic priorities with the K-12 education sector. It provides advice related to the post-secondary education sector.

Highlights

- ◆ Delivered \$12 million to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 74 Research Innovation Fund / R3 awards, 13 two-year Research Professional positions, 227 multi-year NB Graduate Scholarships and 212 Research Assistantships.
- ◆ Provided \$2.7 million to publicly funded post-secondary education institutions to support the development and implementation of pilot programs and other initiatives to increase access to post-secondary education for students, particularly from under represented groups such as indigenous people and persons with disabilities.

The **New Brunswick College of Craft and Design** has a provincial mandate to be a centre of excellence, building a community of professional practice through applied and entrepreneurial learning in craft and design. It offers two certificate programs (Foundation Visual Arts and Advanced Studio Practice) and eight diploma programs (Aboriginal Visual Arts, Fashion Design, Textile Design, Ceramics, Jewellery/Metal Arts, Graphic Design, Digital Media and Photography).

Highlights

- ◆ The college received an operating grant of \$3.3 million, yielding a seat capacity of 282 funded seats.
- ◆ There were 179 college graduates in 2018-2019 compared to 151 in 2017-2018.

The **Student Financial Services Branch** administers and delivers federal and provincial government student financial assistance programs. It encourages access to post-secondary education by providing needs-based student financial assistance to thousands of qualifying New Brunswick residents. The branch is responsible for implementing program and policy changes and continuously enhancing its service offerings to ensure that student financial assistance is meeting the needs of the people of New Brunswick. It provides information to stakeholders and partners, including educational institutions, in order to facilitate the delivery of student financial assistance for students across the province.

Highlights

- ◆ Administered \$205.6 million dollars in student financial assistance to 15,281 students.
- ◆ Announced a Renewed Tuition Bursary Program that will open eligibility to those enrolled in private universities and colleges in New Brunswick.
- ◆ Delivered information sessions on student financial assistance, funding eligibility requirements and the application process to students and parents around the province.
- ◆ Introduced a client satisfaction survey that was distributed to approximately 14,000 applicants to get feedback on various aspects of delivery of student financial services with an aim to continually improve customer service.
- ◆ Redesigned the annual Information Guide, the paper application and other supporting documents.

Student Financial Services

	2018-2019	2017-2018
Number of unique clients	15,484	14,871
Average per client amount of repayable funding (loans)	\$8,418	\$8,421
Average per client amount of non-repayable funding (grants and bursaries)	\$4,408	\$4,307

*This data is reported based on academic year (August 1st to July 31st)

Labour and Strategic Services Division

The **Labour and Strategic Services Division** is mandated to provide services to the public through the administration of various acts and regulations for which the department is responsible. The division supports the department through policy, ensuring consistency with government priorities and activities; research and analysis, including labour market information and program evaluations; labour market forecasts; environmental scans; and legislative and regulatory services. The division also provides corporate services for the delivery of programs by the operational branches of the department.

The division consists of Workplace Services (Industrial Relations and Employment Standards), Advocates' Services (Workers' Advocates and Employers' Advocates), Policy, Research and Labour Market Analysis Branch, Finance and Administration Branch, Information Management and Technology Services Branch, Performance Excellence Branch and the Human Resource Services Branch.

The **Workers' Compensation Appeals Tribunal** reports administratively to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The division plays a key role in supporting appropriate partnership and dialogue with WorkSafeNB and industry stakeholders as they pertain to the development of legislative, regulatory and policy initiatives related to occupational health and safety and workers' compensation. The tribunal releases an annual report separate from the department.

Workplace Services (Industrial Relations) facilitates relations between labour and management in the private and quasi-public sectors by providing neutral, third-party assistance and preventive mediation services.

It provides third-party assistance to help parties overcome impasses during negotiations through the appointment of a conciliation officer, mediation officer, conciliation board, arbitration board or a combination thereof. It also provides preventive mediation services to promote healthy labour relations between parties while a collective agreement is in force. The branch administers the *Industrial Relations Act* and its regulations by promoting labour management relations in the unionized private and quasi public sectors of the province.

Highlights

- ◆ 20 labour disputes were settled with the intervention of the branch. The disputes occurred during the negotiation of collective agreements.
- ◆ 19 labour disputes were settled before strike or lockout action, one of which resulted in a work stoppage.
- ◆ 25 rights arbitrators were appointed and 23 grievances were mediated.
- ◆ The branch provided conciliation services in two disputes in the public sector.

	2018-2019	2017-2018
Labour disputes settled with intervention of the branch	20	19
Labour disputes settled before strike or lockout	19	18

Workplace Services (Employment Standards) promotes, oversees and enforces the *Employment Standards 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 as well as paid public holidays. The branch is responsible for representing the director at hearings before the New Brunswick Labour and Employment Board. A significant piece of the mandate is to raise awareness and educate employers, employees and students about their rights and responsibilities vis-à-vis the legislation. Staff conducts numerous educational sessions throughout the province to encourage better awareness of the Act.

Highlights

- ◆ Increased the minimum wage to \$11.50 per hour on April 1, 2019.
- ◆ Held 198 information sessions on the basics of the *Employment Standards Act*. The groups to whom these sessions were offered include students in public schools and post-secondary institutions, as well as stakeholders (employees/employers), professional associations and newcomers.
- ◆ Responded to 15,525 inquiries about employment-related concerns.
- ◆ Investigated 986 formal complaints and 48 audits.
- ◆ There were 68,203 individuals who visited the branch's website.
- ◆ Adopted a new regulation setting out the details of the domestic violence, intimate partner violence or sexual violence leave.

Employment Standards Activity

Fiscal year	Number of information sessions	Number of inquiries	Formal complaints investigated
2018-2019	198	15,525	986
2017-2018	210	15,302	886

Advocates Services (Workers' Advocates) is mandated under the *Workers' Compensation Act* to help injured workers and their dependants on matters related to claims for workers' compensation. Advocates help by providing information, advice and, when appropriate, representation at appeal hearings. The branch ensures appropriate workers' compensation and occupational health and safety legislation enforcement.

Highlights

- ◆ There were 463 new cases, 414 cases closed and 534 active cases.
- ◆ Represented workers at 163 hearings before the Workers' Compensation Appeals Tribunal.

Workers' Advocates

	2018-2019	2017-2018
Number of new cases	463	388
Number of hearings	163	166

Advocates Services (Employers' Advocates) helps employers with workers' compensation matters through communication and consultation. It also provides engaged learning opportunities. The branch provides employers with specialized advice and representation on workers' compensation issues before WorkSafeNB. It provides specialized advice to employers on all aspects of workers' compensation and its governing legislation.

Highlights

- ◆ There were 199 new cases, 210 active cases and 146 closed cases.
- ◆ Represented employers at 35 hearings before the Workers' Compensation Appeals Tribunal

Employers' Advocates Data

	2018-2019	2017-2018
Number of new cases	199	263
Number of hearings	35	39

The **Policy, Research and Labour Market Analysis Branch** develops effective and strategic policy and research responses to a range of priorities and issues. It supports the department in decision-making and policy development through research, evaluation and analysis. The branch leads and supports policy development; develops labour market information; ensures the department meets its obligations under the *Right to Information and Protection of Privacy Act*; ensures GNB meets its obligations under international labour and

human rights conventions; and ensures GNB addresses the obligations related to labour mobility outlined in chapter 7 of the *Canadian Free Trade Agreement*.

Highlights

- ◆ Delivered an updated labour market information presentation to high school students enrolled in the grade 9 and 10 Personal Development and Career Planning classes. The presentation, 'Career Planning and Labour Market Information for Youth' reached more than 4,400 students in the Anglophone and Francophone school districts. This represents an increase of 10 per cent over the previous year.
- ◆ Participated in the third provincial ChatterHigh competition. The online edu-game provides a platform where students, teachers and parents answer game questions related to labour market information, post-secondary education and careers in the province to earn points, resulting in cash prizes being awarded to schools across both education sectors in the province.
- ◆ Hosted the first annual Labour Market Information (LMI) Forum bringing together New Brunswick stakeholders who work with labour market information. The 2018 LMI Forum provided an opportunity for participants to share research findings and data with other experts in their field.
- ◆ Released a new Occupational Profiles online platform on NBjobs.ca. These profiles provide information on hundreds of occupations in New Brunswick, from descriptions of the main duties and educational requirements for occupations to statistics on wages, demographics, forecasted demand and more.
- ◆ Completed 10 evaluation projects related to employment programs and services to ensure they met the needs of the labour market.

- ◆ Completed work related to determining New Brunswick's support of Canada's ratification of the protocol of 2014 to the Forced Labour Convention, 1930 and Convention 81 on labour inspection, 1947. These instruments were ratified by Canada on June 17, 2019 and will enter into force for Canada on June 17, 2020.

The **Finance and Administration Branch** manages the financial resources of the department, boards and commissions under the minister and provides audit assurance. It helps all branches achieve their program and service delivery objectives by providing support in such areas as financial management and reporting, facilities management, procurement, departmental information coordination, financial systems and internal audit.

Highlights

- ◆ Provided financial analysis and support to key government priorities.
- ◆ Organized and provided support for three meetings of the departmental audit committee.
- ◆ Received and coordinated more than 4,231 Internet inquiries and coordinated responses to almost 800 pieces of correspondence received by the minister and the deputy minister.
- ◆ Implemented improvements to various administrative processes, including fleet vehicle usage tracking, financial chargebacks, and visitor sign-in procedures.

The **Information Management and Technology Services Branch** provides leadership and guidance in the planning, design, development, quality assurance, risk management, implementation and support of information technology solutions and record management solutions with the department's vision and strategic plan. Some of the services are offered internally to the department while others are delivered by Service New Brunswick's business application unit.

Highlights

- ◆ Completed modifications to the Industrial Relations database to allow direct access and output of letters to stakeholders whose collective agreements are ready to expire.
- ◆ Completed the imaging of past New Brunswick College of Craft and Design transcripts.
- ◆ Migrated department storage from old technology to new technology for all department users and completing the migration of all 2003 servers.
- ◆ Tested and mitigated all applications in order to successfully roll out Office 365 in the cloud for all department users in conjunction with Service New Brunswick's mandate.
- ◆ Completed the online Canada Job Grant application ready for production.
- ◆ Actively participated in the development project of a new Atlantic Apprenticeship management system.

The **Performance Excellence and Strategic Planning Branch** provides cross-departmental leadership in strategic planning and in the comprehensive implementation of the Formal Management system. Formal Management is intended to change the culture of government and how government works while providing the best possible value for taxpayers. It provides a structured approach to Strategy Management, Initiative Management, Daily Management, Process Management and Performance Management. The branch leads the development of and facilitates the implementation of the strategic plan as well as implements and oversees a departmental-wide planning and accountability model.

Highlights

- ◆ Trained 35 employees as Waste Walkers.
- ◆ Continued refinement of branch work plans and the planning and accountability system.
- ◆ Implemented Operational Dashboards to align customer outcomes with programs/daily operations.

As a strategic business partner, the **Human Resources Services Branch** provides support and services to management and staff to increase organizational effectiveness and maximize performance while supporting the strategies and goals of the department. It is responsible for workforce planning, recruitment, classification, employee and labour relations, performance management, official languages, employee recognition as well as human resources strategy and programs.

Adult Learning and Employment Division

The **Adult Learning and Employment Division** is mandated to support the development of human resources in New Brunswick by supporting the delivery of adult literacy and learning programs and services; recognizing achievement of competencies; developing and providing public library services to help New Brunswickers' informational, educational, recreational and cultural needs; and delivering programs and services that assist unemployed, underemployed and newcomers acquire the skills and employment experience necessary to secure full-time employment and that assist New Brunswick employers find the right employees.

Canada-New Brunswick Labour Market Agreements

1. Under the Labour Market Development Agreement, GNB served 10,057 active employment insurance claimants, helped 8,023 active claimants gain employment, and achieved \$25.58 million dollars in savings for the Employment Insurance account. The total number of clients served under the agreement was 18,197.
2. Under the Workforce Development Agreement, GNB served 3,512 clients.

Atlantic Workforce Partnership

The Council of Atlantic Premiers established the Atlantic Workforce Partnership. It 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 identified within the Atlantic Workforce Partnership action plan include: attraction and immigration; apprenticeship harmonization; federal labour market programs; labour market information; business supports; and youth initiatives.

The division consists of the Employment and Continuous Learning Services Branch, the Apprenticeship and Occupational Certification Branch and the New Brunswick Public Library Service.

The **Employment and Continuous Learning Services Branch** strategically responds to the evolving needs of the labour market by providing information, services and interventions that are responsive to the needs of job seekers, adult learners and employers. The branch ensures that new initiatives are developed when a gap in service is identified; and that local staff has the tools and supports required to help clients with their training and employment needs. The branch is responsible for increasing literacy and workplace essential skills.

Highlights

- ◆ Continued to increase its involvement with First Nations and Indigenous groups on labour market, training and employment initiatives. In 2018-2019, the department contributed \$2.89 million dollars for 65 projects to assist First Nation communities, Indigenous organizations and Indigenous individuals.

- ◆ Continued to work in partnership with multiple provincial key stakeholders in leading “FutureReadyNB”. Built on a shared vision, this provincial initiative positions the province as a leader across Canada. Its key objectives are to enhance experiential learning opportunities leveraging students’ contributions to the workforce while studying, increase the number of employers investing in a highly skilled workforce and increasing the number of students staying, studying and working in New Brunswick.
- ◆ Held eight virtual job fairs for the first time around the province which attracted more than 2,500 job seekers from around the world and included participation of over 120 New Brunswick companies.

New Brunswick Public Library Service is responsible for providing, under the *New Brunswick Public Libraries Act* and *New Brunswick Public Libraries Foundation Act*, public library services that enrich the social, cultural and economic vitality of communities by opening doors to lifelong learning for all. The branch is responsible for collection development; management of the provincial catalogue; library systems and information technology management, development and support; and development and delivery of library programs and services for all ages. The branch works with participating municipalities and school districts (in the case of public-school libraries), local library boards, partners and stakeholders. It provides access to a provincial collection of two million items in a variety of formats through one provincial library card as well as services and programs for people of all ages that promote reading, literacy, education and lifelong learning. The services consist of 66 service points (52 public libraries, 11 public-school libraries, one public-academic library, one virtual branch and one library services-by-mail branch) managed through five library regions and one provincial office.

Highlights

- ◆ Established and opened the New Brunswick Library of Craft and Design, a partnership between NB Public Library Service and the NB College of Craft and Design. The new library, located in Fredericton, has a mandate to serve the students and instructors of the college as well as the general public and the arts and craft community across the province.
- ◆ Launched the first music lending instrument library in Atlantic Canada in partnership with Sun Life and the Fredericton Public Library.
- ◆ Released a Strategic Plan for Indigenous Library Services 2019-2022 / Plan stratégique relatif aux Services de bibliothèque aux Autochtones 2019-2022 which focuses on providing library programs, services and collections to promote Mi’kmaq, Wolastoqiyik, Peskotomuhkati cultures, histories and languages.
- ◆ Public library patrons were able to check out free passes to Musée acadien and the Automobile Museum, in addition to the New Brunswick Museum, the Beaverbrook Art Gallery, Kings Landing Historical Settlement, and Village historique acadien.
- ◆ Invested in mental health collections in the New Brunswick Public Library Service in partnership with MindCare NB and the Royal Bank of Canada.
- ◆ Five library resource centres continued operating seven days a week as part of a pilot project.

Library Services Data

	2018-2019	2017-2018
Library membership cards	254,908	246,580
Library visits	2,425,774	2,319,255
Program participants	271,931	281,516
Circulation	2,738,838	2,721,572

The **Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning, life-long skill development and certification opportunities in designated occupations that are standardized, current and relevant to the needs of industry and its workforce. Through its regional operations, the branch provides these services to thousands of skilled trade apprentices and tradespeople by scheduling level training opportunities, validating curriculum and working to ensure those performing work in the various sectors have the proper qualifications. The branch ensures that the skilled trades workforce has the skills and knowledge necessary to function effectively in the labour market. It identifies training needs in conjunction with industry, develops programs in the 50 occupations for which apprenticeship training is offered and provides certification services in the 74 designated occupations.

Highlights

- ◆ Increased apprenticeship registration by 9 per cent (102).
- ◆ Increased certificates of qualification issued by 1 per cent (7).
- ◆ The goal of harmonizing trades training on the Atlantic and national levels continued. By the end of 2018-2019, the branch had substantively aligned 80 per cent of the national Red Seal trades in four key areas. Phase two of the Atlantic work on harmonization for the 21 key components identified is nearing completion with a phase three scheduled which will include a maintenance solution for the future.
- ◆ The branch's learning strategist model continues to show success in our Red Seal Exam pass rates. These rates outperform the national average making New Brunswick apprentices 11 per cent more likely to pass their final exam when compared to the rest of the country. This success has spawned a federally funded project that aims to expand the current New Brunswick model to four other jurisdictions in Canada.

Apprenticeship Data

	2018-2019	2017-2018
Apprenticeship registrations	1,282	1,180
Certificates Issued	1,308	1,301
Teen Apprenticeship program	108	73

Learning Strategist Interventions

Clients served	370	409
Interventions started	1,902	2,083
Interventions completed	1,503	1,719

Population Growth Division

The **Population Growth Division** is responsible for implementing GNB policies to contribute to the demographic and economic growth of New Brunswick by attracting and retaining immigrants, repatriating, increasing francophone immigration and supporting multiculturalism.

The division consists of the Policy, Research and Federal-Provincial-Territorial Relations Unit, the Immigration and Operations Unit, and the Workforce Attraction and Integration Unit.

The **New Brunswick Human Rights Commission** reports administratively to the Minister through the Assistant Deputy Minister of the Population Growth Division. The division plays a key role in supporting appropriate partnership and dialogue with stakeholders as they pertain to the development of legislative, regulatory and policy initiatives. The commission releases an annual report separate from the department.

The **Policy, Research and Federal-Provincial-Territorial Relations Unit** coordinates a strategic approach to federal-provincial-territorial relations; administers and monitors the Canada-New Brunswick Immigration Agreement and the Canada-New Brunswick Agreement on the Atlantic Immigration Pilot Program; represents GNB on various immigration and policy federal-provincial-territorial working groups; disseminates information about population growth trends and policy to other areas of the department, other government departments and the public; leads annual evaluations of provincial immigration programming; and provides research

support to senior staff. Through the Atlantic Workforce Partnership, it partners with Atlantic counterparts to promote regional opportunities and increase immigration to the region.

Highlights

- ◆ Finalized targeted stakeholder consultations to inform the development of a renewed Population Growth Strategy for New Brunswick.
- ◆ Led Atlantic consultations to extend the Atlantic Immigration Pilot from three years to five years.
- ◆ Continued to implement the Atlantic Immigration Pilot and the Provincial Nominee Program, setting record results in nominations.
- ◆ Worked with PETL regional employment offices to fill available jobs through immigration when they could not be filled locally.
- ◆ Consulted with Immigration, Refugees, and Citizenship Canada and the province of Manitoba to assume the role as the co-chair of the Forum of Ministers Responsible for Immigration, and supporting tables, over the next three years.

The **Immigration and Operations Unit** provides operational support to the division ensuring the efficient operation of provincial immigration programs in accordance with the *Canada-New Brunswick Immigration Agreement* and the *Canada-New Brunswick Agreement on the Atlantic Immigration Pilot*. It manages and monitors the Provincial Nominee Program and the Atlantic Immigration Pilot applications by entering and tracking them in an electronic database.

Highlights

- ◆ Attracted 2,291 immigrants under the Provincial Nominee Program and the Atlantic Immigration Pilot representing an increase of 49 per cent over the 2017 calendar year.
- ◆ Coordinated the integration of the Atlantic Immigration Pilot into Biznet.

Nomination Certificates

	2018*	2017*
Provincial Nominee Program	1,183	1,055
Atlantic Immigration Pilot	1,108	487
Total certificates issued	2,291	1,542

(*) To align with other public reporting, the department follows the calendar year.

The **Workforce Attraction and Integration Unit** manages applicant files related to immigration and the settlement and integration of immigrants in the province. The branch manages the Provincial Nominee Program and the Atlantic Immigration Pilot applications and implements actions to attract francophone newcomers and skilled workers living elsewhere in Canada through developing, organizing and implementing domestic and international promotion and recruitment events.

Highlights

- ◆ Participated in multiple promotion and attraction activities to attract French-speaking immigrants. As a result, the department reached 31 per cent French-speaking immigration through the Provincial Nominee Program.
- ◆ The Unit participated in attraction and promotion events aimed at helping New Brunswick employers fill their labour needs. The Unit also conducted employer recruitment activities in the Middle East (Egypt, United Arab Emirates, Qatar), Hong Kong, Philippines, United Kingdom, Poland, Ukraine, Romania and the United States, in partnership with various Canadian embassies, consulates, Immigrant Settlement Agencies, and municipalities.

Financial information

Departmental Gross Revenue

For the fiscal period ending March 31, 2019
(000's)

	2018-2019			
	Budget	Actual	Variance over/(under)	Notes
Other Interest Income	\$11,103.0	\$22,641.4	\$11,538.4	(1)
Licenses and Permits	\$2,333.0	\$1,755.5	(\$577.5)	
Sale of Goods and Services	\$4,208.0	\$3,608.5	(\$599.5)	
Miscellaneous Revenue	\$19,225.0	\$20,129.3	\$904.3	
Conditional Grants – Canada	\$126,502.0	\$127,519.8	\$1,017.8	(2)
Totals – Ordinary Revenue	\$163,371.0	\$175,654.5	\$12,283.5	

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

Special Purpose Revenue

For the fiscal period ending March 31, 2019
(000's)

	2018-2019			
	Budget	Actual	Variance over/(under)	Notes
Canada Student Loans Program	\$2,136.0	\$2,025.6	(\$110.4)	
Library Trust Fund	\$300.0	\$500.2	\$200.2	
Recoverable Projects	\$350.0	\$247.0	(\$103.0)	
Totals – Special Purpose Revenue	\$2,786.0	\$2,772.8	(\$13.2)	

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

Departmental Gross Expenditures

For the fiscal period ending March 31, 2019

(000's)

	2018-2019			
	Budget	Actual	Variance over/(under)	Notes
Post-Secondary Education Division				
Post-Secondary Affairs	\$171,808.4	\$183,294.2	\$11,485.8	(3)
Labour and Strategic Services Division				
Corporate Services	\$3,093.0	\$2,955.2	(\$137.8)	
Labour and Policy	\$10,186.4	\$7,536.6	(\$2,649.8)	(4)
Adult Learning and Employment Division				
NB Public Libraries	\$15,834.0	\$15,774.1	(\$59.9)	
Adult Learning	\$10,072.0	\$8,254.5	(\$1,817.5)	(5)
Employment Development	\$27,893.8	\$23,947.4	(\$3,946.4)	(6)
Canada-NB Workforce Development Agreement	\$18,221.0	\$15,561.4	(\$2,659.6)	(7)
Canada-NB Labour Market Development Agreement	\$97,847.8	\$97,168.0	(\$679.8)	
Population Growth Division				
Population Growth	\$8,254.0	\$8,351.2	\$97.2	
Maritime Provinces Higher Education Commission	\$284,828.0	\$286,669.0	\$1,841.0	(8)
Totals – Ordinary Expenditures	\$648,038.4	\$649,511.6	\$1,473.2	

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

Special Purpose Expenditures

For the fiscal period ending March 31, 2019

(000's)

	2018-2019			
	Budget	Actual	Variance over/(under)	Notes
Canada Student Loans Program	\$2,225.0	\$2,057.5	(\$167.5)	
Library Trust Fund	\$300.0	\$399.9	\$99.9	
Recoverable Projects	\$350.0	\$265.1	(\$84.9)	
Totals – Special Purpose Expenditures	\$2,875.0	\$2,722.5	(\$152.5)	

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

Summary of Special Operating Agency (SOA) – New Brunswick College of Craft and Design College Admission Services Revenue and Expenditures

For the fiscal period ending March 31, 2019

(000's)

	2018-2019			
	Budget	Actual	Variance over/(under)	Notes
Opening Balance	\$1,175.0	\$1,485.5		
Revenue				
Return on Investment	\$2.0	\$2.3	\$0.3	
Sales of Goods and Services	\$1,241.0	\$2,290.9	\$1,049.9	(9)
Miscellaneous Revenues	\$4.0	\$10.0	\$6.0	
Transfer from Department	\$3,844.0	\$3,898.8	\$54.8	
Total – Revenue	\$5,091.0	\$6,202.0	\$1,111.0	
Expenditures	\$5,091.0	\$6,124.8	\$1,033.8	(10)
Surplus (Deficit) for the year	\$0.0	\$77.2	\$77.2	
Closing Balance	\$1,175.0	\$1,562.7		

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

Notes

Note 1 – Other Interest Income

The variance is primarily due to the decision by government not to lower the interest rate on the provincial portion of student loans, as was previously anticipated.

Note 2 – Conditional Grants - Canada

The variance is primarily due to a one-year extension of the Workplace Essential Skills Conditional Grant Agreement.

Note 3 – Post-secondary Affairs

The variance is primarily due to increased expenditures in the Student Financial Assistance program due to increased funding to students and higher interest and provision for loss costs.

Note 4 – Labour and Policy

The variance is primarily due to lower than anticipated Labour Market Analysis research projects, lower than anticipated appeals to the Workers' Compensation Appeals Tribunal and savings from the Workers' Advocates services.

Note 5 – Adult Learning

The variance is primarily due to an increase in the Apprenticeship Training recovery from the Labour Market Development Agreement.

Note 6 – Employment Development

The variance is primarily due to lower than anticipated costs under the Tourism Employment Fund for Seniors, Experiential Learning and Student Employment and Experience Development (SEED) programs.

Note 7 – Canada-NB Workforce Development Agreement

The variance is primarily due to lower than anticipated client participation in programs under Labour Force Training, Workforce Expansion Post Secondary Graduate, and Training & Skills Development.

Note 8 – Maritime Provinces Higher Education Commission

The variance is primarily due to a budget shortfall in the unrestricted operating grant to MPHEC.

Note 9 – Special Operating Agency Sales of Goods and Services

The variance is primarily due to a significant increase in student applications, particularly from international students, as processed by College Admission Services.

Note 10 – Special Operating Agency Expenditures

The variance is primarily due to higher than anticipated student enrollments at the New Brunswick College of Craft and Design resulting in additional staffing costs, space rental costs and other associated costs.

Summary of Expenditures - Employment, Literacy and Workplace Essential Skills programs 2018-2019

(000's)

Employment Programs	Canada-NB Workforce Development Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability	\$81.6	\$1,169.9	\$714.0	\$1,965.5
Workforce Expansion	\$2,533.1	\$5,733.2	\$17,467.5	\$25,733.8
Training and Skills Development	\$3,433.3		\$42,116.7	\$45,550.0
Student Employment and Experience Development	\$619.4	\$6,285.5	\$3,101.2	\$10,006.1
Employment Services	\$4,439.0	\$7,071.9	\$21,087.1	\$32,598.0
Workplace Essential Skills	\$2,834.1			\$2,834.1
CALNET Academic	\$643.8	\$834.0		\$1,477.8
Subtotal Programs	\$14,584.3	\$21,094.5	\$84,486.5	\$120,165.3
Administration	\$977.1	\$2,852.9	\$12,681.5	\$16,511.5
Total Employment Programs Expenditures	\$15,561.4	\$23,947.4	\$97,168.0	\$136,676.8
2018-2019 Budget	\$18,221.0	\$27,893.8	\$97,847.8	\$143,962.6
Variance over/(under)	(\$2,659.6)	(\$3,946.4)	(\$679.8)	(\$7,285.8)

Summary of staffing activities

Pursuant to section 4 of the *Civil Service Act*, the Secretary to Treasury Board delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activity for 2018-2019 for the department.

Number of permanent and temporary employees as of Dec. 31 of each year			
Employee type		2018	2017
Permanent		701	691
Temporary		136	186
TOTAL		837	877

The department advertised **116** competitions, including **57** open (public) competitions, **58** closed (internal) competitions and one intra-departmental competition.

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

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)	1
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)	0
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school boards) and 3 (hospital corporations) of the Public Service.	16(1) ou 16(1)(c)	14
Regular appointment of casual/temporary	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)	2
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

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the department and no complaints were submitted to the Ombud.

Summary of legislation and legislative activities

Bill #	Name of legislation	Date of Royal Assent	Summary of changes
2	<i>An Act Respecting Addressing Recommendations in the Report of the Task Force on WorkSafeNB</i> https://www1.gnb.ca/legis/bill/editform-e.asp?ID=1397&legi=59&num=2	December 12, 2018	This Bill addressed the Task Force recommendations considered a priority for reducing or stemming costs. The priorities fell within the following three broad areas: the Workers' Compensation Appeals Tribunal, benefits and the three-day waiting period.

Regulatory amendments/new regulations

Reg #	Name of regulation	Date Filed	Summary of changes
2018-81	<i>Employment Standards Act</i> – Domestic Violence, Intimate Partner Violence or Sexual Violence Leave Regulation https://www.gnb.ca/0062/acts/BBR-2019/2019-4.pdf	August 22, 2018	This new regulation sets out the details of the domestic violence, intimate partner violence or sexual violence leave.
2018-82	<i>Occupational Health and Safety Act</i> – General Regulation https://www.gnb.ca/0062/acts/BBR-2018/2018-82.pdf	August 22, 2018	This regulatory amendment addresses workplace violence and harassment as an occupational health and safety hazard.
2018-86	<i>Public Service Labour Relations Act</i> – Schedule of Act Regulation https://www.gnb.ca/0062/acts/BBR-2018/2018-86.pdf	August 22, 2018	The regulatory amendment added “Cannabis NB Ltd.” in the first schedule of the <i>Public Service Labour Relations Act</i> (Part IV).
2019-2	<i>Employment Standards Act</i> – Amendment to Minimum Wage https://www.gnb.ca/0062/acts/BBR-2019/2019-2.pdf	March 28, 2019	This regulatory amendment raised the minimum wage in New Brunswick to \$11.50 per hour, effective April 1, 2019, and set out that the minimum wage shall be adjusted on April 1, 2020, and on April 1 of each succeeding year by the percentage change in the consumer price index.
2019-3	<i>Employment Standards Act</i> – Minimum Wage for Counsellor and Program Staff at Residential Summer Camps https://www.gnb.ca/0062/acts/BBR-2019/2019-3.pdf	March 28, 2019	This regulatory amendment raised the minimum wage for counsellor and program staff as follows: a. from April 1, 2019, to March 31, 2020, inclusive, \$440 per week; b. from April 1, 2020, to March 31, 2021, inclusive, \$470.80 per week; c. from April 1, 2021, to March 31, 2022, inclusive, \$501.60 per week; and d. on and after April 1, 2022, the minimum wage per week payable under section 8 of the Minimum Wage Regulation – Employment Standards Act.
2019-4	<i>Employment Standards Act</i> – Amendment to Minimum Wage for Categories of Employees in Crown Construction Work https://www.gnb.ca/0062/acts/BBR-2019/2019-4.pdf	March 28, 2019	This regulatory amendment repealed and replaced Schedule A of the regulation to ensure that all categories of employees working in Crown construction are paid at least the general minimum wage rate, effective April 1, 2019.

The acts and regulations for which the department was responsible in 2018-2019 may be found at: <http://laws.gnb.ca/en/deplinks?subjectnumber=13>

Summary of Official Language activities

Introduction

The department continued to implement an action plan in response to GNB's Plan on Official Languages – Official Bilingualism: A Fundamental Value. The action plan is tailored to four specific focus areas: Language of Service, Language of Work, development of the two official linguistic communities, and knowledge of the *Official Languages Act* and other obligations. The action plan is managed by the Human Resource Services branch.

GNB's 2015 action plan has provided departments with various corporate initiatives to be undertaken during the five years.

Focus 1

Activities that took place to meet the objective of Language of Service:

- Ongoing consultation and discussions between human resources consultants and managers to best meet linguistic profile requirements and needs. The percentage of linguistic profile completion for 2018-2019 was 93 per cent.

Focus 2

Activities that took place to meet the objective of Language of Work:

- Second-language training offered to employees who met the requirements of the department's Second-Language Training Policy. Twelve employees received second-language training in 2018-2019.

Focus 3

Activities that took place to meet the objective of promotion of Official Languages:

- The department's orientation program requires new employees to familiarize themselves with the *Official Languages Act* by completing the mandatory eLearning modules.
- The yearly Performance Management process required review of the *Official Languages Act* by all employees.

Focus 4

Activities that took place to meet the objectives of knowledge of the *Official Languages Act*:

- The department's Official Languages coordinator attended quarterly meetings established through Treasury Board to remain knowledgeable and proactive on all activities regarding Official Languages.

Conclusion

The results achieved by various initiatives stemming from the action plan had positive effects in raising awareness and acceptance of official languages within the department.

Summary of recommendations from the Office of the Auditor General

Section 1 – Includes the current reporting year and the previous year.

Name and year of audit area with link to online document	Recommendations
	Total
2018 Chapter 2: WorkSafe NB – Phase 1 - Governance https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf	7

Adopted Recommendations	Actions Taken
2.61 We recommend the Department of Post-Secondary Education, Training and Labour: <ul style="list-style-type: none"> – initiate a process to ensure appointments are completed in a timely manner; – comply with provincial legislation and government policy when recommending the appointment of board members under the Act; and – clearly document the appointment process and provide clear rationale for appointment recommendations made to government. 	The Department fully agrees with this recommendation. The Department currently adheres to government’s Agencies, Boards and Commissions (ABC) process which complies with provincial legislation and government policy to ensure timeliness when initiating board appointments. Several amendments were made to the <i>Workplace Health, Safety and Compensation Commission</i> and <i>Workers’ Compensation Appeals Tribunal Act</i> to enhance the appointment process, including: <ul style="list-style-type: none"> – a requirement for the Board appointment process to take into consideration the necessary skills and qualifications to ensure the board has the capabilities to provide good governance; – that Lieutenant-Governor in Council appointments be made from a list of names recommended by the WorkSafeNB board and nominated by worker or employer stakeholders; – that appointments take into consideration the skills and competencies required by the board at the time of the appointment, regardless of stakeholder support.
2.66 We recommend the Department of Post-Secondary Education, Training and Labour ensure future recommendations to government for WorkSafeNB appointments do not create a conflict of interest or result in reduced independence of the corporation.	The department fully agrees with this recommendation. Legislative amendments brought forward this year have changed the appointment process so that future appointments will be made from a list of names recommended by the WorkSafeNB board and nominated by worker or employer stakeholders.
2.83 We recommend the Executive Council Office and the Department of Post-Secondary Education, Training and Labour co-ordinate their efforts to provide timely decisions for future WorkSafeNB appointments.	The Department agrees with this recommendation and continues to work closely with Executive Council Office (ECO) to facilitate improved coordination and the timely appointment of members to the WorkSafeNB board under the current ABC process.
2.90 We recommend the Department of Post-Secondary Education, Training and Labour clearly state its requirements and expectations in the mandate letter.	The requirement to issue annual mandate letters originated with the enactment of the <i>Accountability and Continuous Improvement Act</i> in 2014. The department agrees with this recommendation and has more clearly outlined requirements and expectations in WorkSafeNB’s mandate letter starting in 2019. The 2019 WorkSafeNB mandate letter includes strategic and operational direction along with performance expectations as required under the <i>Accountability and Continuous Improvement Act</i> and in collaboration with WorkSafeNB.
2.98 We recommend the Department of Post-Secondary Education, Training and Labour comply with the requirements of the <i>Accountability and Continuous Improvement Act</i> by: <ul style="list-style-type: none"> – issuing mandate letters annually; and – enforcing WorkSafeNB submission of annual plan per requirements of the Act. 	The department fully agrees with this recommendation. The department is committed to submitting mandate letters annually, and to holding WorkSafeNB accountable for the submission of its annual plan as required in the <i>Accountability and Continuous Improvement Act</i> .

Adopted Recommendations	Actions Taken
<p>2.103 We recommend the Department of Post-Secondary Education, Training and Labour monitor and publicly report on the progress of WorkSafeNB in meeting the requirements and expectations provided in Department mandate letters.</p>	<p>The department fully agrees with this recommendation and will work with WorkSafeNB to develop additional mechanisms to enhance the monitoring of progress related to expectations outlined in the mandate letters.</p> <p>Consideration will be given to incorporating information in both the department and WorkSafeNB annual reports.</p>
<p>2.131 We recommend the WorkSafeNB board of directors and the Department of Post-Secondary Education, Training and Labour jointly develop, document and implement a succession strategy to ensure:</p> <ul style="list-style-type: none"> – timely recruitment of all board positions, including the chair and vice-chair and, – effective staggering of board member terms. 	<p>The department will continue to work with WorkSafeNB and ECO to monitor current board member terms and plan accordingly to ensure the effective functioning of the board.</p> <p>The staggering of board member terms will be considered in future legislative amendments.</p>

Section 2– Includes the reporting periods for years three, four and five.

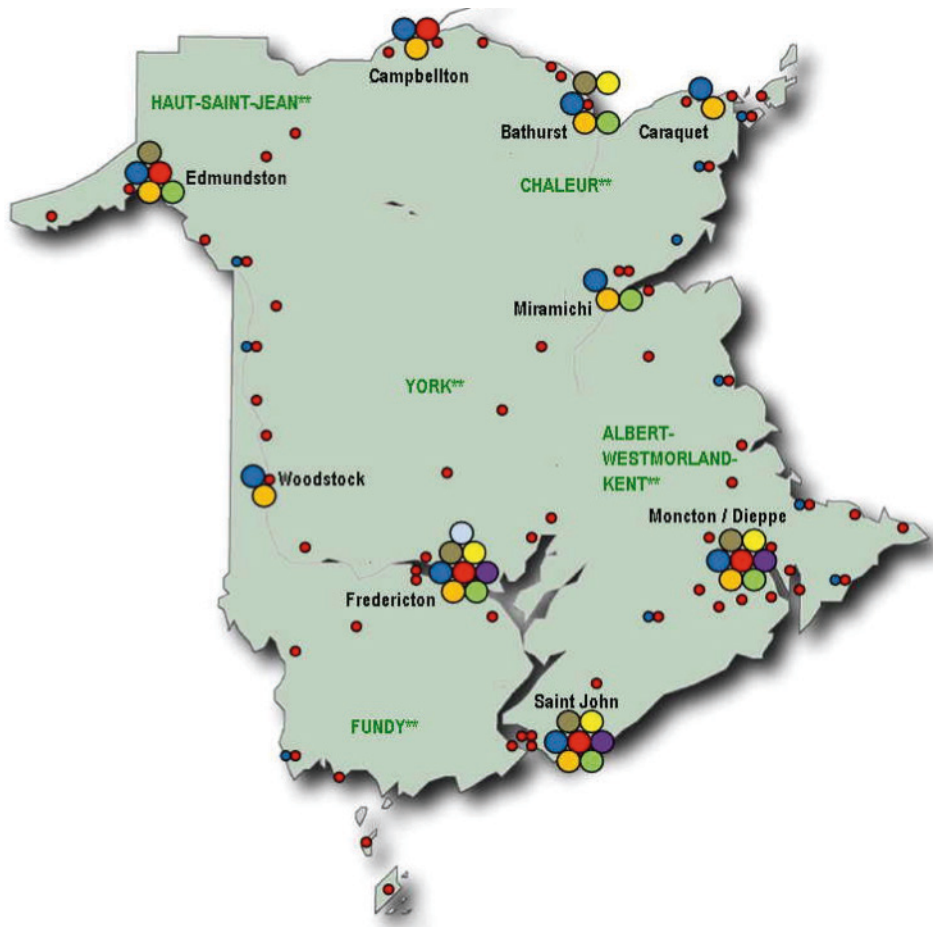
There are no outstanding recommendations for years three, four and five.

Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The department did not receive any disclosure(s) of wrongdoings in the 2018-2019 fiscal year.

Appendix A

Services and office locations of the department



- 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
- New Brunswick College of Craft and Design

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

** In addition to five library regions, New Brunswick has 64 public libraries as follows: 11 in Chaleur Region, 15 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region.

