



Post-Secondary Education, Training and Labour

ANNUAL REPORT

2022-2023

Post-Secondary Education, Training and Labour

ANNUAL REPORT 2022-2023

Province of New Brunswick
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TRANSMITTAL LETTERS

From the Minister to the Lieutenant-Governor

Her Honour The Honourable Brenda 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, 2022, to March 31, 2023.

Respectfully submitted,



Honourable Arlene Dunn
Minister

From the Deputy Minister to the Minister

Honourable Arlene Dunn
Minister of Post-Secondary Education, Training and Labour

Madam:

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, 2022, to March 31, 2023.

Respectfully submitted,



Dan Mills
Deputy Minister

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MINISTER'S MESSAGE

As New Brunswick continued its rapid growth in 2022-2023, the services and supports provided by the Department of Post-Secondary Education, Training and Labour (department) along with the work of its dedicated employees continued to grow in importance.

While the momentum the province has built in its economy is resulting in many positives, there remain challenges with the labour market, most predominantly in our ability to find the workers the province requires to ensure the economy can continue to grow and our businesses succeed and thrive.

Once again, the department has done remarkable work in 2022-2023 to support the various challenges of the labour market through WorkingNB.

And while the labour market is a big part of the department's focus, it's not the only one. This is evidenced by its significant work to support the post-secondary sector, the public library system, apprenticeship and the legislative process.

So much has been accomplished this fiscal year and I'm certainly proud of the true team effort to make improvements to our wonderful province.

Through its continued commitment to work collaboratively with partners and stakeholders, the department helped address labour gaps by creating opportunities to better meet the needs of employers, job seekers and communities. It made significant efforts to increase the number of health care professionals entering New Brunswick's health system as well as promoting and creating training opportunities for high-demand occupations.

Accomplishments the department can take pride in include: the launch of avenueNB, a co-operative offering a new model of delivering employment services to people with disabilities; the province-wide expansion of a successful pilot retiree employment agency that connects retirees with employers in need of short-term labour support; the elimination of student loan interest on the provincial portion of New Brunswick student loans; the launch of two new and innovative education models providing in-school learning and paid on-the-job training to individuals advancing their career in nursing and in the manufacturing sector; the most significant increase to the minimum wage in 40 years, and the implementation of measures to reduce barriers to help qualified internationally educated individuals practice their profession in New Brunswick sooner through the *Fair Registration Practices in Regulated Professions Act*.

These are just a few of the items that the department supported over the course of this year, but the work done behind the scenes by its employees on many other initiatives that don't get as much attention is immeasurable.

I congratulate the efforts of our world-class civil servants, and the following pages will provide the reader with a better sense of the huge impact this department is having on the province today and of tomorrow.



Honourable Arlene Dunn
Minister of Post-Secondary Education, Training and Labour

DEPUTY MINISTER'S MESSAGE

On behalf of the Department of Post-Secondary Education, Training and Labour, I am pleased to present this year's annual report for the 2022-2023 fiscal year ending March 2023.

The Department of Post-Secondary Education, Training and Labour is committed to supporting our post-secondary education system and to ensuring the needs of our workforce are met.

It is encouraging that our population continues to grow, along with our labour force; however, due to our older population, our workforce participation rate remains low. Meeting labour market demands will require the efforts of all available workers and we are actively working with various sectors to develop initiatives that will address labour market challenges, help businesses improve productivity, and become more competitive and grow.

During the past year, we continued to work with our education partners, employers, and communities to increase training opportunities for high demand occupations and to implement initiatives aimed at ensuring everyone has a pathway to employment.

As part of our mandate, department staff supported amendments to legislation to increase workplace health and safety on commercial fishing vessels and for essential public services as well as minimum wage protection.

In addition, we continued to invest in strategic initiatives and partnerships relying on long-term performance-based agreements responding to specific needs related to employment and retention and in all areas of our province.

I also want to highlight that public library staff were awarded the Platinum Jubilee Medal in recognition of their excellent work in adapting and innovating services during the COVID-19 pandemic and for supporting others through more than 75 temporary reassignments to assist with health and safety priorities in New Brunswick. Their dedication and flexibility in adjusting to changing situations benefitted others during a challenging time.

I thank all staff for their efforts in what they've accomplished over the past year, no matter how they contributed to the department. To carry out the important work of this department, it takes a great team and I am very grateful for that.



Dan Mills
Deputy Minister

GOVERNMENT PRIORITIES

Delivering for New Brunswickers - One Team One GNB

One Team One GNB is our vision as an organization and a collaborative approach to how we operate. It is our path forward, and it represents a civil service that is working collectively across departments, professions, and sectors. Together, we are learning, growing, and adapting, and discovering new and innovative ways of doing business. It is enabling us to achieve the outcomes needed for New Brunswickers, and we are working more efficiently and effectively than ever before.

As *One Team One GNB*, we are improving the way government departments:

- communicate with one another,
- work side-by-side on important projects, and
- drive focus and accountability.

Strategy and operations management

The Government of New Brunswick (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.

Government priorities

Our vision for 2022-2023 is a vibrant and sustainable New Brunswick. To make progress towards this vision, we must focus on our government's priorities.

- Energize private sector
- Vibrant and sustainable communities
- Affordable, responsive and high-performing government
- Dependable public health care
- World-class education, and
- Environment

HIGHLIGHTS

During the 2022-2023 fiscal year, the Department of Post-Secondary Education, Training and Labour focused on these government priorities through:

- Collaboration with all four publicly funded universities (Mount Allison University, St. Thomas University, Université de Moncton and University of New Brunswick) to find solutions to increase enrollment for domestic as well as international students wanting to study in the province.
- Future NB, which provided over 50,000 students from high school to the end of post-secondary studies with valuable experiential learning opportunities across the province.
- NBCCD launched and successfully graduated the first cohort of their 3D Digital Design program which prepares graduates for careers such as 3D generalist/modeller/printer, Illustrator/concept artist, digital designer for TV/film, game designer, world builder/character creator, and simulation and virtual reality artist.
- Student Financial Services completed its redesign of the studentaid.gnb.ca website to better serve New Brunswick's post-secondary students.
- Support for newcomers from Ukraine through WorkingNB, in partnership with Opportunities New Brunswick. To date, there are 956 Ukrainians with an Employment Action Plan. Of those clients, 150 of them were already employed at the time of the action plan closure.
- In 2022-2023, WorkingNB also served 4,865 active employment insurance claimants and helped 12,007 clients gain employment under the Labour Market Development Agreement; launched the Retiree Employment Agency pilot project provincewide, pairing 94 retirees with employers as of March 31, 2023; and became the point of entry for newcomers with foreign qualification recognition related issues.
- The New Brunswick Library Service partnered with 11 tourist attractions to permit the public to receive free passes. More than 10,000 library passes were redeemed, and the campaigns resulted in nearly 5,000 new library cards being issued.
- New Brunswick's rates in skilled trades exams outperformed the national average by 30 per cent.

PERFORMANCE OUTCOMES

Labour force growth

Between 2002 and 2022, the number of individuals retiring each year in the province nearly doubled. This substantial increase in retirements has put significant pressure on the size of our labour force in the province and has resulted in thousands of vacant jobs across New Brunswick businesses, hospitals and schools. The department’s focus continues to be on building a skilled workforce that will enable businesses to effectively establish, operate and grow in our province. The department’s current target is to grow the labour force to at least 408,300 by December 2024.

Why is it important?

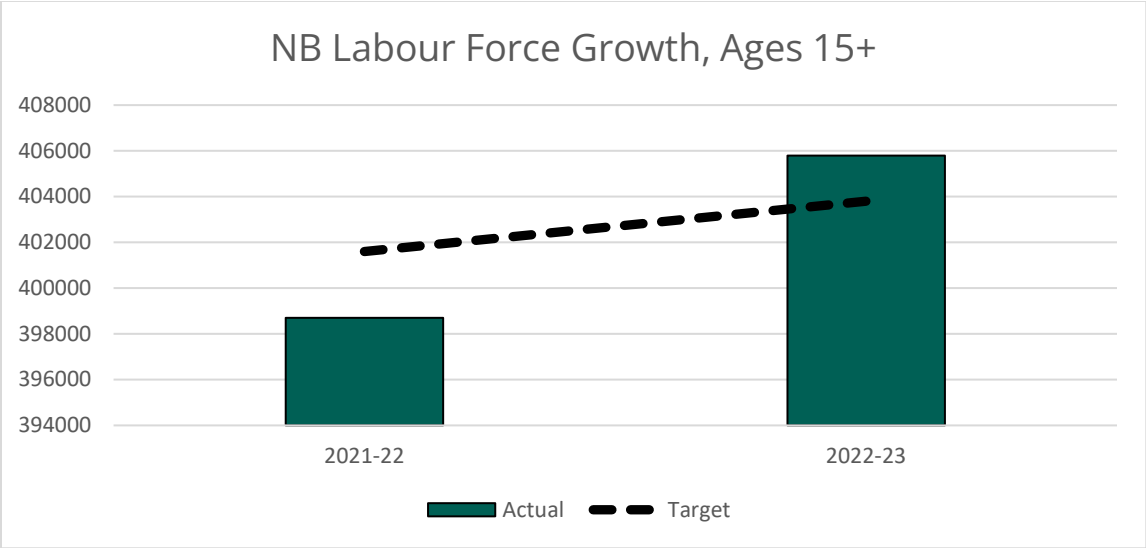
In order to improve the quality of life of New Brunswickers, and continue to provide sustainable, high-quality public services, we must continue to find innovative ways to foster growth in the labour force and economy as a whole.

Overall performance

The New Brunswick economy is now operating at levels that have exceeded pre-pandemic levels, and recent labour force trends are encouraging. While the department met its target for 2022-2023, it will be an ongoing challenge to grow our labour force going forward.

Initiatives or projects undertaken to achieve the outcome

The department’s primary focus was on continuing to increase labour force participation rates. This included a provincial expansion of an initiative to reintroduce retirees to the workforce as well as increase apprenticeship skilled trade exploration programs for under-represented groups. In addition, the department initiated action plans to attract and retain a skilled workforce within the priority occupation groups that align with NB labour market needs. There was also a call for labour force growth ideas to identify partnership proposals. The department will continue to monitor progress and maintain its efforts in growing the labour force into the future.



Skilled trades in residential construction

New Brunswick is facing significant labour shortages in the construction sector due to the aging workforce and an increased demand for housing as the population grows. The department continues to execute its three-year action plan focused on growing registered apprentices in identified priority residential construction occupations by 21 percent by October 2024.

Why is it important?

The province’s construction sector was faced with labour shortages driven by rapidly increased demand for residential construction, retirements, and an insufficient supply of workers. Reducing the labour shortage is critical to ensure employers remain productive and can grow to meet the increased demand for residential construction in New Brunswick.

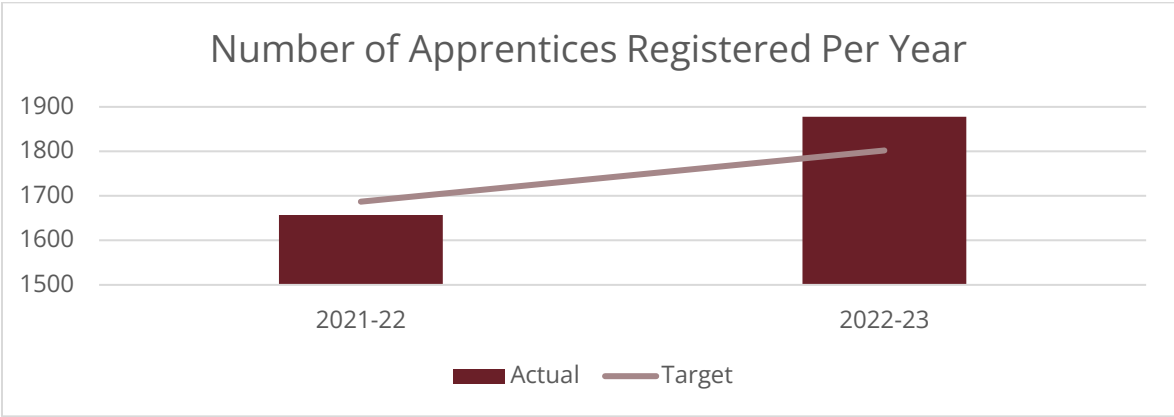
Overall performance

The number of registered apprentices in the specified priority residential construction occupations grew over the 2022-2023 fiscal year surpassing overall targets; however, some of the priority occupations did not meet their targets and require improvement.

Initiatives or projects undertaken to achieve the outcome

In 2021-2022, the department established an industry working group to develop a three-year action plan with the goal of growing the number of registered apprentices in priority residential construction occupations. The working group identified five initial priority trades of focus: Construction Electrician, Carpenter, Bricklayer, Plumber and Roofer. In 2022-2023, working with industry and partner organizations, the three-year action plan has resulted in:

- delivery of nine Skilled Trades Exploration Programs that will graduate approximately 85 individuals from equity deserving groups for careers in the skilled trades;
- return of the New Brunswick Teen Apprenticeship Program, a pre-apprenticeship program for students in grades 10 through 12;
- launch of Welding and Heavy Equipment mobile training units for school aged students;
- flexible trades-school training pilot that delivers level training directly onsite with an employer;
- “This is Skilled Trades” marketing campaign, the first of its kind in several years, targeted at recruitment into the skilled trades; and
- removal of the two year out-of-high-school waiting period for TSD funding to support students taking college programs in the priority trades.



Public university enrolment

Between 2003 and 2021, university enrolment fell over 20 per cent in the province. Jurisdictions with demographic challenges like New Brunswick, such as Nova Scotia and Prince Edward Island, saw their enrolment grow. They attracted more international students, successfully grew in the Canadian market, and gained market share of New Brunswick students. As such, the department's focus was to work with the four public universities to grow enrolment, including enrolment of international students.

Why is it important?

Enrolment growth can boost the economy, grow the population, and support provincial productivity. The lost competitiveness of New Brunswick in university education easily costs the sector over \$100M based on annual student spending alone. The value is greater still when considering the longer-term impacts: boosting the ROI on our university investment; retaining graduates; upskilling our workers; and filling our immigration pipeline with young, ambitious, and skilled individuals.

Overall Performance

New Brunswick's public university enrolment grew two per cent year-over-year in Fall 2022 due in part to considerable growth in international student enrolment. This outpaced the enrolment growth of other Maritime Provinces.

Initiatives or projects undertaken to achieve the outcome

The department funded recruitment and retention activities through a collaborative effort called the Welcome to New Brunswick Bursary with Atlantic Education International. It also implemented the process of longer-term initiatives such as the implementation of performance-based funding for enrolment which began in 2022-2023. A project team including New Brunswick public institutions has been working to engage, align and action a new brand for New Brunswick post-secondary education recruitment efforts. As part of this movement, New Brunswick institutions completed an international collaborative recruitment event in Vietnam. The universities, our secondary system, students, families, and employers all have a part to play in promoting our post-secondary system. As such, the department is working with all collaborators to encourage enrolment growth in the post-secondary sector of the province.

Registered nurse recruitment

Between 2020 and 2029 there are expected to be an average of roughly 442 registered nurses or nursing supervisors and coordinators job openings per year. As such, the department's focus was to have the Fair Registration Practices in Regulated Professions Act assented in June 2022. This new legislation aims to increase transparency and reduce barriers to ensure that skilled workers, including internationally educated professionals, have their credentials recognized in a fair, consistent, impartial, and timely manner by New Brunswick regulatory bodies.

Why is it important?

As New Brunswick's population continues to age, the demand for health care related services continues to increase. The struggle to meet this demand is especially significant when it comes to registered nurses (RN). The number of RNs leaving the profession in the province has generally outpaced the number entering it since 2012.

Overall performance

The government and the Nurses Association of New Brunswick's (NANB) efforts to expedite the registration process for internationally educated nurses has contributed to an additional 100 International Educated Nurse (IEN) being registered in New Brunswick from the prior year. The intent is to grow this number year over year.

Initiatives or projects undertaken to achieve the outcome

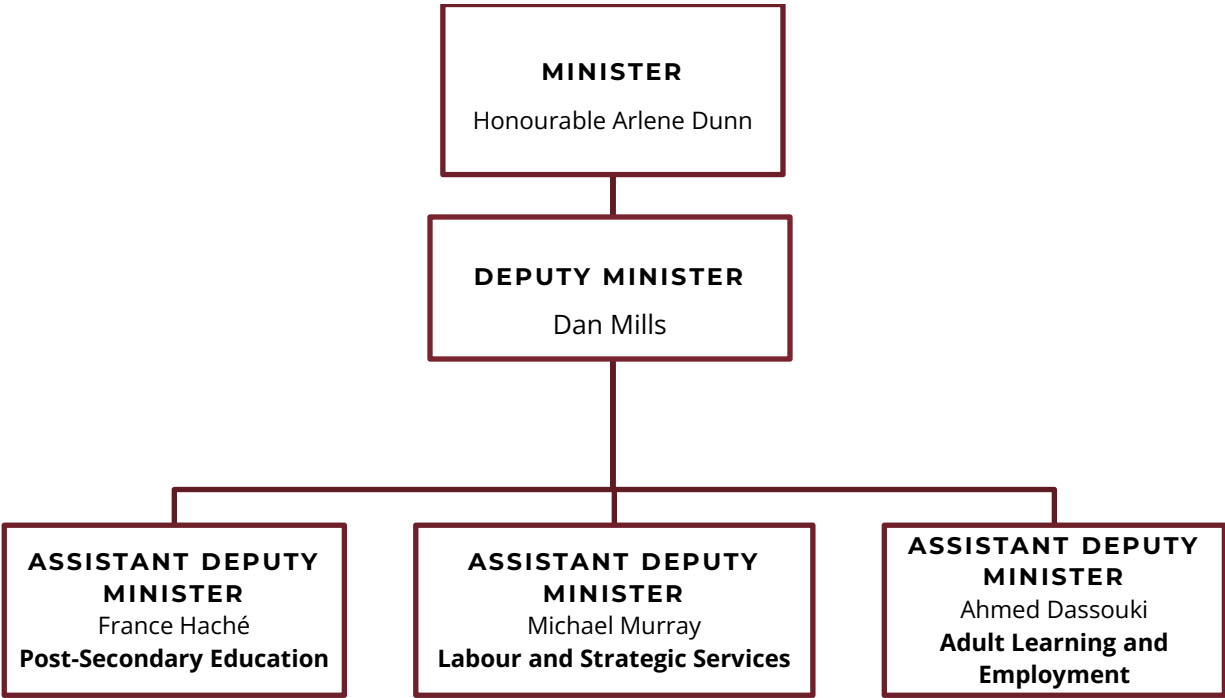
In collaboration with the Department of Health, the department worked with the NANB to implement new IEN pathways and ensure the IEN funding program was applied to all eligible IEN applicants. The intent is to continue to work closely with NANB and the other priority New Brunswick regulatory bodies to develop and implement a broader framework for foreign qualification recognition from pre-arrival to workforce.

Overview of departmental operations

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.

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



DIVISION 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 prioritize research and student-centered 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, both publicly funded as well as privately owned. It supports and advises the Minister to fulfill GNB's responsibilities under the *New Brunswick Community Colleges Act*. It is also responsible for the administration of the *Degree Granting Act* 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

- Collaborated with all four publicly funded universities (Mount Allison University, St. Thomas University, Université de Moncton and University of New Brunswick) to find solutions to increase enrollment for domestic as well as international students wanting to study in the province.
- Invested \$102.5M in the operations of NBCC, CCNB and NBCCD for community college corporations.
- Supported over 50,000 students from high school to the end of post-secondary studies in accessing valuable experiential learning opportunities across the province through Future NB / Avenir NB. Transferred key labour market information in real time prior to graduation by connecting students to over 650 New Brunswick employers.
- Created a Quality Assurance Inspection team to review compliance of regulated private career colleges.
- The International Student Policy is currently being reviewed and it is in the final stages to begin implementation.
- Atlantic College of Health Applied Sciences, a private college in the health sector, was granted designation under the International Student Policy.
- Managed medical health funding agreements securing access for New Brunswick students deemed eligible to specialized medical post-secondary education programs.
- Negotiated inter-provincial funding agreements between Centre de formation médicale du Nouveau-Brunswick, Dalhousie Medicine New Brunswick, as well as the Atlantic Veterinary College. Added 10 seats to the Dalhousie University New Brunswick agreement as well as four new seats with Centre de formation médicale du Nouveau-Brunswick.

- Beal University Canada and Oulton College were granted conditional designations to promote the future delivery of Bachelor of Nursing programs as private post-secondary institutions operating in New Brunswick.

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

- Invested \$238.9M in the operations of the four public universities and the Maritime College of Forest Technology.
- Invested \$12.8M to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, the New Brunswick Health Research Foundation and Mitacs.
- Provided \$6.88M to publicly funded post-secondary institutions for projects to address labour market priorities.
- Provided \$2M 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** exists to empower learners to forge sustainable creative careers, resting on the values of community, curiosity and creativity. The combination of craft and design, technical proficiency, and creative career readiness that our learners experience ensures they can make a living, make a life, and make our world. Our students have 10 per cent of their programming dedicated to entrepreneurship. Additionally, credit hour for credit hour, NBCCD offers more hands-on material course time than any of our two- and four-year competitors, such as NSCAD, OCAD, Haliburton School of Arts and Emily Carr University of Art + Design. Our outstanding efforts in training learners to be part of the \$58B creative cultural industry in Canada positions New Brunswick as an energetic leader in creative innovation and design.

Highlights

- Launched and successfully graduated the first cohort of our 3D Digital Design program which prepares graduates for careers such as 3D generalist/modeller/printer, Illustrator/concept artist, digital designer for TV/film, game designer, world builder/character creator, and simulation and virtual reality artist. Additionally, we created a quality assurance process and have signed an MOU with OCAD University (OCAD) for a 1-to-1 transfer (Foundation Visual Arts as equivalent of one year at OCAD).
- Implemented a new Student Information System (RIO Salesforce), migrating from our old system within record time. The new system has erased data inconsistencies and allows us to track data in a way that informs our strategic practices. It also provides students with a portal that allows them to track course schedules, register for courses, review their GPA, and check their financial status. We also introduced an official NBCCD Tour Program, including a virtual program.

- Established the Counselling and Accessibility office. Over 15 per cent of our students have documented disabilities and need learning accommodations, and over 33 per cent accessed mental health support through the office.
- Created a student services center, had the courtyard resurfaced, upgraded the George Fry Gallery, and implemented a 'let there be light' project with new doors that have windows for safety and light permeability. We also created a Learning Spaces Committee, which generated Learning Space Design Guidelines and engaged a consultant to create a process for refurbishment.
- We implemented Google Classrooms as NBCCD's learning management system, which enables virtual learning, Google Drive, singular logons for students accessible anywhere, standard tools for faculty to use when teaching and student emails. We also upgraded all staff to Office 365 suite for easier use of applications.
- Launched the Learning Design Center in 2022, NBCCD's first center dedicated to Teaching and Learning, and hired a Learning Design Lead, who has had 198 1:1 consultations, runs numerous workshops that have engaged 48% of faculty, and provides resources and newsletters to faculty. With funding from the Employment Services Program, we hired a Universal Design For Learning Lead, as well as provided Mental Health First Aid (MHFA) training for 22 faculty.
- The Honeybee Folk School, launched in 2022, increased continuing education gross revenue by 20 per cent and employed 42 craftspeople/instructors to teach 147 courses with 575 registered attendees, 45 per cent of whom travelled from outside of Fredericton to attend.
- Students have had numerous experiential learning opportunities including student summer residency program (over 10 per cent of students participated) and selling at the Garrison Night Market and at the Christmas Craft Sale (over \$25K earned). We have also facilitated 6+ commission projects, generating over \$21K paid directly to students for their work.

Key Performance Indicators

NBCCD DATA	2022-2023	2021-2022
Enrolment	288	268
Countries Represented	34	20
Retention	91%	87%
Applications	468	300

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, to facilitate the delivery of student financial assistance for students across the province.

Highlights

- Administered \$210.1M in student financial assistance to 13,835 students.
- Completed redesign of the studentaid.gnb.ca website.
- Offered monthly online virtual Q&A Sessions in English and French.
- Reviewed approximately 400 new programs for eligibility for student financial assistance.

Key Performance Indicators

STUDENT FINANCIAL SERVICES DATA [^]	2022-2023*	2021-2022**
Number of unique clients	13,835	13,974
Average repayable funding per client (loans)	\$8,608	\$8,297
Average non-repayable funding per client (grants and bursaries)	\$5,733	\$5,581

[^]Student Financial Services data is reported based on academic year (August 1st to July 31st)

*2022-2023 data is as of August 1, 2023

**2021-2022 data is as of August 2, 2022

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 Resources Services Branch**.

The **Workers' Compensation Appeals Tribunal (WCAT)** is independent from the department, but for administration purposes it reports to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The division plays a key role in supporting WCAT, as appropriate, while at the same time recognizing its independence. This may include 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.

The **New Brunswick Human Rights Commission (HRC)** reports administratively to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The HRC is independent from the department but receives administrative supports from the Finance and Administration Branch. The division also 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.

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

- 24 labour disputes were assigned with the involvement of the branch. The disputes occurred during the negotiation of collective agreements.
- 23 labour disputes were settled before strike or lockout action, four of which resulted in a work stoppage.
- 13 expedited arbitrators were appointed, and six grievances were mediated.
- The branch provided conciliation services in two disputes in the public sector.
- The branch provided conciliation services in one dispute in the French public sector in Nova Scotia.
- The branch provided 38 preventative mediation files.

Key Performance Indicators

INDUSTRIAL RELATIONS ACTIVITY	2022-2023	2021-2022
Labour disputes assigned with involvement of the branch	24	21
Industrial labour disputes settled before strike or lockout	23	21

Workplace Services (Employment Standards) 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, and 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

- Held 127 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 10,166 inquiries about employment-related concerns.
- Investigated 999 formal complaints and completed 14 audits.
- 71,106 individuals visited the branch's website.

Key Performance Indicators

EMPLOYMENT STANDARDS ACTIVITY	2022-2023	2021-2022
Information sessions held	127	139
Inquiries received	10,166	10,684
Formal complaints investigated	999	904

Advocates Services (Workers' Advocates) is mandated under the *Workers' Compensation Act* to help injured workers and their dependents on matters relating to claims for workers' compensation. Advocates help by providing information, advice, and representation at appeal hearings.

Highlights

- There were 501 new cases, 662 cases closed and 701 active cases at the end of the period.
- We represented injured workers at 417 hearings before the Workers' Compensation Appeals Tribunal.

Key Performance Indicators

WORKERS' ADVOCATES DATA	2022-2023	2021-2022
Number of new cases	501	296
Number of hearings	417	358

Advocates Services (Employers' Advocates) helps employers with workers' compensation matters through communication and consultation. The office also provides educational services. The office offers employers with specialized advice and representation on workers' compensation issues before the Worker's Compensation Appeals Tribunal. It gives advice to employers on all aspects of workers' compensation and its governing legislation.

Highlights

- There were 209 new cases, 211 cases closed and 133 active cases at the end of the period.
- Represented employers at 44 hearings before the Workers' Compensation Appeals Tribunal.

Key Performance Indicators

EMPLOYERS' ADVOCATES DATA	2022-2023	2021-2022
Number of new cases	209	136
Number of hearings	44	42

The **Policy, Research and Labour Market Analysis Branch** is responsible policy development, research, evaluation and labour market analysis, including the development and dissemination of

labour market information, to advance the department's mission, while ensuring consistency with government priorities.

Highlights

- Organized the “Empower2022+ - Strengthening New Brunswick’s Workforce” workforce and experiential education summit in Saint John on October 26 & 27, 2022, engaging 234 participants from various groups, such as educational institutions, industry, business, students, underrepresented groups, and labour organizations. Topics discussed included: retaining New Brunswick’s talent, investing today in skills for tomorrow, meeting New Brunswick’s workforce challenge, attracting new talent, newcomers and welcoming communities, finding future talent through innovative solutions, and best practices in recruiting underrepresented groups.
- Delivered a labour market information presentation, focusing on New Brunswick’s careers in demand, to over 3,000 students enrolled in career planning classes across anglophone and francophone high schools in the province.
- The Careerosity interactive card game was piloted in a subset of schools and shared with several audiences across the province. Approximately 92 per cent of players during the pilot were satisfied or highly satisfied with the game, with 54 per cent of students indicating that they had learned something about the labour market by playing the game.
- Led the 7th Annual Provincial ChatterHigh Competition in October 2022. ChatterHigh is an online edu-game that enables students to research and explore higher education and career options. A total of 38 high schools participated in the competition, with 2,501 students answering over 308,641 questions.
- The NBjobs.ca / emploisNB.ca website hit over 100,000 sessions a month for the first time since the launch of the site in 2014 and has continued to exceed that total since November 2023 (peaking at 269,169 sessions in March 2023). Site traffic totalled 1,351,813 sessions from April 1, 2022-March 31, 2023.
- Produced four videos profiling priority occupations in New Brunswick to support Careers in Demand resources (Bricklayers, Construction Electrician, Roofers, and food production).
- Prepared several labour market information reports, including “Job Vacancy Report (Quarterly),” “Labour Market Profile of Men and Women in New Brunswick,” “Labour Market Profile of Older Workers in New Brunswick,” “Labour Market Profile of Youth in New Brunswick,” “New Brunswick Population Report,” “New Brunswick Quarterly Demographics Snapshot,” “Post-Secondary Enrolments and Credentials Granted in N.B.,” and “New Brunswick Labour Force Trends.”
- Partnered with the New Brunswick Institute for Research, Data and Training (NB-IRDT) to deliver various research reports on topics such as retention and labour market outcomes of graduates, immigrants, apprentices, training clients and more. These studies are regularly used for decision making across government and by its stakeholders.
- Worked with NB-IRDT to complete several research publications, including “Immigrant Retention in New Brunswick: 2019 and 2020 Arrival Cohorts;” “Post-secondary Graduates’ Province of Study, Post-Graduation Residence in New Brunswick, and Labour Market Outcomes (2011-2016);” and “Student Transition to Post-Secondary Education in New Brunswick.” These reports are publicly available (in English only) on the NB-IRDT website (unb.ca/nbirdt).
- Completed the 2022 biennial review of the minimum wage.

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 throughout the fiscal year including but not limited to Main Estimates, Public Accounts, Memos to Executive Council, Briefing Notes, Quarterly reporting and variance analysis.
- Received and coordinated more than 3,500 Internet inquiries and coordinated responses to over 800 pieces of correspondence and other documents for Senior Management Committee signature.
- Provided facilities management oversight for all of the department's regional and central locations.
- Represented the department on the New Brunswick Emergency Measures Organization's Provincial Emergency Action Committee.
- Coordinated the execution of numerous internal audit functions under the oversight of the internal audit committee.

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

- Continued work on replacements for outdated IT tools used by the department.
- Developed a departmental wide asset database to ensure inventory is correct.
- Developed tools for Finance and Administration Branch.

The **Performance Excellence Branch** provides departmental leadership in strategic planning and the comprehensive implementation of the Formal Management System. The Formal Management System is intended to provide the best possible value for taxpayers through a structured approach to strategy management, initiative management, daily management, process management and performance management.

Highlights

- Provided support to several GNB and departmental priority initiatives.
- Enhanced performance measurement design to include external funding agreements with partners. This increases both accountability and understanding of the value of investments being made.
- Introduced change management methodology to minimize disruption caused by change and improve the speed of project adoption by impacted employees and external stakeholders.

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.

Highlights

- Continued to develop and update the departmental Health, Safety and Wellness tool to aid People Leaders in understanding and implementing the numerous health and safety responsibilities across workplaces.
- Supported the department's One Team, One GNB effort on behalf of the Deputy Minister.
- Delivered training to People Leaders on the new Employee Experience Dashboard. This tool offers support to managers in sharing the survey results with their teams. Promoted the creation of action plans to increase employee engagement.
- Created opportunities through the Evolving Leadership Program. Implemented 360° assessment tool to departmental leaders to develop our leaders.

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 services that assist unemployed, underemployed and newcomers acquire the skills and employment experiences necessary to secure full-time employment and that assist New Brunswick employers find the right individuals for their jobs.

The division consists of the **WorkingNB Branch**, the **Apprenticeship and Occupational Certification Branch** and the **New Brunswick Public Library Service**.

The **WorkingNB Branch** strategically responds to the evolving needs of the labour market by providing information, services and supports that are responsive to the needs of individuals (job seekers and adult learners), employers and labour market partners. The branch ensures that collaborative, customized, flexible, and strategic interventions are designed to produce positive and measurable outcomes for clients. In addition to employment and training needs, the branch is also responsible for increasing adult literacy and workplace essential skills.

Highlights

- Established a network of labour market partnership forums, aligned with the province's Regional Service Commission (RSC) boundaries, to discuss and plan activities with key regional stakeholders related to workforce development and labour force growth. WorkingNB will provide \$60M to the 12 designated RSC regions to support these labour force growth plans and initiatives.
- Launched the Retiree Employment Agency pilot project provincewide in October 2022. Organizations across the province have been working in partnership with WorkingNB to pair

retirees over 50 who wish to re-enter the labour market and employers looking for short-term labour. As of March 31, 2023, 94 pairings between retirees and employers have been made.

- Supported the continued operations of avenueNB, a cooperative non-profit that oversees third-party employment service delivery for persons with a disability across the province. The new collaborative approach is person-centred and aims at removing barriers for individuals with a disability to get connected to the labour market and for employers to address labour market needs and shortages as well as create inclusive workspaces.
- Focused on its strategic partnerships, WorkingNB met regularly with the New Brunswick Multicultural Council and with immigrant serving agencies to plan and coordinate service delivery efforts in serving and retaining newcomers in the labour market.
- Supported employers to fill almost 94 per cent of the recommended Student Employment Experience Development positions, which represents a little over 1,100 positions. This is the program's best performance since 2019.
- Supported the Priority Occupations initiative which identified 15 occupations in six sectors (Healthcare, Education, Food Production, Forestry, Construction (Residential), and Information Technology) with the development and ongoing support of recruitment and retention strategies to address current and forecasted labour shortages. This consists of extensive consultation with industry and other pertinent partners related to the specific occupations.
- Provided New Brunswick employers with support mechanisms and tools to address their human resources challenges by offering recruitment initiatives at the national level; developed a list of national (virtual and live) recruitment events organized by WorkingNB or third parties. Employers were invited to attend national recruitment events based on their Human Resource Support Services assessments (conducted by a WorkingNB Workforce Consultant). 15 virtual national events were hosted where 184 employers participated and over 4,635 candidates registered; and seven face-to-face national events were attended by 31 employers.
- Under the Labour Market Development Agreement, served 4,865 active employment insurance claimants, helped 12,007 clients gain employment, and achieved \$43M in savings for the Employment Insurance account. The total number of clients served under the agreement was 12,704.
- Under the Workforce Development Agreement, served 4,729 clients.
- Supported the caregiving priority sector to attract and retain Personal Support Workers (PSW) as valuable health-care professionals. The branch worked with the sector, associations representing employers, the Department of Social Development and the Department of Health to support recruitment and retention for this occupation. Under the Labour Force Training program, employers were eligible to receive 100 per cent funding to cover the cost to train potential and current employees as PSWs. In 2022-2023, 1,177 individuals were trained as PSWs or Personal Care Aids.
- Workplace Connections is one of the supports available to maximize the province's labour force potential by providing employment opportunities for job seekers. Individuals may be provided with workplace opportunities to address employment barriers or acquire experience/skills required for an occupation after specific needs have been identified through an Employment Action Plan (EAP) by an Employment Counselor. In 2022-2023, 939 placements were provided through the Workplace Connections program.

- In 2022, WorkingNB supported newcomers from Ukraine in partnership with Opportunities New Brunswick. More than 190 employers expressed interest in hiring newcomers from Ukraine and more than 1500 people arrived since April 2022. All were encouraged to visit a WorkingNB office to meet with an Employment Counsellor. To date, there are 956 Ukrainians with an EAP. Of those clients, 150 of them were already employed at the time of the action plan closure.
- WorkingNB became the point of entry for newcomers with foreign qualification recognition related issues.
- Standardized and enhanced Training and Skills Development (TSD) supports for individuals who chose to pursue training within the nursing continuum (PSW, Licence Practical Nurse, Registered Nurse and Licensed Practical Nurse).
- Amended TSD eligibility as to offer greater flexibility to individuals who are following post-secondary programs that respond to a provincial labour market need such as Carpenters, Construction Electricians, Plumbers, Roofers, Shinglers and Bricklayers.

The **New Brunswick Public Library Service** (NBPLS) is the network of public libraries in New Brunswick and is made up of one provincial office, five regional offices, 52 public libraries, 11 public-school libraries, a virtual branch and a provincial Talking Books Service by Mail. In New Brunswick, public library service is provided in partnership between the provincial government and participating municipalities and is regulated by the *New Brunswick Public Libraries Act*. The provincial library system is designed to maximize resource sharing and allows public libraries to share a single library card as well as collections, programs, statistics, online services, administration, and an automated library system.

Highlights

- The public can now search for multilingual collections held by libraries in the provincial online catalogue. Examples of languages that can be borrowed include Arabic, Chinese and Korean languages, along with English, French, Spanish and Indigenous languages.
- Partnered with 11 tourist attractions to permit the public to receive free passes. Partners included: Village historique acadien, NB Aquarium, NB Botanical Garden, Fundy Trail Parkway, Hopewell Rocks, Le Pays de la Sagouine, Huntsman Fundy Discovery Aquarium, Kings Landing, Beaverbrook Art Gallery, Resurgo Place, and Musée acadien. More than 10,000 library passes were redeemed. The campaigns also resulted in nearly 5,000 new library cards being issued.
- Launched a new adult reading challenge, with libraries promoting a different genre or topic each month of the year.
- In partnership with the Economic and Social Inclusion Corporation and the New Brunswick Public Libraries Foundation, received a grant of \$189,000 to purchase and lend objects, gear, and equipment to support sport, recreation, and leisure in all libraries.
- Consulted library staff, public, library boards and community partners to seek input on goals for NBPLS's next strategic plan.
- Hired a Public Library Social Worker to start a pilot project to integrate social work services into library services to better support library users, staff and communities.

Key Performance Indicators

LIBRARY SERVICES DATA	2022-2023	2021-2022
Library membership cards	323,654	297,705
Library visits	1,354,197	971,352
Program participants	148,672	52,217
Circulation	2,350,526	2,287,686

The **Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning and certification opportunities in designated occupations that are standardized, current and relevant to the needs of industry and its workforce. The branch provides these services to thousands of skilled trade apprentices and trades professionals by ensuring the delivery of apprenticeship training, 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 45 occupations for which apprenticeship training is offered and provides certification services in the 82 designated occupations.

Highlights

- New Brunswick's rates in skilled trades exams outperformed the national average by 30 per cent.
- New Brunswick, along with the other 12 provinces and territories, has attained 66 per cent national harmonization for trade name, required hours and sequencing of training.
- New Brunswick, along with the other three Atlantic Provinces, has attained 72 per cent harmonization of the 23 trades identified under the Atlantic Harmonization project. This accounts for 14 trades that have been fully implemented and entering renewal and the remaining nine in various stages of implementation. The Atlantic provinces are the only provinces that have 100 per cent harmonization of trade name, hours, sequencing, curriculum, exams, and progress record books.
- The branch continues to deliver the Virtual Learning Strategist Program (VLS) that supports New Brunswick apprentices to overcome learning challenges and help them become successful in their certifications. Due to its success, NB is leading the continued expansion of VLS across Canada with federal funding that extends to 2026.
- The branch continues to support a dedicated training counselor to support skilled trades careers in Indigenous communities. In 2022-2023 there were 21 Indigenous apprentices certified. As of March 31, 2023, there are 109 Indigenous apprentices registered, 15 per cent of which are female.
- The branch continued its partnership with the MAP Strategic Workforce Services (MAPSWS). In 2022-2023, MAPSWS ran 9 STEP programs targeting underrepresented groups Women, Indigenous, New Canadian, Youth and Persons with Disabilities which resulted in 91

participants. The department will continue its partnership with MAPSWS to help fill the expected labour supply gaps again focusing on Women, Indigenous, New Canadian, Youth and Persons with Disabilities with a focus on priority skilled trade occupations.

- The branch launched a 'This is Skilled Trades' marketing campaign in partnership with Skills Canada New Brunswick. The campaign focused on increasing awareness and the promotion of skilled trades careers in New Brunswick with an emphasis on priority skilled trade occupations, the advertisements highlighted our very own New Brunswick skilled trade professionals, both apprentices and journeypeople.
- On July 1, 2021, the branch launched Personal Support Worker (PSW) and Human Services Councillor (HSC) certification under the Apprenticeship and Occupational Act. This also marked the start of the four-year legacy period during which existing PSW and HSC can have their previous training and work experience recognized for certification. As of May 2023, the branch issued certification to 640 PSWs and 281 HSCs.

Key Performance Indicators

APPRENTICESHIP DATA	2022-2023	2021-2022
Apprenticeship registrations (increase or decrease from previous year)	1,389 (+12%)	1,238 (+74%)
Certificates issued (increase or decrease from previous year)	1,573 (+79%)	878 (+30%)
Total registered apprentices (increase or decrease from previous year)	5,176 (+6%)	4,884 (+7%)

LEARNING STRATEGIST INTERVENTIONS	2022-2023	2021-2022
Clients served (increase or decrease from previous year)	697 (+4%)	469 (+17%)
Interventions started (increase or decrease from previous year)	3,495 (-12%)	3,982 (+35%)
Interventions completed (increase or decrease from previous year)	2,566 (-21%)	3,240 (+30%)

FINANCIAL INFORMATION

Departmental Gross Revenue

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/(UNDER)	NOTES
Return on Investment	\$11,294.0	\$22,671.8	\$11,377.8	1
Licenses and Permits	\$1,857.0	\$1,493.1	(\$363.9)	
Sale of Goods and Services	\$3,641.0	\$3,414.0	(\$227.0)	
Miscellaneous Revenue	\$440.0	\$1,722.9	\$1,282.9	2
Conditional Grants – Canada	\$132,170.0	\$157,673.7	\$25,503.7	3
Total – Ordinary Revenue	\$149,402.0	\$186,975.6	\$37,573.6	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Special Purpose Revenue

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Canada Student Grant for Services and Equipment for Students with Permanent Disabilities	\$2,700.0	\$1,790.1	(\$909.9)	
Library Trust Fund	\$300.0	\$614.0	\$314.0	
Recoverable Projects	\$886.0	\$281.6	(\$604.4)	
Total – Special Purpose Revenue	\$3,886.0	\$2,685.7	(\$1,200.3)	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Departmental Gross Expenditures

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Post-Secondary Education Division				
Post-Secondary Education	\$490,926.3	\$512,617.1	\$21,690.8	4
Labour and Strategic Services Division				
Labour and Strategic Services	\$12,597.1	\$12,062.3	(\$534.8)	
Adult Learning and Employment				
NB Public Libraries	\$16,568.8	\$16,485.3	(\$83.5)	
Apprenticeship and Occupational Certification	\$5,131.7	\$9,886.2	\$4,754.5	5
Working NB	\$137,709.6	\$184,210.0	\$46,500.4	6
Total - Ordinary Expenditures	\$662,933.5	\$735,260.9	\$72,327.4	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Capital Expenditures

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Deferred Maintenance Program	\$2,000.0	\$2,000.0	\$0.0	
Total - Capital Expenditures	\$2,000.0	\$2,000.0	\$0.0	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Special Purpose Expenditures

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Canada Student Grant for Services and Equipment for Students with Permanent Disabilities	\$2,700.0	\$1,741.4	(\$958.6)	
Library Trust Fund	\$300.0	\$638.9	\$338.9	
Recoverable Projects	\$886.0	\$281.5	(\$604.5)	
Total - Special Purpose Expenditures	\$3,886.0	\$2,661.8	(\$1,224.2)	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Student Loans: Advances and Recoveries

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Student Loans Advances	\$69,900.0	\$61,087.1	(\$8,812.9)	7
Student Loans Recoveries	\$45,000.0	\$46,477.1	\$1,477.1	8

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

Student Loans Portfolio

(000's)

	MARCH 31, 2022	MARCH 31, 2023
Loans in Good Standing	\$458,462.1	\$467,965.8
Defaulted Loans	\$170,386.3	\$176,864.4
Total - Portfolio	\$628,848.4	\$644,830.2
Allowance for Doubtful Accounts	\$193,637.9	\$198,919.9

**New Brunswick College of Craft and Design
Special Operating Agency**

For the fiscal period ending March 31, 2023 (000's)

	2022-2023			
	BUDGET	ACTUAL	VARIANCE OVER/(UNDER)	NOTES
Opening Balance	\$1,006.0	\$1,736.9	\$730.9	
Revenue				
Return on Investment	\$1.0	\$1.1	\$0.1	
Sales of Goods and Services	\$1,312.0	\$1,295.1	(\$16.9)	
Miscellaneous Revenues	\$0.0	\$6.8	\$6.8	
Transfer from Department	\$3,439.0	\$3,632.4	\$193.4	
Total - Revenue	\$4,752.0	\$4,935.4	\$183.4	
Expenditures	\$4,698.0	\$5,205.3	\$507.3	
Surplus (Deficit) for the year	\$54.0	(\$269.9)	(\$323.9)	
Closing Balance	\$1,060.0	\$1,467.0	\$407.0	

Explanations for variances greater than \$1M are found as *Financial Information 2022-2023 Notes*.

NOTE: The annual report was prepared prior to the publication of Public Accounts Volume 2: Supplementary Information. Consequently, the financial information reported herein may not reflect the final figures as reported in Public Accounts.

Financial Information 2022-2023 Notes

Note 1: Return on Investment

The variance is mainly due to amortisation of concessionary loan on portfolio balance and impact of 0% interest on loans effective November 1, 2022.

Note 2: Miscellaneous Revenue

The variance is mainly due to greater than anticipated prior year expenditure recovery from various programs.

Note 3: Conditional Grants - Canada

The variance is mainly due to federal fund carry-over that was not included in Main Estimates.

Note 4: Post-Secondary Education

The variance is mainly due to decreased expenditure under the Student Financial Services Program because of non-cash expense for concessionary loan offset by savings from Renewed Tuition Bursaries. There are also additional savings from Research and Strategic Initiatives, Student Financial Services (administration), and assistance to universities offset by a deficit under the FutureNB program. Supplementary estimate of \$27 million was received in-year.

Note 5: Apprenticeship and Occupational Certification

The variance is mainly due to participation in developing a train-the-trainer service delivery model for the Virtual Learning Strategy program. Supplementary estimate of \$2.4 million was received in-year.

Note 6: WorkingNB

The variance is mainly due to federal fund carry-over that was not included in Main Estimates. Supplementary estimate of \$27.6 million was received in-year.

Note 7: Student Loan Advances

The decrease in loan advances is mainly due to doubled Canada Student Grant.

Note 8: Student Loan Recoveries

The variance is mainly due to larger portion of loan repayment applied towards principal balance.

Summary of Expenditures – Employment, Literacy and Workplace Essential Skills Programs

For the fiscal period ending March 31, 2023 (000's)

EMPLOYMENT PROGRAMS	CANADA-NB WORKFORCE DEVELOPMENT AGREEMENT	EMPLOYMENT DEVELOPMENT	CANADA-NB LABOUR MARKET DEVELOPMENT	TOTAL
Workforce Expansion	\$0.0	\$62.7	\$5,076.7	\$5,139.4
Workplace Connections	\$2,381.9	\$2,694.1	\$4,152.4	\$9,228.4
Training and Skills Development	\$5,085.2		\$45,592.7	\$50,677.9
Student Employment Experience Development		\$5,859.1		\$5,859.1
Employment Services	\$16,828.8	\$12,671.4	\$56,810.4	\$86,310.6
Workplace Essential Skills	\$2,508.9			\$2,508.9
CALNET Academic	\$1,544.5			\$1,544.5
Subtotal Programs	\$28,349.3	\$21,287.3	\$111,632.2	\$161,268.8
Administration	\$925.5	\$5,807.7	\$16,207.2	\$22,940.4
Total Employment Programs Expenditures	\$29,274.8	\$27,095.0	\$127,839.4	\$184,209.2
2021-2022 Budget	\$31,117.8	\$19,285.8	\$114,903.2	\$165,306.8
Variance over/(under)	(\$1,843.0)	\$7,809.2	\$12,936.2	\$18,902.4

Summary of Expenditures – Operating Assistance to Public Universities and the Maritime College of Forest Technology (MCFT)

For the fiscal period ending March 31, 2023 (000's)

OPERATING ASSISTANCE	MOUNT ALLISON UNIVERSITY	ST. THOMAS UNIVERSITY	UNIVERSITÉ DE MONCTON	UNIVERSITY OF NEW BRUNSWICK	MARITIME COLLEGE OF FOREST TECHNOLOGY	TOTAL
Unrestricted Operating Grants	\$22,068.5	\$13,057.5	\$68,979.9	\$121,742.9	\$2,251.8	\$228,100.5
Restricted Operating Grants	\$1,050.4	\$453.0	\$2,786.4	\$4,962.8	\$104.9	\$9,357.6
Total Operating Assistance	\$23,118.9	\$13,510.6	\$71,766.3	\$126,705.7	\$2,356.6	\$237,458.1

NOTE: Information on how this funding was used by the public universities and MCFT can be found at the following links:

- Mount Allison University: <https://mta.ca/about/leadership-and-governance/reports-and-accountability>
- St. Thomas University: <https://www.stu.ca/about/administrative-offices/vice-president-academic-and-research/policies-and-reports/>
- University of New Brunswick: <https://www.unb.ca/finance/reports-publications/cfs.html>
- Université de Moncton: <https://www.umoncton.ca/acces-information/information-financiere>
- MCFT: <https://www.mcft.ca/publications-2/>

SUMMARY OF STAFFING ACTIVITY

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 department(s). Please find below a summary of the staffing activity for 2022-2023 for the Department of Post-Secondary Education, Training and Labour.

NUMBER OF PERMANENT AND TEMPORARY EMPLOYEES AS OF DEC. 31 OF EACH YEAR		
EMPLOYEE TYPE	2022	2021
Permanent	598	625
Temporary	134	119
TOTAL	732	744

The department advertised 87 competitions, including 56 open (public) competitions, 28 closed (internal) competitions and three intra-departmental competitions.

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

APPOINTMENT TYPE	APPOINTMENT DESCRIPTION	SECTION OF THE CIVIL SERVICE ACT	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)	4
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)	4

APPOINTMENT TYPE	APPOINTMENT DESCRIPTION	SECTION OF THE CIVIL SERVICE ACT	NUMBER
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school districts) and 3 (hospital authorities) of the Public Service.	16(1) or 16(1)(c)	12
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)	8
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*, zero complaints alleging favouritism were made to the Deputy Head of Post-Secondary Education, Training and Labour and zero complaints were submitted to the Ombud.

SUMMARY OF LEGISLATION AND LEGISLATIVE ACTIVITY

60th Legislature – First Session

BILL #	NAME OF LEGISLATION	ROYAL ASSENT	SUMMARY OF CHANGES
111	<i>An Act to Amend the Occupational Health and Safety Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/chapter-32.pdf	June 10, 2022	Made changes to provide that, when government as an employer is found liable for violations under the Act, the court may impose alternative sanctions, such as ordering a sum of money be donated to training, education or research programs on occupational health and safety.
112	<i>An Act to Amend the Employment Standards Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/chapter-33.pdf	June 10, 2022	Strengthened job protections for individuals serving in the Canadian Forces Reserves by increasing the maximum allowable leave and harmonizing language with other jurisdictions.
118	<i>Fair Registration Practices in Regulated Professions Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/chapter-39.pdf	June 10, 2022	This new legislation aims to increase transparency and reduce barriers to ensure that skilled workers—including internationally educated professionals—have their credentials recognized in a fair, consistent, impartial, and timely manner by New Brunswick regulatory bodies.

60th Legislature – Second Session

BILL #	NAME OF LEGISLATION	ROYAL ASSENT	SUMMARY OF CHANGES
11	<i>An Act Respecting the Health and Safety of Fishers</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/Chap-51.pdf	December 16, 2022	Included fishing vessels in the definition of a place of employment and gave WorkSafeNB the authority to ensure compliance with new requirements for fishers to wear life jackets or personal flotation devices.

12	<i>An Act to Amend the Employment Standards Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/Chap-52.pdf	December 16, 2022	Amended the definitions of employer and employee to ensure that persons with a disability are not in employment situations in which they are paid sub-minimum wage.
23	<i>An Act to Amend the Public Service Labour Relations Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/ActsLois/2022/Chap-63.pdf	December 16, 2022	Clarified the rules of engagement between the employer and employee and modernized certain outdated provisions of the Act.

REG #	NAME OF REGULATION	EFFECTIVE DATE	SUMMARY OF CHANGES
2022-26	Amendment to the General Regulation under the <i>Post-Secondary Student Financial Assistance</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2022/2022-26.pdf	May 16, 2022	Updated the list of designated educational institutions within Schedule A.
2022-27	Amendment to General Regulation under the <i>Occupational Health and Safety Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2022/2022-27.pdf	May 20, 2022	Strengthened workplace safety requirements related to logging and silviculture, air quality and ventilation and asbestos and occupational exposure limits.
2022-76	Amendment to the General Regulation under the <i>Occupational Health and Safety Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2022/2022-76.pdf	November 10, 2022	Harmonized standards in the area of personal protective equipment with other jurisdictions, following NB's signing of the Pan-Canadian Reconciliation Agreement.
2022-79	Amendment to the General Regulation under the <i>Occupational Health and Safety Act</i>	December 5, 2022	Strengthened workplace safety requirements related to the

REG #	NAME OF REGULATION	EFFECTIVE DATE	SUMMARY OF CHANGES
	https://www2.gnb.ca/content/dam/gnb/Departments/ag-PDF/RegulationsReglements/2022/2022-79.pdf		construction sector and laboratories.
2023-6	Amendment to the Labour and Employment Board Regulation under the <i>Public Service Labour Relations Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-PDF/RegulationsReglements/2023/2023-6.pdf	February 13, 2023	Made administrative and consequential amendments resulting from <i>An Act to Amend the Public Service Labour Relations Act</i> .
2023-22	Amendment to the General Regulation under the <i>Fair Registration Practices in Regulated Professions Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-PDF/RegulationsReglements/2023/2023-22.pdf	March 30, 2023	Identifies the 14 health regulatory bodies to which the Act applies.
2023-24	Standards Regulation under the <i>Public Service Labour Relations Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-PDF/RegulationsReglements/2023/2023-24.pdf	May 3, 2023	Established the standards to which a striking or locked-out employee must adhere if engaging in picketing activity.
2023-27	Amendment to the General Regulation under the <i>Post-Secondary Student Financial Assistance Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-PDF/RegulationsReglements/2023/2023-27.pdf	May 18, 2023	Further updated the list of designated educational institutions within Schedule A.

The acts for which the department was responsible in 2022-2023 may be found at:
<https://laws.gnb.ca/en/bycategory/cs?categoryId=departmentId&itemId=postsecondary>

SUMMARY OF OFFICIAL LANGUAGES ACTIVITIES

Introduction

In 2022-2023, the Department of Post-Secondary Education Training and Labour continued to ensure its obligations under the *Official Languages Act* were met throughout the organization. Below are associated activities that were carried out on an ongoing basis during the year.

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 2022-2023 was 88.9 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. 12 employees received second-language training in 2022-2023.

Focus 3

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

- The department's onboarding 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.
- Yearly communication is sent out to all employees as a reminder of their obligations and service requirements in relations to the *Official Languages Act*. This includes links to the Toolkit, Policies as well as the GNB Knowledge Centre online courses on Official Languages.

Focus 4

Activities that took place to meet the objective of Knowledge of the *Official Languages Act*:

- The department's Official Languages Coordinator attended meetings established through Finance and 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
2021 V1 Chapter 3: Department of Post-Secondary Education, Training and Labour – Covid-19 Funding – New Brunswick Workers’ Emergency Income Benefit https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2021v1/Chap3e.pdf	14

IMPLEMENTED RECOMMENDATIONS	ACTIONS TAKEN
3.36 We recommend the Department of Post-Secondary Education, Training and Labour request supporting details or documentation from third-party service providers for inclusion in schedules attached to third-party contracts.	The department agrees and includes third party details in third party contracts, and notes that this specific New Brunswick Workers’ Emergency Income Benefit (NBWEIB) contract of service was unique.
3.43 We recommend the Department of Post-Secondary Education, Training and Labour plan for the collection of all necessary information to satisfy tax requirements when developing programs such as the New Brunswick Workers Employment Income Benefit.	The department agrees to the implementation and inclusion of tax requirements, and notes that this specific NBWEIB contract of service was unique and exceptional.
3.48 We recommend the Department of Post-Secondary Education, Training and Labour when developing new programs, design key controls to mitigate fraud risk and maintain the control structure throughout a program implementation.	The department agrees to the implementation of key controls, and notes that this specific NBWEIB contract of service was unique and exceptional.
3.52 We recommend the Department of Post-Secondary Education, Training and Labour ensure an appeals process is present in programs that provide financial benefits to applicants to ensure fairness in program implementation.	The department agrees with this recommendation and has implemented a review process where the client can add details to their application, explaining why their application should be approved (new information, etc).

IMPLEMENTED RECOMMENDATIONS	ACTIONS TAKEN
3.59 We recommend the Department of Post-Secondary Education, Training and Labour clearly document program roles and responsibilities during program and contract development when using a third-party service provider.	The department agrees with this recommendation and establishes MOU contracts with clearly defined roles and responsibilities established for delivery of service provision.
3.68 We recommend the Department of Post-Secondary Education, Training and Labour provide feedback to Service New Brunswick on challenges faced when working with third-party service providers to promote continuous improvement in contracting services.	The department agrees with this recommendation and actively communicates with Service New Brunswick in relation to contracts with third parties to clearly define roles and responsibilities for delivery of service provision.
3.76 We recommend the Department of Post-Secondary Education, Training and Labour perform and record risk analysis including appropriate mitigation strategies during the development of new programs.	The department's Internal Audit Unit has developed a fraud risk analysis template to be used during the development of new programs.
3.77 We recommend the Department of Post-Secondary Education, Training and Labour periodically perform a formal fraud risk assessment of its organization, then design and implement adequate controls over programs to address identified risks.	The department's Internal Audit Unit has worked with the Audit Committee and the Senior Management Committee to finalise the fraud risk assessment of the department.
3.88 We recommend the Department of Post-Secondary Education, Training and Labour develop objectives using SMART or another system to ensure program objectives clearly state what will be accomplished, and to further enhance the Department's ability to report and use performance metrics to improve services.	The department agrees with this recommendation and undertakes to include metrics based performance funds in funding contracts on an ongoing basis.
3.95 We recommend the Department of Post-Secondary Education, Training and Labour actively monitor contract performance and ongoing results when contracting with third-party entities to deliver provincial programs and take corrective actions to address performance deficiencies when necessary.	The department agrees with this recommendation and staff do actively monitor performance of metrics in funds distribution for contracts on an ongoing basis.
3.99 We recommend the Department of Post-Secondary Education, Training and Labour validate the payments made to Red Cross were used solely for NBWEIB program purposes.	The department's Internal Audit Unit has conducted an audit of the NBWEIB program and the utilisation of the payments processed by Red Cross.

IMPLEMENTED RECOMMENDATIONS	ACTIONS TAKEN
3.103 We recommend the Department of Post-Secondary Education, Training and Labour follow best practices to address the need for changes and unforeseen circumstances in future contracts.	The department agrees with this recommendation and staff do actively monitor performance of metrics in funds distribution for contracts on an ongoing basis.
3.107 We recommend the Department of Post-Secondary Education, Training and Labour create a policy to support and reinforce record keeping for meetings and decisions made when developing programs to ensure accountability and transparency.	The department agrees with this recommendation and staff do actively maintain a repository of decisions on an ongoing basis for accountability and transparency purposes.
3.111 We recommend the Department of Post-Secondary Education, Training and Labour publicly report on the performance of significant programs.	There are a number of existing mechanisms through which program performance and information are reported, including the annual report, the Standing Committee on Public Accounts, the Standing Committee on Estimates and Fiscal Policy, and performance audits by the Auditor General. The department will continue to use these mechanisms and other mechanisms to report as applicable.

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

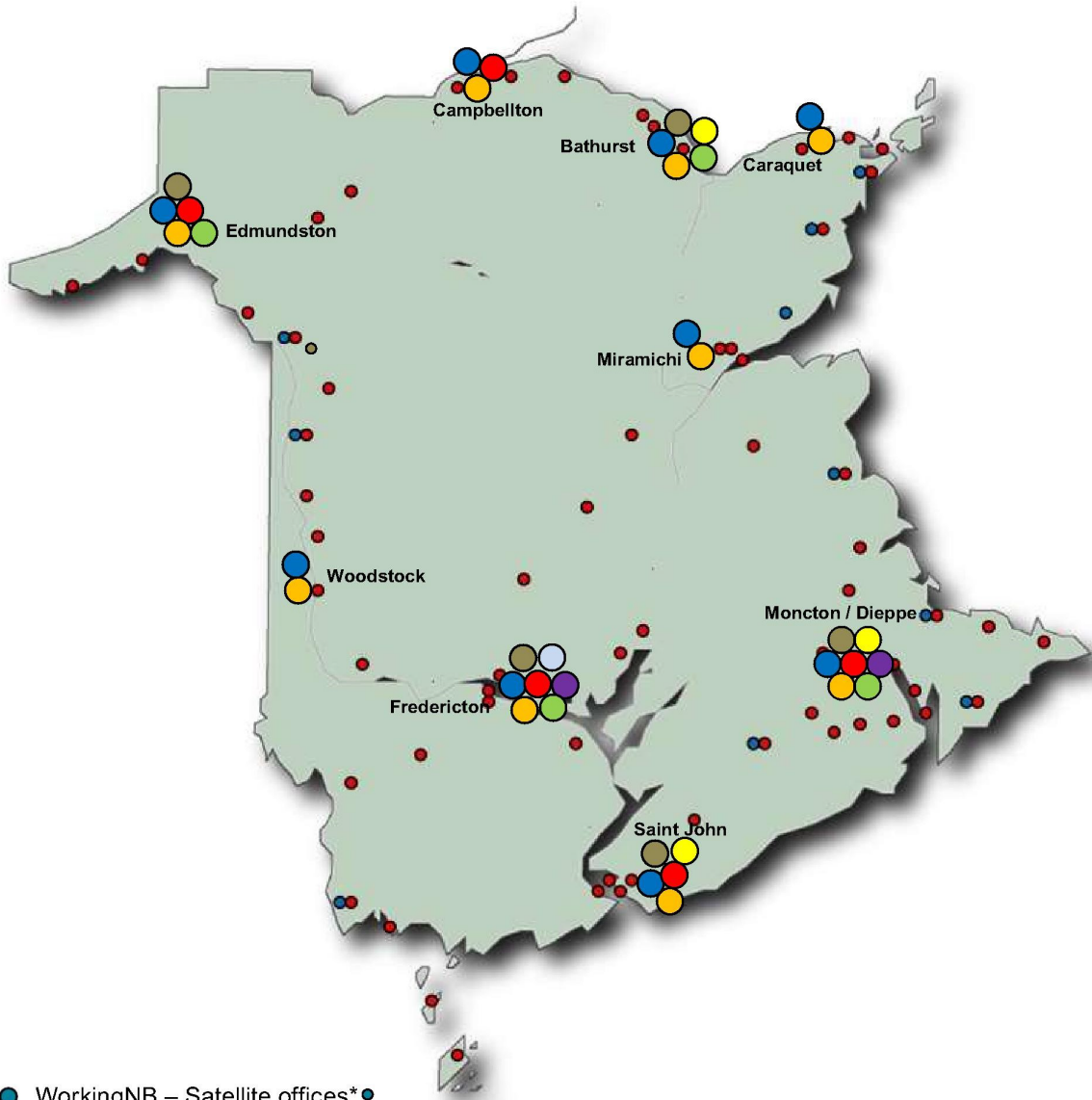
NAME AND YEAR OF AUDIT AREA WITH LINK TO ONLINE DOCUMENT	RECOMMENDATIONS	
	TOTAL	IMPLEMENTED
2019 Chapter 2 – Department of Post-Secondary Education, Training and Labour – Provincial Funding to Universities and Maritime College of Forest Technology (MCFT) https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf	10	9
2018 Chapter 2: WorkSafeNB – Phase 1 – Governance https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf	7	7

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 of Post-Secondary Education, Training and Labour received zero disclosures of wrongdoing in the 2022-2023 fiscal year.

APPENDIX A

SERVICES AND OFFICE LOCATIONS



- WorkingNB – 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

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

** Employment Standards has a satellite office in Grand Falls.

*** In addition to five library regions, 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.