

## Project Approved

Good News! The new, third phase of **Engaging the Frontline** has been approved by TCU's Employment Ontario Network Development Fund (EONDF).

Entitled **Network Knowledge**, phase three will help further develop the college network, which is the largest single provider of Employment Ontario programs. The emergence of Employment Services, the focus on apprentice retention strategies and the review of academic upgrading and LBS will be discussed at individual college events to be held in May and June at your college.

The college leaders of the EO programs will be meeting at four regional events in March.

Three bulletins will again be published, in both French and English, and sent to colleges for distribution to frontline staff. Other tools, including a guide to Academic Upgrading, will be developed and distributed.

The project has just commenced and will conclude by August 31, 2011. It is a collaborative effort of the College Sector Committee for Adult Upgrading (CSC), the Heads of Apprenticeship (HAT) and the College Sector Employment Services (CSES) committee.

## College Events - back by popular demand!

Plan Now! One of the most popular and successful components of the Engaging the Frontline projects has been the individual college events. Frontline staff from all college delivered EO program areas are invited to get together to discuss their efforts to improve learner and client outcomes through internal communication and collaboration.

Colleges will once again receive \$1000 to host this event in May or June. Details and instructions will be sent to colleges in March.

## Bulletin #2 will feature Knowledge Nuggets!!

Every time I speak with college staff involved in the delivery of EO programs and services, I hear so many interesting ideas, tips, techniques and approaches to help learners and clients succeed. It's time to share, so Bulletin #2 will focus on these *Knowledge Nuggets*. Here are a few examples which may prompt you:

- ◆ At Confederation College, Employment Services staff provides an overview of ES at each orientation session for new Academic Upgrading students. They also do the True Colours workshop during the orientation.
- ◆ At Algonquin College, Academic Upgrading has partnered with a community group to deliver the ACE curriculum off campus.
- ◆ At Conestoga College, an Employment Services staff member asks clients to think of their meetings with staff "as going to work" so that punctuality, dress and professional behaviours can be practiced.
- ◆ At Niagara College, apprenticeship staff is preparing a new "Employer Kit" which is customizable and provides employers with information related to specific trades, Employment Services, Academic Upgrading and other resources as needed.

Each college will be featured in Bulletin #2 and I hope to have examples from all three program areas. I will be sending a request to your college in the next two weeks. There will be prizes!!

## Regional Strategy Session for College Leaders - mark the date!

College leaders responsible for Employment Services, Apprenticeship, Academic Upgrading/LBS and members of WDCC are invited to attend regional strategy sessions at the end of March.

Each regional strategy session will provide time for EO program updates, discussion of challenges and new initiatives and a strategy session to discuss new opportunities to collaborate. Each Regional Director of Employment Ontario has been invited to the session.

Each session will be held from 10 am to 3:00 pm, with lunch, refreshments, materials and parking included.

### The dates for the regional strategy sessions are:

- ◆ **Western:** Conestoga College, Waterloo - 25 March
- ◆ **Northern:** Cambrian College, Sudbury - 28 March
- ◆ **Eastern:** St. Lawrence College, Kingston - 29 March
- ◆ **Central Region:** Colleges Ontario, Toronto - 31 March

Detailed invitations will be sent to leaders at each college.

### Our Advisory Committee

This project is guided by an advisory committee comprised of members from all three sector committees. The advice, input and ideas from the Advisory Committee are essential to the success of the project.

### Committee Members include:

**CSC:** Lynne Wallace (CSC), Andrea Leis (Conestoga)

**CSES:** Dan Goldring (CSES), Pat Whittington (Georgian), Anne Marie Cosford (Lambton)

**HAT-** Kevin Hewitt (Niagara), Mac Greaves (Georgian)

## Collaboration helps our clients and students succeed!

Anyone working in Employment Ontario sponsored programs and services is likely feeling challenged by operational changes and funding concerns. Guideline changes, new client groups, new off-campus locations, increasing levels of service delivery, doing the same - or doing more - with less funding, retention issues, changing learner needs and demands- we so often feel like we are "swimming upstream".

That's why our collaboration is so important. We are not working alone. Our colleagues in other EO programs not only understand our environment, but they can support and assist our efforts to improve our client and learner outcomes. Apprenticeship program staff is seeking ways to improve retention- and AU/LBS can be part of the solution. Employment Services is always seeking opportunities for clients interested in apprenticeships- and college apprenticeship programming can be part of the solution. Off campus ES operations are seeking academic upgrading opportunities for their clients- and ACE Distance can be part of the solution. Employers are seeking help with on the job literacy and performance issues- and AU/LBS and ES can be part of the solution.

Colleges are uniquely able to provide a full suite of programs and services to clients and learners. By working together, communicating with one another, and sharing ideas and resources, we not only help our clients and learners succeed, we are supporting one another. Our collaboration can and does make a difference.

I am so pleased to be the project lead on this third phase of Engaging the Frontline. College frontline staff and managers have been very generous with their ideas, comments and suggestions throughout these projects.

If you have any questions about the project, please do not hesitate to contact me at:

[beaclarke@cogeco.ca](mailto:beaclarke@cogeco.ca)



Bea Clark, CSC Consultant and Project Lead - Network Knowledge

## College Sector Committee Update - by Lynne Wallace, Executive Director, CSC

The CSC is very pleased that once again CSES, HAT and the CSC have received EONDF funding. The CSC has been very busy during the past six months with a number of initiatives which we are certain our EO partner programs will be very interested in.

Durham College and the CSC received Workforce Literacy and Essential Skills funding to develop academic materials and an integrated delivery model to support the success and retention of Pre Apprenticeship Electrical students. To date 14 students have accessed this enhanced training opportunity and 100% successfully advanced to second semester. Part of this project is also a handbook which will be distributed to all college EO programs providing step by step guidelines for developing academic support materials based on research and the Durham College experience.

The CSC will also be launching an exciting new web based Apprenticeship information and evaluation tool in April, 2011. This free resource provides profiles of the 53 Red Seal Trades, an evaluation which will enable potential apprentices to determine if they have the necessary Essential Skills levels to succeed in

these trades and most important for the individual, counselors and teachers directions to materials available online and in class to upgrade the necessary Essential Skills.

ACE Distance delivery continues to be an overwhelming success. This year more than 6,000 students will these OSSD equivalent courses. Feedback from participants indicates that 4.5% are participating in ACE Distance programming to qualify to register as an apprentice; 6.7% are refreshing their skills in preparation for their in-school training; 2% are participating to prepare for their C of Q; 45% indicated that their work and personal schedules makes it impossible for them to participate in onsite classes.

The CSC is in the final planning stages of their annual provincial conference. This year the conference, The Writing's On the Wall, will be held May 30, 31 and June 1 at the Kingston campus of St Lawrence College. We are hoping that many of the key note speakers and workshops will be of interest not only to upgrading faculty, but also to college Apprenticeship and Employment Services staff.

## Website Updates

Check out the following web sites and resources:

This website includes all Employment Ontario program and services information	<a href="http://www.eopg.ca">www.eopg.ca</a>
This website includes many resources for managers and practitioners in the colleges	<a href="http://www.collegeupgradingon.ca">www.collegeupgradingon.ca</a>
Check the policy and position papers section	<a href="http://www.collegesontario.org">www.collegesontario.org</a>
This is the new CSES website	<a href="http://www.employmentcses.ca">www.employmentcses.ca</a>
<b>Literacy is Like Velcro:</b> check out this video prepared by Literacy Central, BC	<a href="http://www.literacycentral.bc.ca/more/vr_buildcomm3.htm">www.literacycentral.bc.ca/more/vr_buildcomm3.htm</a>

## College Sector Employment Services - by Dan Goldring, Executive Director, CSES

What a year! Transformation to the new Employment Ontario program *Employment Services (ES)* is almost complete. ES delivery sites have shifted to the new program and most of the relocations have been completed. During the past few months, sites have been hosting "Grand Openings" attended by college presidents, vice-presidents and staff, community agencies and local dignitaries such as mayors and MPP's. Grand opening have recently been held at: Lambton College (Petrolia), La Cité (Orleans-near Ottawa) and St. Lawrence College (Kingston and Sharbot Lake). The new sites look great and are already serving their communities.

The new case management system CaMS has been very challenging for staff, to say the least. As in all new web based systems there have been many issues which are slowly being sorted out by sites and MTCU; however it has been one of the major issues in moving successfully to the new program. In the new Employment Services, we now serve everyone, not just youth. Colleges are experiencing a major shift in the age of clients being served in most locations. New clients are often well over forty and very serious about their job search. They are not the youth at risk that made up most of the client base of Job Connect. Summer Jobs Service (SJS) delivery has been offered to last year's delivery organizations again this year with similar targets and budgets anticipated. In future all ES organizations will likely deliver the SJS program.

All CSES managers are invited to attend a Managers' Forum March 1 & 2 in Toronto where ES managers from all sectors will get together. CSES managers will meet as a sector prior to the Forum on March 1. On behalf of CSES, I continue to attend SDAG.

CSES has a new website - [www.employmentcses.ca](http://www.employmentcses.ca). Have a look; you will find links to apprenticeship and academic upgrading, as well as contact information, and all the locations of colleges which currently deliver EO Employment Services. With the relocation of sites, the CSES office moved with St. Lawrence College and is now located at 785 Midpark Dr. suite 200 in Kingston K7M 7G3.

If you have not visited your college's Employment Ontario site in your community, make a point to do so. There are resources for job seekers, apprentices and AU learners. You won't be disappointed - the employment services provided to the communities are wonderful!

## Heads of Apprenticeship - Kevin Hewitt, Chairperson, HAT

Given the challenges facing apprenticeship, the Heads of Apprenticeship are holding a Strategic Planning Session on February 22<sup>nd</sup>. The group intends to identify key priorities moving forward.

Colleges are finalizing the 2011-12 notional set purchases with MTCU, based on 2009-10 funding levels.

HAT members continue to monitor the role and operation of the new College of Trades. MTCU has announced that the College of Trades will handle AIF-Apprenticeship Innovation Funds as of April 1, 2011.

HAT members will try to secure funding for exam prep classes. MTCU may provide some analysis

from the Certificate of Qualification (C of Q) exam results in order to assist colleges with exam prep classes.

MTCU has released a memorandum dated January 18, 2011 re Prior Learning Assessment and Recognition and the Co-op Diploma Apprenticeship (CODA) program.

As a result of a recommendation from HAT, MTCU will recognize apprenticeship in-school training credits achieved by "side-by-side" students who have completed one or more levels of their formal instruction in the same classroom as their classmates in MTCU approved CODA classes.

