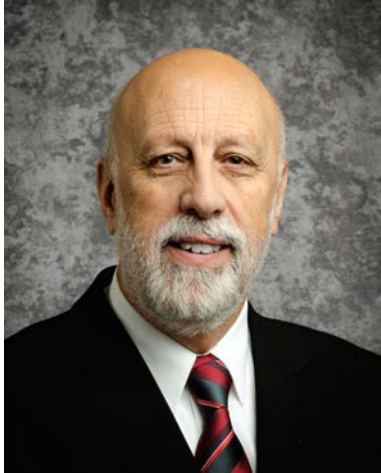


Advanced Education,
Skills and Labour

Annual Report

2017-18





Message from the Minister

I am pleased to present the 2017-18 Annual Report for the Department of Advanced Education, Skills and Labour. This performance report is submitted in accordance with the department's obligation as a category one entity under the **Transparency and Accountability Act**. The department's performance report was prepared under my direction and, as Minister, I am accountable for the results reported within.

In 2017-18, the department advanced initiatives to ensure the province has highly educated graduates and skilled workers, and helped create a climate which is conducive to economic growth, competitiveness and prosperity. Highlights included advancements in immigration, apprenticeship, workforce development, labour, and post-secondary education.

2017-18 was a successful year for enhancing newcomer attraction, settlement, integration, and retention supports throughout Newfoundland and Labrador. Progress in implementing The Way Forward on Immigration was substantial with all year one actions being initiated or fully implemented. Developmental work was completed to establish the Atlantic Workforce Partnership Secretariat in the province for a three-year term. The office will lead important work on apprenticeship, labour market information, business supports, youth initiatives, and immigration. In addition, the Atlantic Apprenticeship Harmonization Project Office has been established in St. John's; another first for the province. The office will continue efforts to harmonize trades throughout Atlantic Canada, supporting the department's efforts to strengthen and modernize Newfoundland and Labrador's apprenticeship system.

During 2017-18, the department negotiated and signed a new generation of inclusive, flexible, responsive, and outcome-focused labour market transfer agreements with the Federal Government, with the goal to better support employment and training programs, avoid duplication, and support quality employment for Newfoundland and Labradorians.

In addition to providing income supports and basic benefits, the department continues its work to help individuals and families increase self-reliance and live independent and fulfilling lives. Part of this work is the expansion of Employment Assistance Services to College of the North Atlantic at select locations. Expanding the service will allow the department to assist more income support clients in accessing training, attaining employment, and staying employed.

The Council on Higher Education also continued working to encourage increased collaboration between the province's public post-secondary institutions. The department supported the Council in developing and tabling its first three-year activity plan, hosting two meetings, and creating an Advisory Committee and three subcommittees to guide the work of the Council and address identified priorities.

As we move forward in 2018-19, the department will continue the development of an Adult Literacy Action Plan, the development of a comprehensive human resource plan, and, as announced in Budget 2018, begin work to support an independent review of the province's public post-secondary education system.

Respectfully submitted,



HON. AL HAWKINS

Minister of Advanced Education, Skills and Labour

Table of Contents

Departmental Overview	1
Structure	2
Geographic Overview.....	4
Expenditures	6
Highlights and Partnerships	7
Working with Industry.....	7
Working across the Country.....	9
Working across the Public Sector and with Community-Based Organizations.....	11
Report on Performance	13
Strategic Issue 1:	13
Strategic Issue 2:	24
Opportunities and Challenges	39
Financial Information	40
Appendices	42
Appendix A – Contact Information.....	42
Appendix B – Public Entities	44

Departmental Overview

The Department of Advanced Education, Skills and Labour works to ensure the province has a highly educated and skilled workforce to meet evolving labour market demands. This includes creating a climate which is conducive to economic growth, competitiveness, and prosperity. This is achieved through a range of services and supports including:

- helping employers access and retain skilled workers;
- working with employers, employees, and unions to foster a positive employment relations climate;
- providing programs and supports for apprenticeship and trades certification;
- increasing the recruitment and retention of immigrants;
- promoting diversity and multiculturalism;
- supporting the delivery of post-secondary education through Memorial University, College of the North Atlantic and private training institutions;
- administering the student financial assistance program;
- offering career development and planning services as well as employment and training supports, and information about the labour market;
- providing programs and services to promote adult literacy; and
- delivering income support and other financial supports.

Additional information on the department's mandate and lines of business can be viewed on the departmental website at the following location: [About the Department](#).

Structure

At the end of the fiscal year, the department's staff complement consisted of 636 employees, of which 560 were permanent and 76 were temporary. Seventy-four per cent of the staff complement were female and 26 per cent were male. Fifty per cent of employees were located at seven sites in the St. John's Census Metropolitan Area (CMA). The remaining 50 per cent were located in other offices throughout the province.

The organizational structure of the Department of Advanced Education, Skills and Labour includes four branches:

1. Workforce Development, Labour and Immigration

This branch ensures that workforce and immigration-related policies, programs, services and initiatives are strategically aligned to develop and deploy a highly trained and skilled workforce to meet evolving labour market demands in the province. The branch administers the Newfoundland and Labrador Provincial Nominee Program to support immigration and provides labour supports to promote positive employment relationships in the province. This includes administering minimum terms and conditions of employment, and providing workplace dispute resolution.

2. Post-Secondary Education

This branch supports the delivery of post-secondary education in the province through Memorial University (MUN), College of the North Atlantic (CNA), and private training institutions. The branch is responsible for adult learning and literacy, private training regulation, financial assistance to post-secondary education students, as well as programs and supports for apprenticeship and trades certification. The branch provides support to the Council on Higher Education. The branch also has responsibility for the Student Loan Corporation of Newfoundland and Labrador which provides financial administration for the Newfoundland and Labrador Student Financial Assistance Program.

3. Corporate Services and Policy

This branch is responsible for the department's financial, information, and human resource management. The branch coordinates all corporate policy requirements including legislative reviews; planning and accountability functions; quality assurance and evaluation functions; and labour policy support for the workers' compensation system, including support to WorkplaceNL and the Workplace Health, Safety and Compensation Review Division. The branch also provides advice on privacy matters and leads access to information requests.

4. Regional Service Delivery

This branch administers and delivers client-focused, labour market-related programs designed to assist people in securing training and finding sustainable employment, and in helping employers meet labour supply challenges. The branch works with a large and varied client base, including individuals who may need employment and income supports. Clients receive services by telephone or in-person, at one of the 19 Employment Centres across the province. The branch also has responsibility for policy development as it relates to employment and income support programs and services.

Geographic Overview

The 23 offices of the department are located in 18 communities throughout Newfoundland and Labrador (see Appendix A for contact information). From a service delivery perspective, the province is divided into two regions; eastern and western (including Labrador), which provide services through Employment Centres. There are also specialized offices, including offices that assist with the administrative functions of operations, as follows:

- Student Financial Services located in St. John's - Coughlan College, MUN St. John's Campus;
- Labour Relations Division located in St. John's - Beothuk Building;
- Administration Offices located in St. John's - Confederation Building (as well as Office of Immigration and Multiculturalism, and Labour Standards); and
- Document Processing Unit located in St. John's - Petten Building.

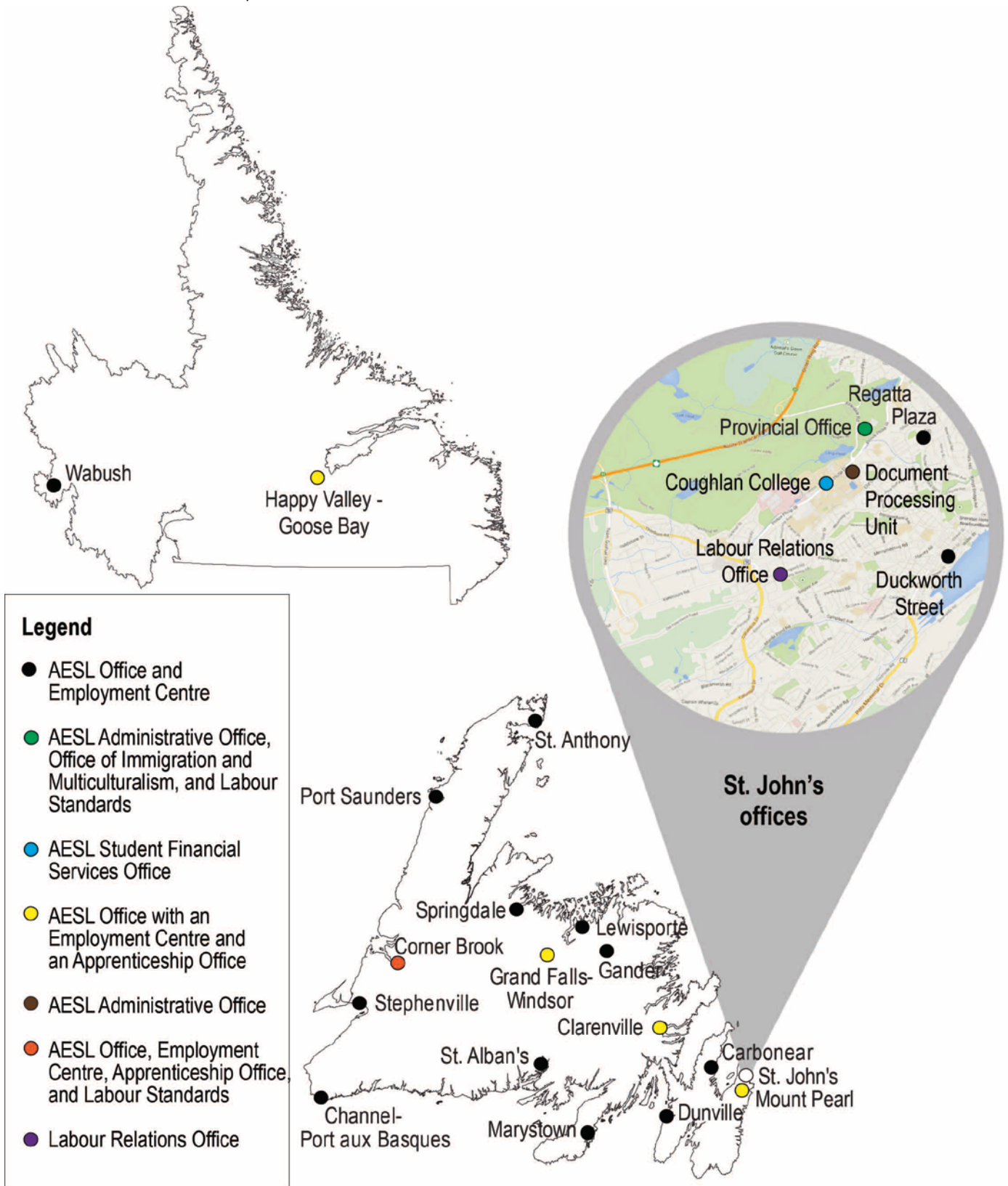
The eastern region includes seven service delivery offices with Employment Centres in the following areas:

- Carbonear
- Clarenville (including Apprenticeship)
- Marystown
- Mount Pearl (including Apprenticeship)
- Dunville
- St. John's - Duckworth Street
- St. John's - Elizabeth Avenue

The western region includes 12 service delivery offices with Employment Centres in the following areas:

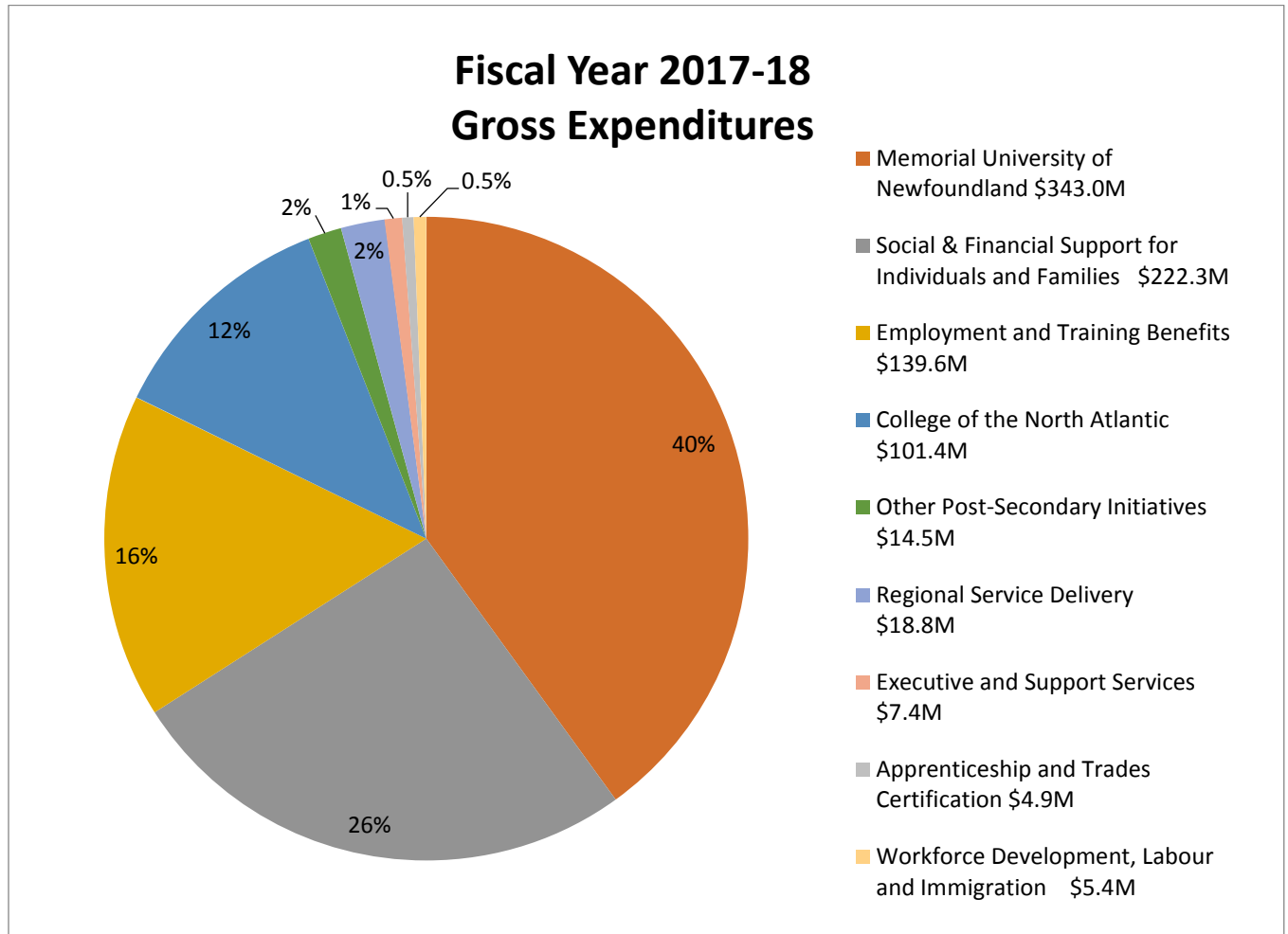
- Channel-Port aux Basques
- Corner Brook (including Apprenticeship and Labour Standards)
- Gander
- Grand Falls-Windsor (including Apprenticeship)
- Happy Valley-Goose Bay (including Apprenticeship)
- Lewisporte
- Port Saunders
- Springdale
- St. Alban's
- St. Anthony
- Stephenville
- Wabush

The following map illustrates the 18 communities where offices of the Department of Advanced Education, Skills and Labour are located:



Expenditures

During the 2017-18 fiscal year, the department's gross expenditures were \$857.3 million. The following diagram shows the major expenditure categories:



At \$463.8 million, the greatest expenditure was in support of Post-Secondary Education including \$101.4 million for CNA, \$343.0 million for MUN, \$4.9 million for Apprenticeship, and \$14.5 million for other post-secondary education initiatives. Income and Social Development accounted for \$361.9 million, with \$222.3 million for income support for individuals and families and \$139.6 million focused on providing employment and training benefits under the Labour Market Development Agreement, the Labour Market Agreement for Persons with Disabilities, as well as other employment and training programs. Workforce Development, Labour and Immigration accounted for

approximately \$5.4 million, with Regional Service Delivery at \$18.8 million. The remaining \$7.4 million was for Executive and Support Services. A summary of expenditures and related revenue can be found in the 'Financial Information' section of this report.

Highlights and Partnerships

This section highlights accomplishments and work completed in collaboration with partners and stakeholders throughout the year. As evidenced by the following examples, collaboration yields real opportunities for Newfoundlanders and Labradorians to participate in the provincial economy. Collaboration also supports directions identified in The Way Forward, as working together is a means to attain better outcomes and a stronger economic foundation.

Working with Industry

In 2017-18, the department worked collaboratively and maintained partnerships with several industries, including priority sectors identified in The Way Forward, such as agriculture, aquaculture, and oil and gas industries, to help support growth and diversification of businesses.

- Funding was provided to the Newfoundland Aquaculture Industry Association (NAIA) to analyze the labour supply and demand of the industry; conduct a review of training capacity; and develop an Aquaculture Attraction and Retention Strategy to address employment issues, all to inform ways to strengthen the human resource capacity of the sector as a whole.
- The Newfoundland and Labrador Federation of Agriculture (NLFA) was also funded to develop labour market information for the agriculture and agrifoods sector.

- In the oil and gas sector, the department worked with the Newfoundland Ocean Industries Association (NOIA), via the Petroleum Industry Human Resources Committee (PIHRC), and approved funding to complete a skills gap analysis.

In April 2017, the Provincial Government announced a \$1.3 million training initiative for workers impacted by the closure of Kiewit Offshore Services in Marystown. Funding was provided to CNA Burin Campus to deliver training to members from Unifor Local 20 impacted by the closure. Training was provided in phases and focused on priority areas identified by the union, in collaboration with the Provincial Government. Courses in Construction Installer Training, and Non-Destructive Testing were still ongoing at the end of the fiscal year. Approximately 240 individuals completed training courses in the areas of:

- Industrial Safety,
- Certified Welding Bureau (CWB) Certification,
- Steel Fitter specialty training,
- Industrial Scaffolding,
- Painting and Coating specialty training, and
- Occupational Health and Safety.

In 2017-18, a special project order (SPO) was issued for the West White Rose Project. This order, which is a regulation issued by the Lieutenant Governor in Council, established a labour relations regime that is uniquely tailored to the requirements of the project. The SPO provides labour relations stability for the duration of the construction period and will contribute to its timely completion.

The department also partnered with industry to support the attraction and retention of newcomers as outlined below:

- The department partnered with the Provincial Advisory Council on the Status of Women to support employment mentorship and leadership opportunities for immigrant women, which also support the Provincial Government's Women's Employment Plan, as outlined in The Way Forward.

- As part of the project “Foreign Qualification Recognition in Newfoundland and Labrador: Developing Provincial Capacity”, the department hosted stakeholder engagement sessions in Grand Falls-Windsor, Gander, Corner Brook, Happy Valley-Goose Bay, and Labrador City. Forty participants attended sessions that provided information on immigration, an overview of the foreign qualification recognition project, a presentation from an organization implementing a project approved by the department, and a cultural competency training session.
- As more newcomers choose to make Newfoundland and Labrador home, fostering inclusive and welcoming communities is key to sustaining and growing our province’s workforce. In 2017-18, the department entered into a three-year partnership with Municipalities Newfoundland and Labrador to implement the Welcome NL pilot, premised on building community capacity to attract and retain newcomers in Corner Brook, Happy Valley-Goose Bay, Labrador City, Grand Falls-Windsor, and Gander.

Working across the Country

Collaboration with the Government of Canada and the Atlantic Provinces remains a priority for the department.

- In 2017-18, planning was completed to facilitate the transfer of the Atlantic Workforce Partnership (AWP) Secretariat office to Newfoundland and Labrador for a three-year period. The AWP was established by the Council of Atlantic Premiers to strengthen regional collaboration and cooperation in addressing skilled workforce issues and to prepare for existing and future economic opportunities. The transfer of the office resulted in the creation of two local positions and Newfoundland and Labrador will lead the responsibility for advancing regional initiatives identified as a strategic priority by the AWP for Atlantic Canada.
- Through the Atlantic Apprenticeship Harmonization Project (AAHP), the department continues to work with its Atlantic counterparts on the alignment of apprenticeship programs and systems in Atlantic Canada. With support from the federal government, the AAHP increases mobility of apprentices across Atlantic Canada,

increases apprenticeship completion rates, and helps address skills shortages in the Atlantic Provinces. In 2017-18, the AAHP finalized harmonization of 10 trades and 21 policies and processes. The AAHP project office was also transitioned to Newfoundland and Labrador for an 18 month period; the second phase of the project. The new office will be responsible for harmonization of an additional six Red Seal trades and maintenance of recent accomplishments, benefitting approximately 15,000 apprentices per year across Atlantic Canada.

- The department worked with its Atlantic counterparts and federal officials to continue the Atlantic Immigration Pilot Program to increase immigration to the Atlantic Provinces. This employer-driven program can facilitate an additional 442 newcomers and their families to Newfoundland and Labrador. The program is an innovative pilot developed to address labour shortages employers are experiencing in the four Atlantic Provinces, as a result of a declining workforce. This program provides opportunities for collaboration in attracting and retaining newcomers to the region.
- The department collaborated with the Atlantic Canada Opportunities Agency and Immigration, Refugees, and Citizenship Canada to leverage funding to support projects focused on newcomer settlement and integration, particularly in areas outside St. John's, and to increase employer and community cultural competency. Nearly \$400,000 in funding was provided to support four settlement and integration services, including community orientation and supports, informal and formal language services, and cultural awareness programs.

Working across the Public Sector and with Community-Based Organizations

The department worked collaboratively with provincial departments and community-based organizations to have a collective impact on complex policy issues.

- On February 6, 2018, the department facilitated the inaugural meeting of the Minister's Roundtable on Immigration, a key commitment in The Way Forward on Immigration in Newfoundland and Labrador. Led by the Minister of Advanced Education, Skills and Labour, the Roundtable on Immigration was the first of its kind in the province. It brought together representatives of various sectors including the business community, labour, the K-12 education system, post-secondary institutions, municipalities, community organizations and service providers. As a forum for discussion and collaboration, members combine efforts to find innovative ways to attract and retain more newcomers.
- An Interdepartmental Committee on Immigration was established in October 2017, with a mandate to facilitate better information sharing and collaboration between Provincial Government departments and agencies. Meetings were held to discuss areas of collaboration, including increasing the focus on hiring skilled immigrants for hard-to-fill positions, and initiatives to promote diversity and multiculturalism in the public service.
- In keeping with the requirement in the Minister's mandate letter to increase labour force participation for persons with disabilities, \$11.9 million was provided to community-based organizations to support 605 individuals in gaining work experience, and to improve supportive and supported employment in the province. These efforts also contribute to government-wide progress in implementing the final year of the Inclusion Action Plan which is designed to advance inclusion and increase access to meaningful participation in all aspects of society through the removal of and prevention of barriers. A profile of programs and supports provided by the department and its partners was also added to the departmental website.

- Examples of other partnerships with community groups include:
 - In excess of 300 agreements were signed with municipalities and community-based organizations to employ nearly 1,500 individuals under the Job Creation Partnership Program.
 - Over 1,700 students were hired by over 1,600 employers and organizations under the Student Summer Employment Program.
- As outlined in The Way Forward, developmental work was undertaken to support the creation of a Single Entry Medical Transportation Model with the Department of Health and Community Services, as well as planning to transfer Emergency Accommodations to the NL Housing Corporation from the Income Support Program, to advance work on a housing-first model of support.

Additional information on results, departmental accomplishments and collaboration are provided in the following Report on Performance section.

Report on Performance

Strategic Issue 1: Strengthening the Workforce through Education and Training to Achieve Better Outcomes

Developing a stronger workforce through post-secondary education and training is key to achieving better social and economic outcomes. Statistics Canada data consistently shows that higher levels of education lead to better employment outcomes (Statistics Canada, CANSIM Table 282-0004). The Department of Advanced Education, Skills and Labour identified the need to strengthen the provincial workforce through education and training as a strategic priority in its three-year strategic plan. Achieving better outcomes and building a stronger economic foundation are key aspects of The Way Forward. As a result, an incremental approach was chosen to fulfill this strategic issue over three years.

Strategic Issue One identified five priority areas in 2017-18 for strengthening the workforce:

- 1) Supported the Council on Higher Education.
- 2) Supported post-secondary infrastructure improvements.
- 3) Obtained input for developing an Adult Literacy Strategy.
- 4) Assessed and implemented options for education and training improvements.
- 5) Negotiated new Labour Market Transfer Agreements with the Government of Canada.

During the first year of the strategic plan, the department made significant process in implementing initiatives to fulfill its performance indicators. The results outlined in the forthcoming section provide details on the work completed in these important areas.

GOAL 1: By March 31, 2020, the Department of Advanced Education, Skills and Labour will have provided mechanisms to develop a highly educated and skilled workforce.

2017-18 OBJECTIVE RESULTS FOR GOAL 1

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 1	2017-18 Results
Supported the Council on Higher Education	<p>Full implementation of the Council on Higher Education activities began in 2017-18, to support the commitment outlined in The Way Forward to increase collaboration amongst MUN, CNA, and the Provincial Government. Established priorities include: strategic directions for public post-secondary education; reducing duplication of effort and expense; shared program areas; cost-effective international recruitment policies, standards and activities; student credit transfer arrangements; and other related matters. In 2017-18, the department supported the Council in:</p> <ul style="list-style-type: none"> • Developing and tabling its first three-year activity plan; • Providing secretariat support to plan and host two meetings (December 4, 2017 and March 12, 2018); • Advancing a request to appoint two student representatives; and • Creating an Advisory Committee to guide the work of the Council. <p>At its March 12, 2018 meeting, members approved the creation of three subcommittees to address identified priorities:</p> <ul style="list-style-type: none"> • Applied Research; • Articulation and Transfer; and • Indigenous Education.

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 2	2017-18 Results
Supported post-secondary infrastructure improvements	<p>During 2017-18, the department supported the leveraging of federal funding to refurbish facilities at publically funded institutions. Approximately \$5.8 million was received from the Government of Canada's Post-secondary Institutions Strategic Investment Fund (SIF) to help finance infrastructure projects at MUN and CNA.</p> <p>Authority was granted for MUN to award the tender for its Animal Resource Centre and site work commenced. MUN continued renovations to the Battery Facility, with the erection of structural steel, interior renovation and reconstruction work.</p> <p>Construction of MUN's \$325 million Core Science Facility continues on budget and on schedule and is set to open in fall 2020. The Provincial Government, working with MUN, secured up to \$99.9 million from the Federal Government's New Building Canada Plan fund to support construction of the facility. The Provincial Government is providing \$25.1 million to support this project and MUN is financing the balance remaining. The Core Science Facility will support teaching and research in MUN's Faculty of Science and Faculty of Engineering and Applied Science, and allow the University to conduct applied research with industry partners. The Core Science Facility will also house MUN's component of Ocean Frontier Institute (OFI), a partnership between MUN, Dalhousie University and the University of Prince Edward Island, that was awarded \$94 million by the Federal Government. MUN has been allocated \$34 million of this funding and MUN's contribution to the OFI will focus on sustainable aquaculture, fisheries, ecosystems, and communities research.</p> <p>The Provincial Government also granted approval for MUN to proceed with Energy Performance Contract upgrades with Honeywell. Savings generated by energy retrofits will cover the costs. This \$28.8 million project will improve the energy efficiency of buildings, reduce greenhouse gas emissions, and complete \$6 million of deferred maintenance.</p>

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 2	2017-18 Results
	<p>Construction of CNA's Heavy Equipment Centre of Excellence continued at the Bay St. George Campus, with completion of site work, foundations and structural steel in 2017-18. Total projected cost of the Heavy Equipment Center of Excellence is \$18.9 Million; approximately \$4.3 Million in expenditures were reported in 2017-18.</p> <p>CNA continued renewal and modernization projects, with designs completed and construction commenced at ten campuses in 2017-18. At CNA's Corner Brook campus, design and tendering activities continued on the Centre for Energy and Thermal Systems, as well as building envelope upgrades.</p>

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 3	2017-18 Results
Obtained input for developing an Adult Literacy Strategy	<p>An Adult Literacy Action Plan has been identified as a priority to provide a comprehensive approach to increasing adult literacy skills. To inform the development of an Adult Literacy Action Plan, five roundtable sessions took place during 2017-18: two in St. John's, and one each in Grand Falls-Windsor, Corner Brook and Happy Valley-Goose Bay. Invitations were extended to over 100 organizations, including community groups, post-secondary institutions, literacy organizations, businesses, labour organizations, and other invited groups. These sessions provided valuable information and views from approximately 80 individuals. Public consultations for adult learners also took place at training institutions where 180 adult learners participated. Input from individuals and organizations was also solicited through regular mail, email, by phone and online.</p>

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 4	2017-18 Results
Assessed and implemented options for education and training improvements	<p>The department undertook a number of initiatives in 2017-18 to improve education and training across several areas of its mandate.</p> <p><u>Apprenticeship and Trades Certification Division (ATCD)</u></p> <ul style="list-style-type: none"> • As committed in The Way Forward, the department strengthened apprenticeship training by developing more flexible delivery models which included transferring in-class block training to an online format for select trades. This was achieved in collaboration with Academy Canada and CNA. Online training in the five trades was developed in 2017-18 and will be available during the next training year, offered in addition to the existing in-class training options. The five trades with online content include: <ul style="list-style-type: none"> ○ Plumber, Construction Electrician, Welder and Carpenter at CNA; and ○ Automotive Service Technician at Academy Canada. • During 2017-18, ATCD invited applications from public and private training institutions for specialized training initiatives that meet current and emerging needs identified by industry stakeholders. Supported by labour market information, ATCD provided \$950,000 across 38 projects. Funded projects offer skilled tradespeople an opportunity to refresh, update or offer new skills for individuals who have been away from training for an extended period of time. • Developmental work for a new apprenticeship management system commenced in April 2017. The new system is being developed by six collaborating provinces. The common shared system will improve the experience and satisfaction of apprentices, journeypersons, training institutions and employers throughout each province. Aligning with government's commitments in The Way Forward, this project will replace many paper-based and time-consuming activities

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 4	2017-18 Results
	<p>with simplified online services. When implemented in 2019, online services will be available to apprentices, employers, and post-secondary institutions through the new system, improving supports and services for key user groups.</p> <p><u>Student Financial Services Division</u></p> <p>Two changes to the Canada-Newfoundland and Labrador Student Financial Assistance Program came into effect for the 2017-18 academic year:</p> <ul style="list-style-type: none"> • Students who apply online for student financial assistance instantly receive notification informing them that their application had been successfully submitted. In 2017-18, this instant email communication included the actual scheduled date that the students' application would be reviewed. • For the 2017-18 academic year, the student aid application process was revised to reduce the number of forms required from students. The necessary student consents and declarations were added to the application, eliminating the need for three separate forms: Student's Declaration Form, Consent and Signature Form; and the Canada Revenue Agency Signature Form. <p><u>Employment and Training Programs Division</u></p> <p>During 2017-18, the department expanded the Transitions to Work program by enhancing pre-employment supports, increasing job search assistance, and introducing new approaches to job placement services, with the support of community-based organizations. In an effort to enhance the recruitment process and ensure the program is focused on engagement of individuals in receipt of Income Support, the department strengthened its referral process in conjunction with the sponsoring community-based delivery agencies. In addition, the department introduced a greater emphasis on</p>

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 4	2017-18 Results
	<p>the employment planning component of the program with sponsoring agencies, to ensure that clients had employment plans in place following participation in the Transitions to Work program. Offered in six locations – Stephenville, Corner Brook, Marystown, Carbonear, St. John’s and Grand Falls-Windsor, the modified program will help secure entry-level employment and financial independence for clients. A total of 136 participants completed the program in 2017-18.</p> <p><u>Office of Immigration and Multiculturalism</u></p> <ul style="list-style-type: none"> • In 2017-18, the department continued to partner with the Association for New Canadians’ AXIS Career Services to provide employment, skills, career, and educational assistance and supports for newcomers and internationally-trained professionals in Newfoundland and Labrador. • Recognizing that former refugees represent a priority population in The Way Forward on Immigration in Newfoundland and Labrador, the department also entered into collaborative partnerships with Conservation Corps Newfoundland and Labrador, Association for New Canadians, and CNA and introduced pilot initiatives to facilitate the labour market integration of refugees in the province, premised on entrepreneurship, curriculum development, and internship experiences for former refugee youth. • The department entered into a partnership with the Association for New Canadians to provide up to 20 international student placements, and up to 20 international graduate internships, to facilitate workforce connections for international students and graduates.

2017-18 Objective	By March 31, 2018, the department will have initiated mechanisms to develop a highly educated and skilled workforce.
Indicator 5	2017-18 Results
Negotiated new Labour Market Transfer Agreements with the Government of Canada	<p>During 2017-18, the department received approval to enter into bilateral negotiations with the Government of Canada to develop and sign modernized Labour Market Transfer Agreements (LMTAs). Through the Atlantic Workforce Partnership and the Forum of Labour Market Ministers, the department collaborated with counterparts throughout the country to discuss bilateral and multilateral negotiation items and develop common negotiation positioning to ensure the new generation of labour market transfer agreements best reflect the needs of provinces and territories.</p> <p>During the fiscal year, the provincial negotiating team, represented by the Departments of Advanced Education, Skills and Labour, Justice and Public Safety, and the Intergovernmental and Indigenous Affairs Secretariat, met with federal officials for twelve negotiation meetings. Negotiations concluded on March 21, 2018 and an amended Labour Market Development Agreement and new Workforce Development Agreement were signed on March 28, 2018.</p> <p>These new LMTAs concentrate on outcomes that are client-focused, flexible and responsive to the needs of individuals, workers, employers and under-represented groups including Indigenous People. Under these agreements, the province will receive approximately \$900 million in federal funding over six years, including approximately \$80 million in incremental federal funding.</p>

Discussion of Results

Given results are cumulative over the three years of the plan, the department uses the Discussion of Results section to report on progress in areas that are not profiled in the 2017-18 Report on Performance. This section discusses the overall level of success in addressing the three-year goal indicators that contribute to the overall strategic issue.

Revitalization of College of the North Atlantic

Much support was provided in 2017-18 towards the revitalization of College of the North Atlantic (CNA) in modernizing its operations and campuses. In April 2017, CNA released 'CNA Modernization Plan 2019' in response to the Provincial Government's request that it undertake an administrative review to identify areas to further build its capacity. The plan provided a reflective look at the College's operations over the last several years and introduced a number of initiatives to enhance the College's ability to become an institute of higher learning that meets stakeholder needs.

The department provided advice and oversight throughout the completion of the review and the development of semi-annual updates. CNA has introduced actions that have enhanced its operations in the areas of financial accountability, teaching and learning, and responsiveness to labour market demands, and ensured quality education that reflects regulatory requirements. Departmental support continues as CNA implements actions to upgrade its information technology systems, advance human resource planning, and further explore enhancements to its academic planning, enrolment management and administration process, all resulting in quality programming that continues to be reflective of labour market and student demand.

The department recognized the College's infrastructure priorities and provided administrative and financial support to leverage funding from the Government of Canada to refurbish current facilities for the Centre for Energy and Thermal Systems at the Corner Brook campus, construct the new Heavy Equipment Centre of Excellence at the Bay St. George campus, and complete priority deferred maintenance projects throughout the province.

Program Redesign to Improve Delivery of Programs and Services

In working toward improving programs and service delivery as outlined in The Way Forward, the department developed and published [15 service standards](#) for programs and services. These standards include average timelines for decisions, and provide more transparency and clarity for the public on how decisions are made. Establishing service standards for program delivery has several benefits. For the Provincial Government, published service standards serve to promote and inform. The public learn about programs, application and approval processes, and how long to expect to wait for decisions. Most importantly, service standards mean consistent service delivery and expectations to the public – people depending on AESL know they can expect consistent delivery and timelines no matter where they access these programs and services. Lean assessment principles were also used to identify ways to improve services, as outlined below:

- The [Linkages Program](#) provides youth up to age 30 years with supports for completing education or attaching to employment. A Lean assessment was initiated in June 2017 to review the administration of the program. By streamlining business processes, the Linkages Lean team reduced wait times and enhanced transportation supports by maximizing system resources for assessment and eliminating forms.
- A Lean review of the [Student Summer Employment Program](#) also commenced in late 2017-18. This review resulted in the standardization across all 19 Employment Centres in the assessment of applications and notification of employers.
- A Lean review of the block training class call process for apprentices was also conducted, streamlining a number of areas including forms, applications, workflows, and business processes.
- Approximately \$439,000 in funding was provided to Canadian Manufacturers and Exporters to deliver Lean training to manufacturers throughout Newfoundland and Labrador. Lean training will support the labour force in identifying effective methods of reducing waste within the manufacturing process, while developing a culture of continuous improvement.

Looking Forward: 2018-19 Indicators for Strategic Issue 1

Year 2 Objective: By March 31, 2019, the department will have continued mechanisms to develop a highly educated and skilled workforce.

Indicators of Success:

1. Facilitated the establishment of terms of reference and an independent committee to conduct a review of the public post-secondary system in the province.
2. Provided policy support to advance post-secondary infrastructure enhancements.
3. Developed a new Adult Literacy Action Plan.
4. Continued final phases for development of the new shared apprenticeship management system.
5. Offered online learning for the trades of Plumber, Construction Electrician, Welder, Carpenter, and Automotive Service Technician.
6. Enhanced employment programming to benefit individuals and employers.

Strategic Issue 2: Contributing to a Stronger Economic Foundation and Labour Environment

Labour market conditions are impacted by demographics, changes in the labour force, and fluctuations within industries, as well as other global variables. Like many jurisdictions, Newfoundland and Labrador is facing demographic challenges with an aging population and an increased requirement for new workers.

The Way Forward recognizes the need to improve the economic landscape of the province and requires a whole-of-government approach to creating conditions necessary for new private sector job creation and economic growth. Accordingly, the Department of Advanced Education, Skills and Labour identified the need to contribute to the development of a strong labour supply as a strategic priority. There are many opportunities to encourage and support a stronger labour environment, including: increasing immigration; removing or reducing barriers to employment; providing accurate labour market information to forecast opportunities; as well as providing employment supports and mechanisms. Strategic Issue Two identified seven priority areas in 2017-18 to contribute to a stronger economic foundation and labour environment:

- 1) Initiated implementation of The Way Forward on Immigration.
- 2) Established a framework for the development of a comprehensive human resource plan.
- 3) Engaged with key sectors to assess labour market needs.
- 4) Assessed the minimum wage review mechanism.
- 5) Reviewed national labour policy directions.
- 6) Assessed current delivery models for income and employment support programs and services.
- 7) Launched the Newfoundland and Labrador Research and Innovation (NLRI) program.

The department made significant progress during the first year of the strategic plan, in implementing initiatives to fulfill its performance indicators. The results outlined in the forthcoming section provide details on the work completed in these important areas.

GOAL 2: By March 31, 2020, the Department of Advanced Education, Skills and Labour will have contributed to a strong labour supply that meets evolving labour market demands.

2017-18 OBJECTIVE RESULTS FOR GOAL 2

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 1	2017-18 Results
Initiated implementation of The Way Forward on Immigration	<p>Significant progress has been made in 2017-18 to bolster the foundation for achieving 1,700 newcomers annually by 2022, as committed to in The Way Forward: An Immigration Action Plan.</p> <p><u>Increasing Immigration Services</u></p> <ul style="list-style-type: none"> Assessed options and recommended a phased approach for a new online case management system to support the Newfoundland and Labrador Provincial Nominee Program (NLPNP) and Atlantic Immigration Pilot Program. Development work was completed to provide online application supports for applicants. Worked with the Government of Canada to explore opportunities and commenced negotiations for introducing new categories in the NLPNP, including the International Entrepreneur and International Graduate Entrepreneur categories, by reviewing and identifying policy and legislative changes. Continued implementation of the new Atlantic Immigration Pilot Program (AIPP) with Atlantic counterparts, launched in March 2017 to help Atlantic businesses attract international graduates and skilled foreign workers. Over 50 in-person engagement sessions were conducted in communities throughout the province along with monthly online information sessions for employers and applicants (in-province and abroad). As of March 2018, there were 130 Newfoundland and Labrador employers designated to hire up to 390 international workers.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 1	2017-18 Results
	<ul style="list-style-type: none"> • Worked with post-secondary institutions to support international student recruitment, increase pathways to permanent residency for international graduates, and link international graduates to labour market supports and programs. Presentations, meetings, and information sessions were held with over 300 students and 30 employers in attendance. <p><u>Increasing Awareness of Immigration and Promoting Opportunities in Newfoundland and Labrador</u></p> <ul style="list-style-type: none"> • Facilitated the participation of provincial employers and associations to attend a series of international recruitment events and led provincial delegations to Belgium, France, Ireland, the Netherlands and Scotland. • Released a comprehensive guide to help newcomers, employers, communities, and all Newfoundlanders and Labradorians better understand immigration to the province. • Released the 2018 Diversity Calendar that publicly acknowledges cultural events and holidays celebrated by all Newfoundlanders and Labradorians, including newcomers to the province. • Partnered with the Federation Francophone de Terre Neuve et Labrador to participate in Francophone immigration events, including Destination Canada, regional France recruitment events, and a virtual job fair.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 2	2017-18 Results
Established a framework for the development of a comprehensive human resource plan	<p>As stated in The Way Forward, the Provincial Government is committed to the development of a comprehensive human resource plan to support sector diversification and the development of a productive and knowledge-intensive economy. Planning began in April 2017 on the development of the comprehensive human resources plan.</p> <ul style="list-style-type: none"> • On January 9, 2018, the interdepartmental Labour Market Information Governance Committee (co-chaired by AESL and Finance) held a LMI forum that brought together users and producers of LMI including various provincial government departments, post-secondary institutions and employers. Discussions were held on the current use of LMI and gaps observed with suggestions on advancing LMI development and usage within Newfoundland and Labrador. • The department actively participates as a board member on the recently created Labour Market Information Council (LMIC). The LMIC's board consists of senior executives from Provincial and Territorial governments across Canada with representatives from both Employment and Social Development Canada and Statistics Canada. This pan Canadian group is focused on expanding and enhancing LMI within Canada and the provinces and territories. • The department is an active member in the Atlantic Workforce Partnership (AWP) LMI working group. Members include provincial staff who are key LMI contacts for each jurisdiction. Its purpose is to share information and discuss enhancing LMI on both an Atlantic Canadian and Provincial level through sharing of best practices and engaging in data analysis and research activities.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 2	2017-18 Results
	<p>Through collaborative efforts such as these, the department has built a solid foundation of knowledge upon which to proceed with the development of the comprehensive human resource plan in 2018-19. Collaboratively, work will continue to identify skills gaps and future skills to inform the comprehensive human resource plan. The plan will assist in workforce planning for individuals and businesses. The plan will also consider the needs of under-represented groups in the labour market, such as persons with disabilities, youth, Indigenous People, older workers, and newcomers to the province.</p>

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 3	2017-18 Results
Engaged with key sectors to assess labour market needs	<p>The Way Forward calls for increased collaboration with sector associations and industry groups to better respond to their private sector labour market needs and support industry diversification. During fall 2017 and winter 2018, the department participated on steering committees for the aquaculture, agriculture and technology sectors, as established by the Cabinet Committee on Jobs. Through these committees, and other department-led initiatives, the department actively engaged with industry experts, sector organizations and business operators/employers, employees and academia to help map out labour market needs to meet sector specific demands and inform the development of the comprehensive human resource plan.</p> <p>As part of the industry action plans released for the agriculture, aquaculture, and technology sectors, the department committed to supporting LMI industry-led initiatives. The department used Labour Market Partnerships (LMP) funding to support sector specific research into labour market needs for these sectors. During 2017-18, the department:</p> <ul style="list-style-type: none"> • Provided \$198,759 in LMP funding to the Petroleum Industry Human Resources Committee (PIHRC), Newfoundland Ocean Industries Association (NOIA) and Canadian Association of Petroleum Producers (CAPP) to develop an industry gap analysis, noting the labour market skills and training needs of the oil and gas sector. This nine-month initiative will inform the comprehensive human resource plan, and assist in labour market planning for the oil and gas industry. • Provided \$396,551 in LMP funding to the Newfoundland Aquaculture Industry Association (NAIA) and \$242,825 to the Newfoundland and Labrador Federation of Agriculture (NLFA) to develop human resource plans, labour market information tools, and conduct an assessment of training needs.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 3	2017-18 Results
	<ul style="list-style-type: none"> • Established collaborative relationships with industry associations in the technology sector including the NL Environmental Industry Association, NL Association of Technology Industries, Atlantic Canadian Aerospace and Defense Association and Canadian Manufacturers and Exporters. • A labour market information (LMI) forum was held on January 9, 2018 with key stakeholder groups (i.e. post-secondary institutions, industry stakeholders and the Provincial Government). The forum solicited input on LMI needs, shared effective practices, and forged new or strengthened existing relationships among key LMI stakeholders in the province, all to inform the development of a forthcoming comprehensive human resource plan, as committed to in The Way Forward.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 4	2017-18 Results
Assessed the minimum wage review mechanism	<p>As directed in the Minister's mandate letter, the department was tasked with consulting with labour organizations and employers to establish a consistent minimum wage formula that is reflective of changes to the cost of living.</p> <p>Workers, employers, labour and business organizations, anti-poverty, and student advocacy groups provided views on establishing a consistent minimum wage formula reflective of changes in the cost of living. Written submissions were received from the following groups: Canadian Federation of Independent Business, CUPE, Hospitality NL, MUN Students' Union, NDP, Newfoundland and Labrador Employers' Council, Newfoundland and Labrador Federation of Labour, Restaurants Canada, Retail Council of Canada, and St. John's Board of Trade, providing views on establishing a consistent minimum wage formula reflective of changes in the cost of living.</p> <p>Results from public consultations were analyzed in 2017-18 and the department released a summary report. Public response confirmed support for the commitment of the Provincial Government to establish a standardized approach for determining minimum wage that was tied to an inflationary measure and help ensure that future adjustments keep pace with increases in the cost of living.</p> <p>On February 20, 2018, the Provincial Government announced an increase to the minimum wage bringing the rate to \$11.15 effective April 1, 2018. The overtime wage rate was increased to \$16.73, which is 1.5 times the minimum wage rate. The increase, and future increases to take effect April 1 of each year, will be based on the percentage change in the National Consumer Price Index. Utilizing this national index ensures an open and predictable approach to reviewing and setting the minimum wage, as opposed to previous ad hoc approaches. All four Atlantic Provinces have now harmonized the date for minimum wage increases to April 1 annually. The Labour Standards Regulations have been amended to reflect these changes.</p>

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 5	2017-18 Results
Reviewed national labour policy directions	<p>During 2017-18, the department reviewed and researched various national labour policy areas to ensure that the Provincial Government maintained a responsive approach to addressing labour issues.</p> <p>Emerging policy areas included employment leave for individuals experiencing domestic violence and harassment, as well as options for pay equity (i.e. ensuring work of equal value is paid equally).</p> <p>In addition to this ongoing research, the Labour Standards Act was amended to ensure provincial legislation aligned with changes to the Canada Labour Code. The amendments acknowledge the challenges often faced by young families and those providing care to a sick family member and allow provincially-regulated employees to access new Employment Insurance benefits introduced by the Federal Government in 2017. Changes to the Labour Standards Act included:</p> <ul style="list-style-type: none"> • Expansion of parental leave so that parents can choose the option that best meets their family’s needs (standard parental benefits taken over 12 months or extended parental benefits taken over 18 months); • Expansion of eligibility to care for a critically ill child to include immediate and extended family members; and • Introduction of job protection of 17 weeks for caregivers who provide care to a critically ill adult family member. <p>The amendments also allow nurse practitioners to sign medical certificates for existing and new leaves, to help simplify the process.</p>

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 6	2017-18 Results
Assessed current delivery models for income and employment support programs and services	<p>Unemployed and underemployed individuals are a tremendous resource that can help address the province’s labour needs. Assessing how the department delivers services and supports provides an opportunity to implement improvements and may result in more effective employment supports.</p> <ul style="list-style-type: none"> • During 2017-18, the department reviewed assessment processes for income and employment support to identify potential synergies. Based on common factors to increase employability, applicants for income support benefits which presented with fewer barriers to work were fast-tracked and connected to staff at employment centres in select regions of the province. From August 2017 until March 2018, there were 343 individuals referred directly to employment support services during the application for income support process. • In 2017-18, the department also assessed the ability to expand Employment Assistance Services (EAS) through CNA. This resulted in the development of a new model for assessing employability around the province via the provision of employment supports and planning services by partners, as announced in December 2017. These services include helping EI-eligible individuals with job searches, resume writing, labour market information, as well as career development and employment needs assessments. A new collaborative model will be implemented in 2018-19. With CNA assuming an expanded role to provide EAS to support EI eligible individuals, AESL staff will be strategically positioned to work with additional income support clients, assisting them in increasing their employability by pursuing further education, updating their resumes, and preparing for job interviews.

2017-18 Objective	By March 31, 2018, the department will have commenced initiatives to support a strong labour supply.
Indicator 7	2017-18 Results
<p>Launched the Newfoundland and Labrador Research and Innovation (NLRI) program</p>	<p>In February 2017, the Provincial Government established the Workforce Innovation Centre (WIC) at CNA’s Corner Brook campus. The WIC supports and funds innovative research, activities and projects that help Newfoundlanders and Labradorians gain and maintain sustainable employment. The WIC is funded through the Newfoundland and Labrador Research and Innovation (NLRI) program, under the Canada - NL Labour Market Development Agreement (LMDA), representing the first time in the province’s history that the measure has been utilized.</p> <p>In 2017-18, NLRI start-up funding of \$300,000 was used to establish the WIC office and \$1.5 million was allocated for approved research and innovation projects following a public call for proposals on May 24, 2017. Successful projects were selected based on their alignment with the vision for job creation and economic development in The Way Forward. As illustrative examples, in 2017-18, the Provincial Government allocated NLRI funding under the LMDA to:</p> <ul style="list-style-type: none"> • Hospitality Newfoundland and Labrador to support rural Newfoundlanders and Labradorians who wish to transition to work in the tourism sector. • MUN’s Genesis Centre to explore ways to increase entrepreneurship among women and immigrants in the technology sector. • The Social Research and Demonstration Corporation to develop and deliver an innovative training model for entry-level occupations in the aquaculture industry. • The Association for New Canadians, in partnership with MUN’s Grenfell campus, to develop and implement a program connecting refugees to employment opportunities in the province’s agriculture sector.

Discussion of Results:

Given results are cumulative over the three years of the plan, the department uses the Discussion of Results section to report on progress in areas that are not profiled in the 2017-18 Report on Performance. This section discusses the overall level of success in addressing a three-year goal indicator that contributes to the overall strategic issue.

Enhanced settlement supports for newcomers

Significant progress was made in supporting newcomers as part of the department's call for proposals for projects up to three years in duration to enhance settlement supports - a key factor in attracting and retaining immigrants. Examples included:

- Proposals were sought from service providers and community organizations to work with the department to provide settlement and integration services and supports. The department subsequently approved \$376,000 in project funding for community and settlement organizations, such as the Multicultural Women's Organization of Newfoundland and Labrador, the Association for New Canadians, and Sharing Our Cultures Inc.
- A Cultural Competency Toolkit and Online Newcomer's Guide to Newfoundland and Labrador was developed by the Association for New Canadians and submitted to the department in September 2017. Funding for this toolkit was supplemented by a two-year partnership to conduct cultural competency training for provincial employers and workplaces throughout the province, free of charge.
- The department funded 19 events across Newfoundland and Labrador to promote inter-cultural understanding during Multiculturalism Week. Held annually during the third week of March, Multiculturalism Week celebrates diversity in our province and the contributions of newcomers to the cultural fabric of Newfoundland and Labrador.
- The Labour Market Integration Program for Refugees initiative was launched. This initiative is designed to enable service-providing organizations and

communities to develop and launch demonstration programs to attach refugees to the labour market more quickly. Four demonstration projects were funded by the department that promote and encourage local employers' understanding of the benefits of employing refugees; facilitate refugees' knowledge of the Canadian work environment; and directly assist refugees in attaching to the labour market through work experience or placement opportunities.

- Approved and funded a project for the Federation Francophone de Terre Neuve et Labrador to introduce Francophone immigrant settlement services in St. John's and regions throughout the province.
- Provided funding for the Association for New Canadians to deliver Workforce and Language Connections programming to facilitate labour market integration and language enhancement.
- Supported Sharing Our Cultures Inc. to assist in enhancing awareness of multiculturalism in the K-12 school system by providing funding for the Sharing Our Cultures Program.
- The department entered into a three-year partnership with the St. John's Board of Trade, in collaboration with the Exploits Regional Chamber of Commerce, the Gander and Area Chamber of Commerce, and the Greater Corner Brook Area Board of Trade, to help immigrants and newcomers, including international students and graduates, in building their professional network, secure relevant jobs and remain in the province through the Connector Program.
- Assisted the Multicultural Women's Organization of Newfoundland and Labrador and the Bethesda Pentecostal Church to offer informal English conversation classes.
- In partnership with the Government of Canada, the department funded foreign credential recognition initiatives such as: using Lean to review licensing assessment processes and enhancing pathways to licensure for internationally trained physicians; creating resources to help internationally educated licensed

practical nurses (LPN) understand legislation, regulations, standards of practice, and codes of ethics for LPNs working in NL; and developing bilingual kits to assist with understanding the credential assessment and recognition process in health-related services.

- Provided funding to MUN's Internationalization Office to develop cultural competency training in the public service that promotes attitudes, behaviours, and skills that enable a diverse group of individuals to work together effectively. Fifty provincial government employees completed the program, including staff from the Office of the Child and Youth Advocate.
- Provided funding to MUN's English as a Second Language Program to create online learning modules for the delivery of technology-mediated language learning.
- Supported MUN's Grenfell Campus to set up an Internationalization Working Group, focused on settlement supports.
- Supported the Local Immigration Partnership with the City of St. John's, to develop and host a Service Mapping Database. This is accessible in the form of an interactive Google-driven map which highlights programs and services assisting settlement and integration.

Looking Forward: 2018-19 Indicators for Strategic Issue 2

Year 2 Objective: By March 31, 2019, the department will have continued initiatives to support a strong labour supply.

Indicators of Success:

1. Expanded immigration services.
2. Increased settlement services to support retention rates of immigrants.
3. Developed the comprehensive human resource plan.
4. Implemented changes to align provincial and federal workplace leave arrangements.
5. Supported labour market research under the Newfoundland and Labrador Research and Innovation Program.
6. Enhanced case management approaches for individuals receiving financial support.

Opportunities and Challenges

In its pursuit to deliver quality services more efficiently and cost-effectively and by reviewing its strengths and areas that need improvement, the department has identified challenges which in turn may yield opportunities to improve programs and services. In collaboration with our partners, we will:

- Facilitate the independent review of the public post-secondary system to study how our system compares to other jurisdictions and provide options for the department to consider to achieve better post-secondary outcomes, in a way that maximizes the investment in post-secondary education.
- Support implementation of recommendations from the Premier's Task Force on Improving Education Outcomes by providing youth apprenticeship and cooperative education opportunities.
- Continue to support private sector diversification by providing career development opportunities for youth in key sectors such as agriculture, aquaculture, oil and gas, mining and forestry, and technology.
- Continue to implement The Way Forward on Immigration in Newfoundland and Labrador, undertaking initiatives such as streamlining immigration application processes, providing online applications, and inviting immigrant entrepreneurs through the Provincial Nominee Program.
- Consult with labour, unions, and key stakeholders on possible amendments to the **Labour Relations Act** that would support the collective bargaining process in instances of protracted labour disputes.

Financial Information

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2018 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
Executive and Support Services				
	Minister's Office	235,885	259,500	259,500
	Executive Support	985,766	1,065,200	1,065,200
	Administrative Support	5,043,437	5,328,200	5,276,200
	Program Development & Planning	1,176,704	1,224,100	1,147,100
Regional Service Delivery				
	Client Services	18,757,961	19,340,100	19,392,100
Income and Social Development				
	Income Assistance	221,710,277	223,979,100	223,877,800
	National Child Benefit Reinvestment	363,117	380,000	380,000
	Mother/Baby Nutrition Supplement	200,755	278,500	278,500
	Employment and Training Programs	1,665,620	1,692,100	1,506,400
	Employment Development Programs	7,563,912	8,736,000	8,736,000
	Labour Market Development Agreements	108,226,484	108,677,200	100,388,200
	Canada/NL Job Fund Agreement	6,666,349	7,851,600	6,257,000
	Labour Market Adjustment Programs	4,584	1,076,100	1,076,100
	Employment Assistance Program for Persons with Disabilities	9,279,530	9,460,100	9,460,100
	Youth Services	6,190,988	6,678,300	6,678,300
Workforce Development, Labour and Immigration				
	Workforce Development and Productivity Secretariat	1,579,168	1,903,700	1,917,700
	Office of Immigration and Multiculturalism	1,673,509	2,222,500	2,290,000
	Labour Relations	591,397	695,200	666,200
	Standing Fish Price-Setting Panel	177,174	209,500	209,400
	Labour Standards	632,577	541,400	541,400
	Labour Relations Board	762,566	783,000	751,100
Post-Secondary Education				
	Apprenticeship and Trades Certification	4,890,932	5,036,900	4,874,600
	Literacy and Institutional Services	3,253,188	5,358,300	5,326,400
	Atlantic Veterinary College	1,200,415	1,238,800	1,238,800
	Memorial University- Operations	315,617,200	315,617,200	316,092,200
	Memorial University- Physical Plant & Equipment	27,400,375	27,606,900	15,601,500

Summary of Expenditure and Related Revenue for the Year Ended March 31, 2018 (unaudited)				
		Actual Expenditure	Amended Budget	Original Budget
		\$	\$	\$
	College of the North Atlantic- Operations	89,091,300	89,091,300	89,091,300
	College of the North Atlantic- Physical Plant & Equipment	12,306,780	16,590,000	29,090,000
	Student Financial Services- Administration	1,503,935	1,557,400	1,557,400
	NL Student Loans Program	1,838,938	2,183,000	5,683,000
	Training Programs	6,738,891	6,786,000	10,000,000
	Total Gross Expenditures	857,329,714	873,447,200	870,709,500
	Total Revenue	(157,863,218)	(171,717,900)	(171,717,900)
	Total Net Expenditures	699,466,496	701,729,300	698,991,600
	BRANCH TOTALS			
	Executive and Support	7,441,792	7,877,000	7,748,000
	Regional Service Delivery	18,757,961	19,340,100	19,392,100
	Income and Social Development	361,871,616	368,809,000	358,638,400
	Workforce Development, Labour and Immigration	5,416,391	6,355,300	6,375,800
	Post-Secondary Education	463,841,954	471,065,800	478,555,200
	TOTAL DEPARTMENT GROSS EXPENDITURES	857,329,714	873,447,200	870,709,500

Expenditure and revenue figures are based on public information from the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the year ended March 31, 2018. Audited financial statements are a requirement at the government level and are made public through the Public Accounts process; however, the Department of Advanced Education, Skills and Labour is not required to provide a separate audited financial statement.

Appendices

Appendix A – Contact Information

Further information about the services offered by the Department of Advanced Education, Skills and Labour may be obtained from the department's web site at www.aesl.gov.nl.ca or by contacting the Department at Confederation Building, 3rd Floor, West Block, P.O. Box 8700, St. John's, NL, A1B 4J6; Telephone: (709) 729-2480.

To access income support services:

Eastern Region

- Residents in all communities from Clarenville to St. John's, including the Avalon, Bonavista and Burin Peninsulas, please call: (709) 729-7888 or toll-free 1-877-729-7888.

Western Region

- Residents in all Labrador communities, please call toll-free at: 1-866-449-3144.
- Residents in communities on the Northern Peninsula heading east, including Corner Brook, Port aux Basques, up to Hampden, please call toll-free at: 1-866-417-4753.
- Residents in all communities heading east from Howley, including the Baie Verte Peninsula, Central Newfoundland and the Connaigre Peninsula up to Charlottetown, please call toll-free at: 1-888-632-4555.

To access career, employment and labour market information, call the Labour Market and Career Information Hotline at 1-800-563-6600; TTY: 1-877-292-4205; or, visit gov.nl.ca/labourmarketinformation. For in person employment assistance, visit one of the 19 Employment Centres around the province; locations can be found at www.aesl.gov.nl.ca/career/employment_centres.pdf.

Labour Standards staff are available to interpret and address enquiries on the rights and responsibilities pertaining to a broad range of employment issues or labour standards. For more information, contact the division: toll-free at 1-877-563-1063; St. John's Office (709) 729-2742; Corner Brook Office (709) 637-2364; or visit www.aesl.gov.nl.ca/labour/nonunion/index.html.

To access the Labour Relations Division which provides mediation and supports for unionized environments, call (709) 729-2711 or visit www.aesl.gov.nl.ca/labour/union/index.html.

Office of Immigration and Multiculturalism staff are available to assist with questions regarding immigration programs, and settlement integration supports, as well as multiculturalism and diversity in Newfoundland and Labrador. To access information on immigration and multiculturalism, including information on the Atlantic Immigration Pilot Program, or the Newfoundland and Labrador Provincial Nominee Program, please call (709) 729-6607 or visit www.nlimmigration.ca.

To access Student Aid Services, call the Main Office toll-free at 1-888-657-0800; St. John's (709) 729-5849; Corner Brook (709) 637-7451; or visit www.aesl.gov.nl.ca/studentaid/index.html.

To access Apprenticeship and Trade Certification Services, call the Main Office toll-free at 1-877-771-3737; St. John's/Mount Pearl (709) 729-2729; Clarenville (709) 466-3982; Grand Falls-Windsor (709) 292-4215; Corner Brook (709) 637-2366; Happy Valley-Goose Bay (709) 896-6348 or, visit www.aesl.gov.nl.ca/app/index.html.

To access Adult Basic Education and adult literacy services, call (709) 729-6828.

For information regarding an access to information request or to inquire about the collection or use of your personal information, please contact the department's ATIPP Coordinator at (709) 729-4276.

Appendix B – Public Entities

The following public entities are supported by the Department of Advanced Education, Skills, and Labour, and prepare separate year-end reports:

- Memorial University of Newfoundland;
- College of the North Atlantic;
- Council on Higher Education;
- Labour Relations Board;
- Standing Fish Price-Setting Panel;
- Student Loan Corporation of Newfoundland and Labrador;
- Private Training Corporation;
- Memorial University Pension Plan;
- Provincial Apprenticeship and Certification Board;
- Income and Employment Support Appeal Board;
- Workplace-NL¹; and
- Workplace Health, Safety and Compensation Review Division¹.

Please Note: The Student Financial Assistance Appeal Board also reports to the Minister of Advanced Education, Skills and Labour but is not tabling a year-end report. The Student Financial Assistance Appeal Board did not have activity in the April 1, 2017 to March 31, 2018 period. In the event there is activity during 2018-19, the entity will submit a report as required under the **Transparency and Accountability Act**.

¹ Supported by the department but reporting through the Minister of Service NL.