

# Post-Secondary Education, Training and Labour

Annual Report  
**2014–2015**

**Post-Secondary Education, Training and Labour  
Annual Report 2014-2015**

Province of New Brunswick  
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## ***Transmittal letters***

### **From the Minister to the Lieutenant-Governor**

The Honourable Jocelyne Roy Vienneau  
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2014, to March 31, 2015.

Respectfully submitted,



Honourable Francine Landry  
Minister

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### **From the Deputy Minister to the Minister**

Honourable Francine Landry  
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 for the fiscal year 2014-2015.

Respectfully submitted,



Thomas Mann  
Deputy Minister



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# Minister's message

The Department of Post-Secondary Education, Training and Labour plays a key role in achieving our government's priorities to support New Brunswickers by creating more jobs, being fiscally responsible and being the best place in which to raise a family. As Minister, I feel this is an incredible opportunity and an important mandate.

As part of this mandate, the department fosters an educated and productive population by providing leadership, programs and services contributing to a prosperous New Brunswick.

It is important that we continue to reflect on this mission. Our impact is vast and is very inspiring when we consider the work done by our employees each day.

Whether it is providing support to allow a single parent to get the skills he or she needs for a job, giving youth a chance to develop skills in the workforce or helping newcomers become part of our communities - our work is making a difference in our province.

The people of New Brunswick need us to be aligned, focused and accountable to meet their needs. As we look to our opportunities, we need to celebrate our successes that improve the lives of New Brunswickers and bring us closer to reaching our goals, such as:

- launching the Youth Employment Fund, which provides an entry point to long-term employment for youths aged 18 to 29;
- increasing the minimum wage, benefitting thousands of New Brunswickers; and
- continuing the One-Job Pledge program so we can retain our trained young professionals.

New Brunswick continues to face economic challenges, and our government is committed to reviewing all programs to reduce expenditures across all departments. The Department of Post-Secondary Education, Training and Labour will continue to increase efficiencies through a commitment to Performance Excellence and a particular focus on the Strategic Program Review process.

As we move into the 2015-2016 fiscal year, I wish to thank our committed and professional staff who continue to administer excellent programs and deliver exceptional services to New Brunswickers.

A handwritten signature in blue ink, reading "Francine Landry". The signature is fluid and cursive, with the first name "Francine" being larger and more prominent than the last name "Landry".

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

# Deputy Minister's message

This year marked the completion of many key objectives for the Department of Post-Secondary Education, Training and Labour in fulfilling its mission of empowering 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.

As Deputy Minister, I am proud of the department's continued success in collaborating with stakeholders and other partners to host the provincial jobs summit; launch [NBjobs.ca](#); join the Atlantic Workforce Harmonization Partnership; and complete Phase 1 of the WorkSafeNB legislation review, including the establishment of the Workers' Compensation Appeals Tribunal as a separate entity and the enhancement of advocate services.

Collaboration is a major focus of our department. Department staff worked diligently with many stakeholders and partners to implement our government's priorities of supporting New Brunswickers by creating more jobs, being fiscally responsible and being the best place in which to raise a family.

The accomplishments listed above are just some examples of the many significant achievements during the year highlighted in this annual report.

Although New Brunswick faces continued economic challenges, our province is positioned for growth. The department and our government are underway with a thorough review of all programs to reduce expenditures.

I wish to thank the staff of our department for their dedication and commitment toward fulfilling our three key pillars: people, skills and jobs.

A handwritten signature in black ink that reads "Thomas Mann". The signature is written in a cursive style with a large, sweeping initial 'T'.

Thomas Mann  
Deputy Minister



# Strategic priorities

## Strategy 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 and continuously drive improvement.

The development of the strategy, using the formal management system, starts with a strategic vision of *Moving New Brunswick Forward*. This vision is anchored in four strategic themes which include:

- *More jobs*: Creating the best environment for jobs to be generated by New Brunswickers, by businesses, by their ideas, by their entrepreneurial spirit, and by their hard work. This includes providing seamless support to businesses, leveraging new technologies and innovation by supporting research and development, and developing a skilled workforce by improving literacy and education.
- *Fiscal responsibility*: Getting New Brunswick's fiscal house in order through a balanced approach to decrease costs and increase revenues.
- *Best place to raise a family*: Designing social programs to make life more affordable and make New Brunswick the best place to raise a family.
- *Smarter government*: Providing taxpayers with better value for their money by transforming the culture of government by eliminating waste and duplication, adopting new innovations in technology to improve services and savings and improving accountability measures.

# Highlights

Under the Workers' Compensation Legislative Review, amendments to the *Workplace Health, Safety and Compensation Commission Act* came into effect April 1, 2015. Changes included the creation of an external appeals tribunal, separate and independent from WorkSafeNB, based on competencies and reporting to the Minister under the *Workplace Health, Safety and Compensation Commission* and the *Workers' Compensation Appeals Tribunal Act*.



The New Brunswick Innovation Research Chairs program, delivered through the New Brunswick Innovation Foundation, fosters collaboration between academia and the private sector and helps attract and retain talent. The Chairs focus on research to help private-sector companies develop new and improved products and services from various sources of intellectual property. In 2014-2015, four Chairs were awarded under the program, with one each at the New Brunswick Community College, l'Université de Moncton, the University of New Brunswick and the Atlantic Cancer Research Institute.



Fifty-four private occupational training organizations were registered under the *Private Occupational Training Act*, covering 3,027 students.



GNB launched the Canada-New Brunswick Job Grant Program in January 2015. This employer-driven program invests in the skills development and employment needs of the workforce. It also helps businesses and organizations meet their training needs and to meet the skill requirements of existing jobs and new job opportunities.



Per recommendations in the provincial *Employment Action Plan for Persons with a Disability*, the department reviewed the Training and Employment Support Services program. The review resulted in new program guidelines. It is now easier to access and offers more support to persons with a disability wishing to pursue post-secondary training or employment.



The New Brunswick Public Library Service was the first public library system outside of Quebec to provide access to [pretnumerique.ca](http://pretnumerique.ca), a French e-book platform. In 2014, 1,479 patrons borrowed 4,691 items from a collection of 5,014 downloadable eBooks in the [pretnumerique.ca](http://pretnumerique.ca) platform.



Seven-hundred eighty-four inter-provincial Red Seals were issued to qualifying candidates. Of these, 235 were issued to trade qualifiers and 549 were issued to completing apprentices.



The Apprenticeship and Occupational Certification Branch worked with under-represented groups, and it continues to work with First Nations and women in non-traditional trades to increase the number of skilled trades people.



The department launched a new immigration pathway, the Express Entry Labour Market Stream, to attract highly skilled workers through the New Brunswick Provincial Nominee Program.



[NBjobs.ca](http://NBjobs.ca) will go live in May 2015. This is a jobs board that compiles all online job postings in the province in one place.



The department completed research projects, including the *2014 Survey of 2013 Graduates of the New Brunswick Community College* and the *New Brunswick Community College Three-Year Graduate Follow-up Survey: 2014 Survey of 2010-2011 Graduates*.

# Performance measures

<b>More jobs</b>	<b>Measures</b>
Prepare the workforce	Percentage of employment action plans closed with an employment result
Prepare the workforce	Percentage of participants who successfully complete the apprenticeship program
Create conditions for growth	Positions funded through the Workforce Expansion Program
<b>Fiscal responsibility</b>	<b>Measures</b>
Achieve sustainable budget	Ratio of actual to budgeted expenditures
<b>Best place to raise a family</b>	<b>Measures</b>
Foster diversity	Number of self-identified Aboriginals, persons with a disability and social assistance recipients using department programming.
Foster diversity	Retention rate of immigrants who stay in New Brunswick after two years
<b>Smarter government</b>	<b>Measures</b>
Drive a culture of continuous improvement	Dollars saved per continuous improvement

## More jobs

### Objective of the measure

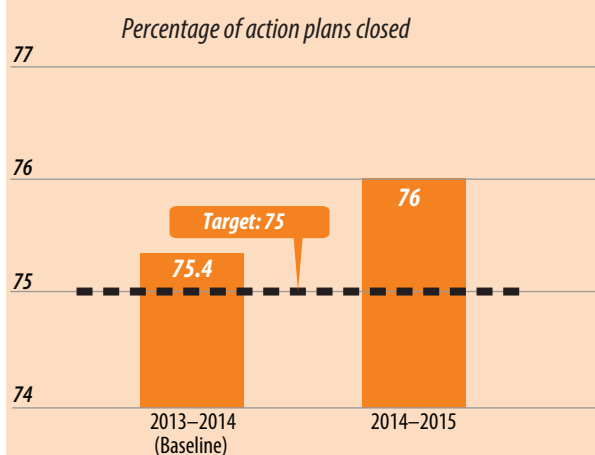
Prepare the workforce.

### Measure

Percentage of employment action plans closed with an employment result.

### Description of measure

The percentage of clients who have established an employment action plan with an employment counsellor or a third-party provider (contracted by the department) and had their action plan closed because the client was either employed or self-employed.



### Overall performance

76% of action plans were closed with an employment result.

### Why do we measure this?

Interventions supported through the Employment and Continuous Learning Services Branch aim to align programs, services, resources and learning opportunities so that the needs of clients and the labour market are met.

Employment and continuous learning programs provide the professional and financial support necessary for individuals, who require the additional support, to become attached to the labour force. Based on the results of an initial employability assessment (at intake), an employment action plan is developed with clients. The plan helps clients in career decision-making, planning, preparation for work and job searches.

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

The following activities were undertaken to achieve the outcomes noted above:

- fostered strong linkages with businesses and the community through events coordinated through the regional delivery teams;
- expanded the delivery of Workplace Essential Skills training to unemployed adult learners;
- increased work with clients and members of First Nations;
- provided professional development training to employment counsellors; and
- continued delivery of employment services by regional delivery teams and contracted service providers.

## More jobs

### Objective of the measure

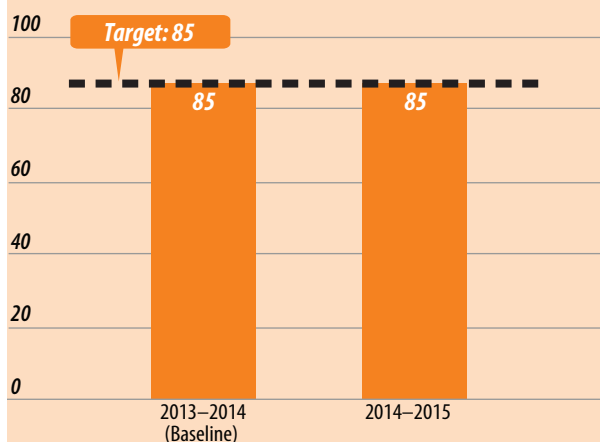
Prepare the workforce.

### Measure

Percentage of participants who successfully complete the apprenticeship program.

### Description of measure:

Apprentices who attain the required hours and necessary technical training are required to pass a final exam (which may include a practical portion) before they are awarded their diploma of apprenticeship and certified journey person credentials. This is a measure of the apprentices who pass that final exam in relation to all who attempt.



### Overall performance

The Apprenticeship and Occupational Certification Branch validates the curriculum taught by training providers for block training, ensuring the quality of instruction and coverage of content. This helps to ensure that the apprentices are taught the necessary information to put them in the best position to succeed. In conjunction with exam validation, learning strategists have been instrumental in improving the success rate for apprentices with a diagnosed learning disability. The ability to recognize work hours gained by an apprentice while working out of province facilitates exam writings, and consequently completion of the program.

### Why do we measure this?

A significant shortage in skilled trades workers is expected during the next 10 years as many of the existing trained workers retire. It is important to measure the percentage of apprentices succeeding in their chosen trade to ensure that the job needs of tomorrow will be met with qualified and skilled individuals.

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

The department started work in earnest on harmonizing apprenticeship training in the Atlantic provinces and to build an Information Technology platform for the four jurisdictions to use. The first 10 trades to be harmonized were announced, and expectations were set that these would have the same curriculum and sequencing of training by July 2017. This will make it easier for apprentices to go to where the work is in the Atlantic provinces and take their training without needing to return to their original province to do so. The project represents an investment of \$8.1 million – \$4.3 million from the Government of Canada and the other \$3.8 million in cash and in-kind contributions from the provinces.

The Apprenticeship and Occupational Certification Branch continues to work with industry partners to promote and engage under-represented groups in apprenticeship:

- The New Brunswick Teen Apprentice Program is a three-year pre-apprentice program for students starting in Grade 10. While still in high school, qualifying students begin to learn a skilled trade with a participating employer in their area. The program offers three paid summer work terms and high school trades course electives.
- The New Brunswick Mentor Apprentice Program is a unique mentor development program established by the New Brunswick Building and Construction Trades Council. Designed in cooperation with the branch, the program is focused on improving teaching and learning skills in the workplace for apprentices and their supervising journey persons.

# More jobs

## Objective of the measure

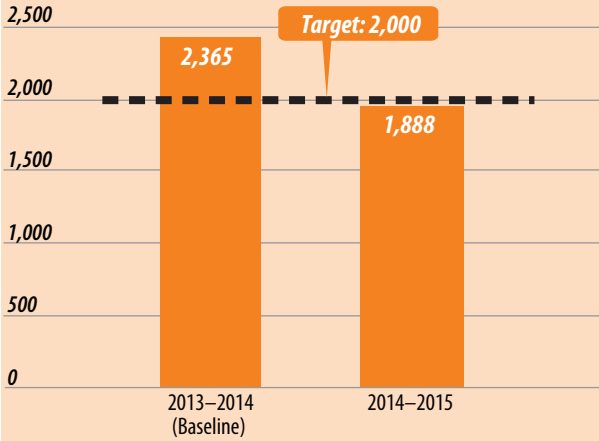
Create conditions for growth.

## Measure

Number of positions funded through the Workforce Expansion Program.

## Description of the measure:

This is a count of the number of positions created by New Brunswick businesses filled by unemployed individuals. The program offers an employer wage subsidy through four components: regular (regular business expansion); developmental (business growth related to new product lines or sector developments); Post-Secondary Education/One-Job Pledge (hiring of recent post-secondary graduates); and Self Employment Benefit.



## Overall performance

The program funded 1,888 positions. The target for 2014-2015 was influenced by results in 2013-2014, which saw an over-performance based on the One-Job Pledge initiative, which, in turn, greatly increased expectations for this indicator. The resources for One-Job Pledge in 2014-2015 provided for 600 positions (300 fewer than the previous year).

## Why do we measure this?

The objective of the Workforce Expansion Program is to stimulate the creation of long-term employment opportunities in the private sector, non-profit organizations or First Nations to help unemployed individuals with securing employment and to stimulate the hiring of identified priority groups.

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

The following activities were undertaken to achieve the outcomes noted above:

- continued implementation of the One-Job Pledge initiative;
- fostered linkages between employers and unemployed individuals through work experience opportunities (e.g., Workplace Essential Skills training placements);
- promoted the Canada Job Grant, which supported training of new hires and facilitated conversations with employers about the programs available through the department; and
- funded positions through the Workforce Expansion Employer Wage Subsidy program.

# Fiscal responsibility

## Objective of the measure

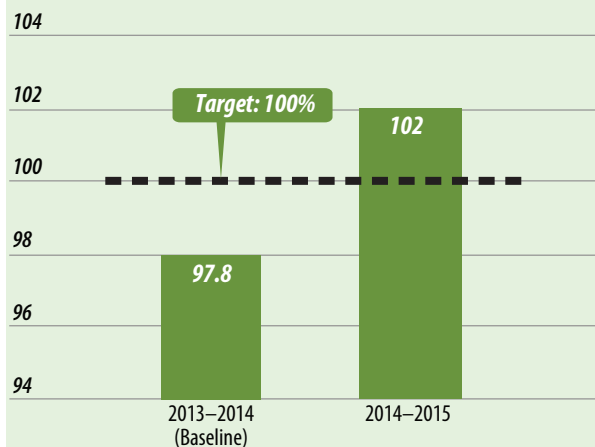
Achieve sustainable budget.

## Measure

Ratio of actual to budgeted expenditures.

## Description of measure

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



## Overall performance

The department's 2014-2015 gross budget was \$595,649,100. Expenditures totalled \$608,389,000, for variance to budget (over-expenditure) of \$12,739,900.

The variance is due to a number of variables, including increased expenditures recognized in Student Financial Services and increased uptake in employment programs. The department performs ongoing monitoring of expenses as well as Waste Walk projects and Lean Six Sigma projects. Its major programs are client-driven; therefore, demand has driven up expenditures in the fiscal year.

## Why do we measure this?

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

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

To achieve this target, the department completed the following projects:

- ongoing monitoring of expenses;
- Waste Walk projects; and
- Lean Six Sigma projects (please see measure - "dollars saved per continuous improvement").

# Best place to raise a family

## Objective of the measure

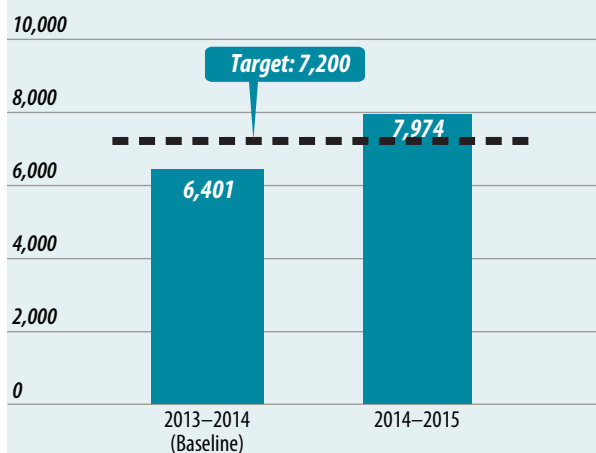
Foster diversity.

## Measure

Number of self-identified Aboriginals, persons with a disability and social assistance recipients using department programs.

## Description of measure

A count of the unique number of clients using employment and continuous learning programs and services who self-identified as being Aboriginal, a person with a disability and/or a social assistance recipient. A client may have engaged in one or multiple programs offered through the department. The count reflects only that the client was active in at least one program within the fiscal year.



## Overall performance

Strategic partnerships with the Department of Social Development and the Joint Economic Development Initiative (JEDI) as well as the ongoing implementation of the *Employment Action Plan for Persons with Disabilities* supported fiscal year results. A provincial Aboriginal coordinator position continues to be supported in partnership with JEDI as a link to First Nations and learning opportunities.

## Why do we measure this?

The department aims to provide an opportunity for all persons (in particular, Aboriginals, persons with a disability and social assistance recipients) to be included in the workforce and reach their potential. The department has employment and continuous learning programs designed specifically for underrepresented groups. Enhanced levels of support, where appropriate, may be used to ensure participation of under-represented groups in training and skills development.

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

The following are examples of projects undertaken to achieve the outcomes noted above:

- supported a provincial Aboriginal coordinator position through a partnership with JEDI to support linkages between Aboriginal peoples and adult learning opportunities;
- enhanced marketing and outreach to increase the number of people coming to the department, which led to greater numbers served and included specific events for persons with disabilities;
- piloted the Continuum Project in the Restigouche-Chaleur region, which targeted social assistance recipients. The training includes budgeting, essential skills, employability training and safety courses. It is for individuals whose occupational goals do not include post-secondary education; and
- increased access to Workplace Essential Skills program for social assistance recipients.



# Best place to raise a family

## Objective of the measure

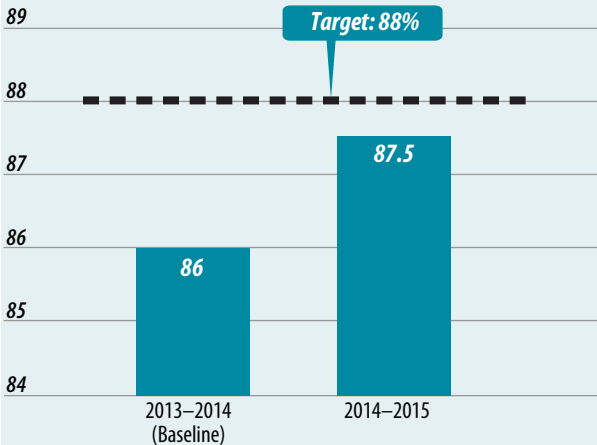
Foster diversity.

## Measure

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

## Description of measure

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



## Overall performance

GNB funds and offers a number of initiatives to help immigrants settle successfully in the province. An ongoing retention challenge (consistent with other provinces) continues to be that, under the *Charter of Rights and Freedoms*, immigrants have full mobility rights and are not required to come to or stay in New Brunswick once arriving in Canada.

## Why do we measure this?

GNB measures retention and looks at the type of immigrants who stay in New Brunswick. As a result, GNB can align its recruitment efforts to countries where immigrants can contribute to the economy and population through successfully settling in the province. This data capture the retention rates of nominees who land in New Brunswick and stay but not the nominees who were nominated under PNP and never actually arrive in New Brunswick.

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

Some of the activities undertaken to retain immigrants are:

- the department launched a renewed *Population Growth Strategy, 2014-2017* and the companion *Francophone Immigration Action Plan, 2014-2017*;
- GNB invested \$1.5 million in ensuring that New Brunswick communities are offering the settlement services necessary to ensure newcomers thrive in the province;
- in partnership with the Government of Canada, GNB continued to improve the foreign credential recognition process;
- GNB supported a range of services for business immigrants, including funding five Business Immigration Mentorship Programs, and launched a business incubator program in Moncton, La Ruche, which focused on helping immigrant entrepreneurs transition their businesses to financially viable companies.

# Smarter government

## Objective of the measure:

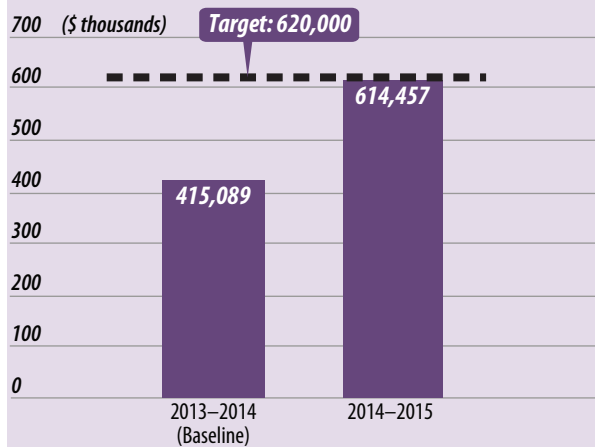
Drive a culture of continuous improvement.

## Measure

Dollars saved per continuous improvement.

## Description of measure

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



## Overall performance

The department realized \$614,457 in savings or increased cash flow through formalized continuous improvement efforts.

## Why do we measure this?

Measuring the progress on the department's Process Improvement initiatives indicates how well it is doing in eliminating and controlling costs by managing smarter through increased efficiencies.

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

The following projects helped the department reach 99 per cent of its target:

- College Admission Services - to determine the most effective and efficient manner to perform the admissions function;
- Population Growth - to streamline immigration application process;
- Student Financial Services application process - to find efficiencies to allow for improved customer service;
- Training and Skills Development funding - to make it more efficient for employment counsellors to submit applications; and
- Imaging - to create efficiencies by standardizing systems within the department.

# Overview of departmental operations

The mission of the Department of Post-Secondary Education, Training and Labour is three-fold: people, skills and jobs. The department empowers 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 vision of the department is a prosperous New Brunswick, where post-secondary educational institutions, businesses and government collaborate to encourage innovation, diversity and employment opportunities.

The goal of the department is a future where:

- New Brunswickers know where the job opportunities are and know the department's training and programs are aligned to meet these needs;
- opportunities are provided to youth to stay in and return to New Brunswick.
- New Brunswick has grown its population and increased the workforce participation rate of all New Brunswickers;
- the department has stronger relationships with

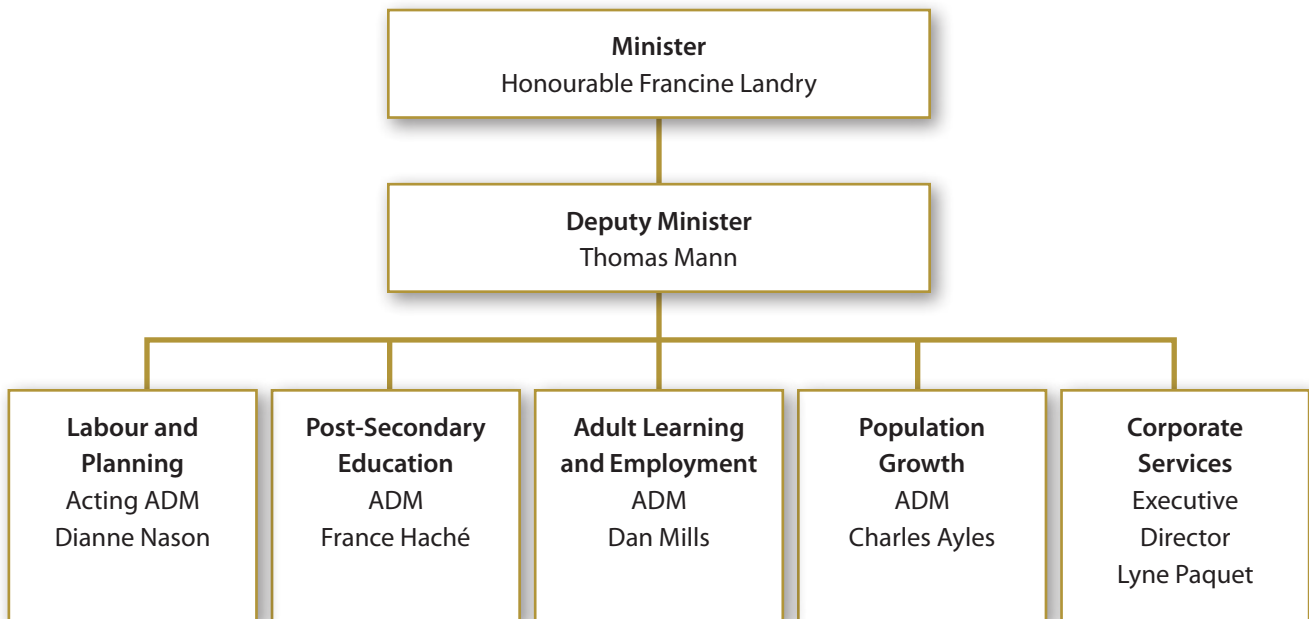
multi-sectorial partners with clear roles and expectations;

- the department is aligned, focused and accountable with strong leadership and a team that embraces change; and
- department employees are confident about their ability to influence the future of New Brunswick.

## Key result areas:

- People
  - Stimulate growth and diversity in the population.
  - Invest in the youth population.
  - Ensure labour policy and legislation are progressive.
- Skills
  - Improve literacy and essential skills; accelerate training and education opportunities.
  - Enhance experiential learning opportunities.
- Jobs
  - Create opportunity for all New Brunswickers.
  - Connect people to jobs and jobs to people.
  - Invest in employment programs and services.

## High-level organizational chart



# Division overview and highlights

## Labour and Planning Division

The Labour and Planning Division is mandated to provide services to the public through the administration of various acts and regulations over which the department or the Minister is responsible. The division supports the department through policy development; research and analysis; labour market information; and legislative and regulatory services. It conducts surveys and evaluates programs.

The division consists of the Industrial Relations Branch, the Employment Standards Branch, Office of Workers' Advocates, Office of Employers' Advocates, the Strategic Services Branch and the New Brunswick Human Rights Commission.

The **Industrial Relations Branch**, on behalf of the department, administers the *Industrial Relations Act* and its regulations by promoting labour management relations in the unionized private and quasi-public sectors. Its key focus area is providing conciliation and mediation services.

The branch facilitates harmonious 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 the parties overcome impasses during negotiations through the appointment of a conciliation officer, mediation officer, conciliation board, arbitration board or a combination thereof. It provides preventive mediation services to promote healthy labour relations between the parties while a collective agreement is in force.

The branch consists of a director, four mediators, one research officer and one administrative support person.

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

The branch is responsible for representing the director at hearings before the New Brunswick Labour and Employment Board. A key mandate is to raise awareness and educate employers, employees and students about their rights and responsibilities vis-à-vis the Act. Staff conducts numerous educational sessions to encourage better awareness of the Act.

The branch is composed of a director, one deputy director, one manager, 14 employment standards officers, one enforcement coordinator and one administrative support person.

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

The **Office of Employers' Advocates** provides specialized advice to employers on all aspects of workers' compensation and its governing legislation. The office provides assistance to employers about workers' compensation matters through communication, consultation and learning opportunities. It also provides employers with specialized advice and representation on workers' compensation issues before WorkSafeNB, in particular, the appeals process administered by WorkSafeNB's Appeals Tribunal. This involves advice and/or representation up to the appeals level with respect to issues on assessments, industry classifications, rate settings and issues involving injured workers' claims.

The **Strategic Services Branch** develops effective and strategic policy and research responses to a range of priority, emerging and cross-cutting issues. It also supports the department in decision making and policy development through research, evaluation and analysis. The branch leads and supports policy development; develops labour market information; ensures the department meets its obligations under the *Right to Information and Protection of Privacy Act*; and ensures GNB meets its obligations under international labour

and human rights conventions and under Chapter 7 of the Agreement on Internal Trade on Labour Mobility.

A key focus is *researching the needs of the labour market*. Labour market information consists of knowledge, facts, data and institutional information that help users make informed decisions. The information is essential to making evidence-based decisions, designing programs and services and providing New Brunswickers with the tools to plan their educational, career and business development pathways. The branch conducts labour market research to help people and organizations make these decisions. It works to improve the quality, quantity, and accessibility of its labour market information for all New Brunswickers.

The branch consists of two managers, 15 positions dedicated to research, policy development and labour market analysis and two administrative support persons.

The **New Brunswick Human Rights Commission** releases a separate annual report.

## Highlights

### Industrial Relations Branch

- The branch has broadened the scope of its non-legislated, preventive mediation program to provide more conflict resolution services, such as mediation and facilitation, to the public sector. This initiative has been met with positive feedback from its stakeholders.
- The branch provided voluntary mediation and facilitation services in three disputes within the public sector and Crown corporations.
- The branch intervened in 25 labour disputes that occurred during the negotiation of collective agreements, 29 of which were settled before strike/lockout action (this includes cases that were carried over from the previous year) and one of which resulted in a work stoppage. Forty rights arbitrators were appointed, and 23 grievances were mediated.

### Employment Standards Branch

- The minimum wage was increased to \$10.30 per hour from \$10 per hour on Dec. 31, 2014. This was the first increase since April 2012.
- One-hundred thirty information sessions were held.
- The branch received 13,595 inquiries and investigated 803 formal complaints.
- It recovered \$533,446 on behalf of employees.

### Office of Workers' Advocates

- There were 828 cases pending from the previous

year, 850 new cases were received and 1,066 were completed. The year ended with 612 cases in progress.

- Advocates represented clients at 295 hearings before WorkSafeNB's Appeals Tribunal.

### Office of Employers' Advocates

- The office received 303 new cases, closed 294 cases and had a balance of 682 active cases at year end.
- It represented employers on 111 appeals before the Appeals Tribunal.

### Strategic Services Branch

- A provincial jobs summit was held, bringing together representatives of business, post-secondary education, public education, industry, Aboriginals, persons with a disability, youth, organized labour and government.
- The branch completed nine evaluation projects related to the employment programs and services to ensure they meet the needs of the labour market. These projects included evaluations of the WorkForce Expansion, Labour Force Adjustment and Training and Skills Development programs and evaluations associated with the Canada-New Brunswick Labour Market Agreement and the Labour Market Agreement for Persons with Disabilities.

## Post-Secondary Education Division

The Post-Secondary Education Division is mandated for overseeing public and private universities and colleges and the operations of the New Brunswick College of Craft and Design; delivering student financial assistance; promoting post-secondary education; and fostering research and innovation.

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

The **Post-Secondary Affairs and University Relations Branch** promotes the post-secondary education sector and regulates the private occupational training sector.

The branch fulfils statutory and regulatory obligations under the *Degree Granting Act*. It coordinates the University Deferred Maintenance Program as well as provides advice and guidance on the administration of the yearly operating transfer to public universities

through the Maritime Provinces Higher Education Commission.

The College Relations Unit manages the relationships between the department and the community colleges. It supports and advises the Minister to fulfil responsibilities under the *New Brunswick Community College Act*. It provides oversight for the two community college Crown corporations. It helps colleges respect their accountability obligations under the *New Brunswick Community Colleges Act* and in the *Accountability and Continuous Improvement Act*, which came into effect in August 2014.

The Private Occupational Training Unit oversees activities relating to private career colleges offering occupational training. The unit regulates the private training sector through the *Private Occupational Training Act*.

The **Research and Strategic Initiatives Branch** provides annual funding to the New Brunswick Innovation Foundation, which distributes that funding to post-secondary education institutions and research institutes to support research and innovation. The branch promotes access to post-secondary education and training; fosters a culture of research and innovation through the postsecondary education system; and encourages transitions into, and within the post-secondary education system, and into the workforce. It fosters inter-jurisdictional communication on post-secondary education issues and provides policy advice related to the sector.

The **Student Financial Assistance Branch** administers federal and provincial loans, grants and bursaries to help New Brunswick students attend post-secondary education institutions based on financial need.

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

## Highlights

### Post-Secondary Education and University Relations Branch

- \$92.6 million invested in the operations of the two community colleges.

- \$220 million invested in the operations of the Maritime College of Forest Technology and the four public universities.

### Research and Strategic Initiatives Branch

- \$7.2 million was delivered to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including but not limited to the funding of 192 New Brunswick graduate scholarships, six research technician positions and 181 research assistantship positions.
- Three additional New Brunswick Innovation Research Chairs were awarded in medical technologies (Atlantic Cancer Research Institute), advanced wood products (University of New Brunswick) and in aquatic bioscience (Huntsman Marine Science Centre).
- An additional \$3.5 million was provided to publicly funded post-secondary education institutions to support the development and implementation of pilot programs to increase access to post-secondary education for students from under-represented groups, such as First Nations and persons with a disability.
- The New Brunswick Council on Articulation and Transfer signed a Memorandum of Understanding with British Columbia, Alberta and Ontario, committing to work collaboratively at enhancing higher education credit transfer and student mobility.

### Student Financial Services Branch

- Administered \$156.6 million in student financial assistance to 12,299 students.

### New Brunswick College of Craft and Design

- Received an operating grant of \$3.1 million, yielding a seat capacity of 282 funded seats.
- There were 117 graduates in 2014-2015.

## Adult Learning and Employment Division

The Adult Learning and Employment Division is mandated to support the development of human resources by providing apprenticeship training and certification by: supporting the delivery of adult literacy and learning programs and services; providing public library services; and delivering programs and services that help unemployed New Brunswickers acquire the skills and experience necessary to secure full-time employment.

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

The **Employment and Continuous Learning Services Branch** provides employment programs, services and continuous learning opportunities with the vision to strategically align programs, resources and learning opportunities so that they consistently meet clients' labour market needs. The branch ensures that programs and services provided by the department are responsive to the needs of job seekers, adult learners and employers; that new initiatives are developed when a gap in service is identified; and that local staff have the tools and supports required to help clients with their training and employment needs.

The branch consists of four sections: Employment Regional Operations, Programs and Services, Program Design and Support, and Systems and Data Support.

The branch was involved in the following key focus areas:

- *Increasing literacy and workplace essential skills* by providing adult learning opportunities within communities. Guided by the priorities and objectives outlined in *Working Together for Adult Literacy: An Adult Literacy Strategy for New Brunswick* (2009), the branch focuses on providing adults with the skills they need to further their training or employment potential. It supports the provision of individual tutoring services for foundational literacy skills through partnerships with Laubach Literacy New Brunswick (English tutoring) and le Conseil pour le développement de l'alphabétisme et des compétences des adultes du Nouveau Brunswick inc. (French tutoring).
- *Delivering workplace essential skills training in workplaces and the community.* The branch developed and implemented the program in response to low levels of literacy in the workforce and indications of a growing skills gap resulting from changing labour demands.
- *Providing training and experiential learning opportunities for job-seekers with workplace training needs;* and
- *Job-matching services for employers.*

## **Funding agreements**

*Canada-New Brunswick labour market agreements*

The Labour Market Development Agreement expired on March 31, 2014. In 2014-2015, GNB signed a renewed agreement, the Canada-New Brunswick Job Fund Agreement. It funds labour market programs and services for individuals who are under-employed, low-skilled employed or unemployed but ineligible for employment insurance. Additionally, it encourages greater employer involvement in training

The department became the signatory of the Labour Market Agreement for Persons with Disabilities. It is a cost-shared agreement providing funding for programs and services aimed at advancing the labour market attachment of persons with disabilities. Funding is shared between four departments: Post-Secondary Education Training and Labour, Social Development, Health and Human Resources.

### *Atlantic Workforce Partnership*

The Council of Atlantic Premiers established the Atlantic Workforce Partnership. It is enabling provinces to work together to improve skills training; promote apprenticeship opportunities; recruit and retain immigrants; and build on the strengths of communities to meet new economic challenges and opportunities. Priority areas identified within the partnership action plan include: attraction and immigration; apprenticeship harmonization; federal labour market programs; labour market information; business supports; and youth initiatives. The Atlantic provinces agreed to assume the lead role in overseeing the operations of the partnership on a three-year rotation cycle, beginning with Nova Scotia in 2012-2013.

The **Apprenticeship and Occupational Certification Branch** identifies the needs of the workforce and provides quality apprenticeship learning, life-long skill development and certification opportunities in current and future designated occupations that are standardized, current and relevant to the needs of industry and its workforce to contribute to the economic and social enhancement of New Brunswick. The branch ensures that apprenticeship training provides the workforce with the skills and knowledge necessary to function effectively in the labour market. The branch identifies training needs in conjunction with industry, develops programs in the 53 occupations for which apprenticeship training is offered, and provides certification services in the 70 designated occupations. The branch delivers the Mentor Apprentice Program, a unique mentor development

program established by the New Brunswick Building and Construction Trades Council. It delivers the Teen Apprenticeship Program, a three-year pre-apprentice program for students starting in Grade 10. While still in high school, qualifying students begin to learn a skilled trade with a participating employer in their area. The branch also provides Build for Future Trades. The Construction Association of New Brunswick has engaged a youth coordinator effort to promote skilled trades to students in Grade 9 through skilled trade's career expos.

A key focus area was *trades training and certification*. Through the branch, the department started work in earnest on harmonizing apprenticeship training to create a common approach across the Atlantic provinces to trades training and to build a common IT platform for all jurisdictions to use. The first 10 trades to be harmonized were announced and expectations were set that these trades would have the same curriculum and sequencing of training by July 2017. This will help make it easier for apprentices to go where the work is, in the Atlantic provinces, and take their training without needing to come back to their original province to do so. The project announced was a total of \$8.1 million with \$4.3 million coming from the Government of Canada and the additional \$3.8 million from cash and in-kind contributions from the provinces. Work was started on a similar project to harmonize trades across the nation. Agreements aimed at promoting mobility for all skilled trades' people were begun.

The branch provides testing and awards certification in the areas of General Educational Development, Adult High School Diploma, Academic Provincial Exams and Language Proficiency Testing. It also provides external testing that may be driven provincially, nationally, by industry or by the private sector.

The **New Brunswick Public Library Service** is responsible for providing, under the *New Brunswick Public Libraries Act* and *New Brunswick Public Libraries Foundation Act*, public library services to New Brunswickers that respond to their educational, informational, cultural and recreational needs. The service is involved in collection development; management of the provincial catalogue; library systems and information technology management, development and support; and liaison with local library boards, partners and stakeholders.

The service provides access to a collection of about two million items in a variety of formats through one

provincial library card as well as services and programs for people of all ages that promote reading, literacy, education and lifelong learning.

The service consists of 64 libraries (52 public libraries, 11 public-school libraries, one virtual branch) and a books-by-mail service managed through five library regions and one provincial office.

The provincial office consists of one executive director, one assistant director, one research and planning librarian, one administrative assistant and 18 employees offering a variety of support and services. There are 248 employees throughout the libraries and library regions.

A key focus area was the *ever-growing services of public libraries*. The Summer Reading Club achieved record-breaking results in 2014 (see highlights). This year marked the first time that participants were able to register for the program online through the Summer Reading Club page of the New Brunswick Public Library Services website. The service became one of the first public library systems in the country to offer access to the Centre for Equitable Library Access (CELA). The centre was established in April 2014. Its services, offered in New Brunswick in a partnership between the service and CELA, provide New Brunswickers with print disabilities greater access to alternative format collections including DAISY books on CD, braille, described video, e-audio, e-text and e-braille and print-braille books.

## Highlights

### Employment and Continuous Learning Services Branch

- GNB launched the Canada-New Brunswick Job Grant Program in January 2015. This employer-driven program invests in the skills development and employment needs of the workforce. It also assists New Brunswick businesses and organizations in achieving their training needs to meet the skill requirements of existing jobs and new job opportunities.
- Per recommendations in the provincial *Employment Action Plan for Persons with a Disability*, the department reviewed the Training and Employment Support Services Program.
- The department helped 3,086 adult learners in accessing academic upgrading or General Educational Development (GED) preparation courses through a strategic partnership with the Community Adult Learning Network (CALNet) as compared to 3,100 in the previous fiscal year. Additionally, 79



adults registered for the GED Online preparation courses in 2014-2015 (75 in the previous fiscal year).

- The Digital Literacy program, supported by the department through a strategic partnership with CALNet, reached about 2,200 individuals (2,895 in the previous fiscal year).
- Training in Workplace Essential Skills: 1,259 learners involved in 84 initiatives (931 learners involved in 92 initiatives in the previous fiscal year).
- Of the 1,259 individuals engaged in training, 441 were employed and 818 were unemployed and received training on the essential skills specific to their occupational goals.
- Self-Employment Benefit: 354 employed (368 in the previous fiscal year).
- Student Employment and Experience Development: 1,467 employed (1,485 in the previous fiscal year).
- Training and Employment Support Services: 594 employed (713 in the previous fiscal year).
- Training and Skills Development: 7,138 employed (6,688 in the previous fiscal year).
- Work Ability: 299 employed (557 in the previous fiscal year).
- Workforce Expansion: 1,585 employed (2,365 in the previous fiscal year).
- Five-hundred ninety-four positions were created through the One-Job Pledge Initiative, which is part of the Workforce Expansion program. One-Job Pledge aims to help businesses create quality jobs and new opportunities for recent post-secondary graduates in the province.
- Under the Labour Market Development Agreement, GNB served 8,596 active Employment Insurance claimants, facilitated the employment of 7,470 of the active claimants and helped save the Employment Insurance account \$27.25 million.
- The new Canada-New Brunswick Job Fund Agreement helped 4,099 clients.
- A total of 13,687 job postings were created in the provincial job bank (NBJobs). The job banks is the largest web-based network for job postings available in Canada. This year, there were 2,531,181 visits from New Brunswickers to the NBJobs website.

#### **New Brunswick Public Library Service**

- Developed and delivered training on *Every Child Ready to Read*. This training is an international set of standards that can be applied to improve children's library programs.

- Purchased 232 DAISY players to loan to patrons who have difficulty reading conventional print due to a visual impairment, physical disability or learning disability.
- Was the first public library system outside of Quebec to provide access to [pretnumerique.ca](http://pretnumerique.ca), a French e-book platform. In 2014, 1,479 patrons borrowed 4,691 items from a collection of 5,014 downloadable eBooks in the [pretnumerique.ca](http://pretnumerique.ca) platform.
- The number of registrations increased for the fourth year in a row, and, at 11,647 children, was the highest enrolment since 2004. The total includes 22 children who registered through the provincial Talking Book Service by Mail - a service that provides library materials to patrons who have difficulty reading standard print. New Brunswick children registered to the club read 291,885 books - the highest total ever. This year also marked the first time that participants were able to register for the program online through the Summer Reading Club page of the New Brunswick Public Library Services website.

#### **Apprenticeship and Occupational Certification Branch**

- The number of active apprentices increased to 4,228 (4,053 in the previous fiscal year).
- The number of new apprentice registrations increased by 4.7 per cent. There were 1,191 new registrations (1,137 in the previous fiscal year).
- Five-hundred sixty-seven apprenticeship diplomas were awarded, down 10.6 per cent from the previous fiscal year.
- Nine-hundred forty-six certificates of qualification were issued (995 in the previous fiscal year).
- Eight-hundred and five external certificates were issued (691 in the previous fiscal year).

## **Population Growth Division**

The Population Growth Division is mandated to develop and implement population growth programs to attract qualified people to the province; process and integrate immigrants; and retain and monitor newcomers after they arrive.

The division consists of the Research and Federal-Provincial-Territorial Relations Branch, the Immigration Operations Branch and the Immigration, Settlement and Multiculturalism Branch.

The **Research and Federal/Provincial/Territorial Relations Branch** is responsible for coordinating the

strategic approach to federal/provincial/territorial relations and represents the province on various repatriation, multiculturalism, immigration and settlement related working groups.

The branch is comprised of one manager, one policy analyst and one administrative assistant.

The **Immigration Operations Branch** is responsible for providing operational support to the division ensuring the efficient operation of the immigration program in accordance with the Canada-New Brunswick immigration agreement. It managed Provincial Nominee Program (PNP) immigration applications throughout the processing cycle of each application submitted. This included monitoring immigration applications by entering and tracking data in an electronic database.

The branch consists of one manager, one supervisor, two processing officers and two administrative support persons.

The **Immigration, Settlement and Multiculturalism Branch** is responsible for managing immigration and the settlement and integration of immigrants. The branch manages the PNP, a new program made possible through an agreement with the federal government. It also attracts skilled workers living in other parts of Canada through developing, organizing and implementing domestic and international promotion and recruitment events. The branch implemented an action plan to attract francophone newcomers to New Brunswick.

The branch had the following key focus areas:

*Growing New Brunswick's population* through immigration of skilled workers and business immigrants. As an economic program, PNP selects, and nominates qualified business people and skilled workers from around the world who will live in New Brunswick and contribute to the local economy. The Government of Canada launched a new immigration stream on Jan. 1, 2015. New Brunswick was given an additional 425 nominations to be issued through this stream in 2015. The branch will launch the Express Entry Labour Market stream in May 2015.

*Repatriating and retaining New Brunswick's youth* by participating in regionally coordinated promotional events. The department attended four outreach and attraction events in Canada. More than 20 New Brunswick employers participated in the recruitment missions. The department continued its third year of a three-

year funding partnership with 21 Inc. to support the organization's efforts to engage young professionals, develop youth leadership skills and promote New Brunswick opportunities to youth.

*Helping newcomers settle and integrate into the community* through the Multicultural Grants Program. It is designed to help multicultural agencies carry out cultural events and programs that promote multiculturalism and provide opportunity for intercultural learning and communication. The department funded a number of foreign qualifications recognition activities, including sector-specific language training pilots and support to bridging programs in the province. It also funded professional orientation sessions for francophone internationally educated health-care professionals and cultural competency training modules to create inclusive workplaces and communities.

The branch consists of four team leads, seven officers, two program consultants and two immigration officers.

## Highlights

### Research and Federal-Provincial-Territorial Relations Branch

- Continued to lead the implementation of the renewed *Population Growth Strategy, 2014–2017* and the *Francophone Immigration Action Plan, 2014–2017*.
- Continued to lead bilateral negotiations with the Government of Canada on the Canada-New Brunswick Immigration Framework Agreement.
- Produced a policy options paper that will guide the development of a francophone immigration annex.

### Immigration Operations Branch

- Processed and nominated 700 immigrants through PNP.
- Worked in partnership with the Atlantic Security Group to draft a policy and procedures manual for PNP.
- Implemented program integrity measures to ensure the effective and efficient operations of PNP.
- Issued 1,050 PNP nomination certificates, with 625 in base nominations and 425 enhanced nominations through Express Entry.

### Immigration, Settlement and Multiculturalism Branch

- Two-hundred thirty-two nomination certificates were issued under the following streams:
  - Skilled Worker with Employer Support (190);
  - Skilled Worker with Family Support (15); and

- Skilled Worker with Community Support (27).
- An additional 358 individuals are included under these nominations as spouses and dependants.
- There were 307 nominations issued under the Business stream with 751 family members.
- The branch expanded the Business Incubator program to a new location, updated orientation materials and focused on supporting public education about immigration, diversity and inclusive communities. The unit funded 53 projects, ranging from settlement services for different groups of newcomers (e.g., entrepreneurs, youth, and skilled workers) to programs promoting multiculturalism.
- The Francophone Unit participated in multiple activities with Destination Canada in France, Belgium and Switzerland to promote New Brunswick as a bilingual province and attract French-speaking skilled workers. As a result, 14 per cent of nomination certificates were issued to French-speaking immigrants.
- Nineteen multicultural grants were provided to support provincial associations with their educational, awareness-building and cultural activities.

## Corporate Services Division

The Corporate Services Division is mandated to provide the operational support by meeting the internal service needs of the department. It provides specialized services for the delivery of programs by the operational branches. It also manages the financial, human resources, technological, and administrative business of the whole department.

The division consists of the Human Resource Services Branch, the Finance and Administration Branch, the Information Management and Technology Services Branch, the Departmental Coordination Branch and the Performance Excellence and Strategic Planning Branch.

The **Human Resource Services Branch** functions as a strategic business partner, providing support and services to management and staff to increase organizational effectiveness and maximize performance while supporting the strategies and goals of the department. The branch is involved in workforce planning, recruitment, classification, employee and labour relations, performance management, Official Languages, employee recognition, human resource strategy and programs.

The branch consists of a director, one manager, eight human resources consultants and one administrative support employee.

The **Finance and Administration Branch** manages the financial resources of the department, boards and commissions under the Minister and provides audit assurance. It provides financial management and reporting; facilities management and internal audits, and it also collects defaulted student loans. It provides financial and administrative support to help all branches achieve their program and service delivery objectives.

The branch consists of four sections: Administration and Facilities, Portfolio Debt Management, Internal Audit and Financial Services.

The **Information Management and Technology Services Branch** provides leadership and guidance in the planning, design, development, application, implementation and support of Information Technology solutions and Record Management solutions with the department's vision and strategic plan. The branch is involved in Project Management, Quality Assurance and Risk Management as well as Records Management.

The branch consists of four sections: Solutions Delivery, Operations and Implementation, Quality Assurance and Risk Management and Corporate Information Management.

The **Departmental Coordination Branch** provides internal coordination services necessary for the operation of the department. It coordinates the departmental information and other administrative services for the senior management committee members. It produces annual reports and briefing books for the Minister and senior management committee members.

The branch consists of a director and a project coordinator.

The **Performance Excellence and Strategic Planning Branch** provides cross-departmental leadership in Performance Excellence, Strategic Planning, Continuous Improvement, Daily Management and Process Improvement. Performance Excellence is a system intended to change both the culture of government and how government works while providing the best possible value for taxpayers. It provides a structured approach to managing strategy, setting priorities, planning work, and measuring performance. The branch leads the development of and facilitates the implementation

of the strategic plan. It implements and oversees a departmental-wide planning and accountability model.

The branch consists of the alignment champion and director of strategic planning and two Process Improvement facilitators.

## **Highlights**

### **Human Resource Services Branch**

- Renewed the Human Resource Strategy and accompanying action plan, which provides strategic direction to the work undertaken by the branch.
- Piloted a positive mental health initiative.
- Launched a departmental talent management program to foster career development and succession planning.
- Introduced Insights Discovery workshops as a means of increasing communication and team cohesiveness.

### **Finance and Administration Branch**

- Collected more than \$7 million on defaulted student loans.
- Streamlined the process for preparing income tax receipts.
- Developed new internal reporting processes.

### **Information Management and Technology Services Branch**

- Successfully transitioned all IT components of the Appeals Tribunal from WorkSafeNB to the department.
- Implemented an automated tool for the advocacy services to track requests.
- Completed major upgrades to IT infrastructure such as Internet Explorer 11, server upgrades.
- Rolled out Phase 1 of Blackbaud – Student Information System for the New Brunswick College of Craft and Design.

### **Departmental Coordination Branch**

- Received and coordinated more than 2,300 Internet inquiries.
- Coordinated responses to more than 460 pieces of correspondence received by the Minister and Deputy Minister as well as more than 200 documents that originated from branches in the department.

### **Performance Excellence and Strategic Planning Branch**

- Developed the department's strategic plan.
- Achieved 99 per cent of continuous improvement activities.
- Trained staff in Process Improvement and Waste Walks.

# Financial information

## Departmental Gross Revenue (000s)

### Statement of Financial Operations for the fiscal period ending March 31, 2015

	2014-2015			
	Budget	Actual	Variance over/(under)	Notes
Other Interest Income	\$21,400.0	\$18,244.8	(\$3,155.2)	(1)
Licences and Permits	\$2,348.0	\$2,003.6	(\$344.4)	
Sale of Goods and Services	\$1,928.0	\$1,178.4	(\$749.6)	
Miscellaneous Revenue	\$425.0	\$1,806.9	\$1,381.9	(2)
Conditional Grants - Canada	\$113,974.0	\$117,192.6	\$3,218.6	(3)
<b>Totals - Ordinary Revenue</b>	<b>\$140,075.0</b>	<b>\$140,426.3</b>	<b>\$351.3</b>	

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

## Special Purpose Revenue (000s)

### Statement of Financial Operations for the fiscal period ending March 31, 2015

	2014-2015			
	Budget	Actual	Variance over/(under)	Notes
Canada Student Loans Program	\$1,500.0	\$2,248.1	\$748.1	
Library Trust Fund	\$200.0	\$420.6	\$220.6	
NBCC Scholarship Fund	\$50.0	\$58.4	\$8.4	
Johann Wordel Account	\$3.0	\$1.1	(\$1.9)	
Recoverable Projects	\$150.0	\$133.0	(\$17.0)	
<b>Totals - Special Purpose Revenue</b>	<b>\$1,903.0</b>	<b>\$2,861.2</b>	<b>\$958.2</b>	

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

## Departmental Gross Expenditures (000s)

### Statement of Financial Operations for the fiscal period ending March 31, 2015

	2014-2015			
	Budget	Actual	Variance over/(under)	Notes
Corporate Services	\$5,740.4	\$5,093.2	(\$647.2)	
New Brunswick Public Libraries	\$14,997.7	\$14,907.6	(\$90.1)	
Population Growth	\$3,301.4	\$3,796.1	\$494.7	
Post-Secondary Education	\$166,725.1	\$175,432.0	\$8,706.9	(4)
Adult Learning	\$10,213.7	\$12,311.3	\$2,097.6	(5)
Labour and Planning	\$5,320.6	\$4,790.7	(\$529.9)	
Employment Development	13,763.2	\$13,116.5	(\$646.7)	
Canada-New Brunswick Job Fund	\$11,364.0	\$15,551.0	\$4,187	(6)
Labour Market Development	\$89,266.0	\$88,598.1	(\$667.9)	
Maritime Provinces Higher Education Commission	\$274,957.0	\$274,792.5	(\$164.5)	
<b>Totals - Ordinary Expenditures</b>	<b>\$595,649.1</b>	<b>\$608,389.0</b>	<b>(\$12,739.90)</b>	

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

## Special Purpose Expenditures (000s)

### Statement of Financial Operations for the fiscal period ending March 31, 2015

	2014-2015			
	Budget	Actual	Variance over/(under)	Notes
Canada Student Loans Program	\$1,500.0	\$1,741.9	\$241.9	
Library Trust Fund	\$283.0	\$669.1	\$386.1	
NBCC Scholarship Fund	\$20.0	\$33.6	\$13.6	
Johann Wordel Account	\$3.0	\$1.2	(\$1.8)	
Recoverable Projects	\$150.0	\$107.5	(\$42.5)	
<b>Totals - Special Purpose Expenditures</b>	<b>\$1,956.0</b>	<b>\$2,553.3</b>	<b>\$597.3</b>	

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

# Summary of Special Operating Agency (SOA) - New Brunswick Community College - revenues and expenditures (000s)

## Statement of Financial Operations for the fiscal period ending March 31, 2015

	2014-2015			
	Budget	Actual	Variance over/(under)	Notes
Opening Balance	\$4,509	\$4,621.7		
Revenue				
Return on Investment	\$0.0	\$2.4	\$2.4	
Sales of Goods and Services	\$1,149.0	\$1,344.9	\$195.9	
Miscellaneous Revenues	\$0.0	\$75.2	\$75.2	
Transfer from Department	\$3,647.0	\$3,681.1	\$34.1	
<b>Total - Revenue</b>	<b>\$4,796.0</b>	<b>\$5,103.6</b>	<b>\$307.6</b>	
Expenditures	\$4,796.0	\$8,728.1	(\$3,932.1)	(7)
Surplus (Deficit) for the year	\$0.0	(\$3,624.5)		
Closing Balance	\$4,509	\$997.2		

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

### Financial data 2014-2015 notes

#### Note 1 Other Interest Income

Lower-than-anticipated revenue primarily due to fewer student loan principal advances and lower-than-anticipated interest rates.

#### Note 2 Sale of Goods and Services

Revenue was higher than anticipated primarily due to defaults under the New Brunswick Provincial Nominee Program.

#### Note 3 Conditional Grants - Canada

Increased revenue is primarily due to a combination of the Workplace Essential Skills and Career Focus conditional grant agreements and an increase in the Labour Market Agreement for Persons with Disabilities allocation.

#### Note 4 Post-Secondary Education

Increased expenses were recognized in the Repayment Assistance, Tuition Tax Rebate and Timely Completion Benefit grant programs. A change in the methodology used to calculate the allowance for doubtful accounts also resulted in higher expenses.

#### Note 5 Adult Learning

Increased expenses are primarily due to the new Workplace Essential Skills Agreement.

#### Note 6 Canada-New Brunswick Job Fund Agreement

Increased expenses are primarily due to increased uptake under the Training Skills Development program as well as additional expenditures under the One-Job Pledge program.

#### Note 7 Transfer from department

Increased transfers were made to the New Brunswick Community College and the Collège communautaire du Nouveau-Brunswick Crown corporations in 2014-2015 to transfer the remaining surplus accumulated prior to their incorporation in 2010.

NOTE: *The annual report was prepared prior to the publication of the official 2014-2015 Financial Statements, Vol. 2, as stated in the GNB Public Accounts document. Consequently, the financial information reported herein may not reflect the final audited figures as reported in the Public Accounts.*

## Summary of expenditures – Employment, Literacy and Workplace Essential Skills programs (000s)

Employment programs	Canada-NB Job Fund Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability	\$731.6	\$1,325.9		\$2,057.5
Workforce Expansion	\$5,554.2	\$1,210.4	\$14,165.9	\$20,930.5
Training and Skills Development	\$4,278.6	\$4.0	\$41,303.7	\$45,586.3
Student Employment and Experience Development	\$632.9	\$4,959.0		\$5,591.9
Employment Services	\$137.8	\$3,663.5	\$21,810.4	\$25,611.7
Older Workers Initiative		\$100.0		\$100.0
Workplace Essential Skills	\$1,465.6			\$1,465.6
CalNet Academic	\$1,890.7			\$1,890.7
Community Access Learning	\$141.6			\$141.6
<b>Subtotal Programs</b>	<b>\$14,833.0</b>	<b>\$11,262.8</b>	<b>\$77,280.0</b>	<b>\$103,375.8</b>
Administration	\$718.0	\$1,853.7	\$11,318.1	\$13,889.8
<b>Total Employment Programs Expenditures</b>	<b>\$15,551.0</b>	<b>\$13,116.5</b>	<b>\$88,598.1</b>	<b>\$117,265.6</b>
<b>2014-2015 Budget</b>	<b>\$11,364.0</b>	<b>\$13,763.2</b>	<b>\$89,266.0</b>	<b>\$114,393.2</b>
<b>Variance over/(under)</b>	<b>\$4,187.0</b>	<b>(\$646.7)</b>	<b>(\$667.9)</b>	<b>\$2,872.4</b>



# Summary of staffing activity

Pursuant to section 4 of the *Civil Service Act*, the Deputy Minister of the Department of Human Resources delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activity for 2014-2015 for the department.

Number of permanent and temporary employees, as of Dec. 31 of each year		
Employee type	2014	2013
Permanent	679	722
Temporary	271	245
<b>TOTAL</b>	<b>950</b>	<b>967</b>

The department advertised 55 competitions, including two open (public) competitions and 53 closed (internal) competitions.

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

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> <li>– a high degree of expertise and training</li> <li>– a high degree of technical skill</li> <li>– recognized experts in their field</li> </ul>	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	1
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	2
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (School Boards) and 3 (Hospital Corporations) of the Public Service.	16(1) or 16(1)(c)	0
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)	4
Regular appointment of students/apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

# Summary of legislation and legislative activity

Bill #	Name of legislation	Date of Royal Assent	Link to legislation
42	<i>An Act to Repeal the Higher Education Foundation Act</i>	May 21, 2014	<a href="http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1078&amp;legi=57&amp;num=4">http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1078&amp;legi=57&amp;num=4</a>
73	<i>An Act to Amend the Workplace Health, Safety and Compensation Commission Act</i>	May 21, 2014	<a href="http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1109&amp;legi=57&amp;num=4">http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1109&amp;legi=57&amp;num=4</a>
3	<i>An Act to Amend the Employment Standards Act</i>	Dec. 19, 2014	<a href="http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1134&amp;legi=58&amp;num=1">http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1134&amp;legi=58&amp;num=1</a>

Name of regulation	Effective date	Summary of changes
New Brunswick Regulation 2014 -161 - <i>Employment Standards Act</i>	Dec. 31, 2014	The amendment to the regulation improves administrative processes.
Compulsory Occupations Regulation - <i>Apprenticeship and Occupational Certification Act</i>	Aug. 18, 2014	New regulation for Compulsory Occupations (eight existing ones and four new ones) and wages, and sections 29, 30 and 31; and repealing General Regulation 97-125.
Minimum Wage Regulation - <i>Employment Standards Act</i>	Dec. 31, 2014	The amendment to <i>Employment Standards Act</i> Minimum Wage Regulation to increase the minimum wage.
93-150 Mount Allison University Foundation Regulation - <i>Higher Education Foundation Act</i>	May 21, 2014	Repealed to reduce regulatory and administrative burdens and reflect changes to federal legislation.
93-183 University of New Brunswick Foundation Regulation - <i>Higher Education Foundation Act</i>	May 21, 2014	Repealed to reduce regulatory and administrative burdens and reflect changes to federal legislation.
96-19 St. Thomas University Foundation Regulation - <i>Higher Education Foundation Act</i>	May 21, 2014	Repealed to reduce regulatory and administrative burdens and reflect changes to federal legislation.
2010-91 New Brunswick Community Colleges Foundation Regulation - <i>Higher Education Foundation Act</i>	May 21, 2014	Repealed to reduce regulatory and administrative burdens and reflect changes to federal legislation.
97-103 Université de Moncton Foundation Regulation - <i>Higher Education Foundation Act</i>	May 21, 2014	Repealed to reduce regulatory and administrative burdens and reflect changes to federal legislation.

# Summary of Official Languages activities

<b>Introduction</b>	The Department of Post-Secondary Education Training and Labour continues to implement the departmental action plan, developed in response to GNB's <i>Plan on Official Languages</i> . The action plan is tailored to four focus areas: Language of Service, Language of Work, Promotion of Official Languages and Knowledge of the <i>Official Languages Act</i> and other obligations. The action plan is managed by Human Resource Services. Work to launch a new government plan on Official Languages has been undertaken corporately. This will be released later in 2015.
<b>Focus 1</b>	Language of Service. Activities that took place to meet the objectives: <ul style="list-style-type: none"> <li>– iLearn module completion rate as of March 31, 2015: Language of Service - 52 per cent;</li> <li>– ongoing consultation and discussions between Human Resource consultants and managers to best meet linguistic profile requirements and needs. The percentage rate of linguistic profile completion for 2014-2015 is 89.8 per cent.</li> </ul>
<b>Focus 2</b>	Language of Work. Activities that took place to meet the objectives: <ul style="list-style-type: none"> <li>– iLearn module completion rate as of March 31, 2015: Language of Work - 45 per cent;</li> <li>– five employees registered for second-language training; and</li> <li>– Memo sent to all employees regarding Official Languages, which included links to information such as the tool box and Official Language policies.</li> </ul>
<b>Focus 3</b>	Promotion of Official Languages. Through the Orientation Program, new employees are required to familiarize themselves with the Official Languages Act by completing iLearn modules.
<b>Focus 4</b>	Other obligations. Memo sent to all employees regarding Official Languages. Information consisted of links to the tool box, language policies and Intranet site with information about Official Languages.
<b>Conclusion</b>	These results are a testament to the positive effect that various ongoing initiatives, stemming from the action plan, have had in raising awareness and acceptance of Official Languages within the department.
<b>Official Languages complaints</b>	Two complaints were lodged under the <i>Official Languages Act</i> . The first, a complainant claimed not to have received an active Offer of Service in both Official Languages when placing a call for assistance with SkillsNB/CompétenceNB. Pursuant to the Commissioner's findings, corrective measures were taken to make changes immediately to rectify the issue. The policy regarding Language of Service was shared with Skillsoft to support the request. The second, a complainant felt he or she had not received study material for a pipefitters exam in the Official Language of choice. The Apprenticeship and Occupational Certifications Branch provided the necessary rationale to support that the training modules in question had been translated but that the complainant did not seek the training modules in the Official Language of choice prior to taking the exam. The Commissioner concluded that the complaint was unfounded. However, there was a recommendation made to the Minister to continue the translation of all training modules.

# Summary of recommendations from the Office of the Auditor General

Immigration with the Provincial Nominee Program (2010)	Recommendations	
	Total	Adopted
Useful information available on the web	2	2
Program monitoring	5	5
Documented policies for the program	2	1
Pilot projects	3	3
Settlement and multiculturalism branch	1	1
Measuring performance	6	2
Reporting performance	1	1

Labour Market Development Agreement (2012)	Recommendations	
	Total	Adopted
Training and skills development	2	2
Allocation of administration costs	4	4

Labour Market Agreement (2012)	Recommendations	
	Total	Adopted
Training and skills development	1	1
Documentation of client information	1	1
Client eligibility	1	1
Audit adjustments	1	1

Labour Market Development Agreement (2013)	Recommendations	
	Total	Adopted
Accounting for contracted services and grants	1	1
Full cost recovery and estimate basis	2	2

Labour Market Agreement (2013)	Recommendations	
	Total	Adopted
Audit adjustments	1	1
Signing of letter of offer	1	1

Agreement on Targeted Initiative for Older Workers (2013)	Recommendations	
	Total	Adopted
Signing of contracts	1	1
Project sponsor monitoring	1	0

Collection of Accounts Receivable (2013)	Recommendations	
	Total	Adopted
Student loans	1	1
Employment programs	1	0
Summary	Total	Adopted
	39	32

## Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The department did not receive any disclosure(s) of wrongdoings in the 2014-2015 fiscal year.

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

# Appendix A

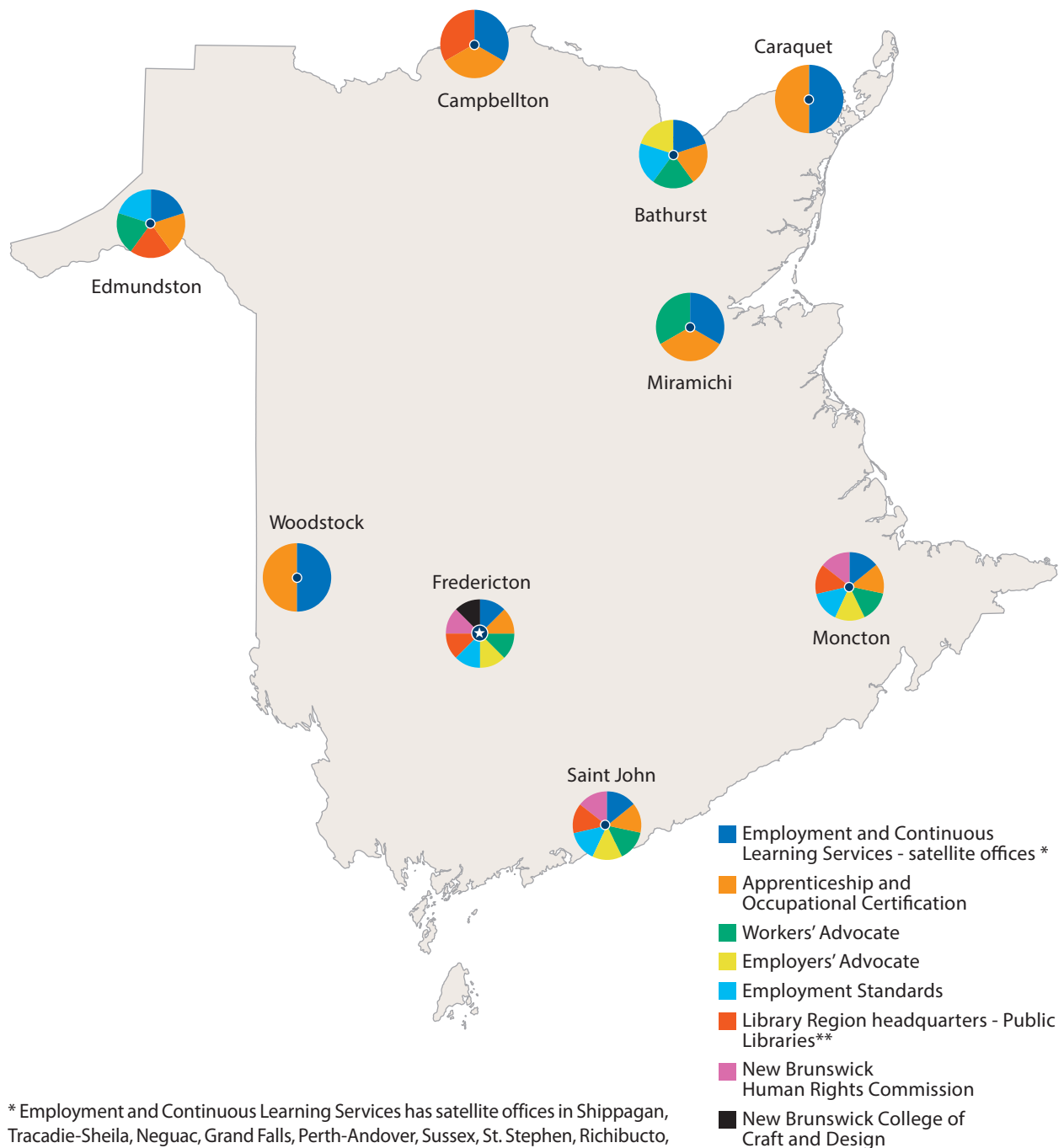
## Statutes administered by the department and other statutes under the jurisdiction of the Minister

- *Adult Education and Training Act*
- *Apprenticeship and Occupational Certification Act*
- *Blind Workmen's Compensation Act \**
- *Degree Granting Act*
- *Employment Development Act*
- *Employment Standards Act \**
- *Firefighters Compensation Act \**
- *Fisheries Bargaining Act \**
- *Higher Education Foundation Act*
- *Human Rights Act \**
- *Industrial Relations Act \**
- *Labour and Employment Board Act \**
- *Labour Market Research Act*
- *Maritime Provinces Higher Education Commission Act*
- *New Brunswick Community Colleges Act*
- *New Brunswick Public Libraries Act*
- *New Brunswick Public Libraries Foundation Act \**
- *Occupational Health and Safety Act \**
- *Post-Secondary Student Financial Assistance Act*
- *Private Occupational Training Act \**
- *Public Service Labour Relations Act*
- *Silicosis Compensation Act*
- *Special Payment to Certain Dependent Spouses of Deceased Workers Act \**
- *Workers' Compensation Act \**
- *Workplace Health, Safety and Compensation Commission Act \**

\*Statutes under the jurisdiction of the Minister are administered in whole or in part by an agency, board or commission.

# Appendix B

## Services and office locations of the department



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

\*\* In addition to five regional headquarters, New Brunswick has 63 public libraries as follows: 11 in Chaleur Region, 14 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region. In 2014-2015, there were two bookmobiles in York Region and one bookmobile in Chaleur Region.

