

Ministry of
Advanced Education
and Labour Market Development

2008/09
Annual Service Plan Report



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Message from the Minister and Accountability Statement



It is my pleasure to present the *Ministry of Advanced Education and Labour Market Development 2008-09 Annual Service Plan Report*.

Over the last year, this Ministry expanded with the addition of responsibility for immigration and labour market development. The new Ministry was created to align and coordinate the province's post-secondary education system with the growing needs of the labour market – and to meet this government's goal of making British Columbia the best-educated, most literate jurisdiction in North America.

To meet our goals, the Ministry's base budget for the year increased to \$2.25 billion, its highest level ever. We created five new public universities in 2008, for a total of seven new universities established since 2001; invested in new campus facilities around the province; and continued to deliver on our four-year strategy to help Aboriginal students start, stay, and succeed in post-secondary education. On the labour market side, we were pleased to sign agreements with the federal government to deliver programs that will benefit workers and employers, such as the SkillsPlus Initiative, Targeted Initiatives for Older Workers projects; and English skills and job resources programs for immigrants to help them settle into their new home – to name just a few.

Over the past year the Ministry has continued to expand opportunities for students in British Columbia by making post-secondary education more affordable, accessible and closer to home. Between 2001 and 2008, we funded over 32,000 new student spaces – including apprenticeship spaces – with a focus on skills most in demand in current labour markets, such as B.C.'s first three-year accelerated nursing degree programs at the British Columbia Institute of Technology and Vancouver Community College. This accelerated program will graduate nurses sooner so they enter the workforce faster.

We also increased operating grants to every public post-secondary institution for the seventh consecutive year.

Our Ministry has held post-secondary tuition increases to two per cent in each of the past three years. As well, any student demonstrating a financial need wishing to pursue post-secondary education continues to have access to our comprehensive package of student financial assistance programs. By continuing to provide debt management, loan reductions, interest relief and loan forgiveness, we are helping students complete their education and move into the province's workforce.

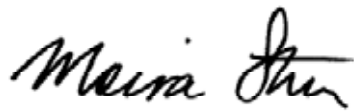
Despite the current economic downturn and like the rest of the country, B.C. must plan for the prospect of workforce shortages in the future. The Ministry continues to pursue labour market,

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training and immigration solutions including new programs to improve essential skills, promote apprenticeship in the skilled trades, and address specific needs in health and other professions through WorkBC, WelcomeBC and the Provincial Nominee Program.

We also helped lead Canada to an historic national agreement on labour mobility, enabling B.C. businesses to more easily attract and employ skilled trades-people and professionals, and empowering British Columbians to pursue their chosen careers anywhere in Canada.

The *Ministry of Advanced Education and Labour Market Development 2008/09 Annual Service Plan Report* compares the actual results to the expected results identified in the *Ministry's 2008/09 – 2010/11 Service Plan*. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read "Moira Stilwell". The signature is fluid and cursive, with the first name "Moira" being larger and more prominent than the last name "Stilwell".

Honourable Moira Stilwell
Minister of Advanced Education and Labour Market Development

July 28, 2009

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Highlights of the Year

Post-Secondary Education

- Provided an average of about \$11,700 per new post-secondary education student space added in 2008/09 – up from about \$8,000 per student space in the 1990s.
- Funded capital projects in 2008/09 including, for example:
 - \$37.7 million for a social sciences and mathematics building for students and researchers under two sustainable green roofs at the University of Victoria.
 - \$34.5 million for design and construction of the 12,000-square-metre health sciences building that contains classrooms, teaching and research labs, seminar rooms, and a lecture theatre at Simon Fraser University.
- Last year, there were 433,000 students in public post-secondary institutions in B.C. – this was the highest number ever – up 8,000 from 2005/06.

Ensuring Affordability and Accessibility

- Created five new universities to provide more choices and more access to university degrees for students, closer to home – University of the Fraser Valley; Kwantlen Polytechnic University; Vancouver Island University; Capilano University; and the Emily Carr University of Art + Design.
- Budgeted over \$360 million for 2008/09 for student financial assistance including B.C. student loans, loan reductions for students most in need; grants for students with disabilities; debt relief programs; and loan forgiveness programs.
- Last year the Ministry forgave or reduced \$78.3 million in loans for 26,000 students.
- Signed a memorandum of understanding that works towards a federal-provincial partnership, making it easier for students to manage their student loans in the province of B.C.
- In the second year of the commitment to create 2,500 new graduate spaces over four years, provided funding for 625 new graduate Full-Time Equivalent spaces, increased opportunities for advanced study in areas of identified priority (life sciences, technology, clean technology, natural resources, Asia-Pacific and increased opportunities for Aboriginal students).

Investing in Health Care Education

- In May 2008, 195 University of British Columbia Faculty of Medicine Undergraduate Program students earned their MD degrees, representing the largest class of doctors in the province's history. This was the result of doubling the number of first year spaces for medical students from 128 in 2003/04 to 256 in 2007/08.
- Funded an additional 416 new nursing spaces in nursing programs across the province.

Providing Adult Basic Education

- Implemented 105 programs to help adults improve literacy and English skills. Funding is provided through the Province's community adult literacy program, and programs are delivered through partnerships between community groups and B.C.'s public post-secondary institutions.

Investing in Aboriginal Success

- Launched a four-year Aboriginal post-secondary strategy to help Aboriginal students start, stay in, and succeed in post-secondary education and training, including:
 - Reducing financial barriers through a \$10 million endowment to the Irving K. Barber B.C. Scholarship Society to establish a scholarship program for Aboriginal students.
 - Invested \$4.4 million in year two of the \$15.7 million Aboriginal Service Plans pilot for 11 public post-secondary institutions to facilitate Aboriginal participation in the province's post-secondary system.
 - Invested \$15 million over three years to create Aboriginal gathering places at public post-secondary institutions.

Labour Market Development

- Signed the Labour Market Agreement with the federal government. The Agreement, representing \$396 million in funding for B.C. over six years for new labour market programming, came into effect on April 1, 2008.
- Hosted B.C.'s first ever job fair in the Philippines, providing Filipinos with the opportunity to explore employment opportunities in B.C.'s hospitality/tourism and transportation sectors.
- Expanded a two-year, foreign worker pilot project under the Provincial Nominee Program to address labour shortages in the food processing industries.
- Expanded the Targeted Initiative for Older Workers program to a total of 22 regional communities in British Columbia. The program improves the employability of older workers (aged 55-65) in the changing economy. The agreement with the federal government was extended in March, 2009, providing B.C. with an additional \$13.7 million for the program.
- As Provincial Co-Chair of the Forum of Labour Market Ministers, co-led with the federal government the development of a revised Agreement on Internal Trade that supports full labour mobility of persons in regulated occupations in Canada.

Promoting Workforce and Trades Training in B.C.

- Introduced the SkillsPlus initiative involving up to \$27 million over six years to provide an integrated approach to essential skills and workforce training.
- Launched the new WorkBC Employer's Tool Kit. The kit focuses on the needs and challenges of small and mid-sized employers and includes topics such as recruitment and

retention, hiring and retaining mature workers, and hiring under-represented segments of the population, such as foreign-trained workers, Aboriginal people and women.

- Funded the Industry Training Authority which had over 44,000 registered training participants which included over 4,900 high school students registered for industry training at the end of 2008.

Welcoming and Integrating Newcomer Immigrants

- Invested \$38 million across the province to help new British Columbians improve their English skills and succeed in the labour market and workplace.
- Received \$109 million from the federal government for settlement services, adult English language training and labour market services for immigrants in 2008/09.
- Published the *2009 Newcomers' Guide to Resources and Service* which helps recently arrived immigrants settle and integrate into their new communities.
- Enhanced the Settlement Workers in Schools Program that supports school-aged immigrant and refugee youth from a base of 10 school districts to 20. In the 2008/09 school year the program was estimated to have served 30,000 newcomer students and family members.
- Launched the Welcoming and Inclusive Communities and Workplaces Program in June 2008 as a three-year pilot. During the first year of implementation, 29 community consortiums in 24 communities were selected for Community Partnership Development grants.

Purpose of Ministry

The Ministry of Advanced Education and Labour Market Development was created in June 2008, when the B.C. government brought together four distinct program areas into a new Ministry:

- post-secondary education and training;
- labour-market analysis, planning and development;
- immigration support and services; and,
- public-sector labour relations.

This new Ministry was created to align and coordinate British Columbia's post-secondary education system with the growing needs of the labour market.

This alignment was designed to provide the provincial economy with a competitive workforce while also providing individuals with the education and training necessary for individual success. The Ministry plays a key role in creating a prosperous British Columbia where the economy is driven by a dynamic, educated and skilled workforce.

It achieves this by supporting a post-secondary system that provides British Columbians with education and training that is relevant and sustainable while supporting labour-force development and immigration through programs that enable the province to compete in the twenty-first century.

The Ministry is engaged in several broad fields of activity:

- public policy and legislation;
- public financing for institutions and programs; and
- direct programs delivered to individuals in the community.

Most implementation is delivered through front-line partners – including a province-wide array of self-governing, publicly-funded colleges and universities, and a large number of private post-secondary institutions. Within this matrix, the Ministry is active in several interconnected roles:

Post-Secondary Education

- Developing policy and programs to increase access, retention and participation of Aboriginal learners, as well as developing an Adult Opportunities Action Plan to enhance adult literacy in B.C.
- Promoting lifelong learning by overseeing Knowledge Network Corporation, B.C.'s public education broadcaster.

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- Delivering financial assistance programs to increase access to post-secondary education and training.
- Maintaining a quality post-secondary system that is relevant, affordable, and accessible through:
 - expanding opportunities for student access and choice;
 - establishing policy and legislative frameworks for private career training, private out-of province and private degree granting institutions;
 - providing funding for public post-secondary institutions and organizations;
 - maintaining and improving mechanisms for post-secondary institution accountability; and
 - targeting funding to address areas of high skill demand (e.g. health care, skilled trades).

Labour Market Development

- Developing a coordinated, integrated B.C. Labour Market Information System to anticipate labour market challenges and opportunities and support decisions and investments by government, partners and individuals.
- Responding to the economy's critical skills and occupational shortages through WorkBC, investing in training for low skill and unemployed citizens, overseeing the Industry Training Authority, the Provincial Nominee Program, and other strategic initiatives.
- Providing student financial assistance to targeted professions where there is a current or anticipated labour market need.

Provincial Immigration

- Supporting successful integration of newcomer immigrants and refugees into the B.C. economy and communities through WelcomeBC, and other strategic initiatives to maximize the benefits of immigration.
- Influencing government policy and programs to ensure B.C. is well positioned to support and benefit from immigration.

Public Sector Employers' Council Secretariat

- Providing leadership and advice in the development of labour relations and compensation frameworks for the province and supporting Government in its role as partner in the four public sector pension plans.

Strategic Context

This Service Plan Report reflects the Ministry's success in achieving the overall priorities of the Government of British Columbia, in the current economic conditions and other relevant external factors related to the strategic direction and operations of this Ministry.

This section highlights the most significant of those external changes, and the impacts they had on the Ministry. The impact of internal changes to the Ministry are described in the Purpose of the Ministry and Report on Performance sections.

Economic Environment and Labour Market Conditions

British Columbia's real Gross Domestic Product contracted by 0.3 per cent in 2008, following growth of 3.0 per cent in 2007 and 4.4 per cent in 2006. Private sector forecasters expect economic weakness in B.C. to continue well into 2009. In Budget 2009, B.C.'s Economic Forecast Council projected that B.C.'s annual real GDP will be 0.0 per cent in 2009 (or no growth) and then will grow by 2.8 per cent in 2010. Risks to B.C.'s economic outlook include a prolonged U.S. recession, continued turmoil in global financial markets, slower global demand for B.C. products, volatile commodity prices and further moderation of domestic demand in B.C.

While the global economic environment over the past year indicated a softening demand for labour in the short-term, the prediction that labour shortages in B.C. may cause serious challenges in the overall province-wide economy hold true in the long-term. These anticipated workforce shortages are principally structural - arising from the combined effects of an aging workforce and several decades of low birthrates. As a result, the many programs and services the Ministry funds to create a framework and foundation for building a prosperous, competitive economy and a skilled, educated workforce, were largely unaffected by the global economy.

Agreements with the Federal government were established or enhanced in the past year. This provided the Ministry with a broader and deeper set of programs and services that can help British Columbians whose prospects have been affected by the economic downturn, typically recent immigrants, low-skilled workers and under-represented groups.

Post-secondary Education and Training

Ministry efforts to align and coordinate British Columbia's post-secondary education system with the changing needs of the provincial labour market are structured around the province's dominant long-term challenge to competitiveness: having the human capital necessary to meet current and future workforce needs within the province.

As is common in an economic downturn, demand for post-secondary education and student financial assistance increased significantly in B.C. The number of Full-Time Equivalents (see page 16) enrolled at B.C. public post-secondary institutions increased by over 8,500 from 2007/08 to 2008/09 which exceeded the funded growth of over 4,300 student spaces.

Government's investment in post-secondary capacity when the economy was growing more rapidly resulted in sufficient capacity to address this recent increased demand. Expansion in strategic areas, as well as overall increases to public post-secondary institutions' budgets for 2009/10 should accommodate further anticipated demand.

The Ministry closely monitors labour market predictions for growth in specific occupations - which in 2008/09 included nursing, medicine and skilled technical and trades training - to shift capacity at post-secondary institutions to match the need.

Even with approximately 441,000 people registered at British Columbia public post-secondary institutions in 2008/09, participating in post-secondary education, training, apprenticeship or continuing education programming, it is expected that the domestic population of B.C., equipped with training from a B.C. post-secondary institution, will not meet the need for skilled and educated labour in the province within the next 10 years

Immigration

The Ministry recognizes that in the long-term immigration will be a key source of labour market supply. Skilled immigrants and immigrant entrepreneurs play a vital role in helping to build BC's economy through investment and by filling key gaps in the labour market. Immigrants contribute to the vitality of BC's economy and communities.

While targets for the Provincial Nominee Program were revised to reflect the impact of economic conditions on the program, the number of foreign workers recruited to B.C. either because of their entrepreneurial potential or employer demand for their skills, showed a positive increase over the previous year.

Report on Performance

The Ministry of Advanced Education and Labour Market Development was created midway through the 2008/09 fiscal year. As a result, this document reports on performance measures for the public post-secondary education system published in the *Ministry of Advanced Education 2008/09-2010/11 Service Plan*, as well as performance measures for programs transferred from three other ministries. The performance measures have been revised where necessary and realigned with the Ministry's new planning framework, articulated in the Ministry's *2009/10-2011/12 Service Plan*.

New responsibility for immigration programs in B.C. means that the Ministry reports on two measures published in the *Ministry of Attorney General 2008/09-2010/11 Service Plan*:

- Percentage of recent immigrants in language training who report greater ability to use English, and
- Percentage of surveyed clients who reported receiving information relevant to their settlement needs.

Labour market programs, formerly the responsibility of the Ministry of Economic Development, were also transferred to the Ministry of Advanced Education and Labour Market Development. This carried with it accountability for two performance measures:

- Number of clients served by the Skills Connect for Immigrants Program, and
- Number of new immigrants attracted to B.C. by the Provincial Nominee Program.

In addition, the BladeRunners program, formerly of the Ministry of Community Services, was transferred to the Ministry of Advanced Education and Labour Market Development, to unite it with other labour market programs. Accordingly the Ministry reports in this document on:

- The percentage of BladeRunners participants moving into employment.

The Public Sector Employers' Council Secretariat also joined the Ministry in June 2008 as a further step to align labour market development and labour relations under one ministry.

A final shift related to the reorganization is that the Ministry is no longer responsible for research and innovation. The Ministry of Small Business, Technology and Economic Development will report on the research and innovation performance measure published in the *Ministry of Advanced Education 2008/09-2010/11 Service Plan*.

Performance Plan Summary Table

Goal 1: B.C.'s public and private post-secondary systems provide citizens with the knowledge and skills necessary to contribute to society and compete in current and future labour markets. For greater detail see pages 16 to 23	2008/09 Target	2008/09 Actual
1.1 British Columbians have opportunities to attend post-secondary education <ul style="list-style-type: none"> • Total student spaces in public post-secondary institutions • Total credentials awarded 	 198,500 49,465	 195,317 SUBSTANTIALLY ACHIEVED 49,450 SUBSTANTIALLY ACHIEVED
1.2 Post-secondary education is accessible and affordable for students Per cent of former students' monthly income used for education loan repayment: <ul style="list-style-type: none"> • Former diploma, associate degree and certificate programs • Baccalaureate programs Three-year transition rate of high school students to post-secondary education	 ≤4.3% ≤6.9% ≥70%	 3.6% EXCEEDED 6.3% ACHIEVED 66.2% SUBSTANTIALLY ACHIEVED
1.3 B.C.'s public post-secondary institutions provide a high quality learning environment and meet standards of excellence Student assessment of quality at public institutions - overall satisfaction: <ul style="list-style-type: none"> • Former diploma, associate degree and certificate students • Baccalaureate students 	 ≥90% ≥90%	 94.6% 95.3%
1.4 Institutions offer courses and programs that are relevant to the needs of students and B.C.'s economy Student outcomes - unemployment rate: <ul style="list-style-type: none"> • Former diploma, associate degree and certificate students • Baccalaureate graduates 	 ≤7.7%	 6.4% EXCEEDED 3.6% EXCEEDED

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Goal 2: British Columbia has a provincial labour force strategy that responds to employers' critical skill and occupational shortages. For greater detail see pages 23 to 25	2008/09 Target	2008/09 Actual
2.3 Funding is strategically targeted for training and improving labour market access for low skilled and unemployed individuals Percentage of BladeRunners participants moving into employment	76%	76% ACHIEVED
Goal 3: British Columbia is a destination of choice for people from across Canada and around the globe as a place to live, work and study. For greater detail see pages 26 to 29	2008/09 Target	2008/09 Actual
3.1 B.C. attracts the skilled immigrants needed to fulfill the province's labour demand Number of new immigrants attracted to B.C. under the Provincial Nominee Program:		
• Business	90	94 ACHIEVED
• Strategic occupations/skilled workers	2,400	2,564 ACHIEVED
3.2 Newcomers are able to communicate in English and attain jobs related to their skills, training and education Number of clients served through the Skills Connect for Immigrants Pilot Program	1,700	2,114 EXCEEDED
Percentage of recent immigrants in language training who report greater ability to use English	80%	DATA NOT AVAILABLE ¹
Percentage of surveyed clients who reported receiving information relevant to their settlement needs.	84%	DATA NOT AVAILABLE ¹

¹: The next survey is scheduled for Fall 2009.

Evaluation of Achievement:

- *Exceeded = More than 110% of target*
- *Achieved = 100 to 109% of target*
- *Substantively achieved = 90 to 99% of target*
- *Not achieved = Less than 90% of target*

Goals, Objectives, Strategies and Performance Results

Goal 1: British Columbia's public and private post-secondary systems provide citizens with the knowledge and skills necessary to contribute to society and compete in current and future labour markets

Objective 1.1: British Columbians have opportunities to attend post-secondary education

Achieving this objective will ensure that an integrated public and private post-secondary system provides the required number and quality of graduates to meet employers' demand for highly skilled workers and that institutions are able to respond to B.C. communities' needs for education and skills training.

The customary challenges associated with the objective are:

- Ensuring spaces are available when and where they are needed;
- Matching operating, capital and financial aid capacity at the right place and times; and
- Managing the regional variation in demand for programs.

Strategies

- Revitalize the accountability framework for the post-secondary system, clarifying mandates, roles and responsibilities.
- Target post-secondary growth to meet the new labour market.
- Target student financial aid funding to in-demand occupations in the labour market.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Total student spaces in public institutions ^{1,2}	182,339	186,749	198,500	195,317 SUBSTANTIALLY ACHIEVED

Data Source: Post-Secondary Institutional Audited Full-Time Equivalent Reports

¹ Total student spaces includes Industry Training Authority Full-Time Equivalents.

² Actual for 2007/08 has been restated from 186,736. The 2008/09 target has been restated from 200,642.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Total credentials awarded ^{1,2,3}	48,270	48,669	49,465	49,450 SUBSTANTIALLY ACHIEVED

Data sources: Central Data Warehouse, Royal Roads University and the Research Universities' Council of British Columbia.

¹ Actuals for 2006/07 and 2007/08 have been restated from 48,618 and 48,708, respectively, to reflect the most accurate data.

² This measure is based on a three-year average of the credentials awarded in the most recent academic years, e.g. the results for the 2008/09 actual are a three-year average of the 2005/06, 2006/07 and 2007/08 academic years.

³ This measure includes credentials awarded for programs that lead to a formal qualification (as opposed to a certificate of attendance) at all public post-secondary institutions. This includes all forms of post-secondary education from vocational training to graduate programs; however, it does not include certificates for program of less than three months or credentials awarded by the Industry Training Authority.

Discussion of Results

Total student spaces is a measure for how effectively B.C. public post-secondary institutions are in meeting the system target for student spaces (Full-Time Equivalents).¹ This target includes priority spaces for graduate students, skilled trades, and access for Aboriginal learners, in addition to health care and medical education.

The data are calculated using fiscal year audited enrolment reports submitted to the Ministry by public post-secondary institutions, and is expressed both as a total count of actual Full-Time Equivalents delivered and as a ratio of actual to funded Full-Time Equivalents, also known as a utilization rate.

¹ The Full-Time Equivalent measure converts all full- and part-time student enrolments into the equivalent number of full-time enrolments based on a full course load.

The total student spaces target was substantially achieved. The utilization rate corresponding to 195,317 seats was 98.4 per cent.

The total credentials awarded at B.C. public post-secondary institutions target was substantially achieved as 15 fewer credentials were awarded than the target of 49,465. The purpose of this measure is to assess the system's capacity to meet student demand for programs and courses, and to ensure sufficient numbers of graduates.

Objective 1.2: Post-secondary education is accessible and affordable for students

For the purpose of this objective, access means all citizens have equitable and affordable access to public post-secondary education. Achieving this objective will ensure students are able to pursue post-secondary education throughout the province and that barriers, such as financial or geographic limitations, are minimized.

This will also require consideration of shifts in the composition and size of B.C.'s population, such as:

- An increased number of new immigrants to B.C. that have post-secondary education but require English language training and/or credential upgrading;
- Growth in the Aboriginal population; and
- An increased number of adult learners, especially those that require improved literacy skills, have a disability, or have been displaced from lower skilled occupations.

Strategies

- Reduce financial barriers for students and encourage early planning for the selection and financing of post-secondary studies. For more information on student financial assistance visit: www.aved.gov.bc.ca/studentaidbc/.
- Improve participation of Aboriginal peoples in post-secondary education. For more information on Aboriginal education initiatives in the province visit: www.aved.gov.bc.ca/aboriginal/.
- Support adult individuals' efforts to achieve the level of learning required to reach their full potential in the modern economy. For more information on literacy and adult education visit: www.aved.gov.bc.ca/adulteducation/welcome.htm.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Per cent of former students' monthly income used for education loan repayment: ^{1,2,3}				
Former diploma, associate degree and certificate students	N/A	4.3% ⁴	≤ 4.3%	3.6% ⁵ EXCEEDED
Baccalaureate graduates	N/A	6.9% ⁴	≤ 6.9%	6.3% ⁴ ACHIEVED

Data sources: Diploma, Associate degree and Certificate Student Outcomes survey, and Baccalaureate Graduates Survey.

¹ As part of the surveys, students indicated their income and how much debt they incurred through B.C. Student Loans, the Canada Student Loans Program and from private sources. Some of the students responding to the survey do not have B.C. Student Loans.

² The monthly loan repayment values are calculated using a 9.5 year amortization period (the period used for federal consolidated student loans) and an interest rate of prime plus 2.5% (calculated based on the Bank of Canada prime rate in November of the survey year).

³ Actuals for 2007/08 have been restated from 4.0% and 6.5%, respectively, to reflect the use of a consistent time period for determining the interest rate.

⁴ The margins of error are within +/- 1% (19 times out of 20).

Discussion of Results:

The Ministry aims to establish the most reasonable and equitable balance between the costs (borne by students, taxpayers and institutions) and the benefits (shared by former students, society and institutions) of post-secondary education.

This measure examines the affordability for students and thereby the balance between partners. This specific measure is about debt manageability: the data used are based on surveys of former students who still had education-related loans outstanding at the time of the survey.

The target is to keep the percentage of monthly income used to payoff education loans equal to or lower than current levels. A lower debt to income ratio indicates a more affordable post-secondary education. The targets for this measure were exceeded among former diploma, associate degree and certificate program students, and achieved among baccalaureate graduates.

For the 2008 survey year, former diploma, associate degree, and certificate students had a median monthly income of \$2,956.75 and a median loan repayment of \$106.02. The loan repayment represents 3.6 per cent of monthly income. For baccalaureate graduates, the median monthly income was \$3,750.00 and the median monthly loan repayment was \$235.60, or 6.3 per cent of monthly income.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Transition rate of high school students to public post-secondary education. ¹	67.4%	65.5%	≥ 70%	66.2% SUBSTANTIALLY ACHIEVED

Data sources: Student Transitions Project: Research Results from the Student Transitions Project, April 2009.

¹ The 2008/09 actual is based on the three-year transition rate of the 2004/05 grade 12 cohort.

Discussion of Results

This new measure reflects what proportion of students made the transition from secondary school to public post-secondary education within three years. The measure indicates the percentage of high school students who complete their grade 12 program, and subsequently enrol in at least one course at a public post-secondary institution. Improving the success of B.C. students in this key transition is an important way to improve access and participation in post-secondary education.

In February 2007, the *Outlook for British Columbia: COPS BC Unique Scenario for 2005 to 2015*² stated that "more than 70 per cent of expected employment openings (newly created jobs and replacement openings) are expected to require some post-secondary education." The target for this measure was set at 70 per cent to reflect the expected educational requirements of the economy. The target for 2008/09 was substantially achieved.

Objective 1.3: B.C.'s post-secondary institutions provide a high quality learning environment and meet standards of excellence

Achieving this objective means that B.C.'s post-secondary students are assured a high standard of excellence in the education and training they receive and that the needs of students, employers and citizens are met.

B.C.'s public post-secondary institutions are autonomous organizations, managing their own affairs and determining their education programs and courses. However, as the institutions received a large proportion of their funding from government, the Ministry has put in a number of accountability mechanisms including an Accountability Framework, Government Letters of Expectation, and policy and priorities meetings to promote institutional accountability for the public resources they use.

²The most up-to-day information available at the time of printing.

In addition to the rigorous quality assessment process that all institutions and new degree programs go through, the *Degree Authorization Act* requires that all private and out-of-province public institutions that have received Ministerial consent, report annually to the Ministry on established performance standards.

B.C.'s registered private career training institutions may voluntarily pursue accreditation (quality assurance) with the Private Career Training Institutions Agency (PCTIA). In order to secure accreditation, an institution must complete a detailed accreditation report, successfully undergo a rigorous evaluation by an external audit team, and meet the Agency's quality standards for accredited institutions.

Strategies

- Encourage innovation in the post-secondary system, through promoting new ways of addressing the diversity of students including life-long learners, Aboriginal people, new immigrants and international students by providing flexible, adaptable educational options.
- Implement changes to the *Private Career Training Institutions Act*, regulations and bylaws to further enhance student protection, quality assurance and accountability in governance in the private career training sector. This includes providing for a student complaint mechanism, basic education standards for registered institutions, moving to an outcomes-based accreditation process, and enhancements to the PCTIA board structure and institution fee structures.
- Establish an Education Quality Assurance designation that will recognize institutions that meet or exceed established quality assurance standards.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Student assessment of quality at public institutions – overall satisfaction ¹ :				
<ul style="list-style-type: none"> • Former diploma, associate degree and certificate students 	95.1%	95.7% ²	≥ 90%	94.6% ACHIEVED
<ul style="list-style-type: none"> • Baccalaureate graduates 	95.8%	96.0%	≥ 90%	95.3% ACHIEVED

Data sources: Diploma, Associate degree and Certificate Student Outcomes survey, and Baccalaureate Graduates Survey.

¹ Margins of error are within plus or minus one per cent (19 times out of 20).

² The 2007/08 actual for the former diploma, associate degree and certificate students has been restated from 95.3%.

Discussion of Results

Students' assessment of their overall satisfaction with their program is one way of measuring quality in the system. Surveys are taken two years after students complete their programs. This allows students to reflect on their education in relation to their experience in the workforce.

Targets for percentage of baccalaureate and former diploma, associate degree certificate students who were very satisfied or satisfied with their education were achieved.

In the private career training sector, new legislation was passed to enhance quality, accountability and student protection.

Objective 1.4: Institutions offer courses and programs that are relevant to the needs of students and the B.C. economy

Achieving this objective will ensure that education and training offered through the post-secondary education system are relevant to the knowledge, skills and abilities needed in the labour market. In addition, the purpose of post-secondary education is to educate citizens who can respond to B.C.'s social and economic challenges and opportunities.

Challenges associated with the objective are to address the current needs of students and employers by providing an appropriate array of programs, and to respond to the demands of a dynamic provincial economy. This includes addressing skill shortages in certain highly skilled occupations and in rural and northern areas, and responding to the needs of diverse industries, ranging from construction to the creative and knowledge-based sectors.

Strategies

- Target specific skills shortages by increasing the number of spaces available in health professions, skilled trades, technical careers and other professions where shortages are evident.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Student outcomes - unemployment rate ¹ :				
• Former diploma, associate degree and certificate students	6.3%	6.1%	≤7.7%	6.4% EXCEEDED
• Baccalaureate graduates	3.9%	2.7%		3.6% EXCEEDED

Data sources: Diploma, Associate degree and Certificate Student Outcomes survey, and Baccalaureate Graduates Survey.

¹ Margins of error are within plus or minus one per cent (19 times out of 20).

Discussion of Results

This measure provides some indication of how successful former students were in making the transition from public post-secondary education to employment. To accomplish this, the measure compares former public post-secondary students and graduates' unemployment rates with the unemployment rate for British Columbians with high school credentials or less.

The target unemployment rate for baccalaureate graduates as well as former diploma, associate degree and certificate students was exceeded in both cases. The fact that this target has been achieved or exceeded for the last few years is indicative of the knowledge economy's demand for skilled workers and those with post-secondary credentials.

Goal 2: British Columbia has a provincial labour force strategy that responds to employers' critical skill and occupational shortages

Objective 2.1: WorkBC, the provincial workforce strategy, responds to employers' changing critical skill shortages and occupational needs

Since its release in 2007, over 96 per cent of action items identified in the WorkBC Action Plan have been implemented and are delivering results. However, economies are dynamic and impacted by global forces. For more information on WorkBC, visit www.workbc.ca.

Effective strategies need to be reviewed and updated to keep current with changes in the workforce and economic conditions. With this in mind, in June 2008 the Ministry brought together business and other labour market leaders at the *Looking Forward: Workforce of the Future Forum* to develop priorities for new and adjusted labour market initiatives.

Achieving this objective requires continued efforts to collaborate with labour market leaders in industry, communities and other interest groups, as well as coordination with the province's training institutions to build a labour market system that will meet the province's sectoral challenges and support the economic growth of the province and sustainability of our communities.

Objective 2.2: Bridge the gaps between employers and those in search of employment with labour market information that is accurate and timely – thereby allowing British Columbians to anticipate future labour market challenges and opportunities

Labour market information is the foundation of effective labour market policies and practices. Government, employers and individuals looking for employment or education opportunities depend on accurate information, particularly in an environment of rapidly changing labour market needs.

Achieving this objective means that labour market information improves efficiency and productivity by matching employers, training providers and those in search of employment when and where they are needed, and establishing skilled workers in jobs in their area of expertise.

Comprehensive, accurate, and innovative labour market information and analysis also allows decision makers inside and outside government to make sound decisions about labour market challenges and opportunities today and in the future.

Objective 2.3: Funding is strategically targeted for training and improving labour market access for low skilled and unemployed individuals

Implementation of the Canada/B.C. Labour Market Agreement which provides funding to support labour market programming targeted to individuals who are unemployed but are not eligible for Employment Insurance benefits or programs, and those who are employed but are low skilled, is underway.

Funding also provides British Columbia business, industry, trainers and service providers with tools, curriculum, and support to assist in the integration of essential skills into workplace training programs.

Strategies

- Undertake consultation with communities and stakeholders, and develop labour market initiatives and programs, a performance measurement framework and an outcome reporting system for the Labour Market Agreement.
- Increase the number of communities assisted by the Canada/B.C. Targeted Initiative for Older Workers program to support and increase employability of unemployed older workers (55-64).

- Generate greater awareness of the benefits of labour market information and make it available for stakeholders to improve their operations, and for clients seeking information about the labour market.
- Develop a provincial workforce strategy that builds on the achievements to date of the WorkBC Action Plan and an implementation plan with targeted actions for a labour market and training system that is flexible and responsive to the changing labour market needs in partnership with stakeholders including those in industry and education.
- Fund the Industry Training Authority (ITA) to meet the training demand and expand the program among employers. The ITA manages the training and certification system which provides apprenticeship programs through public and private post-secondary institutions. For more information on industry training in B.C please visit: www.itabc.ca.
- Target specific skills shortages by increasing the number of student spaces available in programming for health professions, skilled trades, technical careers and other professions where shortages are evident.
- Fully-implement SkillsPlus, an initiative that is focused on supporting small to mid-sized enterprises in B.C.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target ²	2008/09 Actual
Percentage of BladeRunners participants moving into employment	70%	75%	76%	76% ACHIEVED

Data sources: The program's community-based provincial administrator collects recruitment and participation in-employment data from all sites on a quarterly basis and provides the Province with the data through Bladestat.

Discussion of Results

The BladeRunners program to connect youth-at-risk with jobs in sectors with high demand is now running in 10 centres – Vancouver, Victoria, Surrey, Whistler, Prince George, Duncan, Nanaimo, Comox Valley, Port Alberni and Ucluelet – with more than 310 participants per year.

The BladeRunners program has achieved its performance target of 76 per cent of participants moving into employment because of the network of established service delivery agents who through their experience delivering the program have developed strong local industry networks within their regions of operation.

To date the downturn in the global economy has not adversely affected delivery performance.

Goal 3: British Columbia is a destination of choice for people from across Canada and around the globe as a place to live, work and study

Objective 3.1: B.C. attracts the skilled immigrants needed to fulfill the province's labour demand

This objective focuses on maximizing the benefits of immigration by attracting, integrating and retaining foreign workers and enabling skilled workers and business entrepreneurs to achieve permanent-resident status.

It is also aimed at reducing the time it takes to assess credentials of internationally trained individuals and at supporting skilled new Canadians in attaining jobs for which they are trained. Minimizing skills shortages is a critical factor in ensuring B.C.'s future economic prosperity and social health.

Strategies

- Increase the number of skilled people in the workforce through:
 - Increasing recruitment and accelerated permanent resident status for skilled workers, business entrepreneurs and international students that were enrolled in the B.C. post-secondary system;
 - Increasing the number of foreign workers entering the workforce into occupations with skill shortages.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target ²	2008/09 Actual
Number of new immigrants attracted to B.C. under the Provincial Nominee Program: ¹				
• Business	100	61	90	94 ACHIEVED
• Strategic Occupations/ Skilled Workers	1,100	1,820	2,400	2,564 ACHIEVED

Data sources: Ministry of Advanced Education and Labour Market Development - Provincial Nominee Statistics.

¹ Numbers are for principal applicants and do not include applicants' spouses or dependants.

² These targets were revised in light of the economic downturn in 2008 since demand in both program categories is affected by economic conditions. The original targets were 120 for the Business Category and 3,000 for the Strategic Occupations category.

Discussion of Results

The British Columbia Provincial Nominee Program helps B.C. employers to recruit and retain skilled foreign workers, and also offers a business immigration alternative to the federal entrepreneur and investor program. This measure reports on the Province's success in attracting business immigrants and skilled workers under the Provincial Nominee Program.

Despite the global economic downturn that began to impact B.C. in the latter part of 2008, approvals under both streams of the B.C. Provincial Nominee Program in 2008/09 were up significantly compared with the previous year, and achieved the revised Service Plan targets. Approvals increased by 54 per cent in Business stream and by 40 per cent in the Strategic Occupations stream. In the employer-driven Strategic Occupations stream, continued strong demand for workers in the health services, post-secondary education and tourism/hospitality more than offset weaker demand in construction and information technology. Demand in the Business stream remained robust throughout the year, reflecting the fact that lifestyle as well as economic factors are important drivers for business immigrants. The substantial increase in business immigrant approvals in 2008/09 reflects changes made that were made in this program category during the previous year to enhance its competitiveness with the nominee programs of other provinces.

Objective 3.2: Newcomers are able to communicate in English and attain jobs related to their skills, training and education

The abilities of a new immigrant to communicate in English and to attain employment in a job that is related to their previous skills, knowledge and experience are good indicators that a newcomer has successfully integrated into B.C. society. Successful integration is vital for B.C. to be seen as a preferred place for newcomers to live and work.

The Ministry's efforts to support a newcomer's successful integration into the B.C. economy and society are delivered under WorkBC and WelcomeBC.

- WorkBC's suite of labour market programs includes several focused on attracting and recruiting new workers and developing their skills once they arrive.
- WelcomeBC is a comprehensive approach to enhance settlement and integration services to help newcomers better adapt to life in their new communities and assist communities to be more welcoming to newcomers. A key element of WelcomeBC is delivering English language classes to adult newcomers to ensure that they have the language skills they need to move forward in their careers and become part of their new communities, and includes targeted labour market programs referenced under WorkBC.

Strategies

- Increase the number of skilled people in the workforce through:

- Reducing barriers to labour mobility for all workers across Canada, and to the full employment of skilled immigrants already in BC whose foreign experience, training and skills are not fully recognized in the Province;
- Accelerating credential assessment for trades and professions;
- Developing English language training and making use of a variety of service delivery models, such as English Language Services for Adults, which will respond to immigrants' general communication needs and to specific labour market needs; and,
- The establishment of the Immigrant Employment Council of B.C. to provide a cross-sectoral approach to support the labour market integration of immigrant newcomers.

Performance Results

Performance Measure	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Number of clients served through the Skills Connect for Immigrants Program ¹	826 ²	1,594	1,700	2,114 EXCEEDED

Data sources: Ministry of Advanced Education and Labour Market Development - internal Skills Connect Database.

¹ This performance measure has been revised since its publication in the *Ministry of Economic Development 2008/09-2010/11 Service Plan*.

² Skills Connect services commenced in July 2006, and therefore this number represents only a partial year.

Discussion of Results

The B.C. Skills Connect for Immigrants Program is an employment bridging program established as a pilot in 2006 to assist skilled immigrants to secure jobs that utilize their pre-arrival foreign qualifications, skills and work experience in the B.C. labour market. Since the program's inception, more than 4,500 skilled immigrants have benefited from the program.

Program targets for 2008/09 achieved 124 per cent which included a total of 506 (target 400) skilled immigrants specifically within the health sector and 1,608 (target 1,300) immigrants in other sectors experiencing critical skill shortages such as construction, energy, transportation and tourism/hospitality.

Performance Results

Performance Measure	2005/06 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of recent immigrants in language training who report greater ability to use English	76%	Data Not Available	82%	80%	Data Not Available ¹

Data sources: B.C. Settlement and Adaptation Program (BCSAP) Outcomes and Client Satisfaction Surveys - Stream 3 (English Language Services for Adults [ELSA]), designed and administered by Synovate Ltd.. The survey has a 95 per cent confidence level that results are accurate within +/-3.0 per cent. Approximately 1,000 of recent ELSA enrollees (there are approximately 18,000 adult immigrants enrolled in ELSA classes each year) are surveyed, most in their first language.

¹ An extensive survey is conducted biennially that reports on this measure. The last survey was held in 2007/08; the next is in 2009/10.

Discussion of Results

The ability to speak, read and write English assists settlement and allows new immigrants to access the amenities and services that are available in the communities where they are residing. The ability to use the English language also helps immigrants make the best use of education and employment opportunities.

The B.C. Settlement and Adaptation Program Outcomes and Client Satisfaction Survey is conducted biennially. As a result, data are not available for 2008/09 and will be reported in the Ministry's 2009/10 Annual Service Plan Report.

Performance Results

Performance Measure	2005/06 Baseline	2006/07 Actual	2007/08 Actual	2008/09 Target	2008/09 Actual
Percentage of surveyed clients who reported receiving information relevant to their settlement needs.	80%	Data Not Available	82%	84%	Data Not Available ¹

Data sources: B.C. Settlement and Adaptation Program (BCSAP) Outcomes and Client Satisfaction Surveys - Stream 1 (Information and Support Services), designed and administered by Synovate Ltd.. The sample selection process is not randomized. There is a possibility of participant selection bias. The surveys have a 95% confidence level that results are accurate within +/-2.0%. Between 75,000 to 95,000 immigrants are provided information and support intended to address their settlement and integration needs. Services are provided by third-party BCSAP funded service providers. Over 2,000 service recipients complete a survey and return it to the Ministry, either directly or through their service provider.

¹ An extensive survey is conducted biennially that reports on this measure. The last survey was held in 2007/08; the next is in 2009/10.

Discussion of Results

Increasingly immigrants to the province are arriving from countries where English is not an official language. Many arrive from countries where services and systems are unlike those in Canada. In order to settle quickly many immigrants, particularly those who arrived as refugees, require service supports, preferably in their first language, which address their settlement needs.

The B.C. Settlement and Adaptation Program Outcomes and Client Survey is conducted biennially. As a result, data are not available for 2008/09 and will be reported in the Ministry's 2009/10 Annual Service Plan Report.

Goal 4: Public sector labour relations support the Province's goals for long term, sustainable growth and prosperity

Objective 4.1: Effectively support Government's management of public sector labour relations and human resource strategies.

Strategies:

- Develop/maintain an executive compensation and negotiating framework that incorporates government's fiscal, policy and program directions.
- Maintain a public sector negotiating framework.
- Initiate data surveys on public sector labour.
- Improve the quality and reliability of the data that supports negotiations, including actuarial analysis. This will allow Government to predict costs accurately and improve decision making.

Report on Resources

Resource Summary Table

	Estimated ¹	Other Authorizations ²	Total Estimated	Actual	Variance
Operating Expenses (\$000)					
Educational Institutions and Organizations	1,776,024		1,776,024	1,767,941	(8,083)
Student Financial Assistance	132,381	(5,748)	126,633	107,492	(19,141)
Debt Service Costs and Amortization of Prepaid Capital Advances	310,883	(172,900)	137,983	131,083	(6,900)
Research and Innovation	13,441	(13,399)	42	0	(42)
Executive and Support Services	19,265		19,265	17,254	(2,011)
Multiculturalism and Immigration (Transfer from the Ministry of Attorney General)		8,796	8,796	8,962	166
Executive and Support Services (Transfer from the Ministry of Attorney General)		227	227	233	6
Women's Seniors' and Community Services (Transfer from the Ministry of Community Development)		1,448	1,448	1,171	(277)
Public Sector Employers' Council Secretariat (Transfer from the Ministry of Finance)		16,301	16,301	15,655	(646)
Marketing, Investment, Trade and Economic Immigration (Transfer from the Ministry of Small Business, Technology, and Economic Development)		1,252	1,252	824	(428)
Enhancing Economic Development (Transfer from the		106,555	106,555	107,229	674

Ministry of Advanced Education and Labour Market Development

Ministry of Small Business, Technology, and Economic Development)					
Total Operating Expenses before Adjustment of Prior Year's Accrual	2,251,994	(57,468)	2,194,526	2,157,844	(36,682)
Adjustment of Prior Year's Accrual 3				(2,040)	(2,040)
Total Operating Expenses after Adjustment of Prior Year's Accrual	2,251,994	(57,468)	2,194,526	2,155,804	(38,722)
Full-time Equivalents (Direct FTEs)					
Executive and Support Services	235	(26)	209	218	9
Multiculturalism and Immigration and Executive and Support Services (Transfer from the Ministry of Attorney General)		47	47	47	0
Women's Seniors' and Community Services (Transfer from the Ministry of Community Development)		2	2	1	(1)
Marketing, Investment, Trade and Economic Immigration and Enhancing Economic Development (Transfer from the Ministry of Small Business, Technology, and Economic Development)		34	34	33	(1)
Public Sector Employers' Council Secretariat (Transfer from the Ministry of Finance)		13	13	10	(3)
Total	235	70	305	309	4
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Executive and Support Services:					
Information Systems	1,615		1,615	859	(756)
Furniture and Equipment	75		75	48	(27)
Tenant Improvements	150		150	227	77
Public Sector Employers' Council		5	5	0	(5)

Ministry of Advanced Education and Labour Market Development

Secretariat (Transfer from the Ministry of Finance) Furniture and Equipment					
Total	1,840	5	1,845	1,134	(711)
Capital Plan (\$000)					
Educational Institutions and Organizations: Prepaid Capital Advances	200,000		200,000	173,246	(26,754)
Total	200,000		200,000	173,246	(26,754)
Other Financing Transactions (\$000)					
Student Financial Assistance – BC Student Loan Program:					
Total Receipts					
Total Disbursements	86,000	(86,000)	0		
	250,000	(250,000)	0		
Total Net Cash Source (Requirements)	(164,000)	164,000	0		

¹ The “Estimated” amount corresponds to the Estimates as presented to the Legislative Assembly in February 2008.

² Other Authorizations is a result of government reorganization during the fiscal year.

³ As in accordance with Generally Accepted Accounting Principles (GAAP), this amount reflects an adjustment of prior year’s expense accrual. These dollars are not available for Ministry spending.

The Ministry spent \$2.2 billion in operating expenses during the 2008/09 fiscal year. The Ministry was under spent by \$36.7 million (1.7%) primarily due to lower than budgeted interest rates and actual loan disbursements being less than anticipated.

Income Statement for Schools or Universities and Colleges

Name of Sector	2008/09 Budget	2008/09 Actual	Variance
Combined Income Statement (\$000)			
Total Revenue	4,491,841	4,145,000	(346,841)
Total Expense	4,400,451	4,435,000	34,549
Operating Results	91,390	(290,000)	(381,390)
Gain (Loss) on sale of Capital Assets (if applicable)	0,000	0,000	0,000
Net Results	91,390	(290,000)	(381,390)

Annual Service Plan Report Appendices

Appendix A: Ministry Contact Information

Service	Ministry Branch/Agency	Telephone/Fax	E-mail/Website
General information			ALMD.WEBMASTER@gov.bc.ca
Media inquiries	Public Affairs Bureau	T: 250-952-6508 F: 250-356-6942	
Student loans, grants, bursaries, scholarships, and special programs	StudentAid BC	T: In Victoria 250-387-6100 T: B.C. Lower Mainland: 604-660-2610 T: Anywhere else in Canada/U.S. (toll-free): 1-800-561-1818 TTY for deaf and hearing impaired: 250-952-6832 F: 1-866-312-3322 (toll free in Canada) F: 250-356-9455	www.studentaidbc.ca
Degree Authorization	Degree Quality Assessment Board Secretariat	T: 250-387-5163 F: 250-356-8851	DQABsecretariat@gov.bc.ca www.aved.gov.bc.ca/degreeauthorization/board/welcome.htm
Private Career Training Institutions	Private Career Training Institutions Agency	T: 604-660-4400 T: 1-800-661-7441 F: 604-660-3312	info@pctia.bc.ca www.pctia.bc.ca/
Industry Training Programs	Industry Training Authority	T: 778-328-8700 T: 1-886-660-6011 F: 778-328-8701	customerservice@itabc.ca www.itabc.ca/

Ministry of Advanced Education and Labour Market Development

Labour Market- Related Services	WorkBC	T: 250-387-7587	workbcinformation@gov.bc.ca www.workbc.ca
Services for Newcomers and Immigration Information	WelcomeBC	T: 604-660-2203 F: 604 -775-0670 T: 1-800-663-7867 TDD for deaf and hearing impaired: (604) 775-0303 In B.C. Lower Mainland T: 1-800-661-8773 Elsewhere in B.C.	almd.iib@gov.bc.ca www.welcomebc.ca/
Public Educational Broadcaster	Knowledge Network Corporation	T: 1-877-456-6988 T: 604-431-3222 F: 604-431-3387	www.knowledge.ca/

Appendix B: Hyperlinks to Additional Information

Legislation: www.aved.gov.bc.ca/publications/legislation.htm

B.C. Public Post-Secondary Accountability Framework: www.aved.gov.bc.ca/framework/