

Industry Training Authority

2019/20 **Annual Service Plan Report**



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Published by the Industry Training Authority

Board Chair's Accountability Statement



The *Industry Training Authority 2019/20 Annual Service Plan Report* compares the corporation's actual results to the expected results identified in the *2019/20 – 2021/22 Service Plan* created in February 2019. I am accountable for those results as reported.

A handwritten signature in black ink, appearing to read 'Cindy Oliver', enclosed within a thin black rectangular border.

Cindy Oliver
Board Chair
July 14, 2020

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Letter from the Board Chair & CEO

The Board of Directors, leadership and staff of the Industry Training Authority (ITA) are pleased to report that all 2019/20 Service Plan performance measures have been either substantively met or exceeded over this past fiscal year. This is the first time in several years that the ITA has substantively met or exceeded all performance measures.

In meeting its service plan performance measures, the ITA worked closely with the Ministry of Advanced Education, Skills and Training to deliver on the direction outlined in the [ITA's 2019/20 Mandate Letter](#). This letter, directed to the Board Chair, identified three key Government commitments to British Columbians: make life more affordable; deliver the services people count on; and build a strong, sustainable, innovative economy that works for everyone. The letter also identified true and lasting reconciliation with Indigenous peoples in British Columbia as a key priority, including adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Calls to Action of the Truth and Reconciliation Commission (TRC). The ITA has incorporated UNDRIP, TRC and [B.C.'s Declaration on the Rights of Indigenous Peoples Act](#) within its specific mandate and context. With its partners, the ITA is working towards achieving these Government commitments by fostering positive changes within the trades training and apprenticeship system.

The ITA is committed to leading a cultural change in British Columbia's trades training and apprenticeship system in order to remove barriers for groups currently under-represented in trades professions, including Indigenous peoples, women, youth and newcomers to our province.

In 2019/20, the ITA began reaching out to women who were no longer active in their apprenticeship, offering support and guidance on next steps to continue their training. The ITA also offered trades programs to youth in grades 5 to 12, reaching over 7,500 students demonstrating the benefits of a sustainable career in the trades.

The ITA has continued its efforts to make apprentices more successful, promote the value of trades careers, and deliver a trades training and apprenticeship system that provides students and apprentices with high-quality skills required to fully participate in British Columbia's economy. During 2019/20, the ITA recruited five new apprenticeship advisors and now offers a total complement of 20. The ITA's apprenticeship advisors are Government and ITA's voice in all regions of the province, promoting trades careers and supporting apprentices and employers.

The ITA has continued to deliver on its 2019/20 Mandate Letter direction to support the introduction of Community Benefits Agreements, a revision of a new Apprenticeship Ratio Policy, and the preliminary work related to the introduction of mandatory trades. The ITA has also worked closely with its Sector Advisory Groups to introduce a more fulsome engagement model, which includes a broader outreach to journeypersons, apprentices, training providers, women, Indigenous peoples and other groups.

To facilitate a coordinated and strategic approach between the ITA's Board and government, the ITA's Board Chair and the Minister of Advanced Education, Skills and Training meet on a

regular basis. ITA's executive also meets quarterly with ministry staff and the Chief Executive Officer and Chief Operating Officer hold biweekly calls with ministry executive.

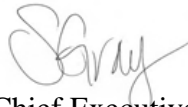
The ITA's Board values continuous learning and is focused on greater understanding of Indigenous culture and inclusiveness as part of board training, this includes evaluating ITA priorities to ensure alignment with the Truth and Reconciliation Commission: Calls to Action and B.C.'s *Declaration on the Rights of Indigenous Act*. The ITA's Board and all of the ITA's staff annually review the [Organizational Code of Conduct and Conflict of Interest Policy](#).

Cindy Oliver



Board Chair, ITA
July 14, 2020

Shelley Gray



Chief Executive Officer, ITA
July 14, 2020

Purpose of the Annual Service Plan Report

The Annual Service Plan Report is designed to meet the requirements of the [Budget Transparency and Accountability Act](#) (BTAA), which sets out the legislative framework for planning, reporting and accountability for Government organizations. Under the BTAA, the Crown Corporation's Board is required to report on the actual results of the Crown's performance related to the forecasted targets documented in the previous year's Service Plan.

Purpose of the Organization

The ITA leads and coordinates British Columbia's trades training and apprenticeship system. The ITA works with employers, apprentices, industry, labour, training providers, schools, Indigenous communities and Government to support apprenticeships, set program standards, issue credentials and promote increased opportunities in the trades.

The ITA is responsible for managing, supporting and promoting British Columbia's trades training and apprenticeship system. Established under the [Industry Training Authority Act](#), the ITA's purposes are: a) to manage and support a trades training and apprenticeship system in British Columbia; b) to ensure that the trades training and apprenticeship system meets the Province's need for skilled workers; c) to work with the Government to achieve the Government's objectives respecting the trades training and apprenticeship system; and d) to promote industry training programs, including by encouraging employers and individuals to participate in those programs.

Other authorities are defined in [Part 3 of the Industry Training Authority Act](#). The ITA's mandate and accountabilities are developed annually through a [Mandate Letter](#), which is signed by the Minister of Advanced Education, Skills and Training and each member of the [ITA's Board](#).

Strategic Direction

The strategic direction set by Government in 2019/20 and expanded upon in the Board Chair's [Mandate Letter](#) from the Minister Responsible shaped the [2019/20 ITA Service Plan](#) and results reported in this annual report.

The ITA aligns with Government's key priorities as follows:

Government Priorities	Industry Training Authority aligns with these priorities by:
Making life more affordable	<ul style="list-style-type: none"> Providing access to quality trades training and supporting apprentices through to certification, helps apprentices obtain good paying jobs, and in turn, increases their standard of living.
Delivering the services people count on	<ul style="list-style-type: none"> Increasing ITA's regional support helps apprentices have greater access to ITA assistance and services.
A strong, sustainable economy that works for everyone	<ul style="list-style-type: none"> Helping address barriers to trades training for equity seeking groups, a greater number of individuals will see trades training as a career option, building B.C.'s trades workforce. Supporting initiatives, such as the revised Apprenticeship Ratio Policy, Community Benefits Agreements and large private sector projects, helps

	to identify employment opportunities for apprentices in communities across the province.
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Operating Environment

A consistent supply of highly skilled trades workers is crucial to supporting the growth of British Columbia's economy. Of the 861,000 job openings anticipated across the province by 2029, apprenticeable trades jobs will make up approximately 8.5 percent (73,000). The demand for apprentices in British Columbia has been heightened by the Liquified Natural Gas (LNG) Canada project underway in the province's north. Ensuring adequate trades training seats to meet the anticipated labour market demand for trades workers over the next 10 years, as forecasted in British Columbia's Labour Market Outlook, continued to guide ITA's operational planning.

In 2019/20 British Columbia had one of the lowest unemployment rates in the country. When demand for apprentices is high, it is difficult for apprentices to leave their on-the-job training to attend technical training, impacting their progression to completion. Increasing the number of apprenticeship advisors supports employers and apprentices in balancing this demand.

Continuous evolution of technology requires the ITA to evaluate how it provides access to its services to support apprentices and employers and how it communicates with its partners. In addition, changes in industry technology, such as innovation in the automotive sector, requires the ITA to work closely with industry to ensure training standards address change to the extent possible.

The ITA worked with government to ensure a trades or Red Seal certification is valued as much as a university degree, countering the long-standing societal preference for university degrees. This bias contributes to challenges in recruitment into trades careers and having a diversified trades workforce in British Columbia. This work will continue through 2020/21.

Lack of diversity in the trades' workforce includes only 10 percent of women apprentices and 8 percent of Indigenous apprentices. In response, the ITA's strategic plan and service plan targets are specifically designed to make steady change to address these priorities.

The ITA welcomed a new Board Chair in December 2019. In August 2019, it appointed a new Chief Operating Officer and in November 2019, appointed its first Director of Women in Trades. Filling these positions is key to strengthening the ITA's leadership, delivering on Government's commitments and the organization's mandate.

Report on Performance: Goals, Objectives, Measures and Targets

In 2019/20 the ITA substantively achieved all service plan performance measures including increasing the number of new registrations for Indigenous peoples and women in under-represented trades, as well as the number of Indigenous peoples and women in under-represented trades sustained in apprenticeships. The ITA also met all value and satisfaction measures within the statistical margin of error and exceeded all Certificates of Qualification measures.

Goal 1: Advance and sustain a diverse and inclusive trades training and apprenticeship system for B.C.

Objective 1.1: Lead the cultural change needed in B.C.'s trades training and apprenticeship system to remove barriers for equity seeking groups (Indigenous peoples, women and other under-represented groups).

Key Highlights

- The ITA initiated partnership agreements with 10 training and service providers to deliver 13 programs offering a range of pre-apprenticeship and employment programs targeting: 1) women, 2) Indigenous groups and 3) under-represented groups including youth-at-risk.
- Applying the principles of the Truth and Reconciliation Commission: Calls to Action and B.C.'s *Declaration on the Rights of Indigenous Peoples Act*, the ITA worked with Indigenous communities and its Indigenous Advisory Council to advance the following initiatives:
 - To support Indigenous communities and increase the number of Indigenous apprentices, the ITA sought advice and input on its Indigenous initiatives through direct engagement with 53 Indigenous communities and from ongoing feedback received from the Indigenous Advisory Council. The ITA also developed, with Indigenous partners, a Provincial Indigenous Skills Training Plan to be implemented during 2020/21.
 - Further developed partnerships with Indigenous communities across the province to help ensure Indigenous apprentices receive recognition for their on-the-job work experience and training progress. This was achieved by successfully negotiating 6 additional Memorandums of Understanding with Indigenous organizations, building on the original four established in 2018/19.
- The ITA continued to strengthen its partnerships with the Ministry of Education and with schools across the province; ITA's youth programming reached more than 7,500 students.
- The ITA established a new team to develop a multi-year provincial strategy, to support, attract, retain and progress women and other under-represented groups in British Columbia's trades training and apprenticeship system.
- Partnering with key organizations, for example, BC Centre for Women in the Trades (BCWITT) and the BC Construction Association on delivering training and initiatives that reduce systemic barriers to retaining and advancing women in trades occupations.

Performance Measure(s)	2018/19 Baseline	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
[1.1a] Increase of women entering into under-represented trades ¹ apprenticeships	808	3%	6%	6%	10%
[1.1b] Increase of Indigenous peoples entering into apprenticeships	1,185	5%	5%	7%	10%
[1.1c] Increase of women in under-represented trades ¹ sustained in apprenticeships	2,082	4%	6%	7%	10%
[1.1d] Increase of Indigenous peoples sustained in apprenticeships	2,806	8%	8%	10%	11%

Data source: ITA's Direct Access Information System

¹ Under-represented trades exclude trades where 25 percent or more of the population are female. Trades excluded are: Baker, Cook, Hairstylist, and Landscape Horticulturist.

Discussion of Results

Increase of women entering into under-represented trades apprenticeships reflects the annual percentage increase of new women who registered as an apprentice in a trade where female participation rates are historically low. In 2019/20, the ITA exceeded its target by achieving an increase of 6 percent, rather than the target of 3 percent. The largest increases occurred in the Plumbing, Automotive Glass Technician, Automotive Service Technician and Partsperson trades.

Increase of Indigenous peoples entering into apprenticeships reflects the annual percentage increase of new Indigenous apprentices. In 2019/20, the ITA met this target with significant increases in the Professional Cook, Heavy Equipment Operator, Ironworker (Reinforcing), and Roofer trades.

Increase of women in under-represented trades sustained in apprenticeships is a measure of ITA's success in increasing the percentage of women in under-represented trades apprenticeships who remain active in the system throughout the year. In 2019/20, the ITA exceeded its target, achieving a 6 percent increase, versus the target of 4 percent. Construction Electrician, Carpenter, Plumber, and Welder trades account for half of all active apprenticeships for women in under-represented trades.

Increase of Indigenous peoples sustained in apprenticeships is a measure of the ITA's success with increasing the percentage of Indigenous apprentices who remain active in the system throughout the year. In 2019/20, the ITA met the target for this measure seeing an 8 percent increase in active registrations. Carpenter, Construction Electrician, Professional Cook, and Plumber account for half of all active Indigenous apprenticeships.

Goal 2: Assist apprentices to connect with employment opportunities and deliver the supports they need to achieve certification.

Objective 2.1: Ensure apprentices have the supports they need throughout their apprenticeship journey to improve learner's outcomes.

Key Highlights

- In 2019/20, the ITA recruited 5 new apprenticeship advisors to bring the total complement to 20. Over the course of the year, ITA's apprenticeship advisors had nearly 32,000 interactions throughout the province. A key component of an apprenticeship advisor's work is to support Indigenous peoples, women, youth, immigrants and other under-represented apprentices, including the promotion of employment opportunities with private and public sector employers.
- To assist apprentices and improve their outcomes, the ITA's completions team contacted over 6,800 apprentices to offer guidance, counselling and support to help apprentices complete their apprenticeship.
- The ITA continued its support to government in its preliminary work related to the introduction of mandatory trades and a revision of a new Apprenticeship Ratio Policy.
- To increase apprentices' ability to participate in technical training, the ITA supported the launch of 3 pilot projects to explore and develop transformative methods to deliver in-classroom trades training.
- To provide supports along the full continuum of an apprentice tradeswoman's experience, in the construction sector, the ITA launched a "Women in Construction Initiative" where the ITA began reaching out to women who were no longer active in their apprenticeship, offering support and guidance on next steps to continue their training.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
[2.1a] Number of CofQs issued	7,291	7,318	7,535	7,391	7,465
[2.1b] Number of CofQs issued to women	750	662	700	675	695
[2.1c] Number of CofQs issued to Indigenous peoples	280	281	318	295	316

Data source: ITA's Direct Access Information System

Discussion of Results

Number of Credentials issued depends on the efficient functioning of the trades training and apprenticeship system as a whole - from recruitment to apprenticeship and the availability of work-based and technical training and to effective assessment tools and supports for program completion. This measure is strongly influenced by external factors such as fluctuations in the economy and labour market, and the value employers place on certification.

Certificates of Qualification issued has steadily increased over the past three years from 7,240 in 2017/18 to 7,535 in 2019/20. For 2019/20, the overall Certificates of Qualification measure exceeded its target by three percent, with large increases in the Construction Electrician, Automotive Service Technician and Sheet Metal Worker trades.

Certificates of Qualification issued to women met and exceeded the 2019/20 target, however, growth has been slower than anticipated, which is why the 2019/20 target was below the actuals achieved in 2018/19. The largest increases were seen in the Construction Electrician and Parts and Warehousing Person trades.

Certificates of Qualification issued to Indigenous peoples underwent a 14 percent increase in 2019/20, with the Automotive Service Technician and Heavy Duty Equipment Technician trades experiencing the largest growth.

Goal 3: Provide improved services to apprentices and employer sponsors.

Objective 3.1: Enhance the way ITA supports learners and employer sponsors through improved responsiveness and accessibility.

Key Highlights

- In 2019/20 the ITA established a new industry stakeholder engagement model which strengthens and maintains the existing Sector Advisory Groups structure but broadens membership to ensure training providers and under-represented groups are involved. The new model also expands engagement opportunities with the creation of additional working and focus groups allowing the ITA to receive direct industry feedback on specific strategic initiatives and system challenges. In addition, the new model introduces the use of technology, for example webinars, to create efficiencies and increase the ITA's access to system partners.
- The ITA launched the "A Mentorship – Paying it Forward Initiative" to support apprentices and trades challengers in successfully completing their exams. This initiative provides peer exam support to apprentices and challengers through connections made through social media.
- The ITA's Industry Relations team continued to work with employers to advance and support apprenticeship in communities across British Columbia. During 2019/20, the ITA's industry advisors provided direct support to several projects, including the north's LNG Canada project, B.C. Hydro's Site C Clean Energy project, the Community Transition for Impacted Workers in the Forest Industry project and economic development working groups.
- The ITA has increased its supports to employer sponsors by providing information, tools and resources, including preparation of four new guidebooks to support the Construction Electrician, Industrial Electrician, Plumber and Millwright trades. The publications are a quick reference tool to help employer sponsors ensure they offer apprentices full scope of trade training, with an end goal of supporting apprentices to achieve certification. These new guidebooks build on the first 4 guidebooks published in 2018/19.

Performance Measure(s)	2018/19 Actuals	2019/20 Target	2019/20 Actuals	2020/21 Target	2021/22 Target
[3.1a] Credential holder's satisfaction with ITA credentials	85%	86%	85%	86%	86%
[3.1b] Employer satisfaction with ITA credentials	79%	80%	78%	80%	80%
[3.1c] Employer sponsor satisfaction with ITA support		Baseline to be established	82%	TBD	TBD

Data source: Since 2012/13, Sentis Market Research has been commissioned by the ITA to conduct the survey for these performance measures.

Discussion of Results

The ITA substantively met all value and satisfaction measures within the statistical margin of error. Data for these measures are collected by combined telephone and online surveys. Research best practices and quality assurance methods are employed throughout the process. Survey analysis includes a statistical margin of error, in which the targets must fall.

Credential Holders Satisfaction with ITA Credentials Credential holders were very satisfied in all 4 measurements: 1) credential signals to employers that credential holders are able to meet their needs; 2) credential provides a competitive advantage for finding employment or promotion; 3) credential increases earning potential; and 4) credential allows holders to work in other parts of Canada or abroad. In 2019/20, the ITA received nearly 1,300 responses from credential holders who rated measurement 1 and 2 at the highest level. This satisfaction rating is 1 percentage point below target; however, this still falls within the statistical margin of error (+/- 2.7 percent). This year's rating remains unchanged from 2018/19.

Employer satisfaction with ITA credentials has remained consistent since 2013, with increasing requests for Red Seal certified workers and credential holders to meet employers' skilled labour requirements. The ITA's outreach to employers continues to drive these high satisfaction ratings. In 2019/20, the ITA received over 600 responses from employers, with the highest satisfaction rating being: "credential signals that the holder can meet the skill needs of the company", followed by "credential is valued and requested by customers". This year's satisfaction rating is two percentage points below target; however, falls within the statistical margin of error (+/- 3.9%).

Employer sponsor satisfaction with ITA support results demonstrate that current employers were highly satisfied with the level of support they received when interacting with the ITA's staff. The results illustrate that the ITA is consistently delivering high-quality service. In 2019/20, the ITA received nearly 1,000 responses from current employer sponsors. The 82 percent rating achieved this year had a statistical margin of error of +/- 3.2 percent and established the baseline for coming years.

Goal 4: With key partners, strengthen B.C.'s trades training and apprenticeship system through robust performance management.

Objective 4.1: Improve available data and evidence to fully understand and better measure the effectiveness of the trades training and apprenticeship system in B.C.

Key Highlights

- In 2019/20 the ITA began publishing a new [Quarterly Performance Report](#). This report has increased organizational and system transparency and accountability through enhancements to public reporting of the ITA's annual performance measures along with other system measures such as the percentage of female and Indigenous apprenticeships registrations and total sponsor by number of apprenticeships. The report is published online 4 times annually and has been well received by system partners and other stakeholders.
- The ITA developed its approach to implementing a performance management framework for the trades training and apprenticeship system. The framework will be implemented in 2 phases: phase 1 includes establishing baselines for system performance and phase 2 includes using baselined information and data to develop a plan to leverage system successes and address challenges. As the ITA's partners play a key role in the delivery of both phases, consultation on phase one began in 2019/20.
- The ITA's data and analytics, and information and technology teams have improved and increased the ITA's data and forecasting capabilities in 2019/20. This work will continue into 2020/21.

Discussion of Results

The ITA wants to ensure British Columbia's trades training and apprenticeship system is focused to deliver value and confidence to British Columbians. Creating a performance management framework will provide the ITA with evidence to guide effective decision-making for the whole system. In addition, this framework will be a first step in consolidating the full scope of British Columbia's trades training and apprenticeship system under one measurement framework. Results will inform the modification or creation of new performance measures for the ITA's future service plans and annual reports.

Financial Report

Discussion of Results

In fiscal 2019/20, the ITA's total revenues were \$111.4 million, and total operating expenses \$111.1 million resulting in a reported surplus of \$0.3 million, or 0.24 percent of expenses.

Fiscal 2019/20 is the first year, after the ITA's three-year program to distribute \$15 million of accumulated surplus to school districts, to purchase trades training equipment to support the delivery of the ITA's Youth Capital Equipment Program. This program resulted in approved deficits for 3 years: \$7.5 million in 2016/17, \$4 million in 2017/18 and \$3.5 million in 2018/19.

The ITA's main source of revenue is funding from the Ministry of Advanced Education, Skills and Training, amounting to 88.8 percent of total revenues. The ITA also received funding for trades training through the Canada-BC Workforce Development Agreement and the Women in Construction Fund. The ITA generated \$1.9 million of revenue through operations and investment income to support its operations, 1.8 percent of total revenues.

The ITA's expenses are focused predominantly on training investment, customer support and business operations. The ITA invested 84 percent of its revenues into direct training support for apprentice and pre-apprentice programs, while another 8 percent is invested in indirect apprentice, pre-apprentice and sponsor support, including program development, exam management and challenger assessment activities. ITA's business support, which includes information technology, comprises another 7 percent of expenses while communication is 0.6 percent.

Highlights

Revenues

The ITA's 2019/20 revenues mainly consisted of core funding of \$98.9 million received from the Government, including a \$1.2 million increase for the introduction of additional apprenticeship advisors and to work to increase transparency and performance reporting of the trades training and apprenticeship system. This is the first core funding increase in over 10 years.

In 2019/20, the ITA was provided \$10.0 million through the Canada-BC Workforce Development Agreement to continue targeted training of under-represented and multi-barriered groups in the trades.

The ITA was also funded \$0.6 million through the Women in Construction Fund, a federal government initiative to encourage more women to participate in apprenticeships and to support a skilled, inclusive, certified and productive trades workforce.

The ITA generated approximately \$1.9 million through assessments, investment income and royalties. This revenue funds the production of learning resources and the management of exams and challenge assessments.

Expenditures

The ITA's expenditures reflect the strategic direction provided in the 2019/20 Mandate Letter and the commitments outlined in its Service Plan. The ITA continued to align training funding with labour market needs, facilitating industry engagement and improving accessibility of training for under-represented and multi-barriered groups. The ITA also increased its regional presence by adding 5 new apprenticeship advisors to better support apprentices through their journey towards completion, increased efforts to foster a cultural change thus helping the trades become more inclusive, and invested in the development of more robust performance management.

The ITA continues its commitment to investing more than 80 percent of its financial resources into training, while realigning the remaining 20 percent to best deliver on its mandate by achieving the outcomes articulated in its Mandate Letter. In fiscal 2019/20, the ITA invested 84 percent of its core funding in trades training. Approximately 56 percent of the funding supported apprenticeships programs, while another 34 percent supported pre-apprenticeship programs, with a 10 percent investment in youth.

In addition to funding apprentice and pre-apprenticeship training, the ITA has made significant investments in engagement and outreach to support achieving key outcomes. The ITA invests \$5.9 million in supports to clients throughout their apprenticeship journey. Customer support, apprenticeship advisors, and the exam management team provide hands-on support, including administrative and exams supports. Another \$2.2 million is invested to ensure that trades program standards are reviewed on a regular basis and aligned with provincial and national standards. Other partners are supported through further outreach and engagement, through an additional investment of \$1.2 million.

Business support expenditures were below 8 percent of total costs and include information technology, rent and corporate infrastructure.

In addition to Canada-BC Workforce Development Agreement funding, during fiscal 2019/20 the ITA received federal funding from the Women in Construction Fund to encourage more women to participate in apprenticeships and to support a skilled, inclusive, certified and productive trades workforce. As an example, the funding supports Indigenous and non-Indigenous women in rural and remote communities to explore trades careers. It offers supports such as pre-and post-employment counselling, essential skills training, and on the job training and practicums.

2019/20 Surplus

Effective financial management strategies resulted in operating surplus of \$0.267 million or 0.24 percent of total expenses. As a Crown agency, the ITA is precluded from incurring debt, and annual operating surpluses are transferred to accumulated surplus, which is restricted to expenditures for capital assets.

The ITA had no capital projects greater than \$50 million in 2019/20. A total of \$1.5 million was directed towards capital expenditures for information technology. The ITA's investment in these technologies is designed to increase industry, apprentice and youth engagement, improve customer service, and provide the ITA with business intelligence to better align training investment with market demand. The ITA funds its capital expenditure from its core operating funds.

Financial Summary

(\$ millions)	2018/19 Actual	2019/20 Budget	2019/20 Actual	2019/20 Variance
Revenue				
Core Operating Grant from Province	97.679	98.877	98.877	-
Project Based Funding from Province 1	10.632	10.200	9.964	(0.236)
Project Based Funding from Federal	0.099	-	0.588	0.588
Other Income	1.863	1.418	1.957	0.539
Total Revenue	110.273	110.495	111.386	0.891
Expenses				
Training Investment 2	95.977	92.462	93.819	1.357
Program Standards & Assessments	3.986	4.023	4.390	0.367
Industry Engagement	0.599	0.802	0.563	(0.239)
Customer Experience	3.264	4.124	3.682	(0.442)
Communication	1.682	0.900	0.671	(0.229)
Business Support	6.445	6.924	6.727	(0.197)
Capital Asset Amortization	1.444	1.260	1.267	0.007
Total Expenses	113.397	110.495	111.119	0.624
Net Income 3	(3.124)	-	0.267	0.267
Total Liabilities	5.126	4.923	5.761	0.838
Capital Expenditures	1.371	1.450	1.522	0.072
Accumulated Surplus	8.291	7.915	8.558	0.643

1) Project based funding is dependent upon the results of the procurement process or an application review process undertaken throughout the fiscal year. The current budgets include the Work Development Plan Agreement (WDA).

2) The investment for Fiscal 2018/19 includes a \$3.5M capital grant for Youth in Trades Capital Equipment Program (YTCEP).

3) Approval for ITA to run a deficit for Fiscal 2018/19 was obtained from the Minister of Finance to support the YTCEP - this was a 3 year program ending in Fiscal 2018/19.

Auditor's Report

Management's Responsibility for the Financial Statements

THE FINANCIAL STATEMENTS HAVE BEEN PREPARED BY MANAGEMENT IN ACCORDANCE WITH CANADIAN PUBLIC SECTOR ACCOUNTING STANDARDS AND THE INTEGRITY AND OBJECTIVITY OF THESE STATEMENTS ARE MANAGEMENT'S RESPONSIBILITY.

Management is also responsible for all of the notes to the financial statements and schedules, and for ensuring that this information is consistent, where appropriate, with the information contained in the financial statements. A summary of the significant accounting policies are described in Note 2 to the financial statements. The preparation of financial statements necessarily involves the use of estimates based on management's judgment, particularly when transactions affecting the current accounting period cannot be finalized with certainty until future periods.

Management is also responsible for implementing and maintaining a system of internal controls to provide reasonable assurance that reliable financial information is produced. The internal controls are designed to provide reasonable assurance that assets are safeguarded, transactions are properly authorized and recorded in compliance with legislative and regulatory requirements, and reliable financial information is available on a timely basis for preparation of the financial statements.

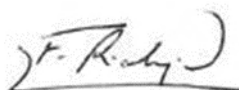
The Board of Directors is responsible for ensuring that management fulfills its responsibilities for financial reporting and internal control and exercises these responsibilities through the Board. The Board reviews internal financial statements at every meeting and external audited financial statements yearly. The Board also discusses any significant financial reporting or internal control matters prior to their approval of the financial statements.

The external auditors, BDO Canada LLP, conduct an independent examination, in accordance with Canadian auditing standards, and express their opinion on the financial statements. The external auditors have full and free access to financial management of Industry Training Authority and meet when required. The accompanying Independent Auditor's Report outlines their responsibilities, the scope of their examination and their opinion on the financial statements.

On behalf of Industry Training Authority



Shelley Gray
Chief Executive Officer



Farnaz Riahi CPA, CA
Chief Financial Officer May 15, 2020

May 15, 2020



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Independent Auditor's Report

To the Members of the Audit Committees of Industry Training Authority

Opinion

We have audited the financial statements of the Industry Training Authority, which comprise the Statement of Financial Position as at March 31, 2020, and the Statements Operations and Changes in Accumulated Surplus, Changes in Net Financial Assets, and Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Industry Training Authority as at March 31, 2020, and its results of operations, change in net financial assets, and cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Industry Training Authority in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Industry Training Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Industry Training Authority or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Industry Training Authority's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

BDO Canada LLP, a Canadian limited liability partnership, is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.



As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Industry Training Authority's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Industry Training Authority's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Industry Training Authority to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO Canada LLP

Chartered Professional Accountants

Vancouver, British Columbia

May 12, 2020

Audited Financial Statements

Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands

		Note	2020	2019
Financial Assets				
Cash			3,577	3,762
Accounts receivable			30	42
Due from government/other government organizations	3		3,482	2,049
			<u>7,089</u>	<u>5,853</u>
Liabilities				
Accounts payable and accrued liabilities	4		2,859	1,742
Due to government/other government organizations	6		2,282	2,609
Deferred revenue	7		620	775
			<u>5,761</u>	<u>5,126</u>
Net financial assets			<u>1,328</u>	<u>727</u>
Non-financial assets				
Tangible capital assets	9		6,807	6,552
Prepaid expenses			423	1,012
			<u>7,230</u>	<u>7,564</u>
Accumulated surplus			<u>8,558</u>	<u>8,291</u>
Contractual obligations	10			
Subsequent Events	14			

The accompanying notes are an integral part of these financial statements.



Cindy Oliver
Board Chair



Wally Penner
Audit and Risk Committee Chair

Industry Training Authority
Statement of Operations and Changes in Accumulated Surplus
For the Period Ended March 31, 2020
in thousands of dollars

	Note	Budget (Note 13)	2020	2019
Revenues				
Provincial core operating grant		98,877	98,877	97,679
Provincial project based funding		10,200	9,964	10,632
Federal funding received		-	588	99
Operating		-	279	296
Fees		450	484	456
Investment income		850	1,076	993
Other		118	118	118
		<u>110,495</u>	<u>111,386</u>	<u>110,273</u>
Expenses	<i>11</i>			
Training Investment		92,462	93,819	95,977
Program Standards and Assessments		4,023	4,390	3,986
Industry Engagement		802	563	599
Customer Experience		4,124	3,682	3,264
Communication		900	671	1,682
Business Support		8,184	7,994	7,889
		<u>110,495</u>	<u>111,119</u>	<u>113,397</u>
Annual surplus (deficit)		-	267	(3,124)
Accumulated surplus at the beginning of the year			8,291	11,415
Accumulated surplus at end of year			8,558	8,291

The accompanying notes are an integral part of these financial statements.

Industry Training Authority
Statement of Changes in Net Financial Assets
For the Period Ended March 31, 2020
in thousands of dollars

	Budget (Note 13)	2020	2019
Annual operating surplus (deficit)	<u>-</u>	<u>267</u>	<u>(3,124)</u>
Acquisition of tangible capital assets	(1,450)	(1,522)	(1,371)
Amortization of tangible capital assets	1,260	1,267	1,444
Write-downs on tangible capital assets	<u>-</u>	<u>-</u>	<u>1</u>
	<u>(190)</u>	<u>(255)</u>	<u>74</u>
Acquisition of prepaid expense	-	589	(279)
Increase/(decrease) in net financial assets	<u>(190)</u>	<u>601</u>	<u>(3,329)</u>
Net financial assets at beginning of year	<u>727</u>	<u>727</u>	<u>4,056</u>
Net financial assets at end of year	<u>537</u>	<u>1,328</u>	<u>727</u>

The accompanying notes are an integral part of these financial statements.

**Industry Training Authority
Statement of Cash Flows
For the Year ended March 31, 2020
in thousands of dollars**

	<u>2020</u>	<u>2019</u>
Operating transactions		
Annual surplus (deficit)	267	(3,124)
Non-cash items included in annual surplus/(deficit) increase/(decrease):		
Amortization	1,267	1,444
Write-downs on tangible capital assets	-	1
Change in non cash operating items		
Change in prepaid expenses	589	(279)
Change in receivables	(1,421)	1,159
Change in payables and accrued liabilities	790	(9)
Change in deferred revenue	<u>(155)</u>	<u>(623)</u>
Cash provided/(used) by operating transactions	<u>1,337</u>	<u>(1,431)</u>
Capital transactions		
Cash used to acquire tangible capital assets	<u>(1,522)</u>	<u>(1,371)</u>
Cash applied to capital transactions	<u>(1,522)</u>	<u>(1,371)</u>
Decrease in cash during the year	(185)	(2,802)
Cash at beginning of year	<u>3,762</u>	<u>6,564</u>
Cash at end of year	<u>3,577</u>	<u>3,762</u>

The accompanying notes are an integral part of these financial statements.

Industry Training Authority
Notes to Financial Statements
For the Period Ended March 31, 2020
In \$ thousands

1. Nature of Operations

Industry Training Authority (ITA) is a Crown agency established on January 2, 2004 and operates under the authority of the *Industry Training Authority Act*. ITA reports to the Legislative Assembly through the Ministry of Advanced Education, Skills and Training. The mandate of the ITA is to oversee occupational standards, credentialing, and apprenticeship for skilled trades and occupations in demand by industry and the BC labour market. It serves the public interest ensuring industry standards and credentials are in place for skilled trades and occupations, while providing individuals with accessible technical apprenticeship training opportunities that are closely linked to workplace opportunities. These services are grouped into the following key areas: industry engagement, standards, assessment and certification, training investment delivery and labour supply initiatives, customer contact centre and communication.

ITA is exempt from income taxes under the *Income Tax Act*.

2. Summary of Significant Accounting Policies

a. Basis of accounting

The financial statements are prepared in accordance with Canadian public sector accounting standards established by the Public Sector Accounting Board of the Chartered Professional Accountants Canada.

b. Tangible capital assets

Tangible capital assets are recorded at cost, which included amounts that are directly related to the acquisition, design, construction, development, improvement or betterment of assets.

The cost, less residual value, of the tangible capital assets, is amortized on a straight-line basis over their estimated useful lives as follows:

Furniture and equipment	5 years
Computer hardware and software	3-10 years
Leasehold improvements	Until the end of the lease term

Amortization is charged from the date the asset is put into use until it is taken out of use. Assets under construction are not amortized until the asset is put into productive use.

Tangible capital assets are written down when conditions indicate that they no longer contribute to ITA's ability to provide credentials and services. The net write-downs are accounted for as expense in the statement of operations.

c. Employee future benefits

- i. The employees of ITA belong to the Public Service Pension Plan, which is a multi-employer joint trusteeship plan. This plan is a defined benefit plan, providing a pension on retirement based on the member's age at retirement, length of service and highest

**Industry Training Authority
Notes to Financial Statements
For the Period Ended March 31, 2020
In \$ thousands**

2. Summary of Significant Accounting Policies – continued

earnings averaged over five years. Inflation adjustments are contingent upon available funding.

The joint trustee board of the plan determines the required plan contributions annually.

The contribution of ITA to the plan is recorded as an expense for the year.

- ii. The costs of insured benefits reflected in these financial statements are the employer's portion of the insurance premiums owed for the coverage of employees during the period.

d. Prepaid expenses

Prepaid expenses include payments for rent and other operational expenses and are charged to expense over the periods expected to benefit from the prepaid.

e. Revenue recognition

Revenues are recognized in the period when the transactions or events occurred that gave rise to the revenues. All revenues are recorded on an accrual basis, except when the accruals cannot be determined with a reasonable degree of certainty or when their estimation is impractical.

Government transfers are recognized as revenues when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfers are recognized as deferred revenue when transfer stipulations give rise to a liability and are taken into revenue in the statement of operations as the stipulation liabilities are settled.

Contributions from other sources are deferred when restrictions are placed on their use by the contributor, and are recognized as revenue in the period when they are used for the specific purpose.

Revenue related to fees or services received in advance of the fee being earned or the service is performed is deferred and recognized when the fee is earned or service performed.

f. Expenses

Expenses are reported on an accrual basis. The cost of all goods consumed and services received during the year is expensed.

Grants and transfers are recorded as expenses when the transfer is authorized and eligibility criteria have been met by the recipient.

g. Foreign currency translation

Foreign currency transactions are translated at the exchange rate prevailing at the date of the transactions.

**Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands**

2. Summary of Significant Accounting Policies - continued

Monetary assets and liabilities denominated in a foreign currency are translated at the rate of exchange in effect at the reporting date. Revenues and expenses are translated at the rate prevailing at the transaction date. Foreign currency translation gains and losses are included in profit or loss in the period in which they arise.

h. Financial instruments

The fair value of a financial instrument is the estimated amount that ITA would receive or pay to settle a financial asset or financial liability as at the reporting date.

The fair values of cash, accounts receivable, due from government/other government organizations, accounts payable and accrued liabilities and due to government/other government organizations approximate their carrying values given their short-term maturities.

i. Measurement uncertainty

The preparation of financial statements is in conformity with Canadian public sector accounting standards. These standards require management to make estimates and assumptions that affect the reporting amounts of assets and liabilities, and disclosure of contingent assets and liabilities, at the date of the financial statements and the reported amounts of the revenues and expenses during the period. Items requiring the use of significant estimates include: collectability of accounts receivable and due from government/other government organizations, the useful life of tangible capital assets and rates for amortization.

Estimates are based on the best information available at the time of preparation of the financial statements and are reviewed annually to reflect new information as it becomes available. Measurement uncertainty exists in these financial statements. Actual results could differ from these estimates.

3. Due from Government and Other Government Organizations

	<u>2020</u>	<u>2019</u>
Provincial government	3,404	1,965
Other government organizations	<u>78</u>	<u>84</u>
	<u>3,482</u>	<u>2,049</u>

4. Accounts Payable and Accrued Liabilities

	<u>2020</u>	<u>2019</u>
Accounts payable and accrued liabilities	2,487	1,330
Accrued vacation pay	217	175
Salaries and benefits payable	<u>155</u>	<u>237</u>
	<u>2,859</u>	<u>1,742</u>

Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands

5. Employee Future Benefits

ITA and its employees contribute to the Public Service Pension Plan in accordance with the Public Sector Pensions Act. BC Pension Corporation administers the plan, including payment of pension benefits to employees to whom the act applies. The Public Service Pension Plan is a multi-employer, defined benefit plan.

Information about obligations for retirement benefits and other employee future benefits is as follows:

a. Retirement and other employee future benefits – pension plan

ITA and its employees contribute to the Public Service Pension Plan (a jointly trustee pension plan). The Public Service Pension Board of Trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at March 31, 2019, the plan has about 64,000 active members and approximately 50,000 retired members.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The latest actuarial valuation as at March 31, 2017, indicated a funding surplus of \$1,896 million for basic pension benefits on a going concern basis. ITA paid \$788 (2019: \$726) for employer contributions to the plan in fiscal 2020. The next valuation will be as at March 31, 2020, with results available in early 2021.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan.

b. Long-term disability life insurance and health care benefits

ITA provides life insurance, dental and health care benefits to employees on long-term disability leave for a period of two years after the date of disability. The insurance carrier waives the life insurance premium for employees on long-term disability; however, ITA

**Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
in \$ thousands**

5. Employee Future Benefits - continued

is responsible for the payment of the premium costs of medical and dental under this plan.

These costs are event driven and are recorded when the long term disability event occurs.

The costs of salary compensation paid to employees on long-term disability leave are fully insured through employee paid contributions and are not included in this plan.

6. Due to Government and Other Government Organizations

	<u>2020</u>	<u>2019</u>
Federal government	1	1
Provincial government	640	392
Other government organizations	<u>1,641</u>	<u>2,216</u>
	2,282	2,609

ITA's liabilities to government and other government organizations are all amounts payable that are due within 30 days. Other government organizations includes: colleges, universities and school districts.

7. Deferred Revenue

ITA received \$530 and \$814 in tenant inducements for leasehold improvements to the Richmond office in fiscal 2012 and 2016 respectively. This revenue is being deferred and recognized over the term of the lease.

The province provided \$500 in 2018 to support a series of innovative trades training pilots at public post-secondary trades training providers.

The federal government provided \$638 (2019: \$7) to support the multi-year Women in Construction initiative.

	<u>Balance 2019</u>	<u>Receipts</u>	<u>Transferred to revenue</u>	<u>Balance 2020</u>
Tenant inducement Richmond Office	681	-	(118)	563
Province - innovative trades training pilots	87	-	(87)	-
Federal - Women In Construction Initiative	<u>7</u>	<u>638</u>	<u>(588)</u>	<u>57</u>
	775	638	(793)	620

8. Fiscal Risk Management

a. Financial management risk objectives and policies

In the normal course of operations, ITA is exposed to financial risks that have the potential to negatively impact its financial performance. These risks may include credit risk and liquidity risk.

**Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
in \$ thousands**

8. Fiscal Risk Management – continued

b. Credit risk

Credit risk is the risk that the ITA's counterparties will fail to meet their financial obligations to the ITA, causing a potential financial loss.

Accounts receivable primarily consists of amounts due from other governments/other government organizations; therefore, collection risk is low. ITA does not consider its exposure to credit risk to be material.

c. Liquidity risk

Liquidity risk is the risk that the ITA may be unable to generate or obtain sufficient cash or its equivalent in a timely and cost effective manner to meet its commitments as they come due.

ITA has in place a planning, budgeting and forecasting process to determine the funds required to support the ITA's normal operating requirements. ITA's annual budgets are approved by the Board of Directors, the Ministry of Advanced Education and Skills Training and the Treasury Board.

**Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands**

9. Tangible Capital Assets

2020 (in \$ thousands)

	Furniture and equipment	Computer hardware and software	Leasehold improvements	2020 Total
Cost				
Opening balance	1,460	13,558	1,806	16,824
Additions	10	1,512	-	1,522
Closing Balance	1,470	15,070	1,806	18,346
Accumulated Amortization				
Opening balance	1,390	7,985	897	10,272
Additions	27	1,082	158	1,267
Closing Balance	1,417	9,067	1,055	11,539
Net book value	53	6,003	751	6,807

2019 (in \$ thousands)

	Furniture and equipment	Computer hardware and software	Leasehold improvements	2019 Total
Cost				
Opening balance	1,431	12,262	1,806	15,499
Additions	29	1,342	-	1,371
Disposals	-	(46)	-	(46)
Closing Balance	1,460	13,558	1,806	16,824
Accumulated Amortization				
Opening balance	1,280	6,854	739	8,873
Additions	110	1,176	158	1,444
Disposals	-	(45)	-	(45)
Closing Balance	1,390	7,985	897	10,272
Net book value	70	5,573	909	6,552

Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands

10. Contractual Obligations

ITA has entered into a number of multiple-year contracts for operating leases for premises. The lease commitments are for space costs and exclude operating costs. These contractual obligations will become liabilities in the future when the terms of the contracts are met. Disclosure relates to the unperformed portion of the contracts.

<u>Year</u>	<u>Amount</u>
2021	490
2022	444
2023	441
2024	460
2025	345

11. Expenses by Object

The following is a summary of expenses by object:

	<u>Budget</u>	<u>2020</u>	<u>2019</u>
Training provider services (including Youth)	80,726	81,943	84,799
WDA-CJF and WIC contractor services	10,030	10,219	9,896
Compensation and staff development	11,388	10,646	9,868
Communications	490	259	1,286
Other operating costs	2,489	2,838	2,403
Information systems/telecommunications	1,656	1,503	1,543
Other administrative costs	1,293	1,315	1,122
Amortization	1,260	1,267	1,444
Building occupancy	1,163	1,129	1,035
Loss on disposal /writeoff	-	-	<u>1</u>
	<u>110,495</u>	<u>111,119</u>	<u>113,397</u>

Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands

12. Related Party Transactions

ITA is related through common ownership to all Province of British Columbia ministries, agencies, school districts, health authorities, colleges, universities, and crown corporations. Transactions with these entities, unless disclosed separately, are considered to be in the normal course of operations and are recorded at the exchange amount.

The ITA board of directors and senior leadership have confirmed they do not have related party transactions that are not at fair market value.

	<u>2020</u>	<u>2019</u>
Revenues:		
Ministry Advanced Education, Skills & Training		
- core funding	98,877	97,679
- projects WDA-CJF	9,964	10,632
	<u>279</u>	<u>296</u>
	109,120	108,607
Expenses:		
Post secondary institutions	71,456	72,117
School districts	7,116	10,765
Ministry of Citizens' Services	939	746
Public Service Pension Plan	769	716
Ministry of Education	462	465
Ministry of Finance	175	44
Ministry of Health	49	65
Ministry of Labour	15	14
Ministry of Tourism, Arts & Culture	4	-
Ministry of Environment	2	2
Ministry of Jobs, Economic Development & Competitiveness	-	<u>19</u>
	<u>80,987</u>	84,953

13. Budgeted Figures

Budgeted figures have been provided for comparison purposes and have been approved by the Board of Directors. These budgeted figures were included in ITA's 2019/20 Service Plan.

14. Uncertainty Due to COVID-19

The global pandemic, COVID-19, has significantly disrupted economic activities in BC. This is a difficult time for apprentices, employers and technical training providers. ITA is responding by taking steps to ensure that, wherever possible, apprentices can continue

**Industry Training Authority
Notes to Financial Statements
For the year ended March 31, 2020
In \$ thousands**

and complete their apprenticeship, despite any interruptions to their programs as a result of COVID-19, and to support providers during this challenging time.

Although the disruption from the virus is expected to be temporary, given the dynamic nature of these circumstances, the duration of disruption to ITA's operations and related financial impacts cannot be reasonably estimated at this time.

Appendix A: Additional Information

Corporate Governance

ITA is governed by a nine-person [Board of Directors](#), appointed by the Minister responsible, one of whom is appointed as Chair. [The Board of Directors](#) is committed to continuously improving governance through transparency, professional development of directors and annual board assessments.

Organizational Overview

The ITA is a Crown agency established on January 2, 2004 and operates under the authority of the [Industry Training Authority Act](#). ITA's executive leadership team comprises three executives. Its [Chief Executive Officer](#) who reports directly to ITA's Board and its Chair, [Chief Operating Officer](#) and [Chief Financial Officer](#). The ITA executive is supported through its [senior leadership team](#).

Based in Richmond, the ITA leads and coordinates British Columbia's trades training and apprenticeship system. ITA's vision, mission and values include:

Vision	To create an inclusive, world-class training and apprenticeship system that meets the needs of British Columbia's economy.
Mission	To build the trades careers that build B.C.
Values	<p>Inclusiveness. We value, recognize and support the rights of all individuals to be accepted in their workplaces without biases based on differences of any kind.</p> <p>Respect. We value mutual respect in everything we do and how we do it. Nothing is more important than the respect we have for our people and the trust we put in their skills.</p> <p>Excellence. We value a superior experience for all of our customers, internal and external, sensing their needs and exceeding their expectations.</p> <p>Innovation. We value the spirit and practice of innovation. We believe that change fosters the constant improvement that is crucial for success.</p> <p>Collaboration. We value the opinion of others, openness and transparency. With everyone at the table, and everything on the table, we deliver the best results.</p>

Contact Information

For more information on the Industry Training Authority contact:

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