



The Alliance of Sector Councils (TASC)

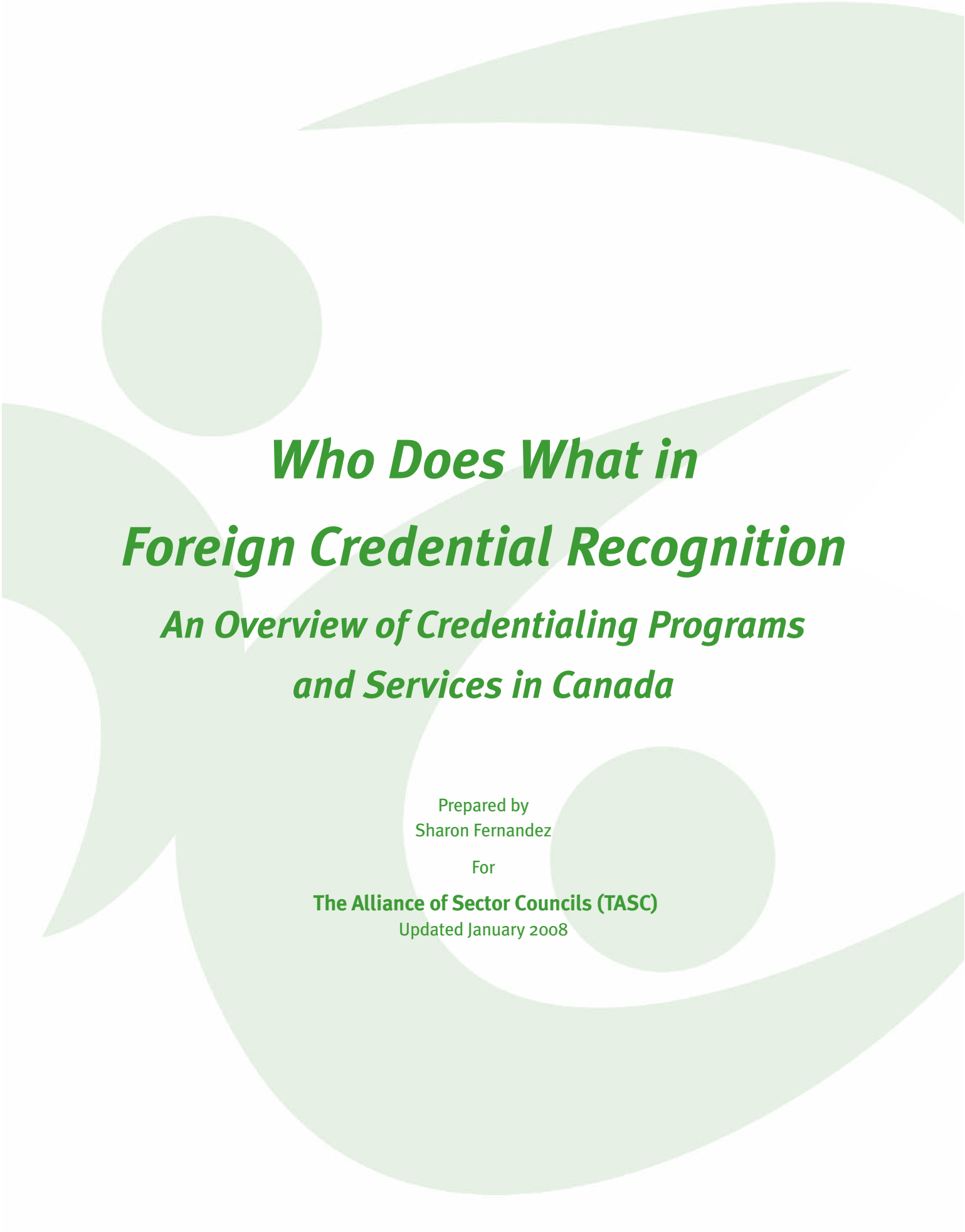
Who Does What in Foreign Credential Recognition An Overview of Credentialing Programs and Services in Canada



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***Who Does What in
Foreign Credential Recognition
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and Services in Canada***

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For

The Alliance of Sector Councils (TASC)

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Table of Contents

Introduction and Acknowledgements	ii
Everyone's Issue: A Complex Field with Many Players	iii
Sector Councils and The Alliance of Sector Councils (TASC)	iii
1 Foreign Credential Recognition in Perspective	1
2 Who does What	4
2.1 Main Service Providers	4
2.1.1 Overview of Federal Government FCR Programs and Policies	2
2.1.2 Overview of Provincial and Territorial FCR Programs and Policies ..	10
2.1.3 Overview of Municipal and Local-level FCR Programs and Policies ..	13
2.1.4 Occupational Regulatory Bodies	14
2.1.5 Educational and Academic Institutions/Colleges and Institutes	15
2.1.6 Credential Assessment Services in Canada	17
2.1.7 Immigrant Settlement Agencies and Community Non-Profit Organizations	18
2.2 Non-Regulated Occupations	21
3 Gap Analysis and Future Options	23
3.1 Outstanding Barriers in Information and Services	23
3.2 Emerging Priorities and Opportunities	23
3.3 Looking Ahead: Options for Sector Councils	24
Appendix A: The Skilled Immigrant Labour Market 2003–2005	25
Appendix B: Prior Learning Assessment Recognition (PLAR)	26
Appendix C: Credentialing Service Organizations	28
Appendix D: TASC Members, Associate Members and Partners	30
Appendix E: Survey Sources, Internet Portal and Key Websites	31
Appendix G: Acronyms and Initialisms	35



INTRODUCTION AND ACKNOWLEDGEMENTS

This overview takes a look at the following: policies and programs on Foreign Credential Recognition (FCR) in federal, provincial/territorial and key municipal jurisdictions, and provides examples of FCR projects and initiatives by the five main service providers, other multi-stakeholder strategic initiatives, and key FCR initiatives in Canada or in overseas Canadian sites.

These four areas provide a cursory overview of key issues, initiatives and providers in Foreign Credential Recognition—the process of verifying education, training and job experience obtained in another country and comparing it to the standards established for Canadian professionals. It is necessary to acknowledge that the context of Foreign Credential Recognition involves more than academic “credentials”; it is also about “competencies.” Prior Learning Assessment and Recognition (PLAR) is an important aspect of the FCR equation.

I would like to acknowledge the direction from The Alliance of Sector Councils (TASC) as I would the assistance of officials from Human Resources and Social Development Canada (HRSDC), Citizenship and Immigration Canada (CIC)’s Foreign Credentials Referral Office (FCRO). I would also like to thank the following individuals who provided support, advice and information to this survey: Andrew Cardozo for his direction in this report, Deborah Wolfe, Philip Mondor, Colette Rivet, Mireille Charron, Shelley Guilfoyle and Sandra Saric—all of the TASC family and Mengistab Tsegaye from LASI World Skills.

As this overview is, for the most part, a collation of factual data and information, I would like to credit the following publications as important resources for this document:

- *Pan-Canadian Sector Council & Immigrant Dialogue*, 2005;
- ACCC Report: *Responding to the Needs of Immigrants, Results of the Diagnostic Survey of College and Institute Programs and Services for Immigrants and Conclusions of the College and Institute Immigration Roundtable*, 2004;
- A Spring 2003 Snapshot: The Current Status of Prior Learning Assessment and Recognition (PLAR) in Canada’s Public Post-secondary Institutions: Part One, prepared for CMEC by Bonnie Kennedy;
- HRSDC Fact Sheets on FCR, NATCON - ITWI and FCR presentation by Corinne Prince-St-Amand, HRSDC, Jan. 2006;
- Metropolis: ITWI and FCR presentation by Chris Bolland, HRSDC, 2005;
- Metropolis: Immigrant Integration in Canada, HRSDC presentation by Silvano Tocchi, October 2007;
- CAETO Report: Foreign Credential Recognition: An Overview of Practice in Canada, 2004; and
- CTHRC: Research toward FCR Model for Non-Regulated Professions, 2004 and In Short Supply, Addressing Labour Shortages in the Tourism Sector Through Immigration, 2005.

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Creative Policy Consulting

Everyone's Issue: A Complex Field with Many Players

The overview of *Who does what in FCR* is in response to a request from various sector councils that wanted to get a better handle on the players in this seemingly complex field. The overview has proved that the field is indeed complex with a large number of players that exist along jurisdictional and professional lines.

Everyone's issue: Foreign credential recognition is not a new issue. Indeed as an immigrant-accepting country it has been around for a long time. For years though, it was an issue that was addressed primarily from the perspective of the immigrant, of "them." In recent years this has been, and increasingly in the years ahead it will become everyone's issue. In 2001, the annual cost associated with non-recognition of foreign credentials was estimated at \$2.4-5.9 billion (Reitz 2001 & Conference Board of Canada 2001). Every Canadian is affected by inefficient recognition. Canadians across the country are short of doctors and other health care workers, while thousands of highly educated newcomer health care workers are not allowed to provide the services that so many Canadians want. The same goes for an increasing number of professions across many sectors of the economy. Every employer now wants this issue to be addressed and "solved."

To allow for further inefficiency is to hamper Canadian productivity, prosperity and competitiveness. It's that clear now.

This overview provides a snapshot of who has been doing what across the country and across professions and sectors. While it captures the major players, there are many others in particular areas who are not listed so as to keep this overview manageable.

In 2006, the Government of Canada proposed to create a new Canadian agency for the assessment and recognition of credentials. Based on consultations with provincial governments, relevant regulatory agencies and other stakeholders to determine the precise mandate of this agency, the idea transformed from launching a single central agency into developing local foreign credentials referral capacity across the country. The Foreign Credential Referral Office is playing a role in bringing all the stakeholders (most are described

in this report) into an ongoing working relationship. More importantly, it provides a one-stop shop that helps newcomers navigate through what too often appears to be an impenetrable maze and links them directly into federal and provincial programs, tools and services. This is the second addition of *Who Does What in Foreign Credential Recognition* due to the success of the first document in 2006. This overview is an indication of the interest and commitment of sector councils to do their part to find effective and efficient solutions to the challenges of foreign credential recognition.

A. Cardozo

*Executive Director, The Alliance of Sector Councils,
The sponsors of this review*

Sector Councils and The Alliance of Sector Councils (TASC)

Sector councils are partnership organizations that address skills development issues in key sectors of the economy.

They conduct a detailed sector study to examine all key labour market challenges for the sector. Among other activities, sector councils develop comprehensive human resource plans, coordinate the development of national standards and help forge links between educators, employers and employees. There are currently some 30 sector councils operating in partnership with the federal government in a variety of industries. They are effective in developing pan-Canadian approaches to FCR with sector-wide interventions. Sector councils have initiated a set of programs and initiatives that feed into and assist in facilitating FCR through labour market information, research and demands, career information, assessment, occupational standards, certification and accreditation and benchmark work. They also assist industry in addressing skills shortages and developing a broad spectrum of effective human resource practices. Together, the sector councils have formed The Alliance of Sector Councils (TASC).

Please see Appendix D for a list of TASC Members, Associate Members and Partners as well as a sample of sector councils active in the areas of FCR and immigration.



1

FOREIGN CREDENTIAL RECOGNITION IN PERSPECTIVE

As stated above, Foreign Credential Recognition (FCR) is the process of verifying education, training and job experience obtained in another country and comparing it to the standards established for Canadian professionals. FCR is critical to ensuring economic growth and competitiveness, fostering innovation and improving labour mobility mechanisms. In recent years, the pressures of labour shortages, the growing need for more skilled workers, and the rapid demographic and technological changes affecting world economies have moved the issue of FCR to the forefront in many industrialized nations.

The volatile labour market in Canada has sharpened the government's resolve to accelerate FCR. By the end of this decade, immigrants will account for 100% of net labour force growth. However, Human Resources Social Development Canada notes that Canada currently loses approximately 30% of its new and highly skilled arrivals because they are unable to integrate into the economy and communities. In 2006, the national unemployment rate for immigrants was 11.5% (11.4% for those with university undergraduate degrees), more than double the rate of 4.9% (2.9% with university undergraduate degrees) for those Canadian-born. Immigrants find work, but only 42% work in their intended occupations. As well, Canada has a complex regulatory structure. These historically weak integration patterns remain systemically persistent and appear to be getting worse.

Five primary factors affecting the successful integration of skilled new Canadians remain:

- poor advanced preparation prior to immigrating,
- less proficiency in the language of work,
- necessary requirements for Canadian work experience,
- non-recognition of prior experience and qualifications, and
- lack of appropriate social supports and networks to gain access to employment.

All told, it would appear that within the area of Foreign Credential Recognition, there are 13 jurisdictions, involvement of 55 ministries, more than 50 regulated occupations, more than 400 regulatory bodies, 5 assessment agencies, 240 post-secondary institutions, hundreds of thousands of employers, and a large NGO community of about 250 service agencies dedicated to immigrant integration. Such institutional complexity comprising multiple authorities and providers makes FCR daunting to address.

While all orders of government have a stake in leading the nation's economic performance and in the labour market integration of immigrants, provinces have a strong role in FCR. Foreign Credential Recognition for regulated occupations is a provincial responsibility that has been delegated in legislation to regulatory bodies. This responsibility is mandated through the lens of public protection, and these bodies are the authority for credential recognition. In each province and territory, the work on integration of immigrants is being done in at least four ministries—those relating to immigration, education, labour market and health.

Regulated occupations account for approximately 15% of Canada's labour market (this 15% refers to actual people working in occupations). Non-regulated occupations make up about 85% of the labour market, and are in sectors such as tourism, textiles, software technology and aviation maintenance. Although these sectors have some occupations that are regulated, in general, the authority for credential recognition lies with the employer.

Strategic collaboration is needed ... to overcome systemic barriers.

It is clear from many recent reports on Foreign Credential Recognition in Canada that addressing the complicated web of licensing and credentialing standards at the provincial and territorial level, and removing ad hoc approaches and varied barriers, requires a new structural approach to this issue.

- A coherent vision must be developed for the systemic alignment of the field of Immigrant Labour Market Integration (ILMI) that will provide more effective front-end immigration policy and accelerated FCR evaluating processes in overseas sites. This will also allow for a pan-Canadian, multi-stakeholder needs-based planning approach for greater coordination and communication among all levels of government, service providers, regulatory bodies, employers and advocacy networks. For example, the Maytree Foundation has recommended a National Action Plan on Access to Professions and Trades. Ongoing challenges include addressing legal concerns and multi-jurisdictional regulatory practices, engaging employers, developing national regulatory standards and building sectoral capacity.
- A central authoritative source of information on FCR would facilitate the integration of new Canadians into the labour market. This source should include tools that clearly profile regional differences and services and highlight bridging programs. The Foreign Credentials Referral Office (FCRO) established in May 2007 is an attempt to provide a central source of information, services and tools.
- The development of common national and international reference points, sound principles and standards of FCR practice would be an asset. These should be written so as to be understood and recognized by various Canadian providers and stakeholders, and designed to improve the ability of sectors, employers and regulators to assess foreign-trained individuals.
- Strategic collaboration is needed between federal, provincial and professional bodies, the settlement sector, and educators to educate and provide tools for employers about international degrees and experience, and to create hiring incentives and bridging programs to overcome systemic barriers.

The federal government's launch of a Canadian Foreign Credentials Referral Office is an important development that demonstrates serious national commitment to addressing this issue, which has frustrated employers and potential employees alike. The Foreign Credentials Referral Office provides information, path-finding and referral services to help foreign-trained workers succeed and put their skills to work in Canada more quickly.

In the past three years, there have been a number of best-practice interventions in FCR:

- The Canadian Tourism Human Resource Council has conducted seminal research on FCR in non-regulated professions.
- Engineers Canada developed "From Consideration to Integration," a three-phased horizontal project to help immigrants settle and integrate into employment in the engineering field. It also developed the Engineering International Education Assessment Program, which provides applicants with valuable information on how their foreign education compares to a Canadian engineering education. The Medical Council of Canada developed a recruitment database that implemented a module on its national online career forum, www.mediaconnections.ca, to provide international medical graduates with electronic tools to create an online resumé, and search and apply to medical and health-related employment opportunities. As well, it developed a Self-Administered Evaluating Examination for immigrants to test their preparedness for the Medical Council's Evaluating Exam.
- The Canadian Immigration Integration Project (CIIP) is an innovative pilot project funded by the Government of Canada to help immigrants to Canada from China, India and the Philippines under the federal Skilled Worker Program. Those completing final immigration requirements will be offered advice and guidance to help prepare for employment in Canada.
- The Petroleum Human Resources Council of Canada (PHRCC) is carrying out a project to identify barriers and opportunities associated with hiring foreign-trained immigrants already in Canada.
- The Provincial Nominee Program transcends jurisdictional boundaries to assist provinces in immigrant selection.
- The Maytree Foundation has demonstrated leadership by developing a comprehensive Systems Approach to Facilitate Labour Market Entry for Skilled Immigrants, which has inspired strategic partnerships such as the

Toronto Region Immigrant Employment Council (TRIEC); the Internationally Trained Workers Project—Ottawa’s “Hire Immigrants Ottawa” stemming from the “Moving Forward” report; and the B.C. Employment Access for Skilled Immigrants (EASI) initiative. Due to these successes Maytree in partnership with the J.W. McConnell Foundation has initiated a new granting program called ALLIES to support the creation of a national movement of locally engaged communities who are providing successful employment solutions for skilled immigrants to help communities in their efforts to learn from, adapt and implement successful approaches used by TRIEC and others.

- Doubling an initiative of the TRIEC, The Mentoring Partnership—a program that matches new immigrants with established professionals in the same occupation—made its two-thousandth mentoring match in September 2007. Since February 2005, the program has helped over 650 new immigrants find employment. It has 1565 registered mentors in the program and 47 corporate partners.
- The Province of Ontario’s number of training and assessments positions for internationally trained medical graduates has increased: in 2004 and 2005, more doctors’ certificates were issued to international medical graduates than to Ontario graduates.
- The British Columbia International Qualifications Program (IQP) has developed the Roadmap to Recognition fact sheet series. As well in October 2007, seventeen B.C. regulatory bodies received funding to improve their organization’s foreign credential assessment and licensing practices
- Ontario Regulators for Access have been proactive in developing and designing approaches to internationally trained professionals seeking access to self-regulated professions in Ontario.
- BC Skills Connect for Immigrants Program supports flexible and individualized help to address barriers and facilitate professional immigrants to get commensurate employment as quickly as possible. Funded initiatives include Working Solutions for Skilled Immigrants and Bamboo Network. Since Skills Connect services began in July 2006, more than 1,300 immigrants have benefited from the program, and approximately 900 new immigrants are expected to enrol between October 2007 and March 2008. The program helps immigrants navigate an unfamiliar labour market, overcome language barriers, gain experience in the Canadian workplace and upgrade their skills, if necessary.

- A guide to hiring immigrants in B.C., 5 StepSolution, is a project made possible by S.U.C.C.E.S.S., Knowledge Network and the EASI group with financial support from Service Canada. For more information see <http://www.5stepsolution.ca>
- SkillsInternational.ca, developed in 2006, is a tool that unites pre-screened, internationally educated professionals with employers who need their skills. This online tool is cost effective and efficient and is the first of its kind in Canada dedicated exclusively to profiling the skills of immigrant job seekers in Ontario.

Many initiatives are taking place in different parts of Canada to address the challenges of Foreign Credential Recognition.

The federal government’s focus and infusion of resources since 2003 has generated a renewed momentum. The Ontario government’s Fair Access to Regulated Professions Act 2006 applies to 34 regulated professions in Ontario and is part of a comprehensive plan for newcomer success. The legislation also includes: the appointment in 2007 of a Fair Registration Practices Commissioner to assess the registration practices of regulated professions and monitor the regulatory bodies’ compliance with the legislation; and an Access Centre for Internationally Trained Individuals, to help those trained outside Ontario get the information and referrals they need to work in their profession. The Act aims to clear a path for many of the 13,000 foreign-trained professionals—such as doctors, accountants and engineers—who arrive in Ontario annually. A component of the plan is a new Ontario government internship program for internationally trained individuals. In the first year of the program, up to 70 six-month internship assignments will be created in ministries and Crown agencies. Employers as well are more engaged in FCR through Employers Councils of Champions tables, mentoring partnerships and research. For example the Business Council of British Columbia in 2007 did a comparative report: Labour market needs, Immigration programs, Foreign credential recognition and Employment—Life in Ireland, New Zealand, Australia and Canada.

Many initiatives are taking place in different parts of Canada to address the challenges of Foreign Credential Recognition, and all levels of government are coming together to make the process more systematic, coherent and effective.

2 WHO DOES WHAT

2.1 Main Service Providers

2.1.1 Overview of Federal Government FCR Programs and Policies

KEY FEDERAL STRATEGY

In 2005, the federal government launched the Internationally Trained Workers Initiative (ITWI), which is the overarching framework for skilled immigrant labour market integration. ITWI also ensures that linkages are made between the responsible federal departments, as well as to other federal priorities and agendas. Links to other federal agendas include Health Human Resource Strategy, Action Plan Against Racism, Canada's Workplace Skills Strategy and Advantage Canada.

ITWI COMPONENTS AND PROGRESS TO-DATE

Extensive cross-country consultations with provinces and territories and key partners and stakeholders has resulted in the following findings:

1. Foreign Credential Recognition (HRSDC)
 - Regulated occupations (engineers, doctors, nurses and allied health)
 - Non-regulated through sector councils
2. Enhanced Language Training (Citizenship and Immigration Canada)
 - Agreements with most provinces
3. Labour Market Information (HRSDC, CIC/OGDs)
 - Enhancement to the Going to Canada Immigration Portal
4. Bridge to Work (HRSDC)
 - Piloting overseas pre-employment and workplace bridging projects. HRSDC will be developing a new national Bridge To Work (BTW) program that includes a comprehensive suite of integration programs covering Information, Assessment and Counselling, and Targeted program interventions.
5. Research (HRSDC/ CIC/ Statistics Canada)
 - Formation of an interdepartmental committee to develop a research plan

HUMAN RESOURCES AND SOCIAL DEVELOPMENT CANADA (HRSDC)

Since 2003, Human Resources and Social Development Canada (HRSDC), in collaboration with Citizenship and Immigration Canada, has been working with 13 other departments on the integration of immigrants into the workforce. To this end, the Deputy Ministers and Directors General Committees on Integrating Immigrants into the Labour Market and the Assistant Deputy Minister Federal/ Provincial /Territorial Committee were created. This inter-departmental governance structure has four sub-committees: Communications, Project Review, Overseas Capacity and Research. HRSDC is providing leadership and support for systemic changes through national labour market initiatives that span jurisdictions and strengthen the economy. In collaboration with Citizenship and Immigration, HRSDC supports immigrants through Foreign Credential Recognition Program (FCRP) and Foreign Credential Referral Office (FCRO).

Both FCRP and FCRO complement other federal programs and interventions that aim to facilitate integration.

HRSDC's priorities for enhancing the recognition of learning include the following:

- mobility of labour market credentials across provinces and territories, and transferability of academic credits among institutions across provincial/territorial boundaries;
- Foreign Credential Recognition, ensuring internationally trained workers can fully participate in the labour market and Canadian society;
- recognition of workplace learning, and updating the skills of our existing workforce; and
- addressing the needs of groups with special needs, such as youth and our Aboriginal population.

THE CREATION OF THE FCRP INITIATIVE

To break down barriers and facilitate a pan-Canadian approach to ILMI integration, HRSDC is implementing the Government of Canada's FCRP Program, which provides \$75 million over six years (2003–2009). This initiative is an integrated, comprehensive strategy in which over 14 federal departments work together to address the barriers to working in Canada that internationally trained workers face.

It aims to develop pan-Canadian foreign credential assessment and recognition processes that are fair, consistent, transparent and rigorous. FCRP funds projects to bring about systemic change in credential assessment and recognition processes. The Government of Canada Foreign Credential Recognition strategy includes the following:

FCRP is a systemic labour market intervention

Funding: \$73M/6 years (2003–2009)

Objectives: Develop and strengthen Canada’s FCR capacity
 Improve labour market integration of immigrants

Intervention tool: Contribution agreements

Target: Canadian institutions that assess and recognize foreign credentials

- working with provinces, territories and regulatory bodies to address the top three priority regulated occupations—doctors, nurses and engineers—with a view to integrating them more effectively into the labour market;
- working with sector councils to address non-regulated occupations, including the development of a tool to sensitize employers to FCR issues and work toward bridging the needs of employers with the pool of approved immigrants;
- working bilaterally and multilaterally with provinces and territories;
- supporting the immigration Internet portal, led by CIC; and
- working with immigrant-serving agencies and community partnerships.

Progress in 2007

- 87 projects committing 65% of total Grants & Contributions budget
- The FCR Program has made investments in 19 out of the top 45 occupations identified by skilled immigrants entering Canada:
 - Top occupations of the immigrant labour market, accounting for 52% of immigrants, are engaged in process of developing FCR capacity
 - Top occupations of the immigrant labour market, accounting for 25% of immigrants, have been supported through to implementation stage (25% represents doctors and engineers).

CANADIAN IMMIGRATION INTEGRATION PROJECT PILOT

CIIP is an innovative pilot project funded by the Government of Canada to help those immigrating to Canada under the Federal Skilled Workers Program in China, India and the Philippines. While completing final immigration requirements, principal applicants and their partners are offered advice and guidance to help prepare for employment in Canada. HRSDC provided funding to this overseas intervention pilot partnership managed by the Association of Canadian Community Colleges (ACCC) and implemented in partnership with Citizenship and Immigration. CIIP is helping clients prepare for integration while they are completing the immigration process in their country of origin. As of November 2007 CIIP already had 1,745 registered clients.

Some FCRP approved projects include the following:

- **BioTalent Canada**, the sector council for biotechnology, to build capacity within the sector so that foreign trained professionals can be assessed and connected with employers in an efficient and reliable fashion.
- **Saskatchewan Institute of Applied Science and Technology (SIAST)** to improve foreign credential recognition by assessing immigrants' competency and credentials before arriving in Canada.
- **Council of Atlantic Ministers of Education and Training** to help establish the International Credential and Competency Assessment and Recognition Agency in Atlantic Canada.
- **National Alliance of Respiratory Therapy Regulatory Bodies** to investigate issues related to the entry of foreign-trained practitioners into the profession of respiratory therapy in Canada, and to develop an entry-to-practice examination for competency assessments of foreign-trained and Canadian-educated individuals.
- **Information and Communications Technology Council** to develop a competency-based assessment and recognition tool for internationally educated information and technology professionals. Activities also include developing and piloting a bridge-to-work and mentoring program, along with tools for small and medium-sized enterprises.
- For 2007–2008 the **Construction Sector Council** has initiated a six-point comprehensive strategy to address FCR in their industry and has an action plan on these areas: Information, Education and Awareness prior to entry; Assessment and Recognition Tools; Developing Training Tools; Cultural Awareness; Coordination and Communication through a National FCR Coordinating Committee and a FCR portal on the CSC website.

- **Medical Council of Canada:** self-assessment tools, Evaluation Examination for Internationally Trained Medical Graduates.
- **Engineers Canada:** Foreign-Trained Engineers—Phase II of the *From Consideration to Integration project* that has launched “Achievement in Internal and International Mobility” to promote inter-provincial recognition of credentials. In 2006 more than 4,000 engineers moved between provinces and 99% were licenced with no further requirements.
- **Canadian Nurses Association:** Diagnostic for National Assessment of International Nurses.
- **Canadian Aviation Maintenance Council:** to develop a national system to assess skills of internationally trained aviation workers.
- **Association of International Physicians and Surgeons of Ontario:** Canadian Information Centre for International Medical Graduates (CICIMG) National Information Website and Management Project.
- **Canadian Association of Medical Radiation Technologists:** Situational Analysis and Recommendations for Internationally Educated Medical Radiation Technologists (IEMRTs).
- **Canadian Association of Occupational Therapists:** Issue Identification for Workforce Integration of Internationally Educated Occupational Therapists.
- **Canadian Coalition of Community-based Employability Training:** Pan-Canadian Sector Council and Immigrant Dialogue. This project focused on three main activities: research, FCR dialogue between immigrant-serving employment agencies and sector councils, and mutual partnerships.
- **Canadian Society of Cardiology Technologists:** Interactive Multimedia Competency Skills National Exam.
- **Canadian Society for Medical Laboratory Science:** National Prior Learning Assessment.
- **Office for Partnerships for Advanced Skills:** Learning Advanced Essential Skills Online—this project will develop learning resources for two advanced-level essential skills.
- **Toronto Region Immigrant Employment Council:** Employer Challenge—this project will create opportunities to recognize employer innovation via an “employer challenge,” which will encourage employers to make their case to be recognized as “top employers” of immigrants.
- **Learning Innovations Forum d’Innovations d’Apprentissage (LIIFA),** to research and develop a strategy for an ePortfolio system for skilled immigrants to Canada. To interpret foreign work experience and workplace training to employers and improve recruiting. And to capitalize on entire bank of skills and knowledge for skilled immigrants to hasten engagement with the workforce.
- **Canadian Tourism Human Resource Council:** Research to inform the development of a foreign credential recognition system to address non-regulated professions, including a model to facilitate recognition.
- **Canadian Automotive Repair and Service Council (CARS)** developed an inventory of available programs and resources for employers looking to hire and retain internationally trained workers in 2007.

HRSDC is working with sector councils to address Foreign Credential Recognition.

As noted earlier, HRSDC’s priority focus was on three regulated occupations: engineers, physicians and nurses. The next set of HRSDC’s priorities will be regulated occupations in health, including pharmacists, occupational therapists, physiotherapists, medical laboratory technologists, and medical radiation technologists. In the non-regulated occupations HRSDC is working with sector councils to address FCR. In 2005–2006 the FCR Program had agreements with seven sector councils: Canadian Automotive Repair and Service Council, Canadian Aviation Maintenance Council, Canadian Tourism Human Resource Council, Canadian Trucking Human Resources Council, Construction Sector Council, Information and Communications Technology Council and the Environmental Careers Organization of Canada. Since then, the program has negotiated agreements with three more councils: Biotalent Canada, Textile Human Resources Council and Electricity Sector Council since March 2006.

“GOING TO CANADA” IMMIGRATION PORTAL (GTC-IP)

Launched in 2004, leading the development of the portal in partnership with other government departments and agencies are Citizenship and Immigration Canada, Health Canada, Human Resources and Social Development Canada, Industry Canada and Foreign Affairs and International Trade Canada.

The portal assists users to access tools and services. Services listed on the portal include the following:

- translation of credential documents into English or French;
- tools for the assessment of qualifications and language capacity, including individual literacy levels; and
- a document information tool and a synopsis of all documents and forms immigrants are required to complete.
- Working in Canada Tool helps newcomers identify the name of their occupation in Canada and provides them with a detailed labour market information report (containing job duties, skill requirements, wage rates, etc.) for a chosen location in Canada, Canadian study plans, and “E-portfolios.”

PARTNERSHIPS ENGAGING MULTILATERALLY, BILATERALLY AND MULTI-SECTORALLY, AND BILATERALLY **Multilateral coordination exists at the federal level via three tables**

In an effort to align and coordinate FCR strategies nationally for greater coherence across varied jurisdictions, three tables are operating to address various aspects of FCR.

- Forum of Labour Market Ministers (FLMM, sponsor of Work Destinations website) is composed of provincial and territorial ministers, and the federal minister responsible for the labour market. Its role is to promote discussion and cooperation on labour market matters;
- Immigration, Advisory Committee on Health Delivery and Human Resources (ACHDHR); and
- Council of Ministers of Education (CMEC), a national body for provincial ministers to consult, act and cooperate with national education organizations and the federal government) is cooperating with Forum of Labour Market Ministers (FLMM).

Cooperation between the Federal Government and Provinces bilaterally and with multi-sectors

Examples of bilateral and multi-sectoral cooperation include the following:

- “Going to Canada” Immigration Portal,
- collaboration and discussions with The Alliance of Sector Councils, and
- HRSDC’s FCR efforts in working with sector councils and other sector-like groups representing both regulated and non-regulated occupations:

- Canadian Automotive Repair and Service Council (CARS)
- Canadian Aviation Maintenance Council
- Canadian Tourism Human Resource Council (CTHRC)
- Canadian Trucking Human Resources Council
- Construction Sector Council
- Environmental Careers Organization of Canada (ECO)
- Information and Communications Technology Council (ICTC)
- Alliance of Manufacturers and Exporters
- Textiles Human Resources Council
- Engineers Canada/BioTalent Sector Council
- Electricity Sector Council, Bright Futures

The Alliance of Sector Councils has struck a working group on Immigration and FCR that brings all sector councils together to address these issues, and assist them develop the necessary expertise so they can seek solutions sector by sector.

Bilaterally with individual provinces/territories

Bilateral activity can be seen with Citizenship and Immigration Canada’s (CIC) implementation of enhanced language training and Foreign Affairs’ “Live, Learn and Succeed” initiative. CIC is currently engaged with Ontario, Alberta, British Columbia and Manitoba to identify potential areas of collaboration. Saskatchewan and Atlantic Provinces are at initial stages of discussions, but CIC is not fully engaged with Quebec and the Territories at this time.

CITIZENSHIP AND IMMIGRATION CANADA (CIC)

There is a growing view among stakeholders and CIC that the challenges for the integration of immigrants are as follows:

- the need to change the dispersion of immigrants across Canada to second-tier cities,
- low income levels of immigrants despite high education credentials and foreign work experience,
- limited workplace language capacity,
- discrimination, and
- consideration of foreign students as a source of potential immigrants.

The Enhanced Language Training (ELT)

ELT is a CIC initiative aimed at facilitating newcomers' labour market integration. In collaboration with service providing organizations, other levels of government and stakeholders, ELT develops and delivers labour market levels of language training on a cost-sharing basis, to reach up to 20,000 new immigrants a year in need of job-specific language training. This effort is coupled with employment supports and bridge-to-work activities, to help newcomers access and remain in the labour market at levels commensurate with their skills and qualifications.

To date, since 2004 CIC directly funded approximately 250 new and ongoing ELT projects across Canada, that have permitted close to 10,000 newcomers the opportunity to acquire the language skills needed to pursue their particular career. In addition, a number of other projects are being administered through ELT agreements with the provinces of Nova Scotia, Ontario, Saskatchewan, Manitoba, Alberta and British Columbia. CIC also engaged numerous employers in the ELT Initiative (e.g., employers participated in advisory committees, provided work placement opportunities for ELT participants, mentored and networked with participants; and provides paid employment as well as donations and financial contributions to the programs).

Since its inception, CIC has entered into cost-sharing agreements with partners to fund 43 projects to help immigrants acquire language skills needed to pursue careers in fields such as nursing, engineering, medical technology, customer service, managing a small business and entrepreneurship.

The Foreign Credentials Referral Office (FCRO):

Established in May 2007 under the responsibility of CIC, the FCRO office is working with other federal departments, provincial and territorial governments, regulatory bodies, colleges and universities, employers and immigrant-serving organizations to fulfil its role. The FCRO delivers path-finding and referral services to internationally trained individuals in Canada and to prospective immigrants overseas. During its first seven months in operation there have been over 200,000 visits to this site. Sixty-seven per cent of the visitors to (www.credentials.gc.ca) are from overseas, while thirty-three per cent have been from across Canada.

Through the Service Canada Network, the FCRO also offers a dedicated, toll-free telephone service within Canada. Over 1900 callers have been received during the first seven months of operation. In-person services are also available at 268 Service Canada centres across the country.

THE GOVERNMENT OF CANADA'S WEB INITIATIVES:

- Going to Canada Immigration Portal offers prospective and new immigrants information on immigrating to Canada. HRSDC is responsible for information and tools related to working in Canada www.goingtocanada.gc.ca
- The Foreign Credentials Referral Office website (www.credentials.gc.ca) provides authoritative and centralized information, connecting partners and brokering knowledge to help increase employer awareness of the processes and benefits of hiring internationally trained individuals by directing them to existing programs, supports and organizations.
- Both sites use the Working in Canada tool developed by HRSDC (www.workingincanada.gc.ca). This tool also provides individuals with detailed labour market information based on where they live (or plan to live) in Canada. During its first five months in operation there have been over 100,000 visits to this site. Sixty-seven per cent of the visitors are from overseas, while thirty-three per cent are from across Canada.
- Integration-Net: <http://integration-net.cic.gc.ca/english/index.cfm> is a communications, information and research tool to support the work of the Canadian settlement community.

CANADIAN HERITAGE

Within the Multiculturalism Program, FCR for new immigrants is part of Canadian Heritage's agenda. The department contributed almost \$1 million in funding in 2004 to the British Columbia Internationally Trained Professionals Network and the Policy Roundtable on Mobilizing Professions and Trades in Ontario for a two-year (2004–2006) project to build provincial networks of internationally trained professionals across Canada.

INDUSTRY CANADA

This department funds Campus Canada's project entitled LeARN (Learning Assessment and Recognition Network), an online support service to facilitate mobility and assessment and the recognition of formal and non-formal learning through an alliance of post-secondary institutions.

DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

Live, Learn and Succeed (LLS)—Better Serving International Students Portal: led by Foreign Affairs and International Trade Canada and Citizenship and Immigration Canada, LLS focuses on leveraging existing federal and provincial services for international students.

LABOUR MOBILITY

HRSDC's Human Resources Partnership Directorate manages the Apprenticeship and Labour Mobility Initiatives, under which the Government of Canada, the provincial and territorial governments, training institutions, educators, business, labour and equity groups work together to promote skilled trades and apprenticeships and to improve labour mobility in Canada. The ultimate objective is to find solutions to ensure an adequate supply of skilled trade workers and to allow qualified, skilled Canadian workers to practice their respective trades anywhere in Canada.

There are two programs:

“Red Seal” Program

The Interprovincial Standards (Red Seal) Program was established to provide greater mobility across Canada for skilled workers. The program encourages standardization of provincial and territorial apprenticeship training and certification programs. To date, 45 trades are included in the program. The program is administered in each province and territory under the guidance of the Canadian Council of Directors of Apprenticeship (CCDA).

Training Centre Infrastructure Funding (TCIF)—Pilot Program

The TCIF fund is a three-year, \$25 million pilot program. It addresses a growing need for union-employer training centres to replace or purchase training equipment for trades that have undergone significant technological change, whose occupational scope has broadened, or that have added new curricula, thereby requiring new equipment to address skill changes.

OTHER NATIONAL PROGRAMS:

Temporary Foreign Worker Program (TFWP)

Citizenship and Immigration Canada and Human Resources Skills Development Canada jointly manage TFWP. Its objectives are to make available to employers a mechanism to address critical labour shortages and supplement the Canadian

labour force through foreign recruitment. It is an employer driven program that specifically addresses a variety of economic and immigration policy objectives. In 2006, Canada admitted 112,658 temporary foreign workers.

- HRSDC's TFWP Internet site: http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/fw.shtml
- Guide to Labour and Employment Laws for Migrant Workers in Canada: http://www.naalc.org/migrant/english/mgtabcan_en.shtml
- How to hire a Temporary Foreign Worker (TFW): A Guidebook for Employers: <http://www.cic.gc.ca/english/work/tfw-guide.html>
- Information and Services for Non-Canadians and newcomers: www.directioncanada.gc.ca

Expedited Labour Market Opinion (E-LMO) Pilot Project

HRSDC and Service Canada (SC) have implemented a pilot project in Alberta and British Columbia to expedite the processing of Labour Market Opinions (LMO) for the following occupations: Dental Technicians, Pharmacists, Registered Nurses, Ski and Snowboard Instructors, Journeyman/Woman Carpenters, Journeyman/Woman Crane Operators, Hotel and Hospitality Room Attendants, Tour and Travel Guides, Retail Salespersons and Sales Clerks, Food and Beverage Servers, Food Counter Attendants, and Hotel Front Desk Clerk.

Provincial Nominee Program (PNP)

The PNP program is an employer-driven immigration program that expedites the processing of an application for permanent residence. It is designed to meet the needs of provincial employers who are unable to fill skilled and select semi-skilled positions with citizens or permanent residents of Canada. Through the PNP program, provinces establish nomination criteria and can identify, recruit, and nominate individuals for immigration who have the potential to offer significant industrial and economic benefits to the province. Province issues nomination certificates. The federal government remains responsible for determining the immigrant's admissibility to Canada but the processing time is significantly reduced; the majority are processed in one year or less. Currently there nine provinces and one territory are a part of the PNP program.

This section describes the various institutional arrangements and ministries responsible for foreign credential recognition from province to province.

2.1.2 Overview of Provincial and Territorial FCR Programs and Policies

BRITISH COLUMBIA

Ministry of the Attorney General—Multiculturalism and Immigration Branch

The Multiculturalism and Immigration Branch provides policy and program development for multiculturalism and immigration, and implements the Agreement for Canada-British Columbia Co-operation on Immigration.

The Branch comprises two offices: Immigration Division, and the Immigration Policy and Intergovernmental Relations Branch.

The Immigration Division is responsible for the management and implementation of the Canada/B.C. Agreement for Cooperation on Immigration, which includes the following FCR-related components:

- Ensuring immigrants have the opportunity to fully utilize their skills within the Canadian labour market as quickly as possible.
- Developing strategies to address barriers to international qualification assessment and recognition, which will contribute to the successful integration of immigrants into the labour market. Efforts of Canada and British Columbia should initially address the need for B.C.-destined skilled workers to have appropriate and targeted information related to international qualifications assessment and recognition before immigrating.

Ministry of Economic Development—International Qualifications Unit

To achieve the B.C. Government's *New Era* goal of a strong and vibrant economy, the International Qualifications Unit was designed as part of a B.C. human resource strategy to ensure the province has a skilled workforce to support British Columbia's growth.

By providing leadership and support to employers, regulatory bodies, professional and trade associations, unions, post-secondary institutions, and community service agencies, the International Qualifications Unit helps to fully utilize skilled immigrants in the B.C. labour market. This is accomplished through three core service activities:

- **Capacity Building:** providing assistance by increasing knowledge, enhancing capacities, and applying best practices. The IQU provides support through the provision of resources to address professional and cultural awareness training for personnel, the creation of tools to enhance the assessment process, and the development of training opportunities to enhance a candidate's qualifications.
- **Information Services:** providing assistance by establishing navigable links between existing programs and services to retrieve information, assist in referrals, and provide advisory support. Information services also include outreach to create national and global links on the qualification assessment processes and requirements for foreign-trained workers.
- **Networking:** In partnership with a broad range of public, private, and not-for-profit service providers, the IQP creates avenues for systemic change through formal Federal and Provincial Agreements, delivery of facilitated and targeted forums, strategic planning for priority occupations and sectors, and through leveraging additional resources to resolve sectoral issues.



ALBERTA

International Qualifications Assessment Service (IQAS)

IQAS provides an advisory educational assessment service, which compares educational qualifications from other countries to provincial educational standards. Clients include individuals, employers, Canadian educational institutions, professional licensing bodies, organizations and other provinces.

Apprenticeship and Industry Training

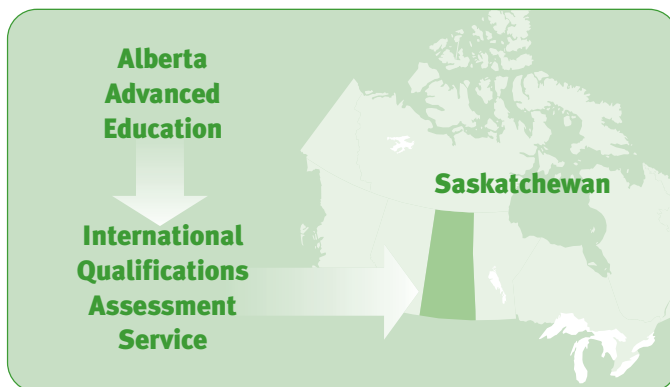
This initiative assesses international credentials and formal training (certificates, work experience and training in the trades) to provide individuals with an opportunity to become certified Alberta tradespeople or to establish advanced standing in apprenticeship programs (fees are applicable). Website and print materials for apprenticeship and trades-related information are available.



SASKATCHEWAN

International Qualifications Assessment Service (IQAS)

IQAS provides a valuable service to immigrants and refugees seeking an assessment of the level of their educational qualifications in comparison to Saskatchewan educational standards. Since 1995, the Government of Saskatchewan has had an inter-provincial agreement with the Government of Alberta for IQAS to conduct assessments of international credentials for Saskatchewan residents. The Government of Saskatchewan pays the base costs for the delivery of this service, and Saskatchewan residents pay the assessment costs directly to IQAS.



MANITOBA

Manitoba Labour and Immigration—Settlement and Labour Market Services Branch

The Settlement and Labour Market Services Branch has a number of programs that assist foreign-trained professionals or tradespeople to have their credentials recognized in Manitoba. These include the Academic Credentials Assessment Service, the Credentials Recognition Program, the Access to Professions and Trades brochures, and Occupational Fact Sheets.

Academic Credentials Assessment Service (ACAS)

The Academic Credentials Assessment Service (ACAS) evaluates the education of individuals who obtained their education abroad and issues a report of comparison to educational standards in Manitoba. This Academic Credentials Report is advisory in nature and is designed to support and facilitate hiring or admission decisions made by employers, occupational regulatory bodies and educational institutions. Assessments are of formalized instruction only and do not encompass evaluations of competence, work experience or prior learning.

Credentials Recognition Program

The Credentials Recognition Program assists immigrants with professional and/or technical backgrounds in gaining recognition for education and work experience obtained outside of Canada. The program offers assessment and wage assistance as well as counselling and referral services to eligible clients.



ONTARIO

Ministry of Citizenship and Immigration—Opening Doors to Internationally Trained Individuals

Access to Professions and Trades Initiative

The Access to Professions and Trades Initiative was established in 1995 to undertake initiatives to reduce/remove barriers to licensure and certification in the professions and trades. Five barrier areas were identified as key deterrents for internationally trained professionals and tradespersons gaining access to licensure/certification in their profession or trade:

- Assessment of academic credentials and skills
- Licensure and certification testing
- Lack of appropriate language testing and training
- Supplementary education and training
- Review and appeal of licensure and certification decisions

Key settlement website for Ontario is

<http://www.settlement.org/index.asp>

The Fair Access to Regulated Professions Act 2006

The Fair Access to Regulated Professions Act 2006 applies to 34 regulated professions in Ontario, including physicians, accountants, lawyers, teachers, engineers and social workers. The bill was passed in December 2006 and is part of a comprehensive plan that includes internships in ministries and Crown agencies for internationally trained newcomer success.

Academic Credential Assessment

Educational requirements differ for every profession and trade, and there are a number of different organizations that assess an individual's schooling to ensure it meets Ontario's standards. The Ministry of Training, Colleges and Universities has funded one such organization, World Education Services Canada (WES Canada), which is becoming more accepted as a source for accurate assessment of international credentials.

World Education Services (WES) Canada

This service will provide objective assessments of foreign earned degrees and diplomas at the secondary and post secondary levels. WES has been awarded a contract by the Ontario provincial government to perform evaluation services.

Comparative Education Services (CES)

Comparative Education Service evaluates academic credentials obtained outside Canada for employment purposes. A Canadian educational institution may or may not accept this evaluation for the purposes of admission.

International Credentials Assessment Service (ICAS) of Canada

ICAS evaluates credentials from all levels of schooling for both employment and educational purposes. Its website provides information on fees and the evaluation process as well as an application form.



QUEBEC

Ministère de l'Immigration et des Communautés culturelles—Service des évaluations comparatives d'études (SECE)

Évaluation comparative des études effectuées hors du Québec (Comparative evaluations of studies taken outside Quebec):

- advises on the use and limitations of an Évaluation comparative;;
- indicates what documents and translations are needed to submit a request,
- explains the method and time needed to process the request;
- provides the form to request an Évaluation comparative des études effectuées hors du Québec, which also details methods of payment to open and process a file; and
- gives the addresses of offices responsible for processing requests.



NEW BRUNSWICK, NOVA SCOTIA, P.E.I., NEWFOUNDLAND AND LABRADOR, NUNAVUT AND YUKON

For credential evaluation services in New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Nunavut or Yukon, immigrants must contact out-of-province FCR organizations. The Atlantic Provinces have expressed interest in developing an Atlantic Assessment Agency, but much work remains.

2.1.3 Overview of Municipal and Local-level FCR Programs and Policies

Municipalities—particularly Canada’s largest urban immigrant-receiving centres—are closely involved in immigrant settlement and services. Municipalities address issues of access and equity throughout the municipal corporation and its various services. Local schools serve immigrants and offer ESL classes to students. Municipalities, however, are resource-poor and this impacts services. The following are examples in just two cities.

TORONTO

What they lack in funds, municipalities make up for in innovation and ideas. Municipalities are at the forefront both of understanding the implications of the issue of FCR and in collaborative strategic interventions. The Maytree Foundation, a proactive leader within the city of Toronto, has inspired other cities to emulate its approach. One special project Maytree supports is the Toronto Region Immigrant Employment Council (TRIEC), an initiative of the Toronto City Summit Alliance, established in September 2003 to promote the integration of immigrants into the Canadian labour market. TRIEC’s stakeholders include employers, labour, occupational regulatory bodies, post-secondary institutions, assessment service providers, community organizations and representation from municipal, provincial and federal governments. TRIEC’s “Mentoring Partnership” project has developed a culture of occupation-specific mentoring throughout Toronto. In June 2006, this program made its two-thousandth mentoring match and has facilitated employment for 650 new immigrants since February 2005. In addition, its partnership with Career Edge offers internships for internationally qualified professionals through Career Bridge. Career Bridge, created in November 2003, is an innovative internship program *“designed to address the dilemma of “no Canadian experience, no job; no job, no Canadian experience” that prevents many skilled immigrants from contributing to Canada’s economy.”* Another TRIEC initiative is the interactive website “Why Hire Immigrants” that provides employers with the tools needed to better recruit, retain and promote skilled immigrants.

OTTAWA

In the Internationally Trained Workers project in Ottawa, the United Way/Centraide Ottawa, LASI World Skills, the City of Ottawa, OCRI TalentWorks, The Chamber of Commerce and the Regroupement des gens d’affaires de la capitale nationale have developed a multi-stakeholder community-based strategy to facilitate the accreditation and integration of internationally trained workers into the Ottawa economy. The strategy Hire Immigrants Ottawa has a strong focus on employer engagement and public awareness, and is forming an Employer Council of Champions with four sector specific working groups in public service, finance, IT, and health committed to implementing solutions to the barriers around integrating skilled immigrants into the labour market.

A useful website to consult for research and reports with a strong focus on cities and FCR is <http://atwork.settlement.org/atwork/research/economics.asp>.

2.1.4 Occupational Regulatory Bodies

Occupational Regulatory Bodies (ORBs) and Professional Associations establish standards of entry for 15% of Canada's professions. As noted, immigrant integration is a complex issue involving many different players and stakeholders, including sector councils, regulatory bodies, immigrant-serving agencies, post-secondary institutions and assessment agencies. Regulated occupations—15% of the labour market—need licences to practice. Mostly a provincial and territorial jurisdiction, regulatory bodies are key decision makers in the ability to practice. There are over 400 regulatory professional bodies; regulations vary from province to province and from occupation to occupation, which has an impact on worker mobility within Canada and on foreign credential recognition. Regulated professions generally focus on “standards for job entry,” whereas many sector councils also have occupational standards that define expert level. All levels of government are working to improve the ability of Canadian residents to work anywhere in the country. In 2001, the *Agreement on Internal Trade Chapter 7* was formulated. The objective of the Labour Mobility Chapter is to enable workers qualified for an occupation in one part of Canada to have access to employment opportunities in that occupation in any other province or territory. Following the implementation of the agreement, there is much less variation between provinces and territories (in most professions). This has allowed professions to make great strides in achieving internal mobility.

The Canadian Network of National Associations of Regulators (CNNAR, www.cnnar.ca) is a federation of national organizations whose provincial and territorial members are identified in legislation as responsible for protection of the public through the self-regulation of professions and occupations.

Ontario Regulators for Access is designed to help Ontario regulatory bodies improve access by international candidates to self-regulated professions in Ontario while maintaining standards for public safety.

National Associations of Regulators, Certifiers and Member-based Associations: although decisions on entry to professional practice are made by professional licensing bodies under their statutory authority, national associations often play a role by developing standards, assessing academic credentials, designing or administering examinations, etc.

Following are a few examples of national associations:

- Canadian Architectural Certification Board
- Canadian Association of Speech-Language Pathologists/Audiologists
- Chartered Accountants of Canada
- Royal College of Dentists of Canada
- The National Dental Examining Board of Canada
- The North American Board of Naturopathic Examiners
- The Council on Naturopathic Medical Education
- Federation of Law Societies of Canada
- Canadian Society for Medial Laboratory Science
- Canadian Nurses Association
- Canadian Association of Occupational Therapists
- The Pharmacy Examining Board of Canada
- The Royal College of Physicians and Surgeons of Canada
- Canadian Alliance of Physiotherapy Regulators
- Canadian Association of Social Workers
- National Board of Veterinary Medical Examiners
- Dieticians of Canada
- The National Dental Hygiene Certification Board

The Work Destination website is a comprehensive source of information on regulated trades and professions in Canada. <http://workdestinations.org>

2.1.5 Educational and Academic Institutions/ Colleges and Institutes

Post-secondary institutions are delivering assessment services, language training, career and technical programs, workplace and community-based training, co-op placements as well as advising and counselling services to Canadian labour market entrants. The following organizations address FCR: the Association of Universities and Colleges of Canada (AUCC), the Association of Canadian Community Colleges (ACCC), the Association of Registrars of Universities and Colleges of Canada (ARUCC), the Canadian Bureau for International Education (CBIE), the Canadian Alliance of Education and Training Organizations (CAETO), the Canadian Federation of Students (CFS), the Canadian Association of University Teachers (CAUT) and the Canadian Commission for UNESCO (CCU).

The Association of Canadian Community Colleges (ACCC)

ACCC is the national and international voice through which Canada's 150 member colleges and institutes inform and advise various levels of government, business, industry and labour. Canadian colleges and institutes have long been collaborative partners of Immigrant and Refugee Serving Agencies and governments in the provision of assessment, language, settlement, workforce bridging, and workplace upgrading programs for new Canadians.

ACCC members are well positioned to facilitate the integration of immigrants, given the role of these institutions in providing learning opportunities for 900 communities across the country. Immigrants can access assessment services, including Prior Learning Assessment and Recognition (PLAR); language training; advising and counselling services; career, technical, university transfer, applied degree and employment-related programs; workplace training and community-based training.

ACCC, which is an associate member of The Alliance of Sector Councils, is working with CIC and HRSDC on the Canadian Immigration Integration Project (CIIP) pilot to provide an innovative overseas orientation and assessment service for prospective or approved immigrants in three sites: China, India and the Philippines. Colleges and institutes with overseas sites or campuses are well positioned to support the federal government in this type of initiative.

ACCC has also developed a strong working relationship with sector councils whereby they have established a series of "affinity groups" that work with sector councils bringing together deans and other college officials from across Canada to work in affinity with each sector, so that the needs of the industry in each sector are better understood by colleges and institutes.

Contact person, Anna Toneguzzo, atoneguzzo@acc.ca

The Association of Universities and Colleges of Canada (AUCC)

AUCC is a non-governmental and not-for-profit group representing 93 Canadian public and private not-for-profit universities and university-degree level colleges. AUCC provides strong and effective representation for its members, in Canada and abroad. AUCC has recently been engaged in a policy dialogue with Human Resources and Social Development Canada and recently submitted a proposal to HRSDC's Foreign Credential Program aimed at developing a fuller diagnostic of Canadian university engagement in FCR to capture the challenges and opportunities related to facilitating recognition of foreign credentials for academic study at Canadian universities, and academic recognition for professional practice.

An AUCC brief presented to the House of Commons Standing Committee on Citizenship and Immigration in March 2005 states that Canadian universities are already actively engaged in several foreign credential initiatives at the federal, provincial and community levels. Examples include several AUCC members who are involved in national initiatives in the health sector (e.g., those with medical schools); provincial pilots such as the new bridge training initiatives in Ontario (e.g., University of Toronto's pharmacy department, Ryerson University's social work and nutrition departments, University of Waterloo's optometry department) and local community "leadership councils" organized by the Maytree Foundation.

The Canadian Information Centre for International Credentials (CICIC) is working with AUCC to explore models to accelerate Immigration Labour Market Integration beginning overseas, and to map Canadian university capacity and related FCR issues.

Campus Canada

Campus Canada is designed for adult learners to earn college and university credentials online, while they continue to work. It also recognizes the importance of prior learning. It can help learners who have workplace training and experience in determining if their experience can be recognized for academic credit.

Mr. Peter Donkers, Executive Director, Campus Canada, Victoria, British Columbia, Email: info@campuscanada.ca

TYPES OF PROGRAMS AND SERVICES¹

Assessment Services—PLAR, Academic, Skills

One of the main roles that colleges and institutes play in FCR is that of facilitator of credentialing processes through Prior Learning Assessment and Recognition (PLAR) services and accessing the services of provincial and national credential assessment bodies.

Language Training including Occupation-specific Language

Assessment and Foreign Credential Recognition services are offered for placement into English and French as a Second Language (ESL and FSL), English and French for Academic Purposes (EAP and FAP) programs, as well as for placement into career, technical, university preparation and applied degree programs.

Community-based training

Community-based training is offered through learning centres and in collaboration with municipal public libraries and community centres.



Workplace Training and Canadian Workplace Practices

Colleges and institutes are becoming increasingly involved in this area. This type of training includes work placements for immigrant students during their ESL or career programs, career-focused programs in a workplace setting in collaboration with a private company, or contract training for businesses or industry to upgrade immigrant employees' skills in a specific area involving technical or language skills. Career and technical programs targeted at immigrants tend to combine technical training with occupation-specific language training, and include bridging programs delivered by colleges and institutes with funding from provincial governments.

Advising and Counselling Services

Advising and counselling services are available to prospective and enrolled immigrant students to assist with program entry and completion, and to facilitate job entry. These services are being enhanced for the specific needs of immigrants by including peer-helper, mentor and language partner programs that offer more one-on-one support for immigrant students.

Campus Canada and British Columbia Institute of Technology (BCIT)

It is developing an FCR framework and exploring overseas pilot projects.

Prior Learning Assessment Recognition (PLAR)

For a comprehensive snapshot of who does what provincially in PLAR, please refer to A Spring 2003 Snapshot: The Current Status of Prior Learning Assessment and Recognition (PLAR) in Canada's Public Postsecondary Institutions: Part One, prepared for the Council of Ministers of Education, Canada (CMEC) by Bonnie Kennedy, Canadian Association for Prior Learning Assessment (CAPLA).

For a list of Provincial Credentialing Service Organizations see Appendix B.

¹ Adapted from the Association of Canadian Community Colleges (ACCC) Final Report: Responding to the Needs of Immigrants, March 2004.

2.1.6 Credential Assessment Services in Canada

There are five provincially mandated Credentialing Service organizations: International Qualifications Assessment Service (IQAS) in Edmonton; World Education Services (WES) in Toronto; Service des évaluations comparatives d'études (SECE) in Montreal; Academic Credentials Assessment Service (ACAS) in Winnipeg and International Credential Evaluation Service (ICES) in Burnaby. There are also three private services in Ontario.

There is a mix of credentialing practice. Some do the credential assessment in-house within the regulatory body, some use private agencies like IQAS and WES-Canada, and some use Canadian universities to review credentials.

There are two national credentialing associations:

The Canadian Information Centre for International Credentials (CICIC)

The Canadian Information Centre for International Credentials (CICIC) collects, organizes, and distributes information, and acts as a national clearing house and referral service to support the recognition and portability of Canadian and international educational and occupational qualifications. CICIC was established by the Council of Ministers of Education, Canada after Canada ratified the UNESCO Convention on the Recognition of Studies, Diplomas and Degrees concerning Higher Education in the States belonging to the Europe Region, in 1990. It was created to assist Canada in carrying out its obligations under the terms of this convention. The convention promotes international mobility by advocating wider recognition of higher education and professional qualifications. CICIC reports and is accountable to the provincial and territorial Ministers of Education on matters related to information on education and training qualifications.

Canadian Information Centre for International Credentials

95 St. Clair Avenue West, Suite 1106
Toronto, ON M4V 1N6 Canada
Phone: (416) 962-9725
Fax: (416) 962-2800

Mr. Yves E. Beaudin, National Coordinator,
Y.BEAUDIN@cmecc.ca

The Alliance of Credential Evaluation Services of Canada (ACESC)

The ACESC is made up of the five credential assessment services from across Canada. These organizations are the Academic Credentials Assessment Service (ACAS) (Manitoba), International Credential Evaluation Service (ICES) (British Columbia), International Qualifications Assessment Service (IQAS) (Alberta, Saskatchewan, Northwest Territories), Service des évaluations comparatives d'études (Québec), and World Education Services Canada (WES-Canada) (Ontario). Alliance members provide a variety of clients—such as employers, professional regulatory bodies and educational institutions—with fair, credible and standardized assessments of foreign credentials to help these clients make informed decisions regarding applications for employment, education and professional membership. Alliance members provide accurate and comprehensive information on the comparability of foreign qualifications with Canadian education systems. They can be contacted through CICIC, whose contact information is provided above.



2.1.7 Immigrant Settlement Agencies and Community Non-Profit Organizations

Across Canada, there are over 235 immigrant-serving agencies that are actively involved in settlement and labour market issues for immigrants. They are an integral component of FCR as frontline workers whose strong intellectual insights and experience facilitate immigrants' access to employment. Large settlement agencies—for example, Ottawa Community Immigrant Services Organization (OCISO)—delivered over 17,000 interventions in 2004, and the Edmonton Mennonite Centre for Newcomers provides very successful integrated bridging programs for internationally trained workers.

Immigrant-serving agencies are major contributors to FCR. Along with offering traditional employment preparation for immigrants, many agencies provide leadership to innovative partnerships with governments, regulatory bodies, other community agencies like the United Way, educators and other stakeholders to deliver programming that addresses both systemic and practical barriers to FCR and integration. Immigrant-serving organizations, both individually and collectively, play a critical role in macro-level analysis, advocacy and policy dialogue, as well as micro-level project delivery, training and advocacy. Provincial examples of effective partnerships in Ontario include the Consortium of Agencies Serving Internationally-Trained Professionals (CASIP), which is a collective of eight agencies serving internationally-trained professionals with the shared vision of improving access for skilled immigrants to employment in their professional occupations. In B.C. the Employment Access Strategy for Immigrants (EASI) is a coalition started in 2003 to build a more integrated system to better support the needs of skilled immigrants seeking entry into the workforce. At a practical level, they provide counselling, settlement support and referrals, as required. Immigrant-serving agencies also partner formally and informally with training institutions for specific training services. Some partners include the Ontario Network of Employment Skills Training Projects, OneStep, ASPECT a network of community-based trainers in B.C and RQuDE a network of organizations involved in employment training in Quebec.

For a comprehensive general reference, Citizenship and Immigration Canada manages an integration website at <http://www.integration-net.cic.gc.ca>. This site lists over 400 immigrant-serving organizations and compiles available agency and government organization listings for every province and territory. It also has a category for outside Canada.

For Provincial listings of immigrant-serving organizations, please refer to <http://soscanada2000.com/migration/comsercen.html>

Links to Provincial/Regional Umbrella Organizations

- Affiliation of Multicultural Societies and Service Agencies of British Columbia: <http://www.amssa.org>
- Alberta Association of Immigrant Serving Agencies: <http://www.aaisa.ca>
- Ontario Council of Agencies Serving Immigrants: <http://www.ocasi.org>
- Council of Agencies Serving South Asians: <http://www.cassa.on.ca>
- Table de concertation des organismes au service des personnes réfugiées et immigrantes: <http://tcric.qc.ca>
- Looking Ahead an EASI Initiative a gateway to Employment for Immigrants in B.C.: <http://www.lookingahead.bc.ca>
- The Ontario Network of Employment Skills Training Projects (ONESTEP): <http://onestep.on.ca/aboutus>

The Canadian Immigrant Settlement Sector Alliance (CISSA)

Established in 2005 and still in its development stage, CISSA is an alliance of provincial and national organizations that represent 450 immigrant and refugee settlement agencies from across Canada. CISSA harnesses the expertise of the immigrant settlement sector, and is the sector's national voice to help build a Canadian society in which all immigrants and refugees are able to participate fully. CISSA includes the regional and provincial umbrella organizations listed above.

Chair: Reza Shahbazi
Ontario Council of Agencies Serving Immigrants (OCASI) representative
Email: reza.shahbazi@cissa-acsei.ca
Office: 219 Argyle Avenue, Suite 121
Ottawa, Ontario K2P 2H4
Tel: (613) 787-7788
Fax: (613) 787-7733
Toll-free: (866) 753-7788
Website: www.cissa-acsei.ca
General email: info@cissa-acsei.ca

OTHER STRATEGIC PARTNERS AND COALITIONS

The Canadian Coalition of Community-based Employability Training (CCCBET)

CCCBET was a national, non-profit organization whose membership comprised appointees from provincially chartered community-based training associations, which provide a range of services in their communities. These included vocational and career assessment, job skills training, language instruction, literacy and numeracy training, and employment preparedness and placement. In addition to serving newcomers to Canada, community-based training organizations also serve others in need in the community.

For a report on a meeting of sector councils and the community-based training organizations held in September 2005, see Pan-Canadian Sector Council & Immigrant Dialogue, 2005: <http://www.savie.qc.ca/Ccocde/An/AccueilPublique.asp>

Consortium of Agencies Serving Internationally-Trained Professionals (CASIP)

CASIP is a consortium that collectively works with licensing bodies in Ontario in the delivery of services that help to remove barriers and improve access to licensing and to employment in licensed professions, including projects for teachers, engineers, accountants and health care professionals. In partnership, it delivers other services such as sector-specific Enhanced Language Training, The Mentoring Partnership and Career Bridge, all projects to support skilled immigrants to access their professional fields of expertise. CASIP also works closely with a number of associations that represent internationally-trained professionals who are themselves seeking fair and equitable access to their licensed professions, such as AIPSO (the Association of International Physicians and Surgeons of Ontario), CAPE (the Council for Access to the Profession of Engineering) and PROMPT (the Policy Roundtable Mobilizing Professions and Trades). Each year over 70% of new immigrants to Ontario are supported through CASIP.

Maytree Foundation, Strategic Partners Initiative.

The Maytree Foundation's Systems Approach presents a comprehensive model for the integration of skilled immigrants into the labour force, and includes the following components:

- Incentives for stakeholders to collaborate in designing, delivering and evaluating programs and services for skilled immigrants;
- Access by skilled immigrants to an entire suite of programs and services offered either overseas prior to leaving their home country or once in Canada;
- information (for example, the Immigration Internet Portal),
- assessment services (PLAR, academic, skills, language, including occupation-specific language, Canadian workplace practices),
- expert advice (labour market counselling and development of learning plans, mentorship by Canadian practitioners), and
- integrated bridging programs to fill identified gaps (academic courses, occupation-specific language training, technical skills upgrading, knowledge of Canadian workplace practices).



Coalitions of Foreign-trained Professionals, Tradespeople and Networks

- B.C. Internationally Trained Professionals Network <http://bcitp.net>
- Bamboo Network, a B.C. Skills Connect for Immigrants Program
- Capacity BC Policy Roundtable collectively represents ITP associations throughout the province. Professional associations are welcome to send delegates to this roundtable, which meets every other month.
- The Ontario Network of Employment Skills Training Projects (ONESTEP)—a province-wide network for organizations that sponsor community-based training projects <http://onestep.on.ca>
- Council for Access to Professional Engineering (CAPE)
- AIPSO (the Association of International Physicians and Surgeons of Ontario)
- Hispanic Development Council
- Policy Roundtable Mobilizing Professions and Trades (PROMPT)
- Toronto Region Immigrant Employment Council (TRIEC)—a multi-stakeholder council that is working to improve access to employment for immigrants in the Toronto region.



The Centre for Canadian Language Benchmarks

The Centre for Canadian Language Benchmarks is the centre of expertise in support of the national standards in English and French for describing, measuring and recognizing second language proficiency of adult immigrants and prospective immigrants for living and working in Canada.

Centre for Canadian Language Benchmarks

200 Elgin Street, Suite 803
Ottawa, Ontario, K2P 1L5
Telephone: (613) 230-7729; Fax: (613) 230-9305
Email: info@language.ca
Website: www.language.ca
Gay Hamilton Executive Director
(613) 230-7729 ext. 177

Canadian Association for Prior Learning Assessment (CAPLA)

CAPLA is an association for the advancement of prior learning assessment and recognition in Canada. As the only national organization dedicated to the recognition of prior learning, CAPLA has developed considerable expertise in a wide range of areas connected to PLAR. Its network of practitioners, advisors and assessors can be found in communities of every province and territory in Canada.

PO Box 56001, 355 Slater Street,
Ottawa ON K1R 7Z0
Phone: 613-860-1747;
Email: info@capla.ca
Bonnie Kennedy, Executive Director



2.2 Non-Regulated Occupations

PROFESSIONAL SECTORS

Non-regulated professions require no licence to practice. Employers are key decision makers in this area. Post-secondary institutions and assessment agencies are also key stakeholders along with immigrant-serving organizations. Within the sector of trades, there are two categories: compulsory and voluntary. Compulsory trades require provincial certification, which includes four years of apprenticeship. Voluntary trade requirements vary, and technically, one can legally work without certification; however, in practice, unions and some employers often require certification.

NON-REGULATED OCCUPATIONS:

ISSUES AND CHALLENGES

- There is no systematic approach by occupation or employer.
- There is a need to build capacity of sector councils and employers to assess and recruit immigrants to boost the supply of workers to meet skill shortages.
- Sector councils and employers need to be part of the solution—sector study process will be key in engaging sectors.
- Other avenues will also be explored, potentially with other employers groups, or bilaterally with provinces and territories.

Employer engagement and education is critical to making progress in FCR. Employers face many challenges related to this issue, from inherent barriers to integration embedded in some human resources practices to the lack of immigrants in their networks of contacts and acquaintances. Employers may not yet recognize the challenges and opportunities that await them with changing demographics, and may not have the capacity to do long-range planning once they do.

LABOUR MOBILITY AND ISSUES OF REGULATION

List of Occupations Surveyed: X=regulated, NA=not regulated

Note: This list contains a mere sample of occupations and is not inclusive of all occupations or sectors. The list was compiled by the Labour Mobility Coordinating Group in 2004–2005 and reflects the inconsistencies across provincial jurisdictions in terms of regulation, where occupations for example audiologists are regulated in seven provinces and not in the other four.

	QC	ON	MB	SK	AB	BC	NB	NS	PEI	NFL	NWT	Total
Acupuncturists	X	NA	NA	NA	X	X	NA	NA	NA	NA	NA	3
Agrologists	X	X	X	X	X	X	X	X	X	X	NA	10
Architects	X	X	X	X	X	X	X	X	X	X	X	11
Audiologists and Speech Pathologists	X	X	X	X	X	NA	X	NA	X	NA	NA	7
Certified General Accountants	X	X	X	X	X	X	X	X	X	X	X	11
Certified Management Accountants	X	X	X	X	X	X	X	X	X	X	X	11
Chartered Accountants	X	X	X	X	X	X	X	X	X	X	X	11
Chiropractors	X	X	X	X	X	X	X	X	X	X	NA	10
Community Urban Planner	X	X	NA	X	X	NA	NA	X	NA	NA	NA	5
Dental Assistants	NA	NA	X	X	X	X	X	X	X	X	NA	8
Dental Hygienists	X	X	X	X	X	X	X	X	X	X	X	11
Dental Specialist	X	X	X	NA	X	X	X	X	X	X	X	10
Dental Technicians or Technologists	X	X	NA	X	X	X	X	X	NA	X	X	9



	QC	ON	MB	SK	AB	BC	NB	NS	PEI	NFL	NWT	Total
Dentists	X	X	X	X	X	X	X	X	X	X	X	11
Denturists	X	X	X	X	X	X	X	X	NA	X	X	10
Dieticians/Nutritionists	X	X	X	X	X	X	X	X	X	X	NA	10
Embalmers/Funeral Direct	X	X	X	X	X	X	X	X	X	X	NA	10
Engineering Technicians and Technologists	X	X	X	X	X	X	X	X	X	NA	NA	9
Engineers	X	X	X	X	X	X	X	X	X	X	X	11
Foresters	X	X	NA	NA	X	X	X	X	NA	NA	NA	6
Geoscientists	X	X	X	X	X	X	X	X	NA	X	X	10
Hearing Aid Practitioners	X	NA	X	NA	X	X	NA	X	NA	X	NA	7
Home Economists	NA	X	X	NA	X	NA	X	NA	NA	NA	NA	4
Hunting Guides	NA	NA	X	X	NA	X	X	X	NA	X	NA	6
Land Surveyors	X	X	X	X	X	X	X	X	X	X	NA	10
Landscape Architects	NA	X	NA	NA	NA	X	NA	NA	NA	NA	NA	2
Lawyers	X	X	X	X	X	X	X	X	X	X	X	11
Licensed Practical Nurses	X	X	X	X	X	X	X	X	X	X	X	11
Massage Therapist	NA	X	NA	NA	NA	X	NA	NA	NA	X	NA	3
Medical Laboratory Techn	X	X	NA	X	X	NA	X	X	X	NA	NA	7
Medical Radiation Technicians/Technologists	X	X	NA	X	X	NA	X	X	NA	NA	NA	6
Midwives	X	X	X	NA	X	X	NA	NA	NA	NA	NA	5
Naturopathic Physicians	NA	X	X	X	NA	X	NA	NA	NA	NA	NA	4
Occupational Therapists	X	X	X	X	X	X	X	X	X	X	NA	10
Opticians	X	X	X	X	X	X	X	X	X	X	NA	10
Optometrists	X	X	X	X	X	X	X	X	X	X	X	11
Paramedics	X	X	X	X	X	X	X	X	X	NA	NA	10
Pharmacists	X	X	X	X	X	X	X	X	X	X	X	11
Physicians	X	X	X	X	X	X	X	X	X	X	X	11
Physiotherapists	X	X	X	X	X	X	X	X	X	X	NA	10
Podiatrists/Chiropodists	X	X	X	X	X	X	X	NA	NA	NA	NA	7
Psychiatric Nurses	NA	NA	X	X	X	X	NA	NA	NA	NA	NA	4
Psychologists	X	X	X	X	X	X	X	X	X	X	X	11
Public Accountants	NA	NA	NA	NA	NA	NA	NA	NA	NA	X	NA	1
Real Estate Agents	X	X	X	X	X	X	X	X	X	X	X	11
Registered Nurses	X	X	X	X	X	X	X	X	X	X	X	11
Respiratory Therapists	X	X	X	NA	X	NA	NA	NA	NA	NA	NA	4
Social Workers	X	X	X	X	X	X	X	X	X	X	NA	10
Teachers	X	X	X	X	X	X	X	X	X	X	X	11
Translators	X	X	NA	NA	NA	NA	X	NA	NA	NA	NA	3
Veterinarians	X	X	X	X	X	X	X	X	X	X	X	11



3 GAP ANALYSIS AND FUTURE OPTIONS

3.1 Outstanding Barriers in Information and Services

There is a great deal of information available through a variety of media; however, this information is not always easily searchable, up-to-date and relevant. More collaboration between all levels of government and other stakeholders is required to ensure that information is easily accessible, accurate and applicable. Much of the information pertaining to licensing and accreditation processes is extremely complex.

It should be recognized that newcomers will require hands-on guidance through the credentialing process—which may be the best service that the federal government can provide. The new Foreign Credential Referrals Office to assist with foreign credential assessment can play a very useful role in this regard—one of shepherding new arrivals through the system, for the benefit of both newcomers and employers.

Most observers will find the process confusing, and newcomers will naturally find the same. A Statistics Canada report on how immigrants chose where to live reported that the decision was based firstly on where family and friends live. Bridging programs can be extremely useful in assisting immigrants to integrate into the workforce at skill-appropriate levels. However, there are large gaps in programming, in resources for service delivery agents, and in financial assistance necessary to enable clients to participate. There is a variety of eligibility criteria for various programs that may screen out needy clients, and while such criteria are understandable, their limiting effects need to be constantly evaluated. For example, EI benefits are only available to certain clients, while Job Search Workshops have their own criteria that screen out clients who may have been in the country longer.

3.2 Emerging Priorities and Opportunities

Agreement between the provinces and the federal government has a potentially large impact on both the quality and quantity of services that will be available to assist newcomers in integrating into the labour market. This federal/provincial agreement will also enhance opportunities for municipalities to participate in settlement and integration, in partnership with settlement agencies and other stakeholders.

Increasingly, it is becoming clear that employers must be encouraged to become more engaged in the issue, as labour-market growth will be entirely dependent on immigration within five years.

Although limited, there has been an increase in bridging programs for internationally trained workers over the last few years, and this is a positive step.

Canada has made some strides forward in the availability of information available to immigrants and potential immigrants through web portals, Foreign Credential Referral capacity through Service Canada offices and other information sites.



3.3 Looking Ahead: Options for Sector Councils

Sector councils individually or through TASC have taken a leading role since 2003 in both Foreign Credential Recognition and in the integration of internationally-trained workers. They are working in their respective sectors to develop occupational standards and training, coordinate human resource strategies across industries, and assist employers in recruiting and retaining newcomers. They are facilitating the recognition of competencies, and developing sector-specific interventions in areas such as bridge-to-work programs, and language and work-skills training.

TASC along with sector councils have facilitated national coordination and collaborative leadership on FCR through a number of actions. Initiating a Working Group on FCR and Immigration Issues; developing the guide *Who does What in FCR*; organizing five workshops in 2006-07: *Building Blocks for FCR: Workshops with Sector Councils*; working on the development of an *Employer Roadmap to Hiring & Retaining Internationally-Trained Workers* and launching a web portal gateway, to *Resources on Recruiting and Retaining Internationally-Trained Workers*, which can be found at www.councils.org/gateway. These initiatives are building blocks for on-going improvement of Foreign Credential Recognition and for more effective immigrant integration into the workforce.

The following are some issues that TASC and sector councils have identified to work on:

- improved assessment of non-regulated professions, to be enhanced through greater linkages between sector councils and the credential assessment agencies;
- PLAR tools and the assessment of competencies gained in the workplace;
- job placements within sector councils for internationally trained workers;
- collaborative research to assess immigrants sector-specific barriers and opportunities
- comparative research on other immigrant-receiving countries;
- research on newcomers who do not receive adequate assessment, to assess the loss to the economy and individuals;
- use of new information technology to assist in assessment;
- working towards greater mobility across Canada of credential assessments through inter-provincial/territorial transferability of credential assessments
- research on the effectiveness of bridge-to-work and other similar programs;
- assisting policy development to address FCR
- multi-stakeholder collaboration and coordination to address identified gaps; and
- sector councils' capacity building.



APPENDIX A: THE SKILLED IMMIGRANT LABOUR MARKET 2003–2005

THE SKILLED IMMIGRANT LABOUR MARKET, HRSDC:

These 45 occupations account for 87% of skilled immigrants landing in Canada in 2003–2005

Regulated Occupations

- Engineers
- Engineering technicians
- Accountants/Financial Auditors
- Teachers
- Doctors
- Translators
- Pharmacists
- Medical Laboratory Technicians
- Registered Nurses
- Architects
- Veterinarians
- Geologists & Geochemists
- Lawyers
- Physiotherapists
- Dentists
- Social Workers
- Medical Radiation Technicians
- Psychologists

Unregulated Occupations

- Computer Programmers
- PSE Teachers and TAs
- Sales, Marketing and Advertising Managers
- Business Sector Professionals
- Financial Investment Analysts
- Chemists
- Technical Sales Specialists
- Economic Development Officers and Market Researchers
- Investment Managers
- University Professors
- Information Systems Analysts
- Biologists and Scientists
- Secretaries
- Administrative Officers
- Banking/ Credit Managers
- Purchasing Agents
- College/Vocational Instructors
- Agricultural Representatives
- Social Policy Researchers & Consultants

Skilled Trades

- Industrial Electricians
- Electrical Power Line and Cable Workers
- Motor Vehicle Mechanics
- Welders
- Electricians
- Carpenters
- Millwrights & Industrial Mechanics
- Heavy-Duty Equipment Mechanics

APPENDIX B: PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR)

List of Stakeholders Involved in PLAR:

FEDERAL

Council of Ministers of Education, Canada (CMEC)
95 St. Clair Avenue West, Suite 1106
Toronto Ontario M4V 1N6
Telephone: (416) 962-8100
Fax: (416) 962-2800
<http://www.cmec.ca>

Canadian Association for Prior Learning Assessment
(CAPLA)
P.O. Box 56001
355 Slater Street
Ottawa Ontario K1R 7Z0
Telephone: (613) 860-1747
Email: info@capla.ca,
<http://www.capla.ca>

PROVINCIAL

Alberta

Alberta Council on Admissions and Transfers
11th Floor, Commerce Place
10155 102 Street
Edmonton, AB T5K 2J5
Telephone: (780) 422-9021, Fax: (780) 427-0423
Email: acat@gov.ab.ca,
<http://www.acat.gov.ab.ca>

Manitoba

Prior Learning Assessment and Recognition in Manitoba
<http://www.plarinmanitoba.ca>
Manitoba's Prior Learning Assessment and Recognition
Policy Framework
Council on Post-Secondary Education,
Email: info@copse.mb.ca

New Brunswick

Prior Learning Assessment and Recognition Department
of Education
Place 2000, P.O. Box 6000
Fredericton, NB E3B 5H1
Telephone: (506) 453-2644
Email: plar-era@gnb.ca,
<http://www.gnb.ca/0000/plar-era>

British Columbia

PLA(R) in British Columbia
<http://www.eciad.bc.ca/pla>

Nova Scotia

PLA Centre
7001 Mumford Road
Halifax Shopping Centre
Tower 1, Suite 101
Halifax, NS B3L 4N9
Telephone: (902) 454-2809, Fax: (902) 454-3603
Email: info@placentre.ns.ca
<http://www.placentre.ns.ca>

APPENDIX B: PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR)

Ontario

The Ontario Government's Opening Doors website
<http://www.citizenship.gov.on.ca/english/citdiv/apt/pla.html>

Quebec

CAMO Personnes immigrantes
<http://www.camo-pi.qc.ca>
Guide de la reconnaissance des acquis et des compétences au secondaire et au collégial

Cégep@distance
7100, rue Jean-Talon Est, 7e étage
Montréal QC H1M 3S3
<http://www.cegepadistance.ca>
Reconnaissance des acquis (RA)

Ministère de l'Éducation, du Loisir et du Sport du Québec
Formation professionnelle et technique
1035, rue de la Chevrotière, 12e étage
Québec QC G1R 5A5
[http://www.inforoutefpt.org/Vous avez de l'expérience? La reconnaissance des acquis et des compétences est pour vous](http://www.inforoutefpt.org/Vous_avez_de_l'experience?La_reconnaissance_des_acquis_et_des_compétences_est_pour_vous)

Saskatchewan

PLAR Services
Saskatchewan Labour Force Development Board
202-2222 13th Avenue
Regina, SK S4P 3M7
Telephone: (306) 352-5999 Fax: (306) 757-7880
Email: slfdb@slfdb.com
<http://www.slfdb.com/plar>

Recognition of Prior Learning (RPL)
Saskatchewan Learning Institutions Branch
12th Floor, 1945 Hamilton Street
Regina, SK S4P 3V7
Telephone: (306) 787-3932, Fax: (306) 787-7182
Email: recognizinglearning@sasked.gov.sk.ca
<http://www.sasked.gov.sk.ca/branches/institutions/rpl>

APPENDIX C: CREDENTIALING SERVICE ORGANIZATIONS

Following are the credentialing service organizations based in the province indicated. Some are provincial or regional in scope, others are national.

Alberta

International Qualifications Assessment Service (IQAS)

Alberta Advanced Education
9th Floor, Sterling Place, 9942 – 108 Street
Edmonton, AB T5K 2J5 Canada
Tel.: (780) 427-2655, Toll-free in Alberta: 310-0000 ask for 427-2655
Fax: (780) 422-9734
Website: <http://www.advancededucation.gov.ab.ca/iqas/iqas.asp>

British Columbia

International Credential Evaluation Service (ICES)

3700 Willingdon Avenue
Burnaby, BC V5G 3H2 Canada
Tel.: (604) 432-8800,
Toll-Free within North America: 1-866-434-9197
Fax: (604) 435-7033
Email: icesinfo@bcit.ca
Website: <http://www.bcit.ca/ices>

Manitoba

Academic Credentials Assessment Service—Manitoba (ACAS)

Manitoba Labour and Immigration
Settlement & Labour Market Services Branch
5th Floor, 213 Notre Dame Avenue
Winnipeg, MB R3B 1N3 Canada
Tel.: (204) 945-6300, Fax: (204) 948-2148
Email: glloyd@gov.mb.ca
Website: <http://www.gov.mb.ca/labour/immigrate/newcomerservices/7a.html>

Ontario

World Education Services—Canada (WES Canada)

45 Charles Street East, Suite 700
Toronto, ON M4Y 1S2 Canada
Tel.: (416) 972-0070, Fax: (416) 972-9004
Toll-free: (866) 343-0070 (from outside the 416 area code)
Email: ontario@wes.org
Website: <http://www.wes.org/ca>

Comparative Education Service (CES)

University of Toronto
315 Bloor Street West
Toronto, ON M5S 1A3 Canada
Tel.: (416) 978-2190, Fax: (416) 978-7022
Website: <http://www.adm.utoronto.ca/ces>

International Credential Assessment Service of Canada (ICAS)

147 Wyndham Street North, Suite 409
Guelph, ON N1H 4E9 Canada
Tel.: (519) 763-7282, toll-free: (800) 321-6021
Fax: (519) 763-6964
Email: info@icascanada.ca
Services and Fees website: <http://www.icascanada.ca>

Engineers Canada (has national scope)

Engineering International-Education Assessment Program (EIEAP)

180 Elgin Street, Suite 1100
Ottawa, ON K2P 2K3 Canada
Tel.: (613) 232-2474, Fax: (613) 230-5759
Email: evaluation@engineerscanada.ca
Website: <http://www.engineerscanada.ca/e>

APPENDIX C: CREDENTIALING SERVICE ORGANIZATIONS

Northwest Territories²

International Qualifications Assessment Service

Alberta Advanced Education
9th Floor, Sterling Place
9942 - 108 Street, Edmonton, AB T5K 2J5 Canada
Tel.: 1-866-692-7057 (toll free within the Northwest Territories) or (780) 427-2655
Website: <http://www.advancededucation.gov.ab.ca/iqas/iqas.asp>

Quebec

Service des évaluations comparatives d'études (SECE)

Centre de reconnaissance des formations et des compétences
Ministère de l'Immigration et des Communautés culturelles (MICC)
255, boulevard Crémazie Est, 8e étage
Montréal QC H2M 1M2 Canada
Email: equivalences@micc.gouv.qc.ca
Website: <http://www.immigration-quebec.gouv.qc.ca/anglais/education/educational-report.html>
Tél.: (514) 864-9191 ou (877) 264-6164; Fax: (514) 873-8701

Saskatchewan³

International Qualifications Assessment Service

Alberta Advanced Education
9th Floor, Sterling Place
9942 -108 Street
Edmonton, AB T5K 2J5 Canada
Tel.: 1-800-999-3965 (toll free within Saskatchewan) or (780) 427-2655
Website: <http://www.advancededucation.gov.ab.ca/iqas/iqas.asp>

Other provinces and territories

For credential evaluation services in New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Nunavut or Yukon, any of the services listed in this appendix can be contacted.

² The Government of the Northwest Territories provides this service through an interprovincial agreement with the Government of Alberta.

³ The Government of Saskatchewan provides this service through an interprovincial agreement with the Government of Alberta.

APPENDIX D: TASC MEMBERS, ASSOCIATE MEMBERS AND PARTNERS

TASC Members, Associate Members and Partner Activities in the field of Immigration and FCR

Many sector councils have undertaken work in the area of FCR and immigration issues in response to the needs of their industry sector. Examples of the work include research into issues facing newcomers to Canada in the sector, determining factors that will ease newcomers integration into the sector, skills benchmarking of the existing workforce to determine skills gaps in the sector and other studies / environmental scans. Those councils include the following:

- BioTalent Canada
- Canadian Aviation Maintenance Council
- Engineers Canada
- Canadian Plastics Sector Council
- Canadian Tourism Human Resource Council
- Canadian Trucking Human Resources Council
- Canadian Police Sector Council
- Council for Automotive Human Resources
- Environmental Careers Organization of Canada
- Information and Communications Technology Council
- Textiles Human Resources Council
- Canadian Automotive Repair and Service Council
- Construction Sector Council
- Electricity Sector Council
- Canadian Food Industry Sector Council
- Canadian Supply Chain Sector Council

The complete list of sector councils is as follows (Contact information is available from the TASC website at www.councils.org):

Members:

- Canadian Agricultural Human Resource Council
- Apparel Human Resources Council
- Council for Automotive Human Resources
- Canadian Automotive Repair and Service Council
- Canadian Aviation Maintenance Council
- BioTalent Canada
- Motor Carrier Passenger Council of Canada (BUS)
- Child Care Human Resources Sector Council
- Construction Sector Council
- Contact Centre Canada
- Cultural Human Resources Council
- Electricity Sector Council
- Environmental Careers Organization of Canada
- Canadian Council of Professional Fish Harvesters
- Canadian Food Industry Council
- Information and Communications Technology Council
- Installation, Maintenance and Repair Sector Council (Electronics and Appliances)
- Forum for International Trade Training
- Canadian Professional Logistics Institute
- Mining Industry Human Resources Council
- Petroleum Human Resources Council of Canada
- Canadian Plastics Sector Council
- Canadian Police Sector Council
- Canadian Printing Industries Sector Council
- National Seafood Sector Council
- Canadian Steel Trade and Employment Congress
- Canadian Supply Chain Sector Council
- Textiles Human Resources Council
- Canadian Tourism Human Resource Council
- Canadian Trucking Human Resources Council
- Wood Manufacturing Council
- HR Council for the Voluntary/Non-profit Sector

Associate Members:

- Aboriginal Human Resource Council
- Canadian Apprenticeship Forum
- Canadian Aquaculture Industry Alliance
- Association of Canadian Community Colleges
- Engineers Canada
- Canadian Council of Technicians and Technologists
- Canadian Technology Human Resources Board

APPENDIX E: SURVEY SOURCES, INTERNET PORTAL AND KEY WEBSITES

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- Association of Universities and Colleges of Canada (AUCC), March 22, 2005, A brief submitted to the House of Commons Standing Committee on Citizenship and Immigration
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- In Short Supply, Addressing Labour Shortages in the Tourism Sector Through Immigration, 2005.
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- HRSDC Fact Sheets on FCR
- HRSDC, NATCON - ITWI and FCR presentation by Corinne Prince-St-Amand, Jan. 2006;
- HRSDC, Internationally Trained Workers Initiative And Foreign Credential Recognition
- Presentation to the 10th International Metropolis Conference Chris Bolland, 2005;
- Huggins, Nadine: 1997 Immigrant Access to Trade Occupations in Ontario: Stakeholders and Initiatives, Conference on Immigration, Employment and Economy. (1997).
- Government Innovation Strategy: Achieving Excellence, (January 2002).
- Naomi Alboim, Ross Finnie and Roland Meng "The Discounting of Immigrants' Skills in Canada: Evidence and Policy Recommendations," *IRPP Choices* February 2005
- "Tapping Immigrants' Skills: New Directions for Canadian Immigration Policy in the Knowledge Economy," *IRPP Choices* February 2005
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- The Alliance Of Sector Councils (TASC), Report on FCR Roundtables, C. Lim, Ottawa, 2007
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APPENDIX E: SURVEY SOURCES, INTERNET PORTAL AND KEY WEBSITES

- Pan-Canadian Sector Council & Immigrant Dialogue, 2005
- Reitz, J. (2001). Immigrant skill utilization in the Canadian labour market: Implications of human capital research. Toronto: unpublished report.
- Reitz, J. (2001). Immigrant success in the knowledge economy: Institutional change and the immigrant experience in Canada, 1970-1995. Toronto: unpublished report.

INTERNET PORTAL AND KEY WEBSITES

Websites of Government of Canada

- Going to Canada http://canadainternational.gc.ca/GTC/Going_To_Canada-EN.aspx
- Working in Canada Site: www.workingincanada.gc.ca
- Site du Canada : <http://www.canada.gc.ca>
- Site Web SRC: <http://www.directioncanada.gc.ca>

WORLD WIDE WEB RESOURCES

National

- Service Canada <http://www.jobsetc.ca>
- Canada Career Information Partnership, <http://www.ccip-picc.org/ccip/nav.cfm?l=e>
- Canada Career Consortium, <http://www.careerccc.org/ccc/nav.cfm>
- Work Destinations, <http://workdestinations.org/home.jsp?lang=en>
- Provincial Nomination Program, <http://www.cic.gc.ca/english/skilled/provnom/index.html>

Alberta

- International Qualifications Assessment Service. <http://www.learning.gov.ab.ca>

Atlantic

- Viability of a Foreign Credential Assessment Service in Atlantic Canada 2003: http://www.misa.ns.ca/images/PDF's/MISA_FINAL_REPORT.pdf

British Columbia

- BC Ministry of Community, Aboriginal and Women's Services International Qualifications Program: Three Core Service Activities: http://www.mcaws.gov.bc.ca/amip/iqp/three_core.htm
- Roadmap to Recognition Fact sheets (brochure): <http://www.mcaws.gov.bc.ca/amip/iqp/factsheets.htm>
- http://www.mcaws.gov.bc.ca/amip/iqp/pdf_files/04_Qualifications.pdf
- Employment Access for Skilled Immigrants (EASI) Initiative main page: http://www.mcaws.gov.bc.ca/amip/iqp/EASI_main.htm
- BC Certified Human Resources Professional (CHRP) Designation: <http://www.bchrma.org/content/chrp>
- MOSAIC Credential Brokerage Service: http://www.mosaicbc.com/programs_credential_brokerage.html
- B.C. Chamber of Commerce and S.U.C.C.E.S.S. Connecting Business and Skilled and Professional Immigrants: Forum Proceedings (Joint B.C. Chamber of Commerce S.U.C.C.E.S.S. forum, April 2003): http://www.humancapitalstrategies.ca/download/April_29_Forum_Report.pdf
- Joint B.C. Chamber of Commerce B S.U.C.C.E.S.S. forum (recommendations): <http://www.success.bc.ca/eng/project/connectbus03/34-41.pdf>
- B.C. Chamber of Commerce and S.U.C.C.E.S.S. Business and Immigrant Employment Tool Kit (Draft 6 B April 23/03): http://www.humancapitalstrategies.ca/download/toolkit_draft_6.pdf
- International Credential Evaluation Service: <http://www.ola.bc.ca/ices/>

APPENDIX E: SURVEY SOURCES, INTERNET PORTAL AND KEY WEBSITES

Manitoba

- Recognition of Foreign Qualifications: <http://www.gov.mb.ca/labour/immigrate/newcomerservices/7.html> (includes the Academic Credentials Assessment Service, the Credentials Recognition Program,
- the Access to Professions and Trades brochures, and Occupational Fact Sheets.
- The Manitoba Credentials Recognition Program: <http://www.gov.mb.ca/labour/immigrate/newcomerservices/7d.html>

Ontario

- Canadian Information and Networking Services (an online forum providing mentoring, resources and other services that assist skilled, experienced, and expert professionals, business people and trades people who are new to Canada, or are considering immigrating to Canada). <http://www.canadainfonet.org>
- International Credential Assessment Service of Canada (Guelph): <http://www.icascanada.ca/English>
- Ministry of Training, Colleges and Universities. Access to Professions and Trades index page: http://www.equalopportunity.on.ca/eng_g/apt/index.asp
- Bridge Training Projects: http://www.equalopportunity.on.ca/eng_g/apt/bridge.html
- Career Bridge: http://www.equalopportunity.on.ca/eng_g/apt/careerbridge.html
- List of Regulated Occupations and Related Jobs for the STIC (Sector-specific orientation, Terminology training, Information & Counselling) Project: http://www.equalopportunity.on.ca/eng_g/apt/sticflyer.html
- Options Engineering/Applied Science Technologies: http://www.equalopportunity.on.ca/eng_g/apt/options_fact.html
- Summary of The Facts Are In! (August 2002): http://www.equalopportunity.on.ca/eng_g/apt/factsareinbg.pdf

- Skills for Change: <http://www.skillsforchange.org>
- University of Toronto Comparative Education Service (CES): <http://www.adm.utoronto.ca/ces>
- World Education Services: <http://www.wes.org/ca>
- York University Academic Credentials Evaluation Service (ACES): <http://www.yorku.ca/admission/aces.asp>

Québec

- Évaluation comparative des études effectuées hors du Québec (Comparative evaluation for studies done outside Québec): <http://www.immigration-quebec.gouv.qc.ca/anglais/education/educational-report.html>
- <http://www.immigration-quebec.gouv.qc.ca/anglais/publications/pdf/evaluation/fiche1.pdf>
- Travailler au Québec: <http://www.immigration-quebec.gouv.qc.ca/francais/emploi/travail-quebec.html>
- Office des professions du Québec Information on the professional system in Québec: structure of the system, Professional Code, professional orders, access to the orders, standards of equivalence of diplomas and training, etc. <http://www.opq.gouv.qc.ca>

APPENDIX E: SURVEY SOURCES, INTERNET PORTAL AND KEY WEBSITES

Government of Canada Services for Non-Canadians:

<http://www.canadainternational.gc.ca>

- About Regulated Occupations in Canada: <http://www.workdestinations.org/cgi-bin/loadui.pl>
- Public Service Commission: http://jobs.gc.ca/menu/help_foreign_ed_e.htm
- Citizenship and Immigration Canada: <http://www.cic.gc.ca/>
- Skilled workers: <http://www.cic.gc.ca/english/skilled/index.html>
- Application form: <http://www.cic.gc.ca/english/applications/transition.html>
- Key references: <http://www.cic.gc.ca/english/irpa/key-ref.html>
- Self-assessment tool: <http://www.cic.gc.ca/english/skilled/assess/index.html>
- Self-assessment test: <http://www.cic.gc.ca/english/skilled/assess/Education.asp>
- Standards Council of Canada: www.scc.ca

Other

- ARUCC. National Transcript Guide for Use in Canadian Postsecondary Institutions (draft): <http://arucctranscriptguide.homeunix.org:8080/files/home/Reportv2.5.pdf>
- Association of Accrediting Agencies of Canada: <http://www.aaac.ca/english/home.htm>
- Canadian Association for Prior Learning Assessment (CAPLA): <http://www.capla.ca>
- Canadian Bureau for International Education (CBIE): <http://www.cbie.ca>
- Canadian Information Centre for International Credentials. <http://www.cicic.ca>
- Report on Federal, Provincial, and Territorial Activities Related to the Assessment of Credentials

APPENDIX G: ACRONYMS AND INITIALISMS

ACAS	Academic Credentials Assessment Service	CICIMG	Canadian Information Centre for International Medical Graduates
ACCC	Association of Canadian Community Colleges	CIIP	Canadian Immigration Integration Project
ACESC	Alliance of Credential Evaluation Services of Canada	CISSA	Canadian Immigrant Settlement Sector Alliance
ACHDHR	Advisory Committee on Health Delivery and Human Resources	CMEC	Council of Ministers of Education
ALLIES	Assisting Local Leaders with Immigrant Employment Strategies	CNNAR	Canadian Network of National Associations of Regulators
AIPSO	Association of International Physicians and Surgeons of Ontario	CTHRC	Canadian Tourism Human Resources Council
ARUCC	Association of Registrars of Universities and Colleges of Canada	EAP	English for academic purposes
BTW	Bridge to Work	EASI	Employment Access for Skilled Workers (BC)
CAETO	Canadian Alliance of Education and Training Organizations	ECO	Environmental Careers Organization of Canada
CAPE	Council for access to the Profession of Engineering	E-LMO	Expedited Labour Market Opinion
CAPLA	Canadian Association for Prior Learning Assessment	ESL	English as a second language
CARS	Canadian Automotive Repair and Service Council	ICAS	International Credentials Assessment Service
CASIP	Consortium of Agencies Serving Internationally-Trained Professionals	ICTC	Information and Communications Technology Council
CAUT	Canadian Association of University Teachers	FAP	French for academic purposes
CCU	Canadian Commission for UNESCO	FCRO	Foreign Credentials Referral Office (FCRO)
CBIE	Canadian Bureau for International Education	FLMM	Forum of Labour Market Ministers
CCCBET	Canadian Coalition of Community-based Employability Training	FSL	French as a second language
CCDA	Canadian Council of Directors of Apprenticeship	GTC-IP	Going to Canada” Immigration Portal
CES	Comparative Education Services	HRSDC	Human Resources and Social Development Canada
CFS	Canadian Federation of Students	ICES	International Credential Evaluation Service
CIC	Citizenship and Immigration Canada	IEMRTs	Internationally Educated Medical Radiation Technologists
CICIC	Canadian Information Centre for International Credentials	ILLI	Immigrant Labour Market Integration
		IQAS	International Qualifications Assessment Service
		IQU	International Qualifications Unit (B.C.)
		ITWI	Internationally Trained Workers Initiative

APPENDIX G: ACRONYMS AND INITIALISMS

LASI	Local agencies serving immigrants (Ottawa)
LeARN	Learning Assessment and Recognition Network
LifIA	Learning Innovations Forum d’Innovations d’Apprentissage
LLS	Live, Learn and Succeed
NVMCLFD	National Visible Minority Council on Labour Force Development
OGDs	Other Government Departments
ONESTEP	Ontario Network of Employment Skills Training Projects
ORBs	Occupational Regulatory Bodies
PHRCC	Petroleum Human Resources Council of Canada
PLAR	Prior Learning Assessment and Recognition
PNP	Provincial Nominee Program
PROMPT	Policy Roundtable Mobilizing Professions and Trades
RPL	Recognition of Prior Learning
SC	Services Canada
SECE	Service des évaluations comparatives d’études
SIAST	Saskatchewan Institute of Applied Science and Technology
TASC	The Alliance of Sector Councils
TCAF	Training Centre Infrastructure Funding
TFWP	Temporary Foreign Workers Program
TRIEC	Toronto Region Immigrant Employment Council
WES	World Education Services

