

Centre for Canadian Language Benchmarks

Centre des niveaux de compétence linguistique canadiens



Annual Report 2008-2009

Language
is the key.



*La langue,
c'est la clef.*

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HISTORY

Incorporated in 1998 as a national not-for-profit organization and governed by a nationally representative, multi-stakeholder board of directors, the Centre for Canadian Language Benchmarks supports and promotes the Canadian Language Benchmarks and *Niveaux de compétence linguistique canadiens*.

VISION

Canadian Language Benchmarks/*Niveaux de compétence linguistique canadiens* will be the national standards for describing, measuring and recognizing English and French language proficiency of adult immigrants and prospective immigrants for living and working in Canada.

MISSION

The Centre for Canadian Language Benchmarks supports the Canadian Language Benchmarks/*Niveaux de compétence linguistique canadiens* through policy, guidelines, research and development; and promotes their recognition and use as practical, fair and reliable national standards of English and French language proficiency in educational, training, community and workplace settings.

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Message from the Chair



Much of the CCLB's work in the coming months and years will be based on the results of this important consultation which continues for another year until March 2010. These outcomes will inform the CLB/NCLC documents and resources, as well as strategic directions for CCLB as both the CLB and CCLB continue to evolve to meet the needs of all stakeholders.

As fiscal 2008-2009 draws to a close, the Centre for Canadian Language Benchmarks (CCLB) has been busy with many projects including the National Consultation on the Canadian Language Benchmarks / Niveaux de compétence linguistique canadiens (CLB/NCLC) that are well underway. Much of CCLB's work in the coming months and years will be based on the results of this important consultation which continues for another year until March 2010. These outcomes will inform the CLB/NCLC documents and resources, as well as strategic directions for CCLB as both the CLB and CCLB continue to evolve to meet the needs of all stakeholders.

Under the helm of Executive Director, Gay Hamilton, CCLB continued to pursue excellence in support of the CLB/NCLC. A strong project management team has grown to meet ongoing demands for developing new resources. As with most organizations, the year has also brought staffing changes, some new faces and some who have moved on to other challenges. As March came to an end, Gay Hamilton left CCLB to take on the leadership of another organization closer to her home. The board and staff wish her well in her future endeavours. We welcome François Bélisle as CCLB's new Executive Director.

Other growth areas for CCLB include the publications and training services the Centre provides to meet the demands of old and new stakeholders to the CLB/NCLC. While transitioning to new routines and projects, CCLB was able to meet various challenges that arose over the year.

Special thanks go to the Executive Council members for their involvement, support and leadership throughout this year and to the Board members, funders and committee members who contributed in so many ways to supporting CCLB's ongoing mission.

Serge Boulé, Chair

Message from the Executive Director

2008-2009 was a stimulating and challenging year. The excitement of a National Consultation was tempered by the departure of the Executive Director in March.

The National Consultation was only one of many projects that the centre engaged in this year but it engaged stakeholders right from the start. Response from the sessions and surveys has been incredible. From across the country people have demanded to provide input. We look forward to seeing the results in 2009-2010.

Other projects for CLB and NCLC included the development of three new tools under the Essential Skills Initiative, the release of the BTC-NCLC, CLIC 5-7 resources, the benchmarking of college programs and professional development training on current CCLB tools. It was particularly exciting this year to see the release of more tools to support NCLC.

CCLB is continuing to partner with the Centre for Education and Training on the implementation of on-line self-assessment tool.

2008-2009 saw many new collaborative efforts between CCLB and other service deliverers, colleges, sectors and funders. CCLB staff members were active participants at many conferences, workshops and presentations.

This year, CCLB had a fantastically dedicated staff who went the extra mile to share their knowledge and expertise with members of the ESL/FSL community. Gay Hamilton, who was Executive Director until March 2009, will be keenly missed. Her enthusiasm and knowledge was boundless. Her legacy of the National Consultation will shape the future of CLB/NCLC in years to come.

Anne Senior, Interim Executive Director

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PLANNING

Funded this fiscal year by Citizenship & Immigration Canada, the Governments of Alberta and British Columbia

National Consultation on the CLB/NCLC



The National Consultation on the CLB 2000 and NCLC 2006 is intended to develop a comprehensive and shared understanding of the current uses of these documents and their related tools, tests and resources, and to identify any changes needed to enhance their quality, currency, relevance and transferability. The project is also intended to explore potential new uses of the CLB 2000 and NCLC 2006.

The National Consultation will lay the foundation for CCLB/CNCLC to define the priorities and future directions needed to maintain the value and maximize the potential of the CLB and the NCLC to function as national standards for language proficiency. The National Consultation is a two-year project, extending to March 2010.

Feedback from the ESL Practitioners' forums:

"The consultation was an excellent opportunity to discuss opinions and concerns about the CLB. I hope for positive outcomes from the report."

"I agree that the CLB is an excellent starting point and I certainly appreciated being able to attend this session to discuss possible changes and additions."

"I feel that the time spent [on such a complex task] was valuable. There is a sense that our recommendations will actually have measurable results."

"A well organized and thorough consultation."

"The consultation was an excellent opportunity to discuss opinions and concerns about the CLB. I hope for positive outcomes from the report."

"Thank you for continuing in the spirit of collaboration and consultation in what has become a signature CCLB trait - much appreciated. "



"I think this consultation will get the results it is looking for. I'm extremely pleased to see this outreach and I think it will be worth every penny - a real opportunity to work with people who have a vision of where we can go with the CLB"

Multi-stakeholder Forum participant



PLANNING

During the first project year (to March 31, 2009), CCLB/CNCLC:

- Contracted a consulting firm to oversee the overall design and implementation of the two-year project and provided logistical, administrative and management support for the project through key staff positions, including the National Consultation Project Coordinator
- Established a National Consultation Advisory Team consisting of CCLB/CNCLC board and staff members to help guide the design and implementation process
- Prepared a communication plan to provide a framework for the development of key messages, audience targets, timelines and communication strategies to support project implementation
- Held pre-consultation discussions with stakeholders in Edmonton and Toronto and with CCLB/CNCLC staff and board members to help identify key and emerging issues used to inform the final design of the consultation process
- Implemented 27 facilitated consultation forums/group discussions targeting practitioners and other multi-stakeholders involved with ESL and FSL programs using the CLB and NCLC in 12 cities across Canada
- Facilitated forums were held in: Vancouver, Victoria, Edmonton, Calgary, Winnipeg, Toronto (April 2009), Ottawa, Regina, Montreal, Moncton, Halifax, St. John's. A total of 171 practitioners and 163 multi-stakeholders took part in the 22 CLB facilitated forums
- The 7 NCLC small group forums /discussions held in Edmonton, Winnipeg, Ottawa, Montreal and Moncton hosted 47 participants, with additional stakeholders participating through teleconference calls
- Designed and piloted an on-line survey for ESL practitioners familiar with the CLB 2000, building on the information gathered from stakeholders at the forum sessions and providing an opportunity for practitioners to provide additional feedback and/or new perspectives
- In April 2009, the on-line survey was posted

Assessment

Glossary of Terms

The following are some terms used throughout this document:

CLIC	Cours de langue pour les immigrants au Canada
EAL	English as an Additional Language
ELSA	English Language Services for Adults
FSL	French as a Second Language
LINC	Language Instruction for Newcomers to Canada
MIIIP	Manitoba Immigrant Integration Program
NCLC	Niveaux de compétence linguistique canadiens
TESL	Teachers of English as a Second Language

Regional Delivery of CLBPT Training

Funded by
Citizenship &
Immigration Canada



CCLB continued to offer CLBPT (Canadian Language Benchmarks Placement Test) training to new assessors of the Language Instruction to Newcomers to Canada (LINC) program in:

- Alberta
- Newfoundland
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Ontario
- Saskatchewan
- Yukon
- Northwest Territories

CCLB trained additional assessors in LINC Assessment centres as required. Within the CLBPT Regional Trainers team, a new trainer was hired for Eastern Ontario. CCLB also held the annual CLBPT

Regional Trainers meeting in Ottawa to update them on the year’s activities, discuss training issues, plan for PD and review additional exemplars for the Assessor Skills Sharpening pages on www.language.ca. New speaking and writing samples are now available to certified CLBPT assessors. CCLB also updated the CLBPT Assessor Registry with the new assessors’ information.

CLBPT Fast Facts

- CLBPT was launched at the 2002 TESL Canada conference in Regina
- CLBPT was originally developed to provide a streamlined assessment option for Assessment Centres
- CLBPT has four parallel test versions, including one workplace version
- CLBPT has been validated for placing adult ESL students into CLB-based language programs in Canada

Calibration of BC College CLBPT Assessors

In 2008-2009, CCLB received funding from the British Columbia Ministry of Advanced Education to deliver a calibration workshop to certified CLBPT assessors at two program sites:

- Vancouver Community College
- Camosun College

Calibration of CLBPT assessors is a valuable professional development workshop with the following objectives:

- To reassure assessors on the accuracy of their assessments
- To build confidence and a support network for CLBPT assessors
- To provide skills sharpening and an opportunity to discuss challenging assessments.

Materials for the calibration were developed in 2007 with funding from Alberta, British Columbia, Citizenship and Immigration Canada and Nova Scotia. The CLBPT Regional Trainer for British Columbia facilitated the session for the sixteen participants.

CLBPT Training in 2008-2009

- 19 training sessions took place from April 1/08 to Mar 31/09 in Alberta, British Columbia, Ontario and Manitoba
- 136 assessors were trained
- 8 new organizations were licensed during the year to use the CLBPT including Nunavut Arctic College (first CLB assessment provider in Nunavut)

Funded by the
Government of
British Columbia

Assessment

Centre for Education and Training



French Online Self Assessment Tool

The project involves the national implementation of a French Online Self-Assessment Tool, the production and distribution of promotional materials and a nation-wide pilot. CCLB is working in partnership with the



Centre for Education and Training on this project. CCLB is responsible for the French assessment tool reflecting the Niveaux de compétence linguistique canadiens. CCLB has provided web hosting for the French part of the online self assessment, as well as updating information on the website to meet the needs of the French as a Second Language (FSL) stakeholders and learner needs, with links to set outcomes. Piloting of the test is continuing

into the next fiscal year, with a goal of having 400 test takers participate in the trials. The site is available for access at the following URLs:

- English version - www.clb-osa.ca
- French version - www.nclc-ael.ca

WLA Launch

Funded by CCLB Training & Publications Centre

CCLB board struck a committee at the June 2008 board meeting to advise the centre on the launch of the Workplace Language Assessment (WLA). The WLA was developed and piloted in previous fiscal years. CCLB is now able to set up a series of licensed sites to administer the WLA based on key recommendations from the Launch committee. The launch will consist of:

- A limited initial launch in Alberta, British Columbia and Ontario to pilot the assessor training, certification and to monitor site administration. The results of this limited release will inform a larger pan-Canadian release of the WLA late 2009.
- Promotion of the WLA with learners, settlement agencies, and training providers so that they will know the intended and appropriate use of the tool and locations where assessment is available.

CCLB will seek additional funding in fiscal 2009-2010.



Assessment

French Placement Test - BTC-NCLC

CCLB received the mandate to create a placement test based on the Niveaux de compétence linguistique canadiens. This test will help place newcomers to Canada into CLIC programs or other provincially funded French as a Second Language (FSL) programs. The placement test is called, *Batterie de tests de classement aux Niveaux de compétence linguistique canadiens*, and evaluates NCLC levels 1 to 8. The test evaluates all four skills: speaking, listening, reading and writing.

The assessment has been piloted and revisions completed on the final version of the BTC-NCLC. Approximately 600 immigrants participated in the pilot testing in Ottawa, Montréal, London/Thorold, Winnipeg and Moncton. The BTC-NCLC team analyzed the results statistically which informed revisions to the assessment. CCLB also produced a Training Manual with CD, as well as an Assessment Manual. The BTC-NCLC team also oversaw the design for the finished tool and supporting promotional brochure.

CCLB thanks the following organizations for their collaboration on the BTC-NCLC project:

- Association multiculturelle du Grand Moncton, Moncton
- Campus St-Jean, University of Alberta, Edmonton
- Cégep André-Laurendeau, Montréal
- Cégep de Saint-Laurent, Montréal
- Centre d'évaluation linguistique de la région de la Capitale nationale, Ottawa
- Centre international d'apprentissage du français, Université de Moncton, Shipagan
- Collège universitaire de Saint-Boniface, Winnipeg
- Collège Boréal, campus Hamilton et Thorold
- Collège Gérald-Godin, Sainte-Genève
- Collège de l'Outaouais, Gatineau
- École des adultes Le Carrefour, Conseil des écoles publiques de l'Est de l'Ontario, Ottawa
- Éducation permanente, CECLFCE, Ottawa
- Institut français, University of Regina, Regina
- La Cité collégiale, Ottawa
- Les Nouveaux mots, Gatineau
- Ministère de l'Immigration et des Communautés culturelles, Montréal
- Université du Québec à Montréal, Montréal
- Université du Québec en Outaouais, Gatineau
- Université de Montréal, Montréal
- Winnipeg English Language Assessment & Referral Centre, Winnipeg

PROJECTS

Funded by Citizenship & Immigration Canada and the Ontario Ministry of Citizenship & Immigration with in-kind support from the Province of Québec



PROJECTS

Professional Development

Funded by the
Government of
British Columbia

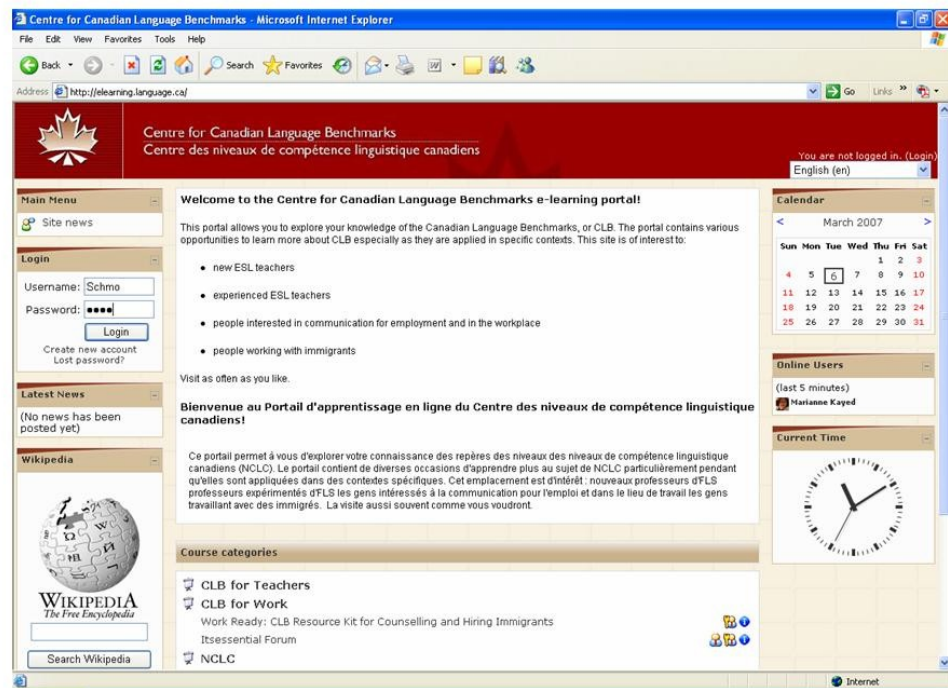
BC Teacher Professional Development Workshop on Formative Assessment

The aim of this project activity was to deliver professional development on formative assessment methods. The workshop used the resource, *Integrating CLB Assessment into your ESL Classroom*. A trainer was hired in British Columbia to deliver the workshop for teachers from the ELSA and Ministry of Advanced Education funded ESL programs. CCLB arranged for setup and delivery of two workshops for instructors from a variety of service providers from Vancouver and Surrey, British Columbia. Registration was based on a first-come, first-served basis. In total, 44 teachers participated in the training.

Boost Your Benchmarks at <http://elearning.language.ca>

Funded by CCLB

- The CLB Lesson Planning module has had 778 users in the last six months of 2008-2009.



- The CLB Assessment module has had 518 users in the last six months of 2008-2009.
- While the majority of teachers who have participated in the modules are from Canada, these two modules have also attracted in the last year teachers from the following countries: United Arab Emirates, Brazil, Egypt, Spain, France, the United Kingdom, India, Korea, Mexico, the Philippines, Russia, and U.S.A, to name a few.

Professional Development

CLIC 5-7 Curriculum Guidelines

CCLB was awarded funding to develop a tool for federally funded *Cours de langue pour les immigrants au Canada* (CLIC) programs. These curriculum guidelines are based on the Niveaux de compétence linguistique canadiens (NCLC). This resource follows work done several years earlier by CCLB to develop a similar set of guidelines for CLIC 1-5. A CLIC development team consisting of 4-5 NCLC specialists and course designers worked to create this new resource.

The CLIC 5-7 Curriculum Guidelines consist of activities to inspire French as a Second Language (FSL) teachers who are working with adult immigrants with ideas for planning lessons and evaluation of FSL learners at stage 2 of the NCLC.

The resource contains:

- 20 units and 12 themes with everyday examples of language tasks for parties, interviews, reporting, telephone conversations, etc.
- Clearly identified outcomes to help with planning and evaluation for each level



The following organizations helped make this project a success:

- Éducation permanente, Conseil des écoles catholiques de langue française du Centre-Est, Ottawa
- La Cité collégiale, Ottawa
- École des adultes Le Carrefour, Conseil des écoles publiques de l'Est de l'Ontario, Ottawa
- Agence libanaise et arabe des services sociaux d'Ottawa
- Collège Algonquin, Ottawa
- Institut français, University of Regina, Regina

PROJECTS

Funded by
Citizenship &
Immigration
Canada, Ontario
Region

PROJECTS

Funded by the
Government of
Alberta

CLB Professional Development

Development of Training Sessions for CLB 5-10 Exit Tasks

The aim of this project was to develop and pilot a training workshop for instructors on using the Exit Tasks resource. CLB 5-10 Exit Assessment Tasks were developed between 2006 and 2008 as a tool to inform ESL instructors on the outcomes of students in a variety of language training programs.

The half-day workshop was developed by a CLB expert, in consultation with three Alberta trainers. Piloting of the workshop took place September through October 2008 with the delivery of three sessions. Materials were finalized based on both trainer and participant feedback from the pilot workshops. Four additional training sessions took place in late October through November.

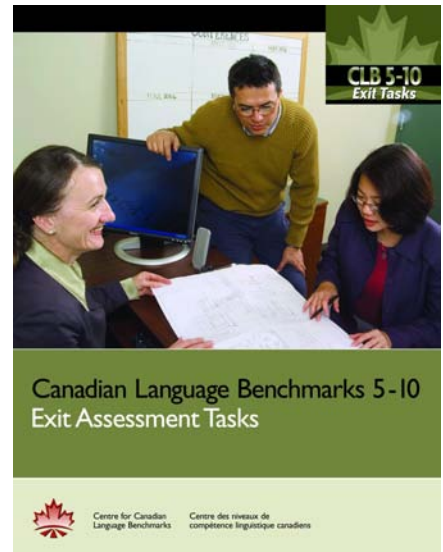
The project resulted in finalized training materials, expanded training capacity in Alberta with three trainers experienced in delivering a standardized workshop on Exit Tasks, and 133 Alberta instructors from ESL, LINC and ELT programs in the province trained on using the tool.

Teacher Training on CLB 5-10 Exit Tasks

This project provided delivery of teacher professional development sessions in British Columbia, Saskatchewan and the Atlantic Provinces on the CLB 5-10 Exit Tasks. Experienced trainers were contracted and trained to deliver workshops using the materials developed with Alberta funding.

The project resulted in expanded training capacity in British Columbia, Saskatchewan, Prince Edward Island and Nova Scotia with five trainers experienced in delivering a standardized workshop on Exit Tasks.

Teachers from both provincially and federally funded language training programs were invited to participate in the training workshops. Fifteen workshops took place between November 2008 and March 2009 resulting in the training of 214 ESL, LINC and ELT teachers in the various provinces.



Funded by
Citizenship &
Immigration Canada
and the Government
of British Columbia

Research

PROJECTS

Common European Framework of Reference for Languages and Canadian Language Benchmarks 2000/Niveaux de compétence linguistique canadiens: An Overview of concepts, structures, applications

Funded by the
Government of
Alberta

The aim of this project was to research and write a report for the CCLB Board of Directors comparing the Common European Framework of Reference for Languages: learning, teaching, assessment (CEFR) with the Canadian Language Benchmarks 2000 (CLB)/ Niveaux de compétence linguistique canadiens (NCLC) 2006. The report provided a basis for discussion around the uses of the CEFR in a Canadian context in relation to the CLB/NCLC.

This report is now available on CCLB's website, www.language.ca.

Activities for Learners

CCLB continues to support ESL and FSL learners in a variety of ways in 2008-2009:

- Funding a portion of the TESL Canada 2008 Learner Conference in Moncton, New Brunswick
- Presenting a workshop for learners on how they manage their language learning
- Maintaining the *Learner Gateway* section of the CCLB website
- Distributing two learner booklets:
 - CLB for Living and Working
 - CLB for Study and Work
- Answering questions from a wide variety from learners by email and by phone
- Collecting feedback from learners on various materials under development and/or during field testing of materials



Integrating into Employment

Funded by Human Resources and Skills Development Canada (HRSDC)

Tools and resources to support the effective use of Essential Skills by practitioners

This multi-year project is tasked with developing resources to support the use of Essential Skills with three key stakeholder groups:

- Job Analysts who develop occupational standards
- Corporate trainers and counsellors who work with immigrant second-language speakers
- ESL/FSL teachers

The development of the guidebook content has yielded additional practical resources such as checklists and Best Practices. For ESL/FSL teachers, 50 generic lesson plans for CLB 1-7 were developed which include student handouts and in some cases audio files that teachers can use as part of their lessons. An exciting new support resource for teachers is the *Essential Skills Primer: CLB Stage I* that includes a learner diagnostic and a set of skills tables to help identify Essential Skills gaps and suggestions for language tasks that need to be taught to develop Essential Skills for lower level language learners.



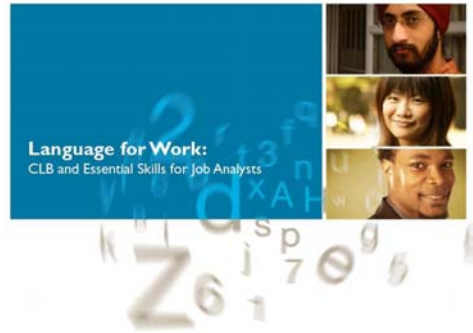
Integrating into Employment

PROJECTS

Fifteen workshops have been already delivered to stakeholders.

Project partners on the Tools and Resources to support the use of Essential Skills project include:

- Canadian Tourism Human Resource Council
- Canadian Society of Training and Development
- TESL Canada



This project will continue until December 2009.

Work Ready: CLB Resources for Counselling, Hiring and Working with Internationally Trained Individuals

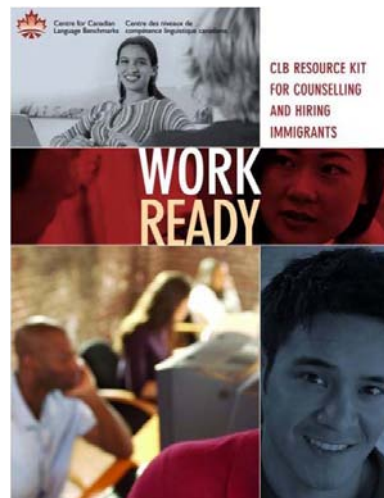
CCLB completed work on the online version of Work Ready for counsellors, HR professionals, and employers. The tool kit provides information and tips on ways to improve communications with internationally-trained individuals as they integrate into the workplace. The resource is available at www.language.ca.

The kit includes:

- Communication samples for the workplace
- Best Practices for communication
- Information on referrals in each community

In 2008-2009, CCLB did a number of presentations to various stakeholder groups including:

- Hire Immigrants Ottawa
- Settlement agencies in the Ottawa area
- Counsellors at the Cannexus 2008 conference



Partnerships

Funded by Services Canada

Benchmarking of the Red Seal Trades

The benchmarking of Red Seal Trades project wrapped up in the spring of 2008. The project goals were to:

- Benchmark 10 trades and produce worksite reports
- Benchmark 10 Red Seal interprovincial exams
- Conduct a feasibility study related to benchmarking of one Red Seal Trade
- Develop 10 OLAs



This project was funded by Service Canada under the direction of Human Resources and Skills Development Canada (HRSDC) and the Canadian Council of Directors of Apprenticeship (CCDA), the national body responsible for overseeing interprovincial standards setting and licensing journey persons in each province. It is expected that a Fact Sheet with information on the outcomes of the research will be available on the Red Seal section of the HRSDC website in 2009-2010.

Funded by the Edmonton Mennonite Centre for Newcomers

Language Portfolio for Internationally Trained Engineers



This partnership had two main goals:

- To explore the relationship and viability of doing an alignment between the Canadian Language Benchmarks and the Common European Framework for Language
- To develop templates and outline of a language portfolio for internationally-trained engineers

In addition, CCLB also advised and supported as required on the project. CCLB drafted an alignment document which was reviewed by three CLB experts. This was then included in the Quick Reference Comparison of the portfolio. CCLB also developed the process and key templates for the language portfolio which includes:

- Passport
- Biography
- Dossier

EMCN is planning to do a pilot phase with the language portfolio and CCLB is awaiting results of the pilot and the publication of the final version.

Partnerships

CELBAN Activities

The CELAS Centre at Red River College has been providing training and overseeing administration for CELBAN in Canada. In this partnership, CCLB has authorized the CELAS Centre to undertake the following:

- Handle registration for the CELBAN assessment
- Setup new CELBAN site locations
- Oversee training of CELBAN assessors
- Distribute Institutional CELBAN kits to programs working with internationally-trained nurses
- Report to CCLB on all activities and refer questions arising to CCLB that relate to CELBAN

Work done by the CELAS Centre in 2008-2009 included:

- Administration of the CELBAN assessment to 575 internationally-trained (IE) nurses
- Exploration of potential sites locations, two in Saskatchewan and one in Nova Scotia
- CELBAN is now available in the following locations: Winnipeg (MB), Surrey (BC), Richmond (BC), Edmonton (AB), Calgary (AB), Toronto (ON), Hamilton (ON), and Scarborough (ON)
- 95 sites purchased copies of the Offline-version of the CELBAN Readiness Self-Assessment



Funded by
Citizenship &
Immigration Canada



Funded by
Citizenship &
Immigration Canada
and the Ontario
Ministry of
Citizenship &
Immigration with in-
kind support from
the Province of
Québec



Partnerships

Ontario Skills Passport

Funded by the
Government of
Ontario

CCLB continues to participate on the advisory committee for the Ontario Skills Passport, funded by the Ontario Ministry of Education. As part of the partnership, CCLB also provides access and permission to post completed Occupational Language Analyses (OLAs) on the Ontario Skills Passport website and helps to promote the Ontario Skills Passport resources when doing outreach and workshops.



Sector Council Partnerships

CCLB also continued existing relationships with the Association of Sector Councils (TASC) and the Canadian Tourism Human Resources Sector Council while developing new relationships with the following sector councils:

- The Canadian Food Industry Sector Council
- Contact Canada (the Call Centre Sector Council)
- Child Care Human Resource Sector Council
- Engineers Canada
- Information and Communications Technology Council
- Petroleum Human Resources Sector Council
- Power Sector

CCLB is able to provide partners with advisory support on sector projects or resource development as well as specific resource development opportunities in collaboration.



CANADIAN TOURISM
HUMAN RESOURCE
COUNCIL

CONSEIL CANADIEN DES
RESSOURCES HUMAINES
EN TOURISME



Partnerships

Occupational Language Analyses (OLAs)

In 2008-2009, CCLB continued to develop partnerships with sector councils to help them define communication requirements in specific occupations. To date, twenty-two OLAs are available in English or French.

Working with the Canadian Food Industry Council (CFIC), CCLB and various OLA analysts developed five new OLAs for:

- Retail Meat Cutter (NOC 6251)
- Floral Clerks (NOC 6421)
- In-Store Cake Decorator (NOC 6252)
- In-Store Baker (NOC 6252)
- Deli Clerk (NOC 6421)



CCLB also developed three OLA for the Red Seal trades.

OLAs can be downloaded from www.itsessential.ca in either English or French.

OLA Training

CCLB worked with Hammond and Associates to research and develop a training concept document to inform the formalization of a training and certification program for OLA analysts.

CCLB also provided a pilot OLA Analyst training in 2008 to Future Learning Inc. in Charlottetown, PEI. This organization has extensive expertise in Essential Skills profiling and the development of National Occupational Standards. This pilot would provide mentoring and support in addition to the in-class portion of the three day training workshop.

CCLB has been invited to co-host a three day training with the Canadian Tourism Human Resource Council (CTHRC). A group of CTHRC consultants will participate in the OLA training workshop being planned for Fall 2009.



Partnerships

Funded by the Association of Canadian Community Colleges

CIIP WLA Pre-Screening Training

In 2008-2009, CCLB offered a Train-the Trainer session on the WLA Pre-Screening Tool to three Field Office Managers in the Canadian Immigration Integration Project (CIIP). CIIP provides pre-arrival counselling and support to immigrants already approved for entry to Canada before they come to Canada.



They have three sites:

- Guangzhou, China
- New Delhi, India
- Manila, Philippines

This prepared the CIIP Field Managers to return to the local offices and to train their counsellors on how to use the tool. This pilot of the WLA Pre-Screening Tool is being monitored by CCLB and CIIP.

CIITE Benchmarking Project

Funded by CIITE

In June 2008, the Centre for Canadian Language Benchmarks (CCLB) was contracted by Colleges Integrating Immigrants to Employment (CIITE) to develop training on the benchmarking of college programs.



The training package consisted of four components:

Component One – The design and delivery of 19 half-day workshops to provide an orientation for college personnel to the Canadian Language Benchmarks. One workshop was delivered in French.

Component Two – The development of training, training materials and a train-the-trainer package on the benchmarking of programs in Ontario colleges based on Language Benchmarking at Ontario Colleges – a guide to Program Benchmarking using the Canadian Language Benchmarks.

Component Three – Delivery of four three-day training workshops incorporating Components One, Two and Four.

Component Four – Review and editing of a training video and the integration of the video into the training package.

The project was completed on time and on budget and received excellent feedback from all involved.

Partnerships

Benchmarking of Newcomer Documents

Funded by
Citizenship &
Immigration Canada

In the fall of 2008, CCLB was awarded a contract to benchmark pre-arrival and arrival documents given to immigrants by Citizenship & Immigration.

CCLB benchmarked the following with a panel of CLB experts:

- Welcome to Canada
- Newcomer's Introduction to Canada

CCLB did an environmental scan of best practices of other G8 countries' materials for immigrants. Based on the environmental scan, CCLB identified for CIC, examples of what works and what does not when developing materials for newcomers and provided a set of best practices for writing documents appropriate for newcomers with English as their second language.



Collaborations

CCLB has also collaborated and continued partnerships with the following organizations in 2008-2009:

- Canadian Society of Training and Development
- Centre for Education and Training
- Hire Immigrants Ottawa
- TESL Canada

Financial Report

The condensed financial information below has been extracted from CCLB Audited Financial Statements. The report of Welch LLP, the auditors, and complete audited financial statements, which include notes and more detailed supplementary financial information, are available for examination by contacting CCLB at info@language.ca.

Statement of Financial Position as of March 31, 2009

ASSETS	2009	2008
CURRENT ASSETS	\$	\$
Contributions receivable	667,582	411,460
Other receivables	88,020	54,526
Inventory	33,362	42,388
Prepaid expenses	14,877	20,437
GST recoverable	3,820	23,309
	807,661	552,120
 PROPERTY AND EQUIPMENT		
Computer equipment	10,584	6,497
Office equipment	822	-
	11,406	6,497
Less accumulated amortization	(3,845)	(271)
	7,561	6,226
	815,222	558,346
 LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Bank overdraft	8,814	52,057
Bank loan - note 5	-	9,000
Accounts payable and accrued liabilities	282,744	251,531
Deferred contributions - note 6	130,000	6,689
	421,558	319,277
 NET ASSETS		
Invested in capital assets	7,561	6,226
Unrestricted	386,103	232,843
	393,664	239,069
	815,222	558,346

Statement of Operations and Changes in Net Assets as of March 31, 2009

REVENUE	2009	2008
	\$	\$
Citizenship and Immigration Canada (CIC)	669,012	428,565
Human Resources and Social Development Canada	347,278	225,345
CIC - Ontario	267,114	
Government of Ontario	85,228	395,746
Government of Alberta	96,871	82,393
Government of Saskatchewan	5,000	
Government of British Columbia	50,000	50,000
Government of Nova Scotia		5,000
Canadian Food Industry Council	12,000	26,000
Centre for Education and Training	20,000	23,617
Edmonton Mennonite Centre for Newcomers	11,700	23,300
Sales - Business Unit	335,504	117,890
Miscellaneous		5,208
	1,899,707	1,383,064
EXPENSES		
Office		
GST	17,675	20,660
Telephone and internet	8,789	7,694
Rent and insurance	78,670	69,084
Office supplies and postage	30,841	30,440
Communications	62,250	65,291
Miscellaneous	16,563	1,382
Website development		1,210
	214,788	195,761
Personnel		
Salaries, fees and benefits	582,772	409,482
Staff development	3,264	520
Recruitment	9,598	905
	595,634	410,907
Board		
Travel	34,064	9,512
Insurance	1,636	1,100
Logistics	144	2,715
Conference calls	2,607	2,773
	38,451	16,100
Conference and memberships		
Association memberships and government fees	1,475	225
Conference fees	4,509	2,814
	5,984	3,039
Business Unit	209,301	105,545
Contract services	547,528	563,544
Professional fees	15,053	14,696
Staff and contractors' travel costs and associated fees	114,765	85,950
Amortization	3,608	271
TOTAL EXPENSES	1,745,112	1,395,812
NET REVENUE	154,595	(12,748)
NET ASSETS, BEGINNING OF YEAR	239,069	251,817
NET ASSETS, END OF YEAR	393,664	239,069

ACKNOWLEDGEMENTS

The Centre for Canadian Language Benchmarks gratefully acknowledges the financial and in-kind contributions of the following funders in support of its projects and activities:

Government of Canada

Integration Branch, Citizenship and Immigration

Ontario Region, Citizenship and Immigration

Office of the Literacy and Essential Skills, Human Resources and Social Development

Alberta

Immigration Policy and Programs Branch, Alberta Employment and Immigration

British Columbia

Multiculturalism and Immigration Branch, Ministry of the Attorney General and Minister Responsible for Multiculturalism, Learning Programs Branch

Manitoba

Adult Language Training Branch and Multiculturalism, Manitoba Labour and Immigration

Nova Scotia

Nova Scotia Office of Immigration

Ontario

Language Training Unit, Ontario Ministry of Citizenship and Immigration

Québec

Politiques, programmes et promotion de la francisation, Direction générale de la francisation, Ministère de l'Immigration et des Communautés culturelles

Saskatchewan

Employment and Language Training Immigration Branch, Advanced Education and Employment

Canada 

