

Post-Secondary Education, Training and Labour

Annual Report
2016–2017

Post-Secondary Education, Training and Labour
Annual Report 2016-2017

Province of New Brunswick
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Transmittal letters

From the Ministers to the Lieutenant-Governor

The Honourable Jocelyne Roy Vienneau
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is our privilege to submit the Annual Report of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2016, to March 31, 2017.

Respectfully submitted,



Gilles LePage
Minister
Labour, Employment and Population Growth



Roger Melanson
Minister
President of the Treasury Board
Minister of Post-Secondary Education
Minister responsible for Aboriginal Affairs
Minister responsible for Trade Policy

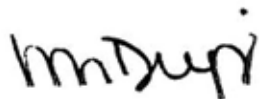
From the Deputy Minister to the Ministers

Honourable Roger Melanson
Honourable Gilles LePage
Department of Post-Secondary Education, Training and Labour

Ministers:

I am pleased to be able to present the Annual Report describing operations of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2016, to March 31, 2017.

Respectfully submitted,



Jean-Marc Dupuis
Deputy Minister

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Ministers' message

The Department of Post-Secondary Education, Training and Labour has a mission to empower people with the skills and knowledge to succeed in New Brunswick as a place to live, learn and work in a fair, safe and inclusive environment.

The department's mandate is to cultivate a well-educated, highly skilled and productive workforce and population through innovative programs and services that contribute to a prosperous province.

Whether it is providing opportunities for students who need financial support to obtain a post-secondary education, giving young New Brunswickers the chance to gain on-the-job experience or helping someone enter the workforce for the first time, there is no question the work that this department is doing is having a positive and lasting impact on people's lives.

As we continue to move New Brunswick forward with new opportunities, we feel that it is also important that we highlight some of the things that we have accomplished together during the past year, including:

- we continued to make post-secondary education more accessible and more affordable for all New Brunswickers by announcing the Tuition Relief for the Middle Class program;
- launched the Atlantic Immigration Pilot project, an innovative and flexible new employer-driven immigration program, which will complement government's efforts to increase the number of newcomers working and settling in New Brunswick;
- once again increased the minimum wage, benefitting thousands of New Brunswickers; and
- introduced legislation establishing Family Day, a new paid public holiday that will be observed for the first time in February 2018.

Despite the positive efforts we are making together, we still have work to do. Our province continues to face challenges in terms of an aging population, youth out-migration and low birth rates. That is why we are working hard and making targeted efforts to reach as many New Brunswickers as possible while attracting newcomers to the province through a variety of outreach programs. In addition, our government will continue to work with stakeholders, including students, labour leaders, multicultural organizations and many more to ensure that we move forward together in the best way possible.

We thank our hardworking and dedicated staff for all they do to make New Brunswick the best place to live, work and raise a family.



Gilles LePage
Minister
Labour, Employment and Population Growth



Roger Melanson
Minister
President of the Treasury Board
Minister of Post-Secondary Education
Minister responsible for Aboriginal Affairs
Minister responsible for Trade Policy

Deputy Minister's message

The 2016-2017 annual report outlines the measures and initiatives undertaken by the Department of Post-Secondary Education, Training and Labour from April 1, 2016, to March 31, 2017.

Throughout the fiscal year, the department accomplished a number of key goals and objectives to help give New Brunswickers the education, training and skills needed to be successful in a highly competitive 21st century workforce.

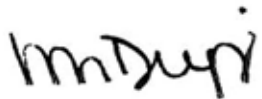
As the department's Deputy Minister, I am pleased with our continued success of a variety of longstanding programs and services.

Last year, staff continued to work hard to prepare for the launch of the Tuition Relief for the Middle Class program for students attending a public university or college in New Brunswick; implement the new federal fixed contributions model, meaning many more New Brunswick students will be eligible for greater levels of student financial assistance; collaborate with the other Atlantic provinces and the federal government to develop the Atlantic Immigration Pilot program, which will continue our efforts to grow New Brunswick's population; and increase the minimum wage to positively impact the income of our lowest-paid workers.

These are just some of the many key accomplishments realized during the past fiscal year. I am confident the upcoming year will present itself with a number of opportunities for us to continue making New Brunswick one of the best places to work in a safe, diverse and inclusive environment.

New Brunswick, as with any other province, will continue to face a number of challenges. But I am confident that we have the right team in place to move us forward for the benefit of all New Brunswickers.

I thank all department staff for their continued commitment and dedication to providing excellent services to the people of New Brunswick.



Jean-Marc Dupuis
Deputy Minister

Strategic priorities

Strategy management

The Government of New Brunswick (GNB) uses a formal management system built on leading business practices to develop, communicate and review strategy. This process provides the public service with a proven methodology to execute strategy, increase accountability and continuously drive improvement.

The development of the strategy, using the formal management system, starts with a strategic vision to move New Brunswick forward. This vision is anchored in five priority areas:

- **Jobs** – Creating the best environment for jobs to be generated by New Brunswickers, by businesses, by their ideas, by their entrepreneurial spirit, and by their hard work. Growth efforts will be guided by the *New Brunswick Economic Growth Plan*, which focuses on strengthening the workforce; expanding innovation capacity; increasing the agility of government; fostering public and private investment in strategic infrastructure; and growing capital investment from the private sector.
- **Education** – Improving education as guided by two 10-year plans, *Everyone at Their Best* for the anglophone sector and *Donnons à nos enfants une longueur d'avance* for the francophone sector, that identify objectives for the early learning and education system and establish clear expectations for standards and performance. The areas of focus for the first year are: ensuring children and other learners develop the competencies they need to be successful in school and life; improving both literacy and numeracy skills for all learners; and working to make post-secondary education more accessible and affordable.
- **Families** – Creating a healthier and stronger New Brunswick by focusing on seven key areas: improving access to primary and acute care; promoting wellness; supporting those with mental health challenges; fostering healthy aging and support for seniors; advancing women's equality; reducing poverty; and providing support for persons living with a disability.
- **Federal and Aboriginal Relations** – Building stronger relationships with First Nations; strengthening action on climate change; and working with the federal government to maximize federal funding, including optimizing infrastructure funding and growing the workforce through immigration.
- **Smart Province** – Providing taxpayers with better value for their money by transforming the culture of government by eliminating duplication; adopting new innovations in technology to improve services and savings; and ensuring GNB has a ready workforce that has the skills, training, support, leadership and working environments it needs to thrive.

Highlights

During the 2016-2017 fiscal year, the Department of Post-Secondary Education, Training and Labour, focused on several strategic priorities:

- The department has had a lead role in a number of initiatives and projects in relation to the Priority Delivery Unit, including:
 - Launching the Atlantic Immigration Pilot, under which the federal department of Immigration, Refugees and Citizenship is working with New Brunswick, Newfoundland and Labrador, Prince Edward Island and Nova Scotia to increase immigration with a goal of addressing the region's shrinking labour market.
 - Reviewing the Student Financial Assistance program, including a specific review of the Tuition Access Bursary, to develop additional financial assistance options that will provide increased opportunities for New Brunswickers to access funding to participate in post-secondary education.
 - Initiating a number of projects related to the development and promotion of labour market information as a means to help youth, their families and communities better understand the true picture of New Brunswick's labour market, thereby enabling to allow them to make informed decisions about education, employment pathways and opportunities.
 - Engaging New Brunswick's public universities in discussions aimed at signing a Memorandum of Understanding that would bring stability and consistency to tuition rates and funding for multi-year periods, thereby enabling institutions and students to better predict costs and funding requirements for post-secondary studies.
 - Leading the Home Based Work initiative, which collected information about the potential labour supply and employment opportunities in New Brunswick's distributed labour force in an effort to grow opportunities for New Brunswickers, particularly those living in rural areas.
- In addition, the department is a key contributor to work being led by other departments including:
 - Supporting the Department of Social Development in the Experiential Learning and Employment Continuum initiative. It provides labour market programs and services to help unemployed clients receiving social assistance to become better attached to the labour market through a combination of classroom and job-based training.
 - Contributing to the completion of the priority recommendations from the *Employment Action Plan for Persons with a Disability*, led by the Premier's Council on the Status of Disabled Persons. These projects included supporting persons with a disability by recruiting and training additional interpreters; developing training opportunities for job coaches; supporting internship opportunities; and enhancing potential self-employment opportunities and supports.
 - Working with the Department of Agriculture, Aquaculture and Fisheries to attract new entrants through immigration efforts targeted at entrepreneurial opportunities in agriculture and aquaculture.

Performance measures

Objectives Jobs	Measure
Drive opportunities through the opportunities model.	New opportunities in New Brunswick's distributed labour force.
Education	Measures
Make post-secondary education in New Brunswick accessible and affordable to New Brunswickers.	Number of eligible students for the Free Tuition Program.
	Number of youth reached with the labour market information oriented personal development and career planning presentation.
Federal and Aboriginal Relations	Measure
Grow the workforce through immigration.	Number of economic immigrants to come to New Brunswick through the New Brunswick Provincial Nominee Program, Express Entry and the Atlantic Immigration Pilot.
Smart Province	Measure
Balance the provincial budget by 2020-2021.	Ratio of actual to budgeted expenditures.

Jobs

Objective of the measure

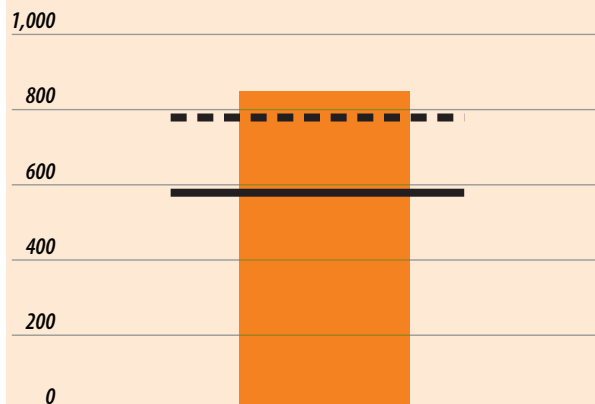
Drive opportunities through the opportunities model.

Measure

New opportunities in New Brunswick's distributed labour force.

Description of measure

This is a measure of the number of unique potential home-based work opportunities identified through an evaluation of employment opportunity advertisements posted across Canada over three weeks in January and February 2017. Sources included popular broad market recruitment websites; industry-specific websites; regionally specific websites; and professional recruitment agencies.



Overall performance

Results exceeded expectations with respect to the number of unique potential opportunities identified.

— Baseline: 579
- - - Target: 779
Actual: 849

Why do we measure this?

This measure will provide insight into the availability of home-based work opportunities to New Brunswickers. It will also provide knowledge of the type of home-based work opportunities being provided by employers.

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

A pilot project was completed to support achievement of this priority outcome. Phase One included collecting labour supply information through an online platform as well as promoting home-based work opportunities in New Brunswick. Phase Two involved analysing the supply and demand of the labour market to identify potential opportunities for matching employees seeking employment in the distributed labour force and employers that required these employees. Based on the results of the research completed and the matching efforts, it was determined that the primary market is related to customer service centres. Additional work in this area will be transferred to projects led by Opportunities New Brunswick.

Education

Objective of the measure

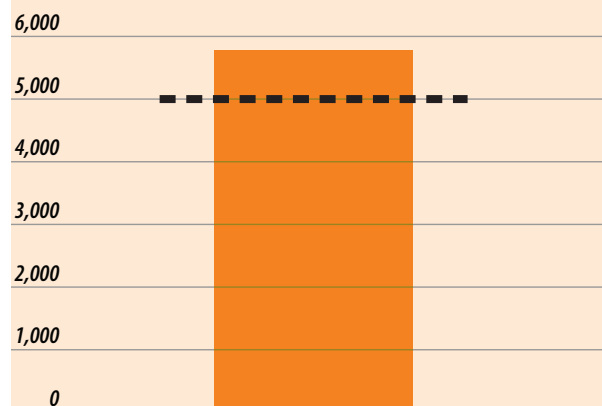
Make post-secondary education in New Brunswick accessible and affordable to New Brunswickers.

Measure

Number of eligible students for the Free Tuition program.

Description of measure

The measure counts the number of students eligible to receive funding from the Free Tuition program annually, including those who were eligible but who were fully funded through federal funding and thereby did not require funding from the Free Tuition program.



Overall performance

Actual number exceeded the targeted amount by three per cent.

* This data is reported based on academic year – Aug. 1, 2016, to July 31, 2017.

- **Baseline:** This was the first year the program was offered; therefore there is no baseline information.
- - - **Target:** 5,000 (estimated number of eligible clients based on 2013-2014 academic year).
- Actual:** 5,780 (As of May 1, 2017, revised figures to reflect full academic year will be available in September 2017).

Why do we measure this?

The Free Tuition program was created to make post-secondary education accessible and affordable for New Brunswickers. Understanding program participation rates provides information on the effectiveness of this program by identifying the number of New Brunswick students accessing the funding.

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

Increased effort on promotion and marketing of the Free Tuition Program was the focus for 2016-2017. This included ensuring information was available to schools as well as through employment counselling services to ensure eligible New Brunswickers interested in post-secondary education were aware of the support available.

Education

Objective of the measure

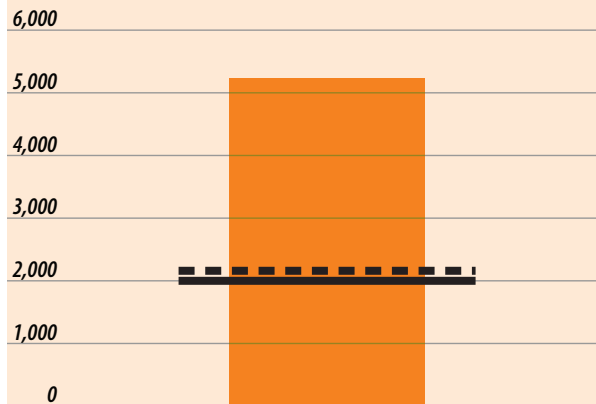
Make post-secondary education in New Brunswick accessible and affordable to New Brunswickers.

Measure

Number of youth reached with the labour market information (LMI) oriented personal development and career planning (PCDP) presentation.

Description of measure

The measure counts the number of youth who received the LMI presentation delivered to grades 9 and 10 (anglophone and francophone districts) through PDCP presentations.



Overall performance

Presentations were delivered to 2.5 times the targeted number of youth.

————— Baseline: 2,000
- - - - - Target: 2,160
Actual: 5,235

Why do we measure this?

Providing information to New Brunswick's youth is an integral part in ensuring they have the right information about current and future labour market opportunities in New Brunswick. Ensuring this information is provided at grades 9 and 10 gives students an opportunity to make better informed decisions on post-secondary education and employment pathways.

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

The LMI presentation and related information have continued to evolve since their inception. In 2016–2017, additional partnerships were developed with the regional employment and continuous learning staff to support increased delivery efforts around the province.

Federal and Aboriginal Relations

Objective of the measure

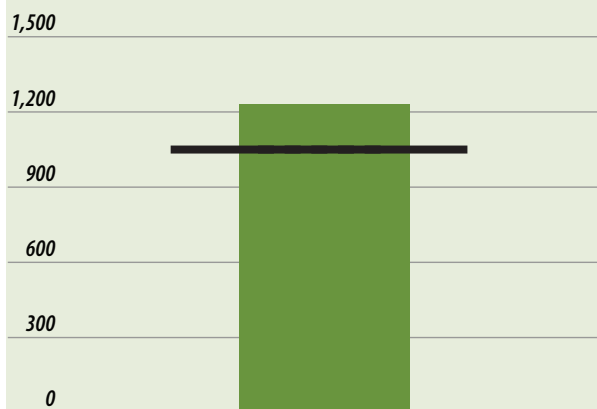
Grow the workforce through immigration.

Measure

Number of economic immigrants to come to New Brunswick through the New Brunswick Provincial Nominee Program, Express Entry, and the Atlantic Immigration Pilot.

Description of measure

The measure is the sum of the number of immigrants nominated during the calendar year for permanent residency through the Provincial Nominee program and the Express Entry program. It excludes refugees. The measure includes only the primary applicant, not the spouse and family of the applicant (i.e. 1,900 workers landed through one of these programs could result in up to 5,000 immigrants when factoring the spouse and family). The Atlantic Immigration Pilot Project was launched in early 2017.



Overall performance

* This data is reported based on the 2016 calendar year to align with the federal reporting.

- Baseline:** 1,050 (number of allocations)
- Target:** 1,050 (425 through the express entry program, and 625 through the provincial nominee program)
- Actual:** 1,230 (575 through the express entry program, and 655 through the provincial nominee program)

Why do we measure this?

With New Brunswick's labour market declining in recent years, employers are finding it increasingly difficult to find workers to meet their labour market needs. Immigration of economic immigrants, immigrants attached to the labour market, is seen as a key opportunity to address the gaps in our labour force.

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

The Atlantic Immigration Pilot was launched. This pilot project is a collaborative effort between the federal government and New Brunswick, Newfoundland and Labrador, Prince Edward Island and Nova Scotia. The pilot is a three-year employer-driven immigration program to attract and retain global talent while supporting population growth and addressing labour shortages. Work under the program included employer recruitment as well as immigrant recruitment among skilled workers and international students.

Smart Province

Objective of the measure

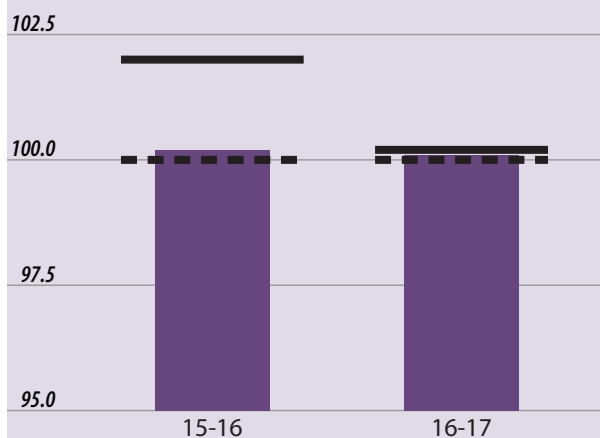
Balance the provincial budget by 2020-2021.

Measure

Ratio of actual to budgeted expenditures.

Description of measure

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



Overall performance

The department set its 2016-2017 gross budget figure at \$613,627,041. Actual expenditures totalled \$614,183,494, for a variance to budget of \$556,453 (over-expenditure).

The variance was primarily due to increased expenditures under various employment programs as a result of additional federal funding. The department performed ongoing monitoring of expenses throughout the year to take corrective action when possible.

————— Baseline: 100.2%
- - - - - Target: 100%
Actual: 100.1%

Why do we measure this?

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

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

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

- The ongoing monitoring of expenses.

Overview of departmental operations

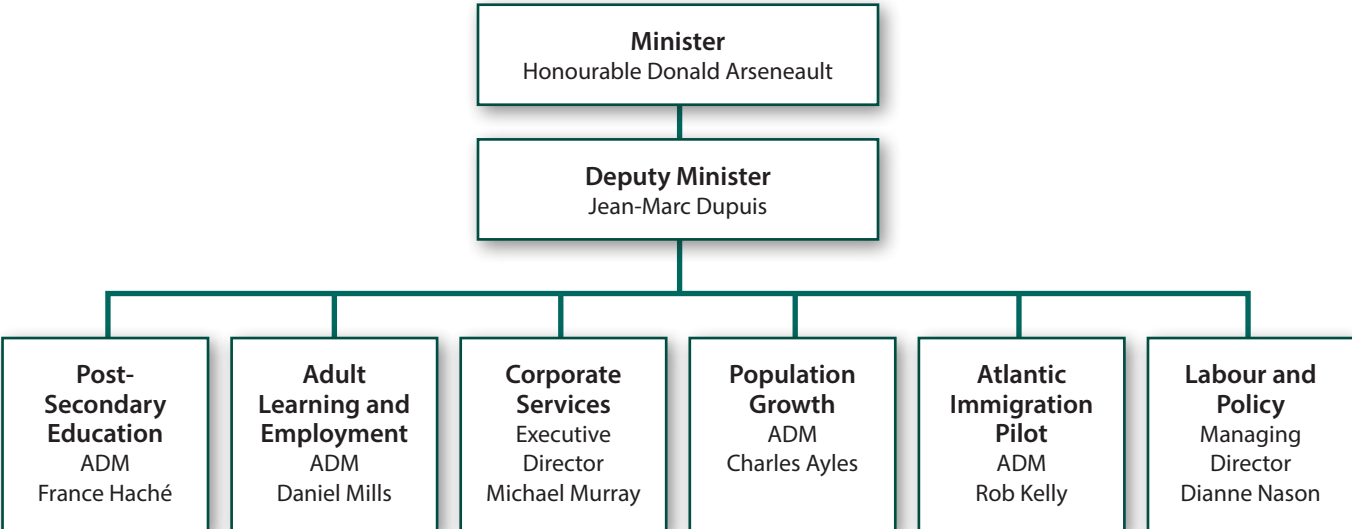
Mission

The mission of the Department of Post-Secondary Education, Training and Labour is to empower people with the skills and knowledge to succeed in New Brunswick as a place to live, learn and work in a fair, safe and inclusive environment. The department also aims to cultivate a well-educated, highly skilled and productive workforce and population through innovative programs and services that contribute to a prosperous province.

Vision

The vision of the department is a prosperous New Brunswick where post-secondary educational institutions, businesses and government collaborate to encourage innovation, diversity and employment opportunity.

High-level organizational chart



Divisions overview and highlights

Labour and Policy Division

The **Labour and Policy Division** is mandated to provide services to the public through the administration of various acts and regulations for which the department is responsible. The division supports the department through policy, ensuring consistency with government priorities and activities; research and analysis, including labour market information and program evaluations; labour market forecasts; environmental scans; and legislative and regulatory services.

The **New Brunswick Human Rights Commission** and the **Workers' Compensation Appeals Tribunal** report administratively to the Minister through the managing director of the Labour and Policy Division. Through the managing director's office, the division plays a key role in supporting appropriate partnership and dialogue with WorkSafeNB and industry stakeholders as they pertain to the development of legislative, regulatory and policy initiatives related to occupational health and safety and workers' compensation. They release annual reports separate from the department.

The division consists of Workplace Services (Industrial Relations and Employment Standards), Advocates' Services (Workers' Advocates and Employers' Advocates) and Strategic Services.

Workplace Services (Industrial Relations) facilitates relations between labour and management in the private and quasi-public sectors by providing neutral, third-party assistance and preventive mediation services. It provides third-party assistance to help parties overcome impasses during negotiations through the appointment of a conciliation officer, mediation officer, conciliation board, arbitration board or a combination thereof. It also provides preventive mediation services to promote healthy labour relations between parties while a collective agreement is in force. The branch administers the *Industrial Relations Act* and its regulations by promoting labour management relations in the unionized private and quasi-public sectors of the province.

HIGHLIGHTS

- ◆ *Twenty-seven labour disputes were settled with the intervention of the branch. The disputes occurred during the negotiation of collective agreements.*
- ◆ *Twenty-six labour disputes were settled before strike or lockout action, one of which resulted in a work stoppage.*
- ◆ *Twenty-one rights arbitrators were appointed, and twenty-six grievances were mediated.*
- ◆ *The branch provided conciliation services in two disputes in the public sector.*

Workplace Services (Employment Standards) promotes, oversees and enforces the *Employment Standards Act* and its regulations. The Act, which applies to all provincially regulated employee-employer relationships, specifies the minimum standards of employment, such as minimum wage, overtime rates, hours of work, vacation pay as well as paid public holidays. The branch is responsible for representing the director at hearings before the New Brunswick Labour and Employment Board. A significant piece of the mandate is to raise awareness and educate employers, employees and students about their rights and responsibilities vis-à-vis the legislation. Staff conducts numerous educational sessions throughout the province to encourage better awareness of the Act.

HIGHLIGHTS

- ◆ *The minimum wage increased to \$11 per hour on April 1, 2017.*
- ◆ *One hundred sixty-seven information sessions on the basics of the Employment Standards Act were held. They were provided to students in public schools, post-secondary institutions, stakeholders, associations and newcomers.*
- ◆ *The branch responded to 13,141 inquiries about employment-related concerns.*
- ◆ *The branch investigated 707 formal complaints and 45 audits.*
- ◆ *There were 56,244 individuals who visited the branch's website.*

Employment Standards activity

Fiscal year	Number of information sessions	Number of inquiries	Formal complaints investigated
2016-2017	167	13,141	707
2015-2016	211	12,984	903

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

HIGHLIGHTS

- ◆ There were 404 new cases, 626 cases closed and 498 active cases.
- ◆ Advocates represented clients at 300 hearings before the *Workers' Compensation Appeals Tribunal*.

Advocates Services (Employers' Advocates) helps employers with workers' compensation matters through communication and consultation. It also provides engaged learning opportunities. The branch provides employers with specialized advice and representation on workers' compensation issues before WorkSafeNB. It provides specialized advice to employers on all aspects of workers' compensation and its governing legislation.

HIGHLIGHTS

- ◆ There were 70 active cases and 175 closed cases.
- ◆ Advocates represented clients at 74 hearings before the *Workers' Compensation Appeals Tribunal*.

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

human rights conventions; and ensures GNB addresses the obligations related to labour mobility outlined in chapter 7 of the *Agreement on Internal Trade*.

HIGHLIGHTS

- ◆ The department developed and delivered a new labour market information presentation for high school students, reaching more than 5,000 students in the anglophone and francophone school districts.
- ◆ The department launched a new online edu-game, *ChatterHigh*, to engage youth, parents and teachers in the discussion of labour market information and its relevance in career and education planning.
- ◆ The department completed nine evaluation projects related to the employment programs and services to ensure they met the needs of the labour market.
- ◆ Phase II of the comprehensive review of workers' compensation legislation led to amendments to enhance the governance structure of the WorkSafeNB board of directors by ensuring that experience and knowledge are maintained and passed on to new board members. Legislative amendments also addressed matters that surfaced following the completion of Phase I. They included addressing the omission of the *Workers' Compensation Appeal Tribunal's* ability to hear reconsiderations and to delegate authority. Changes were enacted to provide WorkSafeNB with appropriate authority to enter into agreements and to provide clarity over financial matters, including the calculation of the rate of return on pension funds.

Post-Secondary Education Division

The **Post-Secondary Education Division** has the responsibility for overseeing the post-secondary education system, including public and private universities and colleges, the delivery of student financial assistance programs and the operation of the New Brunswick College of Craft and Design. The division provides funding to public institutions and works closely with them to further priority research and student-centred initiatives relating to broadening access to post-secondary education; developing experiential learning opportunities; ensuring successful pathways to graduation; and facilitating credit transfers among public institutions.

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

The **Post-Secondary Affairs and University Relations Branch** promotes post-secondary education in the province through working with post-secondary institutions. There are three main units within the branch: University Relations, College Relations and Private Occupational Training. The branch provides advice and guidance on the administration of the yearly funding to public universities through the Maritime Provinces Higher Education Commission. It supports and advises the Minister to fulfil GNB's responsibilities under the *New Brunswick Community College Act*. It is responsible for the administration of the *Private Occupational Training Act*. It regulates all private career colleges in the province and ensures that students are financially protected in the event of a college closure. In 2016-2017, 49 private colleges were registered, covering 3,517 students.

HIGHLIGHTS

- ◆ *GNB invested \$91.7 million in the operations of the two community colleges.*
- ◆ *GNB invested \$220 million in the operations of the Maritime College of Forest Technology and the four public universities.*

The **Research and Strategic Initiatives Branch** promotes access to post-secondary education and training; fosters a culture of research and innovation in the province through public post-secondary institutions; and encourages transitions into the post-secondary sector and the workforce. It promotes inter-jurisdictional communication on post-secondary education issues and collaborates with other governments to align strategic priorities with the K-12 education sector. It provides policy advice related to the post-secondary education sector.

HIGHLIGHTS

- ◆ *\$7.2 million was delivered to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 190 graduate scholarships and 110 research assistantship positions.*

- ◆ *\$2.3 million was provided to publicly funded post-secondary education institutions to support the development and implementation of pilot programs and other initiatives to increase access to post-secondary education for students, particularly from underrepresented groups such as First Nations and persons with disabilities.*

The **Student Financial Services Branch** administers and delivers federal and provincial government student financial assistance programs. It encourages access to post-secondary education by providing needs-based student financial assistance to qualifying New Brunswick residents.

HIGHLIGHT

- ◆ *The department administered \$165.9 million in student financial assistance to 13,810 students.*

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

HIGHLIGHTS

- ◆ *The college received an operating grant of \$3.2 million, yielding a seat capacity of 282 funded seats.*
- ◆ *There were 125 college graduates in 2016-2017.*

Adult Learning and Employment Division

The **Adult Learning and Employment Division** is mandated to support the development of human resources in New Brunswick by supporting the delivery of adult literacy and learning programs and services; recognizing achievement of competencies; developing and providing public library services to help New Brunswickers' informational, educational, recreational and cultural needs; and delivering programs and services that assist unemployed New Brunswickers acquire the skills and

employment experience necessary to secure full-time employment and that assist New Brunswick employers find the right individuals for their jobs.

Canada-New Brunswick Labour Market Agreements

1. Under the Canada-New Brunswick Labour Market Development Agreement, GNB served 11,057 active employment insurance claimants, helped 8,209 active claimants gain employment, and identified \$29.72 million in savings for the Employment Insurance account. The total number of clients served under the agreement was 14,815.
2. Under the Canada-New Brunswick Job Fund Agreement, GNB served 3,306 clients.

Atlantic Workforce Partnership

The Council of Atlantic Premiers established the Atlantic Workforce Partnership. It is enabling provinces to work together to improve skills training, promote apprenticeship opportunities; recruit and retain immigrants; and build on the strengths of communities to meet new economic challenges and opportunities. Priority areas identified within the Atlantic Workforce Partnership action plan include: attraction and immigration; apprenticeship harmonization; federal labour market programs; labour market information; business supports; and youth initiatives.

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

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

HIGHLIGHTS

- ◆ *The branch worked closely in partnership with the Department of Social Development to deliver the Experiential Learning and Employment Continuum. The goal of this three-year initiative is to improve labour market outcomes of social assistance clients by providing a continuum of services that includes pre-employability services, job preparation skills, workplace essential skills training and on-the-job experience. Fourteen classes were launched in year one, 2016-2017, serving 169 clients.*
- ◆ *The branch continued to increase its involvement partnering with First Nations and Indigenous groups on labour market, training and employment initiatives. Fifty Indigenous persons were trained to work as archaeology technicians. These individuals have secured employment at various projects in New Brunswick requiring archaeology technicians.*
- ◆ *The branch continued to explore innovative approaches to filling skills shortages. In Saint John, about 40 newcomers were provided targeted workplace essential skills training to prepare them for employment with a local garment sewing company. About 95 per cent retained employment with this employer.*
- ◆ *The Second Language Training Initiative was launched in January 2017, providing New Brunswickers with language training in their second Official Language to increase their employability. The training is open to unemployed New Brunswickers who identified second-language training through their employment action plan with an employment counsellor.*

Training in workplace essential skills

Year	Number of learners	Number of initiatives
2016-2017	1,304 *	117
2015-2016	1,367	85

*Of the 1,304 individuals engaged in training, 225 were employed, 1,053 were unemployed and 26 were apprentices.

Program	Number of individuals assisted by program	
	2016-2017	2015-2016
Self-Employment Benefit	359	388
Student Employment and Experience Development	1,614	1,439
Training and Employment Support Services	825	678
Training and Skills Development	7,429	7,324
Work Ability	470	470
Workforce Expansion	818	1,570
-- One-Job Pledge	488 positions	522 positions
Youth Employment Fund	1,428	1,482

The **Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning, life-long skill development and certification opportunities in designated occupations that are standardized, current and relevant to the needs of industry and its workforce. Through its regional operations, the branch provides these services to thousands of skilled trade apprentices and tradespeople by scheduling level training opportunities, validating curriculum and working to ensure those performing work in the various sectors have the proper qualifications. The branch ensures that the skilled trades workforce has the skills and knowledge necessary to function effectively in the labour market. It identifies training needs in conjunction with industry, develop programs in the 50 occupations for which apprenticeship training is offered and provides certification services in the 69 designated occupations.

HIGHLIGHTS

- ◆ *In 2016-2017, apprenticeship saw a decline of 184 registrations. There were 994 registrations compared to 1,178 in the previous year.*
- ◆ *There were 838 certificates issued in 2016-2017, compared to 846 issued the previous year.*
- ◆ *The goal of harmonizing trades training on the Atlantic and national levels continued. By the end of 2016-2017, the branch had substantively aligned nine national Red Seal trades in four key areas. Atlantic work on harmonization for the 21 key components identified saw significant progress.*

- ◆ *In 2016, for the first time, New Brunswick held a National Skills Competition, in Moncton. This successful competition brought in more than 500 competitors from across the country to compete for technology and the trades. In addition, high school students from across the province took part in dozens of “try-a-trade” opportunities aimed at giving them a taste of what it is like to work with their hands.*
- ◆ *The branch’s learning strategist continued to be the envy of the country when it came to assisting apprentices with learning gaps through their level training. The role aimed at identifying apprentices who require accommodations to set them up for success while attending level training achieved a new high mark of 514 clients in 2016-2017, compared to 505 in the previous fiscal year.*

New Brunswick Public Library Services is responsible for providing, under the *New Brunswick Public Libraries Act* and *New Brunswick Public Libraries Foundation Act*, public library services that respond to the educational, informational, cultural and recreational needs of New Brunswickers. The branch is responsible for collection development; management of the provincial catalogue; library systems and information technology management, development and support; and development and delivery of library programs and services for all ages. The branch works with participating municipalities, local library boards, partners and stakeholders. It provides access to a provincial collection of two million items in a variety of formats through one provincial library card as well as services and programs for people of all ages that promote reading, literacy, education and lifelong learning. The services consist of 65 service points (52 public libraries, 11 public-school libraries, one virtual branch and one library services-by-mail branch) managed through five library regions and one provincial office.

HIGHLIGHTS

- ◆ *New Brunswickers celebrated the first New Brunswick Public Libraries Month in October 2016 with the theme Cultivate Your Imagination. The public participated in programs and services focused on New Brunswick books, music and films to celebrate the rich literary and cultural heritage of the province.*
- ◆ *Five library resource centres began operating seven days a week as part of a pilot project.*

- ◆ *Public Library Services began piloting a partnership with the Institute for Canadian Citizenship in resource centres and large libraries to offer Cultural Access Passes. These passes were given to new Canadians and allowed free admission to national parks, museums and historic sites across Canada. Participating libraries were acting as pick-up locations for the passes.*
- ◆ *Public library patrons were able to check out free passes to Kings Landing Historical Settlement and Village historique acadien with their library card.*
- ◆ *Public Library Services developed a new provincial policy to support libraries that have resources and space available to exhibit works by artists and artisans, thereby enhancing the cultural and creative vitality of the community.*

Population Growth Division

The **Population Growth Division** is responsible for implementing GNB policies to contribute to the demographic and economic growth of New Brunswick by attracting and retaining immigrants, repatriating, increasing francophone immigration and supporting multiculturalism.

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

The **Research and Federal-Provincial-Territorial Relations Branch** coordinates a strategic approach to federal-provincial-territorial relations; represents GNB on various immigration and policy federal-provincial-territorial working groups; disseminates information about population growth trends and policy to other areas of the department, other government departments and the public; and provides research and policy support to senior staff. Through the Atlantic Workforce Partnership, it partners with Atlantic counterparts to promote regional opportunities and increase immigration to the region.

HIGHLIGHTS

- ◆ *Continued to lead the implementation of the renewed Population Growth Strategy, 2014-2017 and Francophone Immigration Action Plan, 2014-2017.*

- ◆ *Continued to lead bilateral negotiations with the federal government and began implementation of the new Canada-New Brunswick Immigration Framework Agreement, including the only French-speaking Immigrant Annex in Canada and the Memorandum of Understanding on Information Sharing.*
- ◆ *Continued collaboration with Atlantic counterparts and the federal government to negotiate, develop and implement the Atlantic Immigration Pilot.*
- ◆ *Presented New Brunswick's position and led negotiations with the federal government during the annual immigration levels planning consultations.*

The **Immigration Operations Branch** provides operational support to the division ensuring the efficient operation of the immigration program in accordance with the *Canada-New Brunswick Immigration Framework Agreement*. It manages and monitors Provincial Nominee Program (NBPNP) applications by entering and tracking them in an electronic database.

HIGHLIGHTS

- ◆ *More than 1,300 applications were processed through the NBPNP. There were 1,315 NBPNP certificates issued, which included 536 base and 779 enhanced.*
- ◆ *There were 267 deposit agreements issued for the Refundable Deposit category in 2016.*

The **Immigration, Settlement and Multicultural Branch** manages applicant files related to immigration and the settlement and integration of immigrants in the province. The branch manages NBPNP, implements an action plan to attract francophone newcomers and attracts skilled workers living elsewhere in Canada through developing, organizing and implementing domestic and international promotion and recruitment events.

HIGHLIGHTS

- ◆ *There were 1,315 PNP nomination certificates issued under the following streams:*
 - ◆ *Skilled Worker with Employer Support: 259*
 - ◆ *Skilled Worker with Family Support: 25*
 - ◆ *Skilled Worker with Community Support: 0*
 - ◆ *Strategic Initiative: 67*

- ◆ *Express Entry Labour Market Stream: 779*
- ◆ *Business Stream: 185*
- ◆ *An additional 2,185 individuals were included under these nominations as spouses and dependants.*
- ◆ *The branch continued to lead the multi-stakeholder committee, working to welcome the influx of Syrian refugees. In 2016-2017, Syrians refugees continued to come to New Brunswick, with the province resettling more than 1,700 Syrians, the largest influx per capita in Canada.*
- ◆ *The Francophone Unit participated in multiple promotion and attraction activities, including Destination Acadie, Semaine canadienne, Festival interceltique de Lorient as well as information sessions co-hosted by New Brunswick and the Canadian embassies in France, Belgium, Romania and Morocco to increase francophone immigration. As a result, 24 per cent of base nomination certificates were issued to French-speaking immigrants in 2016-2017.*
- ◆ *New Brunswick hosted and coordinated the first pan-Canadian Forum on Francophone Immigration, a joint meeting between the Ministerial Conference on the Canadian Francophonie and the Forum of Ministers Responsible for Immigration.*
- ◆ *The Skilled Worker Unit participated in a number of attraction and promotion events aimed at helping New Brunswick employers fill their labour needs. The Skilled Worker Unit conducted employer recruitment activities in the Middle East (Egypt, United Arab Emirates, Qatar), Hong Kong, Philippines, United Kingdom, Poland, Ukraine, Romania and the United States, in partnership with various Canadian embassies and consulates.*
- ◆ *The branch supported the development of three multi-stakeholder working groups for accounting, nursing and skilled trades professionals, to address pathways to licensure for internationally trained individuals.*
- ◆ *The branch supported the funding of a pilot project for refugees with experience in the bricklayer trade, under which clients received training and a job placement.*

The **Employer Outreach Unit** manages the employer engagement aspects of the Atlantic Immigration Pilot by working with employers and other stakeholders to meet the objectives laid out in *the Atlantic Growth Strategy* as well as the *New Brunswick Economic Growth Plan*. It leverages existing economic development partners and employer networks to identify employers interested in addressing their labour market needs through immigration, with an emphasis on employers' commitment to newcomers' settlement supports.

HIGHLIGHTS

- ◆ *The Atlantic Immigration Pilot was officially launched on January 27, 2017, and the Population Growth Division began designating employers who met the criteria, allowing them to use the pilot to address their labour market needs. Seventy-six employers were designated over two months during the fiscal year.*
- ◆ *The unit has hosted or attended 55 employer engagement events and information sessions to inform employers about the Atlantic Immigration Pilot.*

Corporate Services Division

The **Corporate Services Division** provides operational support by meeting the service needs of the department. It provides specialized services for the delivery of programs by the operational branches. It also manages the financial, human, technological and administrative business of the department.

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

As a strategic business partner, the **Human Resource Services Branch** provides support and services to management and staff to increase organizational effectiveness and maximize performance while supporting the strategies and goals of the department. It is responsible for workforce planning, recruitment, classification, employee and labour relations, performance management, official languages, employee recognition as well as human resources strategy and programs. As of October

1, 2016, operational and transactional Human Resources services were transferred to Service New Brunswick from Part 1 departments and agencies.

HIGHLIGHTS

- ◆ Continued the Positive Workplace initiative, a mental fitness approach in the workplace, aimed at enhancing employee engagement and productivity.
- ◆ More than 70 per cent of department employees had received training on Insights Discovery to date.

The **Finance and Administration Branch** manages the financial resources of the department, boards and commissions under the minister and provides audit assurance. It helps all branches achieve their program and service delivery objectives by providing support in such areas as financial management and reporting, facilities management, procurement, financial systems and internal audit.

HIGHLIGHTS

- ◆ The branch provided ongoing financial analysis and support to key government priorities.
- ◆ It continued with its projects to document and standardizes key financial and collection processes.
- ◆ Worked on the transition of the Portfolio Debt Management Unit to a new centralized collections unit in government.

The **Information Management and Technology Services Branch** provides leadership and guidance in the planning, design, development, quality assurance, risk management, implementation and support of information technology solutions and record management solutions with the department's vision and strategic plan. Some of the services are offered internally to the department while others are delivered by Service New Brunswick's Business Application Unit.

HIGHLIGHTS

- ◆ The branch completed the changes required to the Student Financial Assistance Program for the New Brunswick Free Tuition Program Release 1.

- ◆ The branch completed the migration of the industrial relations images to the Total Records Information Management (TRIM) and eliminated the legacy imaging system.
- ◆ The branch eliminated the old scanners and outdated image processing for the Training and Skills Development program and replaced it with linking to images catalogued in TRIM.
- ◆ The branch completed the enhancement of the advocacy services file management component.
- ◆ The branch continued to work in process of moving all Windows servers from 2008 to Windows server 2012.
- ◆ The branch completed the migration of the GED system to new web servers.

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

HIGHLIGHTS

- ◆ Received and coordinated more than 4,200 Internet inquiries.
- ◆ Coordinated responses to more than 850 pieces of correspondence received by the Minister and Deputy Minister.

The **Performance Excellence Branch** provides cross-departmental leadership in strategic planning and in the comprehensive implementation of the Formal Management system. Formal Management is intended to change the culture of government and how government works while providing the best possible value for taxpayers. It provides a structured approach to Strategy Management, Initiative Management, Daily Management, Process Management and Performance Management. The branch leads the development of and facilitates the implementation of the strategic plan as well as implements and oversees a departmental-wide planning and accountability model.

HIGHLIGHTS

- ◆ *Introduction of daily management within approximately 30 per cent of the department.*
- ◆ *One-hundred one people were trained as waste walkers, generating more than \$100,000 in savings.*
- ◆ *Continued refinement of branch work plans and the planning and accountability system.*

Financial information

Departmental Gross Revenue (000s)

Statement of Financial Operations for the fiscal period ending March 31, 2017

	Budget	Actual	Variance over/ (under)	Notes
Other Interest Income	\$19,726.0	\$18,055.4	(\$1,670.6)	(1)
Licenses and Permits	\$2,333.0	\$1,702.2	(\$630.8)	
Sale of Goods and Services	\$3,996.0	\$3,578.8	(\$417.2)	
Miscellaneous Revenue	\$12,676.0	\$21,308.8	\$8,632.8	(2)
Conditional Grants – Canada	\$120,438.0	\$126,546.2	\$6,108.2	(3)
Totals – Ordinary Revenue	\$159,169.0	\$171,191.4	\$12,022.4	

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

Special Purpose Revenue (000s)

Statement of Financial Operations for the fiscal period ending March 31, 2017

	Budget	Actual	Variance over/ (under)	Notes
Canada Student Loans Program	\$2,389.0	\$1,702.0	(\$687.0)	
Library Trust Fund	\$200.0	\$426.6	\$226.6	
NBCC Scholarship Fund	\$1.0	\$0.8	(\$0.2)	
Recoverable Projects	\$150.0	\$150.0	\$0.0	
Totals – Special Purpose Revenue	\$2,740.0	\$2,279.4	(\$460.6)	

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

Departmental Gross Expenditures (000s)

Statement of Financial Operations for the fiscal period ending March 31, 2017

	Budget	Actual	Variance over/ (under)	Notes
Corporate Services	\$5,594.0	\$5,575.0	(\$19.0)	
NB Public Libraries	\$17,201.0	\$15,940.2	(\$1,260.8)	(4)
Population Growth	\$5,787.5	\$6,090.3	\$302.8	
Post-Secondary Education	\$161,701.0	\$158,207.4	(\$3,493.6)	(5)
Adult Learning	\$11,166.8	\$14,042.0	\$2,875.2	(6)
Labour and Policy	\$7,997.0	\$6,854.6	(\$1,142.4)	(7)
Employment Development	\$27,723.0	\$21,913.6	(\$5,809.4)	(8)
Canada-NB Job Fund Agreement	\$10,682.0	\$13,473.2	\$2,791.2	(9)
Canada-NB Labour Market Development Agreement	\$89,426.4	\$95,739.3	\$6,312.9	(10)
Maritime Provinces Higher Education Commission	\$276,348.3	\$276,347.9	(\$0.4)	
Totals – Ordinary Expenditures	\$613,627.0	\$614,183.5	\$556.5	

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

Special Purpose Expenditures (000s)

Statement of Financial Operations for the fiscal period ending March 31, 2017

	Budget	Actual	Variance over/ (under)	Notes
Canada Student Loans Program	\$2,225.0	\$1,747.0	(\$478.0)	
Library Trust Fund	\$283.0	\$479.5	\$196.5	
NBCC Scholarship Fund	\$0.0	\$120.6	\$120.6	
Recoverable Projects	\$150.0	\$128.7	(\$21.3)	
Totals – Special Purpose Expenditures	\$2,658.0	\$2,475.8	(\$182.2)	

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

Summary of Special Operating Agency (SOA) – New Brunswick Community Colleges Revenue and Expenditures (000s)

Statement of Financial Operations for the fiscal period ending March 31, 2017

	Budget	Actual	Variance over/(under)	Notes
Opening Balance	\$1,026.4	\$1,026.4		
Revenue				
Return on Investment	\$2.0	\$1.8	(\$0.2)	
Sales of Goods and Services	\$1,201.0	\$1,285.9	\$84.9	
Miscellaneous Revenues	\$4.0	\$7.0	\$3.0	
Transfer from Department	\$3,659.0	\$3,773.3	\$114.3	
Total – Revenue	\$4,866.0	\$5,068.0	\$202.0	
Expenditures	\$4,854.0	\$4,959.0	\$105.0	
Surplus (Deficit) for the year	\$12.0	\$109.0	\$97.0	
Closing Balance	\$1,038.4	\$1,135.4		

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

Financial data 2016-2017 notes

Note 1 Other Interest Income

Lower than anticipated revenue is primarily due to lower interest rates.

Note 2 Miscellaneous Revenue

The variance is primarily due to a greater than anticipated retention of deposits under the Immigrant Entrepreneur Program.

Note 3 Conditional Grants – Canada

The variance is primarily due to additional revenue received in 2016-2017 for the Canada-NB Job Fund Agreement and the Canada-NB Labour Market Development Agreement.

Note 4 NB Public Libraries

The variance is primarily due to the expenditure of Literacy Strategy funds through Community Adult Learning.

Note 5 Post-Secondary Education

The variance is primarily due to lower than anticipated uptake in the Student Financial Assistance programs, including the Timely Completion Benefit, New Brunswick Bursaries, and the Repayment Assistance Program.

Note 6 Adult Learning

The variance is primarily due to increased expenditures for the Adult Literacy Strategy and Workplace Essential Skills programs, as well as the department's contribution to the Atlantic Apprenticeship Harmonization Project.

Note 7 Labour and Policy

The variance is primarily due to savings in salary and travel due to a reduction in the number of planned hearings by the Workers Compensation Appeals Tribunal, as well as short term position vacancies in various areas.

Note 8 Employment Development

The variance is primarily due to lower than budgeted expenditures under the Youth Continuum programs, offset by a deficit in Student Employment and Experience Development program.

Note 9 Canada-NB Job Fund Agreement

The variance is primarily due to increased expenditures in the Workability, Workforce Expansion Regular and One-Job Pledge, and Training and Skills Development programs as a result of additional federal funding.

Note 10 Canada-NB Labour Market Development Agreement

The variance is primarily due to increased expenditures under Employment Services and Training and Skills Development programs as a result of additional federal funding.

NOTE: The Annual Report was prepared prior to the publication of the Official 2016-2017 Financial Statements, Volume 2, as stated in the Province of New Brunswick Public Accounts document. Consequently, the financial information reported herein may not reflect the final audited figures as reported in public accounts.

Summary of Expenditures – Employment, Literacy and Workplace Essential Skills programs 2016-2017 (000s)

Employment Programs	Canada-NB Job Fund Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability	\$806.4	\$927.5	\$159.1	\$1,893.0
Workforce Expansion	\$3,049.1	\$8,713.9	\$16,029.4	\$27,792.4
Training and Skills Development	\$4,707.1		\$42,418.7	\$47,125.8
Student Employment and Experience Development	\$684.9	\$5,146.9	\$1,311.4	\$7,143.2
Employment Services	\$568.6	\$5,024.1	\$23,517.9	\$29,110.6
Older Workers Initiative		\$430.3		\$430.3
CalNet Academic	\$2,450.0			\$2,450.0
Community Access Learning	\$223.5			\$223.5
Subtotal Programs	\$12,489.6	\$20,242.7	\$83,436.5	\$116,168.8
Administration	\$983.6	\$1,670.9	\$12,302.8	\$14,957.3
Total Employment Programs Expenditures	\$13,473.2	\$21,913.6	\$95,739.3	\$131,126.1
2016-2017 Budget	\$10,682.0	\$27,723.0	\$89,426.4	\$127,831.4
Variance over/(under)	\$2,791.2	(\$5,809.4)	\$6,312.9	\$3,294.7

Summary of staffing activities

Pursuant to section 4 of the *Civil Service Act*, the Secretary to the Treasury Board delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activities for 2016-2017 for the department.

Number of permanent and temporary employees as of December 31 of each year			
Employee type		2016	2015
Permanent		701	725
Temporary		196	185
TOTAL		897	910

The department advertised 53 competitions, including 8 open (public) competitions and 45 closed (internal) competitions.

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

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: a high degree of expertise and training a high degree of technical skill recognized experts in their field	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)(a)	0
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)(b)	3
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school boards) and 3 (hospital corporations) of the Public Service.	16(1) or 16(1)(c)	8
Regular appointment of casual/temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)(d)(i)	2
Regular appointment of students / apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)(d)(ii)	0

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

Summary of legislation and legislative activities

Bill #	Name of legislation	Date of Royal Assent	Summary of changes
39	<i>An Act to Amend the Workers' Compensation Act</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1238&legi=58&num=2	June 28, 2016	The amendment created a presumption deeming Post-Traumatic Stress Disorder (PTSD) a workplace injury with respect to firefighters, paramedics and police.
24	<i>An Act to Implement Strategic Program Review Initiatives</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1221&legi=58&num=2	July 8, 2016	This omnibus bill repealed provisions of acts respecting the establishment of the Post-Secondary Student Financial Assistance Review Board and the Private Occupational Training Corporation.
30	<i>An Act to Amend the Employment Standards Act</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1227&legi=58&num=2	July 8, 2016	The amendment increased compassionate care leave and harmonized record-keeping requirements with Nova Scotia and Prince Edward Island.
43	<i>An Act to Amend the Post-Secondary Student Financial Assistance Act</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1242&legi=58&num=2	July 8, 2016	The amendment introduced a tuition bursary and removed the requirement that students must first obtain a direct loan prior to being eligible for the Free Tuition Program. It expanded the regulation-making authority of the Lieutenant-Governor in Council to prescribe a maximum number of years a student may receive free tuition. It also set out a schedule of educational institutions and programs in which a student must be enrolled to be eligible for the Free Tuition Program.
4	<i>An Act to Amend the Adult Education and Training Act</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1270&legi=58&num=3	December 16, 2016	The amendment corrected a small error in the French text of the Act.
15	<i>An Act to Amend the Workplace Health, Safety and Compensation Commission and Workers Compensation Appeals Tribunal Act</i> http://www1.gnb.ca/legis/bill/editform-e.asp?ID=1281&legi=58&num=3	December 16, 2016	The amendment addressed matters that surfaced following the completion of Phase I of the Comprehensive Review of the New Brunswick Workers' Compensation Legislation. The amendment also enhanced the governance structure of the board to ensure that experience and knowledge are maintained and passed on to new board members. The amendment enacted changes to provide WorkSafeNB with appropriate authority to enter into agreements and to provide clarity over financial matters, including the calculation of the rate of return on pension funds.

Regulatory amendments/new regulations

Reg #	Name of regulation	Date Filed	Summary of changes
2016-60	<i>Post-Secondary Student Financial Assistance Act – Amendment to General Regulations</i> http://www.gnb.ca/0062/acts/BBR-2016/2016-60.pdf	October 31, 2016	This regulation established conditions for approval related to the Free Tuition Program.
2017-8	<i>Employment Standards Act – Minimum Wage</i> http://www.gnb.ca/0062/acts/BBR-2017/2017-8.pdf	March 20, 2017	This regulation raised the minimum wage in New Brunswick to \$11 per hour, effective April 1, 2017.

The acts and regulations for which the department was responsible in 2016-2017 may be found at: http://www2.gnb.ca/content/gnb/en/departments/attorney_general/acts_regulations.html

Summary of Official Languages activities

Introduction

The department continued to implement an action plan in response to GNB's *Plan on Official Languages – Official Bilingualism: A Fundamental Value*. The action plan is tailored to four specific focus areas: Language of Service, Language of Work, development of the two official linguistic communities, and knowledge of the *Official Languages Act* and other obligations. The action plan is managed by the Human Resource Services branch.

GNB's 2016 action plan has provided departments with various corporate initiatives to be undertaken during the next five years.

Focus 1

Activities that took place to meet the objective of Language of Service:

- Promotion of iLearn through formal request for staff to complete Language of Service module to build awareness and knowledge. Completion rate as of March 31, 2017: Language of Service, 43 per cent.
- Correspondence to all employees regarding the Language of Service with the link to the GNB toolkit for easy access to all Official Languages information.
- Ongoing consultation and discussions between human resources consultants and managers to best meet linguistic profile requirements and needs. The percentage of linguistic profile completion for 2016-2017 was 87.8 per cent.

Focus 2

Activities that took place to meet the objective of Language of Work:

- Promotion of iLearn through a formal request for staff to complete the Language of Work module to build awareness and knowledge. The iLearn module completion rate as of March 31, 2017: Language of Work, 38 per cent.
- Second-language training offered to employees who met the requirements of the department's Second-Language Training Policy. Eleven employees received second-language training.
- Correspondence to all employees regarding the Language of Work policy and the link to the GNB toolkit for easy access to Official Languages information.

Focus 3

Activities that took place to meet the objective of promotion of Official Languages:

- All employees were required to complete the iLearn modules on Language of Service and Language of Work.
- The department's orientation program required new employees to familiarize themselves with the *Official Languages Act* by completing the mandatory iLearn modules.
- The yearly Performance Management process required review of the *Official Languages Act* by all employees.
- Correspondence to all employees with the quick links to the *Official Languages Act* and toolkit.

Focus 4

Activities that took place to meet the objectives of knowledge of the *Official Languages Act*:

- The department's Official Languages coordinator attended quarterly meetings set up through the Treasury Board to remain knowledgeable and proactive on all activities regarding Official Languages.
- Correspondence to all employees regarding Official Languages requirements. Information consisted of links to the tool box, Official Language policies and the Intranet site with information about Official Languages.

Conclusion

The results achieved by various initiatives stemming from the action plan were a testament to their positive effect in raising awareness and acceptance of Official Languages within the department.

Summary of recommendations from the Office of the Auditor General

Labour Market Development Agreement (2012) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2012V1/AGrepe.pdf	Recommendations	
	Total	Adopted
Training and Skills Development	2	2
Allocation of administration costs	4	4

Labour Market Agreement (2012) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2012V1/AGrepe.pdf	Recommendations	
	Total	Adopted
Training and Skills Development	1	1
Documentation of client information	1	1
Client eligibility	1	1
Audit adjustments	1	1

Labour Market Development Agreement (2013) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2013V1/Agrepe.pdf	Recommendations	
	Total	Adopted
Accounting for contracted services and grants	1	1
Full cost recovery and estimate basis	2	2

Labour Market Agreement (2013) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2013V1/Agrepe.pdf	Recommendations	
	Total	Adopted
Audit adjustments	1	1
Signing of letter of offer	1	1

Targeted Initiative for Older Workers (2013) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2013V1/Agrepe.pdf	Recommendations	
	Total	Adopted
Signing of contracts	1	1
Project Sponsor monitoring	1	1

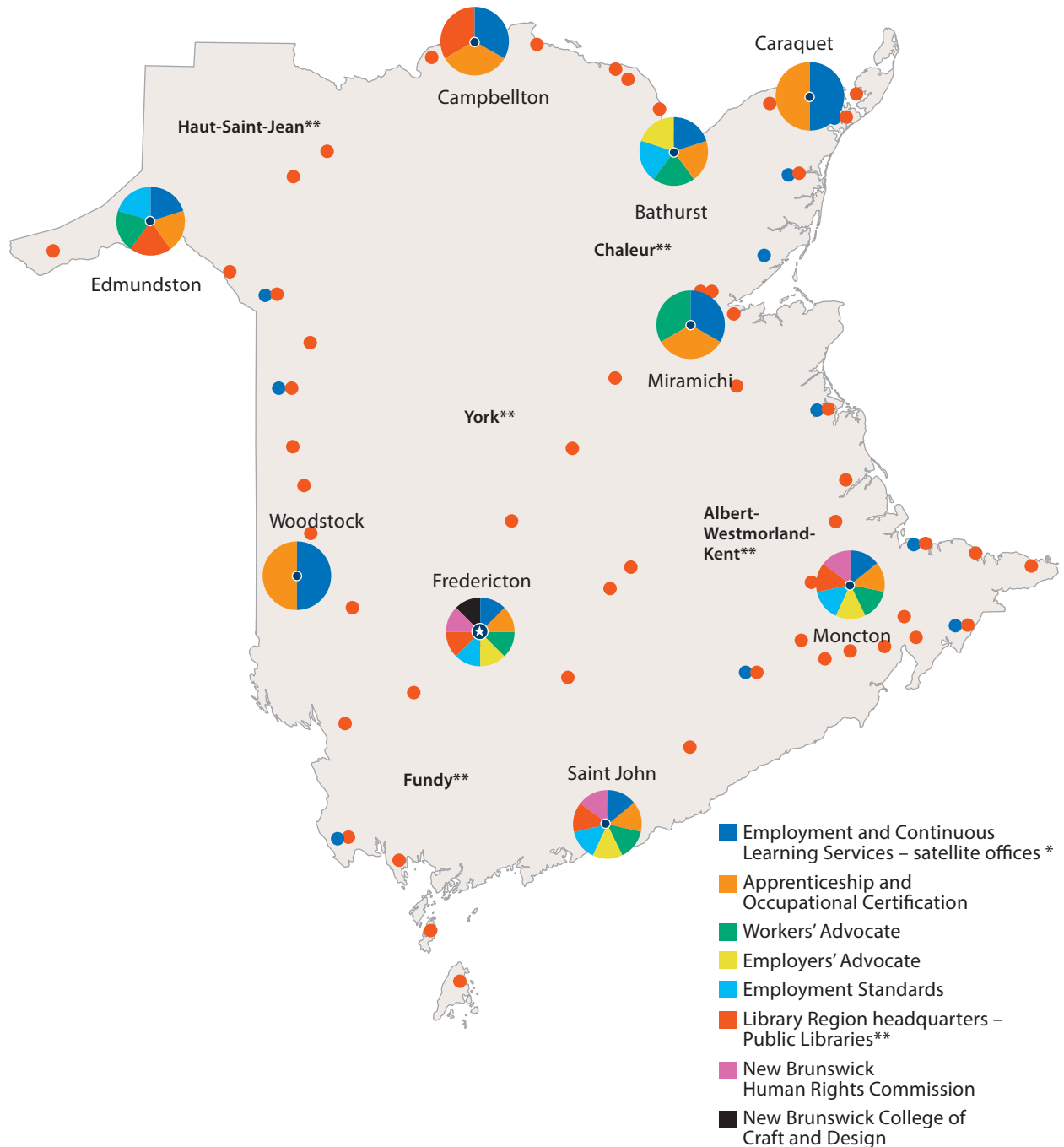
Accounts Receivable (2013) http://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2013V1/Agrepe.pdf	Recommendations	
	Total	Adopted
Student Loans	1	1
Employment Program Overpayments	1	0
Summary	Total	Adopted
	19	18

Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The Department of Post-Secondary Education, Training and Labour did not receive any disclosure(s) of wrongdoings in the 2016–2017 fiscal year.

Appendix A

Services and office locations of the department



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

** In addition to five library regions, New Brunswick has 63 public libraries as follows: 11 in Chaleur Region, 14 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region.