



Ministry of
Advanced Education and
Labour Market Development

2009/10 – 2011/12
Service Plan

February 2009



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Message from the Minister and Accountability Statement



As Minister of Advanced Education and Labour Market Development, I am pleased to present the Ministry's 2009/10 – 2011/12 Service Plan.

The integration of post-secondary education, immigration and labour market development into a single Ministry enables this new Ministry to support the government's great goal of making B.C. the best-educated, most literate jurisdiction on the continent. Achieving this goal equips individual British Columbians to lead fuller lives in every respect.

The Ministry has backed its commitment to this goal with unprecedented investments in public post-secondary education in British Columbia – \$2.25 billion in 2008 and \$15.9 billion since 2001. Students continue to benefit from the \$1.5 billion committed for new buildings, classrooms and laboratories since 2001; from the creation of seven new universities; and from the expansion of education and training spaces to their highest levels ever – 36,700 new spaces since 2001, with a focus on those skills most in demand in current labour markets.

This restructured Ministry also administers \$396 million in new federal government funding over the next six years through the Canada/B.C. Labour Market Agreement. Our Ministry uses the funding to help unemployed non-Employment Insurance clients and to assist employed lesser skilled individuals improve their workplace skills.

While the urgent need for skilled labour may soften during the current downturn, the long-term demographics remain unchanged: B.C., like the rest of the country, will face shortages in the workforce unless current trends are mitigated. In the absence of mitigation, shortage of skilled labour will limit our capacity for economic growth and affect our competitiveness. In the face of this longer-term challenge, the British Columbia government continues to work on a wide range of labour-market, training and immigration solutions.

The Ministry is tackling labour shortages – current and anticipated – with several immigration programs designed to attract workers and entrepreneurs with skills that match the requirements of the B.C. economy. These programs include WorkBC, WelcomeBC and the Provincial Nominee Program. Every year this province welcomes 40,000 new immigrants – and Ministry programs help attract people with the right skills and help accelerate the integration of these immigrants into the provincial economy.

This 2009/10 – 2011/12 Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. All material fiscal assumptions and policy decisions as of February 12, 2009, have been considered in preparing the plan, and I am accountable for achieving the specific objectives in the plan.



Honourable Murray Coell
Minister of Advanced Education and Labour Market Development
February 12, 2009

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Purpose of the Ministry

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

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

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

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

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

The Ministry is engaged in several broad fields of activity:

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

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

Post-Secondary Education

- Developing policy and programs to increase access, retention and participation of Aboriginal learners, as well as developing an Adult Opportunities Action Plan to enhance adult literacy in B.C.
- Conducting research to identify performance measures to better understand student needs and learning outcomes.
- Delivering financial assistance programs to increase access to post-secondary education and training.

- Maintaining a quality post-secondary system that is relevant, affordable, and accessible through:
 - expanding opportunities for student access and choice;
 - establishing policy and legislative frameworks for private career training institutions and education quality assurance;
 - providing funding for post-secondary institutions;
 - creating mechanisms for post-secondary institution accountability in delivery of programs; and
 - targeting funding to address areas of high skill demand (e.g. health care, skilled trades).

Labour Market Development

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

Provincial Immigration

- Supporting successful integration of immigrants and newcomers into the B.C. economy and communities through WelcomeBC, Skills Connect for Immigrants and other strategic initiatives to maximize the benefits of immigration.

Public Sector Employers' Council Secretariat

- Providing leadership and advice in the development of labour relations and broad human resource management practices and compensation frameworks for the province.

Strategic Context

This Service Plan has been developed within a context shaped by the overall priorities of the Government of British Columbia, by current economic conditions and by other relevant external factors related to the strategic direction and the operations of this Ministry.

In the broadest context, British Columbians expect their provincial government to create a framework and a foundation for building a prosperous, competitive economy and a skilled, educated workforce. The ability to compete successfully in a twenty-first century economy depends on the availability of skilled workers to meet the demand for labour across all regions of the province and all sectors of the economy.

Labour Market

Aligning and coordinating British Columbia's post-secondary education system with the changing needs of the provincial labour market is absolutely necessary for the province to successfully address one of the dominant long-term challenges to competitiveness: having the human capital necessary to meet current and future workforce needs within the province.

Several external drivers have an impact on the Ministry's ability to meet this challenge, including a decline in the 18-29 population after 2011, and predictions that suggest by 2013, 70% of all new jobs will require a post-secondary education.

In addition, increased student applications and enrolments are anticipated as individuals react to the ongoing downturn in the North American economy. This will create an increased demand for post-secondary education, while simultaneously decreasing the size of the labour force as individuals withdraw from active participation in favour of education or (in the case of recent high-school graduates) delay their labour market availability by pursuing training or post-secondary education.

Combined, these trends indicate twin increases in the demand for post-secondary education and – eventually – in the supply of skilled labour. All of this puts even greater pressure on the Ministry to develop programs and policies to increase access for students and to ensure effective utilization of government's financial investment in post-secondary education and training.

The private sector now expects that B.C. will experience slower economic growth in 2009 and 2010 than in previous years. Risks to B.C.'s economic outlook include a prolonged US recession, continued turmoil in global financial markets, slower global demand for B.C. products, volatile commodity prices and a further moderation of domestic demand in B.C. The impact of these events on the local economy will probably be more severe in smaller communities – particularly where the local economy is dominated by market-sensitive single-industries.

While the current global economic environment indicates a softening demand for labour during the next year or two, B.C. is still faced with a longer-term need to address emerging workforce shortages. These anticipated shortages are structural – arising from the combined effects of an aging workforce and several decades of low birthrates.

Left unchecked, these demographic realities will create a labour market environment where organizations competing for scarce skills in a rebounding economy will eventually struggle to fill job vacancies – particularly vacancies that are mission-critical or represent key at-risk positions.

Overall Economic Context

Current estimates suggest that labour shortages in British Columbia may cause serious problems in the overall province-wide economy by 2015. These shortages will most likely be concentrated in specific job categories, and will be felt more acutely in some regions than in others. The predictions of shortages of skilled labour in British Columbia hold true even in the face of any anticipated job loss during the economic downturn forecast for 2009 and 2010.

By 2015 the domestic population of B.C., equipped with training from a B.C. post-secondary institution, will meet only half of the needed skilled and educated labour in the province. An additional 37 per cent of this need could be met by in-migration from Canada and around the globe. Even when these two pools of skilled labour are combined in a single B.C. labour force, the province is still facing a significant shortage of skilled labour a mere six years from now.

Post-secondary education will play an increasingly pivotal role in educating the kind of workforce needed for continued economic and social prosperity in British Columbia. There are more than 425,000 people registered at British Columbia public post-secondary institutions during a year, participating in post-secondary education, training, apprenticeship or continuing education programming.

In spite of this success, the provincial post-secondary system still needs to adapt to quickly-emerging demographic trends and to rapidly-changing needs in the labour market:

- Adapting to these inevitable changes requires that government and post-secondary institutions work closely together and create more opportunities for under-represented groups such as those with disabilities, Aboriginal people, skilled immigrants, women, mature workers and those who currently lack entrance requirements for post-secondary training.
- Dramatic and long-standing examples of under representation in the labour force are found in almost every one of B.C.'s Aboriginal communities. This population is not only under-represented in the labour market, but also in post-secondary participation.
In 2006, unemployment among working-age Aboriginal people was three times higher than among the non-Aboriginal population (13.1 per cent compared with 4.6 per cent). Increasing the participation of Aboriginal people in education (and in related employment opportunities) will not only help fill labour and skill shortages in the provincial economy, but will also have a positive effect on individuals, families and their communities and on the overall economic and social prosperity of the province.
- Adapting to change includes an intensified focus on recruitment and retention of students at post-secondary institutions.
- Adaptation requires shifting capacity to those programs that match labour market predictions for growth – a list that currently includes nursing, medicine and skilled technical and trades training.

- Adaptation requires continually seeking ways to provide immigrants to British Columbia with the training and post-secondary education they need to contribute to the provincial economy at a level that matches their individual talent.
- British Columbia is a favoured destination for people from across Canada and around the globe as a place to live and work. While many newcomers arrive ready, willing and able to put their skills to use, others need extra assistance to adapt and thrive in their new surroundings.

Post-secondary institutions and system partners need to adapt to this change by delivering more English-language and credential-upgrading programs to ease the transition of newcomers.

Many immigrants arrive in British Columbia already possessing marketable skills – but they need assistance establishing whether their credentials (earned outside Canada) are recognized by employers or by professional bodies within this province.

Goals, Objectives, Strategies and Performance Measures

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

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

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

The customary challenges associated with this objective are:

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

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

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

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

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

Strategies

- Target post-secondary growth to meet labour market needs.
 - Reduce financial barriers for students and support early planning for the selection and financing of post-secondary studies. For more information on student financial assistance, visit: <http://www.aved.gov.bc.ca/studentaidbc/>
 - Improve participation of Aboriginal peoples in post-secondary education. For more information on Aboriginal education initiatives in the province, visit: <http://www.aved.gov.bc.ca/aboriginal>.
 - Support adult individuals' efforts to achieve the level of learning required to reach their full potential in the modern economy. For more information on literacy and adult education, visit: <http://www.aved.gov.bc.ca/adulteducation/welcome.htm>
 - Expand the transferability of courses and course credits within the provincial post-secondary system.
 - Maintain affordable post-secondary education through fair tuition policy.

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

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

B.C.'s public post-secondary institutions are autonomous organizations, managing their own affairs and determining their education programs and courses. However, as the institutions receive a large proportion of their funding from government, the Ministry has put in place an Accountability Framework to ensure the institutions are accountable for the public resources they use.

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

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

Strategies

- Encourage innovation in the post-secondary system, promoting new ways of addressing the diversity of students including life-long learners, Aboriginal people, new immigrants and international students by providing flexible, adaptable educational options.
- Implement changes to the *Private Career Training Institutions Act*, regulations and bylaws to further enhance student protection, quality assurance and accountability in governance in the private

career training sector. This includes providing for a student complaint mechanism, basic education standards for registered institutions, moving to an outcomes-based accreditation process, and enhancements to the PCTIA board structure and institution fee structures.

- Establish an Education Quality Assurance designation that will recognize institutions that meet or exceed established quality assurance standards.

Performance Measure 1: Total student spaces in public institutions

Performance Measure	2008/09 Forecast ²	2009/10 Target	2010/11 Target	2011/12 Target
Total student spaces in public post-secondary institutions ¹	193,329	205,396	206,357	206,626

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

² **Data Source:** 2008/09 Post-Secondary Institutional Full-Time Equivalent Interim Report

Performance Measure 2: Total credentials awarded at public institutions

Performance Measure	2008/09 Forecast ¹	2009/10 Target	2010/11 Target	2011/12 Target
Total credentials awarded	49,341	50,498	51,755	53,124

Data Source: Ministry of Advanced Education and Labour Market Development, Central Data Warehouse, Royal Roads University and Research Universities' Council of British Columbia.

¹ This measure includes credentials awarded for programs that lead to a formal qualification (as opposed to a certificate of attendance) at all public post-secondary institutions. This includes all forms of post-secondary education from vocational training to graduate programs; however, it does not include credentials awarded by the Industry Training Authority.

Discussion

The number of spaces at public post-secondary institutions and the number of credentials awarded are two measures that indicate the accessibility of the public post-secondary system, and the capacity of that system to enroll students and to retain students until those students complete their programs.

The number of student spaces is directly influenced by the choices that students make and by allocations of funding from the Ministry of Advanced Education and Labour Market Development. Ministry funding for student spaces is deliberately distributed to institutions located across the entire province. This approach supports regional access to post-secondary education, while still responding to labour market demands by targeting high-priority fields such as health care, skilled trades and graduate programs. Regional allocation also supports the policy of bringing more Aboriginal people into the skilled labour force, and reducing high unemployment in the Aboriginal population.

The number of credentials awarded is jointly influenced by several factors:

- the Ministry provides funding;
- the institutions provide programs; and,
- students complete programs.

However, it should be noted that credentials awarded today are the result of funded student spaces in the past, as it can take several years of studies before students earn their credentials. For this reason, targets for credentials are partly based on previous years' funded student spaces in the public post-secondary system.

Historically both enrolments and completions usually soften in periods of strong labour demand – students often leave their studies for a job before completing their programs, or they opt for employment instead of first pursuing post-secondary training. The opposite holds true in times where the economy slows to the point where it becomes more difficult to find well-paying employment.

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

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

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

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

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

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

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

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

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

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

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

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

Strategies

- Undertake consultation with communities and stakeholders, and develop labour market initiatives and programs, a performance measurement framework and an outcome reporting system for the Labour Market Agreement.
- Increase the number of communities assisted by the Canada/B.C. Targeted Initiative for Older Workers program to support and increase employability of unemployed older workers (55-64).
- Generate greater awareness of the benefits of labour market information and make it available for stakeholders to improve their operations, and for clients seeking information about the labour market.
- Develop a provincial workforce strategy that builds on the achievements to date of the WorkBC Action Plan and an implementation plan with targeted actions for a labour market and training system that is flexible and responsive to the changing labour market needs in partnership with all stakeholders including those in industry and education.

- Fund the Industry Training Authority to meet the training demand and expand the program among employers. The ITA manages the training and certification system which provides education and training through public and private post-secondary institutions. For more information on industry training in B.C., including the ITA's Service Plan for 2009/10 - 2011/12, please visit: <http://www.itabc.ca>.
- Target specific skills shortages by increasing the number of student spaces available in programming for health professions, skilled trades, technical careers and other professions where shortages are evident.
- Fully-implement SkillsPlus, an initiative that is focused on supporting small to mid-sized enterprises in B.C.

Performance Measure 3: Development and implementation of BC Workforce 2020 Strategy

Performance Measure	2008/09 Forecast ¹	2009/10 Target	2010/11 Target	2011/12 Target
Development and implementation of BC Workforce 2020 Strategy	N/A	Strategy developed	Action items implemented	Action items implemented

¹ The BC Workforce 2020 Strategy will not be established until 2009/10.

Discussion:

The BC Workforce 2020 Strategy is a comprehensive strategy to address priorities presented by the imbalance between the supply and demand for skilled labour in the short-term as well as the labour challenges presented by the demographic shifts in the long term. It will provide the strategic vision and framework to guide future labour market development program priorities, actions and measurements of success for the province. It will be developed in collaboration with industry and public and private employer stakeholders on the demand side and educational institutions and training service providers and organizations on the supply side so we share the responsibility of ensuring that British Columbia has the highest performing workforce that will drive economic and social prosperity. The BC Workforce 2020 Strategy will be completed in Winter 2009/10 and made available on the WorkBC website.

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

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

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

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

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

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

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

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

Strategies

- Increase the number of skilled people in the workforce through:
 - Increasing recruitment and accelerated permanent resident status for skilled workers, business entrepreneurs and international students that were enrolled in the B.C. post-secondary system;
 - Increasing the number of foreign workers entering the workforce;
 - Reducing barriers to labour mobility and to the full employment of skilled immigrants;
 - Accelerating credential assessment for trades and professions;

- Developing English language training and making use of a variety of service delivery models, such as English Language Services for Adults, which will respond to immigrants' general communication needs and to specific labour market needs; and,
- The establishment of the B.C. Immigrant Employment Council to provide a cross-sectoral approach to support the labour market integration of immigrant newcomers.

Performance Measure 4: Number of new immigrants attracted to B.C. under Provincial Nominee Program

Performance Measure	2006/07 Benchmark	2008/09 Forecast	2009/10 Target ¹	2010/11 Target	2011/12 Target
Number of new immigrants attracted to B.C. under the Provincial Nominee Program					
• Business	100	90	120	160	200
• Strategic Occupations/ Skilled Workers	1,100	2,400	3,000	3,500	5,000

¹ Targets reflect processing capacity based on current approved resources for each of the years.

Discussion

The Provincial Nominee Program is designed to increase the economic benefits of immigration to the province by recruiting and retaining skilled and business entrepreneur immigrants based on provincial economic needs, priorities and selection criteria. It offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who can contribute to the economy. This measure indicates the number of new immigrants in the Provincial Nominee Program business category and expedited entry of skilled worker immigrants into the economy under the strategic occupations category.

Performance Measure 5: Number of clients served through the Skills Connect for Immigrants Program

Performance Measure	2007/08 Baseline	2008/09 Forecast	2009/10 Target ¹	2010/11 Target	2011/12 Target
Number of clients served through the Skills Connect for Immigrants Pilot Program	1,586	1,700	1,700	1,700	1,700

Data Source: The Ministry of Advanced Education and Labour Market Development - Internal Skills Connect Database.

¹ Targets reflect processing capacity based on current approved resources for each of the target years. Outcome measures and targets will be developed over the next year.

Discussion

The Skills Connect for Immigrants Pilot Program is designed to assist skilled immigrants to fully utilize their skills and training in the B.C. labour market. It provides immigrants with personal assessments and planning to support skills upgrading, language enhancement and workplace experience opportunities in order to overcome barriers to employment and bridge into jobs that align with pre-arrival skills, knowledge and experience. This measure gauges the success of the Skills Connect program in supporting skilled immigrants to integrate into the labour force, in jobs that match their previous skills, knowledge and experience. The number of clients served is one measure of how we are contributing to B.C.'s supply of skilled labour. The Ministry conducts qualitative reviews of the program to determine if participants are effectively joining the labour market over the long term.

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

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

Strategies:

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

Resource Summary

Core Business Area	2008/09 Restated Estimates ¹	2009/10 Estimates	2010/11 Plan	2011/12 Plan
Operating Expenses (\$000)				
Educational Institutions and Organizations	1,793,691	1,924,402	1,949,551	1,950,602
StudentAid BC	116,009	116,503	116,503	116,503
Labour Market and Immigration	119,570	122,375	123,779	123,779
Public Sector Employers' Council Secretariat	16,509	16,890	16,890	16,890
Executive and Support Services	17,698	16,710	16,562	16,150
Total	2,063,477	2,196,880	2,223,285	2,223,924
Full-time Equivalents (Direct FTEs)				
Executive and Support Services	305	353	377	377
Total	305	353	377	377
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)				
Public Sector Employers' Council	5	0	0	0
Executive and Support Services	1,840	67	70	70
Total	1,845	67	70	70

¹ These amounts have been restated, for comparative purposes only, to be consistent with the presentation of the 2009/10 Estimates. Schedule A of the Estimates presents a detailed reconciliation.

Public Post-Secondary Institutions Resource Summary

Public Post-Secondary Institutions	2008/09 Forecast	2009/10 Budget	2010/11 Plan	2011/12 Plan
Combined Income Statement (\$000)¹				
Total Revenue	4,160,813	4,624,596	4,731,066	4,792,828
Total Expense	4,375,676	4,547,833	4,703,574	4,797,715
Operating Results	(214,863)	76,763	27,492	(4,887)
Net Results	(214,863)	76,763	27,492	(4,887)

¹ This combined income statement includes estimates from all the public post-secondary institutions and the Knowledge Network Corporation. Numbers do not include the elimination entries required to consolidate these agencies with the government reporting entity.

Ministry Contact Information

Service	Ministry Branch/Agency	Telephone/Fax	E-mail/Website
General information			ALMD.WEBMASTER@gov.bc.ca
Media inquiries	Public Affairs Bureau	T: 250-952-6508 F: 250-356-6942	
Student loans, grants, bursaries, scholarships, and special programs	StudentAid BC	T: In Victoria 250-387-6100 T: B.C. Lower Mainland: 604-660-2610 T: Anywhere else in Canada/U.S. (toll-free): 1-800-561-1818 TTY for deaf and hearing impaired: 250-952-6832 F: 1-866-312-3322 (toll free in Canada) F: 250-356-9455	http://www.studentaidbc.ca
Degree Authorization	Degree Quality Assessment Board Secretariat	T: 250-387-5163 F: 250-356-8851	DQABsecretariat@gov.bc.ca http://www.aved.gov.bc.ca/degree-authorization/board/welcome.htm
Private Career Training Institutions	Private Career Training Institutions Agency	T: 604-660-4400 T: 1-800-661-7441 F: 604-660-3312	info@pctia.bc.ca http://www.pctia.bc.ca/
Industry Training Programs	Industry Training Authority	T: 778-328-8700 T: 1-886-660-6011 F: 778-328-8701	customerservice@itabc.ca http://www.itabc.ca/
Labour Market-Related Services	WorkBC	T: 250-952-0697	workbcinformation@gov.bc.ca http://www.workbc.ca

Services for
Newcomers

WelcomeBC

T: 604-660-2203

almd.iib@gov.bc.ca

F: 604 -775-0670

<http://www.welcomebc.ca/>

T: 1-800-663-7867

TDD for deaf and hearing impaired:
(604) 775-0303 In B.C. Lower Mainland

T: 1-800-661-8773 Elsewhere in B.C.

Hyperlinks to Additional Information

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

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