



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to January 31, 2009

## Service Plan Performance Indicators – January 31, 2009

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
<b>Goal 1: Sufficient and Timely Supply of Skilled Labour, Relative to Industry Needs</b>						
<b>All Participants <sup>(1)</sup></b>						
<b>Registered Participants</b> (Foundation 2008/09 YTD Results not included until March 2009)	14,676	33,389	38,018	43,922	43,900	39,724
<b>Credentials Awarded</b>	2,378	2,899	7,131	7,790	7,671	8,828
<b>Apprenticeship</b>						
Registered Participants	13,815	23,266	28,402	34,316	36,000	35,708
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	4,990
Completion Rate <sup>(2)</sup>	n/a	42%	39%	38%	42%	41%
<b>Foundation Program Trainees <sup>(3)</sup></b>						
Registered Participants	n/a	6,864	3,969	4,125	3,900	Reported March 2009
Credentials Awarded <sup>(a)</sup> (Certificate of Completion)			3,580	2,544	3,471	3,838
Completion Rate				TBD	TBD	TBD
Continuation to Apprenticeship <sup>(b)</sup>			n/a	45%	TBD	50%
<b>Youth <sup>(4)</sup></b>						
Registered Participants	861	3,259	5,647	5,481	4,000	4,016
Credits Awarded						
Completion Rate						
- ACE IT					TBD	
- SSA					TBD	
Continuation to Apprenticeship						
- ACE IT						
- SSA						
- Average of ACE IT & SSA						

To be reported February 2009

Maintain or Improve

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
Youth Intent to Participate <sup>(a)</sup>	19.5% (+ or - Margin of Error)		22.0% (+ or - 2.1)	16.0% (+ or - 2.1)	Maintain or Improve at 19.5%	Reported March 2009
- Aboriginal					Establish Baseline	Reported March 2009
- Female <sup>(b)</sup>			6.0%	6.0%	Maintain or Improve	Reported March 2009
<b>Number of Registered Sponsors</b>	6,740	8,819	9,575	10,522	10,700	10,771
Percentage of Potential Sponsors					Establish Baseline	TBD
<b>Participation by Targeted Groups – (Self-identified)</b>						
Aboriginal Participation <sup>(5)</sup>	5.4%	5%	5.4%	5.6%	8.1%	TBD
Female Participation					Establish Baseline	8.2%
Recent Immigrants					Establish Baseline	TBD

**Goal 2: Active and Effective Industry Leadership of Industry Training**

Percentage of Registered Participants in ITO-Managed Programs			88%	88%	93%	95%
ITO Performance Targets			Business Plans Approved	Targets Substantially Met by ITOs	Targets Substantially Met by ITOs	Reported March 2009

**Goal 3: Efficient and Effective Program Development and Delivery**

Apprenticeship training spaces funded <sup>(6)</sup>	18,098	18,098	19,521	23,229	25,500	25,613
Seat Utilization:						
Apprenticeship			n/a	92%	91.25%	Reported March 2009
Foundation Programs			n/a	86%	85.6%	Reported March 2009
Cost per participant trained <sup>(7)</sup>	\$3,983	n/a	\$3,983	\$3,693	\$3,766	Reported March 2009
Number of Apprentices waiting more than 12 months for next level of Apprenticeship technical training	n/a	n/a	11%	6.6%	<5%	6.9%
Apprentices in updated programs			15%	70%	92%	72%
Programs with more than one type of Assessment Tool					Establish Baseline	TBD

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
<b>Goal 4: High Levels of Customer Satisfaction and Stakeholder Engagement</b>						
Customer Satisfaction Index <sup>(8)</sup>	62%	81% (+ or - 1.9)	82% (+ or - 1.9)	76% (+ or -2.5)	Maintain or Improve 81%	Reported March 2009
Customer Service – Service Level Standards: <sup>(9)</sup>						
Confirmation of Registration		n/a	16 days	3 days	7 days	7 days
Assessment of Prior Experience		n/a	32 days	13 days	10 days	46 days
Issuing Certification		n/a	5 days	3 days	5 days	3 days
Issuing Exam Results		n/a	12 days	10 days	11 days	16 days
Calls Answered		n/a	n/a	Standard Set	80% within 2 minutes	57% within 2 minutes
Stakeholder Engagement <sup>(8)</sup>	65% (+ or - 2.3)	n/a	n/a	65% (+ or - 2.3)	Maintain or Improve	Reported March 2009

**Notes:**

(1) Active apprentices in BC now include Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of January 31, 2009 is 461. Total active apprentices per AIMS 39,263 + 461 = 39,724. Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of January 31, 2009 is 34. Total certificates issued per AIMS 4,956 + 34 = 4,990.

(2) Completion rate is a measure of the number of apprentices who have completed their program and obtained their certificate of qualification within 6 years of initial registration. The co-hort of newly registered apprentices from Fiscal 2002/03 on a quarter by quarter basis are compared each quarter to same quarter in Fiscal 2008/09 to determine the status of the apprentice after 6 years since registration. Results are rounded up to the nearest % with no decimals.

(3) Foundation Programs are pre-apprenticeship programs directly aligned with apprenticeship programs, which provide one pathway into industry training. This category includes both newly approved industry-driven programs as well as those previously known as Entry Level Trades Training (ELTT). Foundation Program criteria were established during 2006/07 and registration processes are currently being established with training providers. The 2005/06 Results represent the number of participants beginning Foundation Programs in fiscal year 2005-06 and was extracted from the Ministry of Advanced Education's Central Data Warehouse. The 2006/07 and 2007/08 Results are based on data received from the public post-secondary institutions (PSIs) and private training providers, indicating the number of ITA-funded Foundation Program seats utilized during the fiscal year. Where indicated by the PSIs, any ACE IT participants have been removed from this count.

(a) For the 2007/08 fiscal year, the number is calculated as follows: The number of Certificates of Completion printed from April 1, 2007 to Month End less the number of Certificates of Completion printed on and after April 1, 2007 up to and including September 30, 2007 with an AIMS Issued Date prior to or on Mar 31, 2007.

(b) Continuation to Apprenticeship measures the percentage of individuals who successfully complete a foundation program and who become registered apprentices within 12 months of their foundation credential achievement date. Cohort was too small to calculate an accurate baseline in 2006/07, thus no basis existed for establishing a 2007/08 target.

(4) The number of youth includes participants in the SSA and ACE IT programs. Total number of Youth = Active SSA participants (1,714) plus active ACE IT participants (2,622) less youth in both programs (320) = total youth 4,016.

Effective October 31, 2007 a new close out process for defining the completion date for a youth apprenticeship program was implemented.

Under the new close out process, active youth apprentices are closed out on the youth apprentice's 20th birthdate or the youth apprentice's graduation date plus 150 days, which ever occurs earlier.

The majority of youth apprentices are closed out at the graduation date plus 150 days; this occurs twice a year in November and June.

Prior to implementation of this new close out rule, active youth apprentices were defined as youth apprentices aged 15-19.

(a) Percentage of BC youth who intend to pursue a trades qualification after high school as measured through a survey. Youth for this measure are students in grades 10 - 12.

(b) Percentage of Female youth reflects intent in grades 8-12, whereas intent overall is measured only among those in grades 10-12. Future measures will be based on the same segmentation.

(5) **Aboriginal Participation:** The percentage was derived from the Ministry of Advanced Education Central Data Warehouse report of the number of self-identified Aboriginal individuals who attended ITA-funded apprenticeship technical training in the PSI system during 2006/07. This data does not include individuals who attended non-public training or those who did not attend any training during the period, nor does it include those registered in secondary school or Foundation programs. Work is ongoing to develop a more inclusive methodology. The 2007/2008 percentage will be reported in August 2008, based on the timing of availability of data from the Ministry of Advanced Education's Central Data Warehouse.

(6) **Apprenticeship training spaces funded** YTD total is the number of planned apprenticeship training spaces as submitted by public and private training institutions and includes seats forecasted for new/pilot programs.

(7) **Cost per participant trained** = Total dollars spent in 2007/08 (\$97,923,222) divided by Actual filled training seats (26,517) = \$3,693 per participant trained. "Actual filled training seats" is a count of the reported seats filled by PSIs, private training providers and pilot programs.

(8) **Customer Satisfaction** Index scores are subject to a margin of error of + or - 2.5. Stakeholder Engagement (Awareness) survey was changed in 2007/2008 to measure the quality of the ITA's relationships with it's stakeholders, which include (on the survey) Industry/ITOs, training providers, K-12 educators, unions, apprentices and employers. Stakeholder Engagement scores are subject to a margin of error of + or - 2.3%.

(9) Customer Service performance standards are the elapsed number of days from the receipt of the request / information and notification back to the trainee/apprentice/applicant.

January 2009 was a transition month from the AIMS system to the new ITADirectAccess system. ITADirectAccess was launched February 2, 2009.

## New Apprentice Registrations

	Month Total	Year to Date Total
Fiscal 2005/06 *		12,390
Fiscal 2006/07 *		15,429
Fiscal 2007/08 *		14,986
April 2008	944	944
May 2008	1,322	2,266
June 2008	1,006	3,272
July 2008	956	4,228
August 2008	1,060	5,288
September 2008	1,095	6,383
October 2008	2,624	9,007
November 2008	817	9,824
December 2008	686	10,510
January 2009	919	11,429

## Credentials Awarded

Year-to-Date	Completed Industry Training Program	Challengers <sup>(1)</sup>	Foundation <sup>(2)</sup>	Total
Fiscal * 2005/06 as of March 31, 2006	2,369	530		2,899
Fiscal * 2006/07 as of March 31, 2007	2,153	1,398	3,580	7,131
Fiscal * 2007/08 as of March 31, 2008	3,228	2,018	2,544	7,790
Fiscal * 2008/09 as of January 31, 2009	3,042	1,948	3,838	8,828

\* April 1 – March 31

(1) The term "Challengers" is being used to avoid potential confusion with Equivalency numbers issued to tradespersons deemed as "equivalent" to a certified tradesperson. Challengers credential count was amended in February 2007 to include credentials issued to challengers (including no exam/no Inter Provincial Standard Endorsement (IPSE) and no exam/with IPSE).

(2) Foundation Credentials - Fiscal 2006/07: Certificates of Completion printed from April 1, 2006 up to and including September 30, 2007 with an AIMS Issued Date prior to or on March 31, 2007. Fiscal 2007/2008: Certificates of Completion printed from April 1, 2007 to Year-to-Date less the number of Certificates of Completion printed on and after April 1, 2007 up to and including September 30, 2007 with an AIMS Issued Date prior to or on March 31, 2007.

## Active Apprentices by Industry Training Program

As of January 31, 2009

Industry Training Program	Number of Active Apprentices Registered JAN-31-2009	Number of Active Ace It Apprentices Registered JAN-31-2009
AGRICULTURAL EQUIPMENT TECHNICIAN	3	-
AIRCRAFT MAINTENANCE TECHNICIAN	127	2
AIRCRAFT STRUCTURAL TECHNICIAN	86	19
ANTIQUE FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	100	-
ARCHITECTURAL SHEET METAL WORKER	72	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	4	-
AUTOMATIC TRANSMISSION SERVICE TECH.	7	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	402	22
AUTOMOTIVE GLASS TECHNICIAN	76	-
AUTOMOTIVE MACHINIST	12	-
AUTOMOTIVE REFINISHING PREP. TECH.	176	13
AUTOMOTIVE REFINISHING TECHNICIAN	107	-
AUTOMOTIVE SERVICE TECHNICIAN	2,479	325
AUTOMOTIVE UPHOLSTERER	5	-
BAKER	181	14
BARBER	11	-
BRICKLAYER	265	25
BUILDING ENVELOPE TECHNICIAN	4	-
CABLE SPLICER	2	-
CARPENTER	6,930	448
CEMENT MASON	240	-
COMMERCIAL TRAILER MECHANIC	33	-
COMMERCIAL TRANS. VEHICLE MECHANIC	620	2
COMMUNICATION TECHNICIAN	6	-
COMMUNITY ANTENNA TV TECHNICIAN	32	-
CONSTRUCTION BOILERMAKER	115	-
CONSTRUCTION FORMWORK TECHNICIAN	7	-
COOK	2,155	450

Industry Training Program	Number of Active Apprentices Registered JAN-31-2009	Number of Active Ace It Apprentices Registered JAN-31-2009
COSMETOLOGIST	1,076	464
DAIRY PRODUCTION TECHNICIAN	114	-
DIESEL ENGINE MECHANIC	82	6
DOMESTIC/COMMERCIAL GASFITTER	361	-
DOMESTIC/RESID. CERT. GEOTHERMAL TECH.	1	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	80	-
DRYWALL FINISHER	92	-
ELECTRICIAN	6,736	194
ELECTRONICS COMMUNICATION TECHNICIAN	18	-
ELECTRONICS TECHNICIAN	7	-
ELECTRO-PLATER	3	-
ELEVATOR MECHANIC	6	-
EMBALMER & FUNERAL DIRECTOR	28	-
FLOOR COVERING INSTALLER	127	-
FLORIST	4	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	8	-
GLAZIER	368	-
GRAPHIC ARTS-BOOKBINDER I	1	-
GRAPHIC ARTS-LITHO PRESSPERSON	8	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	15	-
HEAT & FROST INSULATOR	125	-
HEAVY DUTY EQUIPMENT MECHANIC	1,135	77
HEAVY EQUIPMENT OPERATOR	184	-
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	11	-
INBOARD/OUTBOARD MECHANIC	69	-
INDUSTRIAL ELECTRICIAN	118	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	77	-
INDUSTRIAL INSTRUMENT MECHANIC	195	6
INDUSTRIAL WAREHOUSEPERSON	39	-

Industry Training Program	Number of Active Apprentices Registered JAN-31-2009	Number of Active Ace It Apprentices Registered JAN-31-2009
IRONWORKER	121	-
JEWELLER AND GOLDSMITH	2	-
JOINER	639	45
LANDSCAPE HORTICULTURIST	218	2
LOCKSMITH	14	-
LOG BUILDER	60	1
LUMBER MANUF. IND.-CIRCULAR SAWFILER	26	-
LUMBER MANUF. INDUSTRY - SAWFITTER	45	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	20	-
MACHINIST	455	30
MARINE ENGINE MECHANIC	10	-
MARINE REPAIR TECHNICIAN	83	-
MEATCUTTER	80	4
METAL FABRICATOR (FITTER)	561	34
METER TECHNICIAN	6	-
MILLWRIGHT	996	52
MOBILE CRANE OPERATOR (CONST. IND.)	66	-
MOTION PICTURE & THEATRE-GRIP	4	-
MOTORCYCLE MECHANIC	62	-
MOULDER AND COREMAKER	2	-
OIL BURNER MECHANIC (RESIDENTIAL)	5	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	51	15
PAINTER AND DECORATOR	422	-
PARTSPERSON	89	1
PILEDRIVER AND BRIDGEWORKER	105	-
PLANERMILL MAINTENANCE TECHNICIAN 1	4	-
PLANERMILL MAINTENANCE TECHNICIAN 2	15	-
PLASTERER	13	-
PLUMBER	3,487	105
POWER LINE TECHNICIAN	226	-
PRODUCTION HORTICULTURIST	70	-
RAILWAY CAR TECHNICIAN	29	-

Industry Training Program	Number of Active Apprentices Registered JAN-31-2009	Number of Active Ace It Apprentices Registered JAN-31-2009
RECREATION VEHICLE SERVICE TECHNICIAN	96	-
REFRIGERATION MECHANIC	670	-
REINFORCING STEEL INSTALLER	119	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	84	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	490	16
RESIDENTIAL STEEP ROOFER	12	-
RIG TECHNICIAN 1*	520	-
RIG TECHNICIAN 2	2	-
ROOFER	604	-
SECURITY ALARM INSTALLER	81	-
SHEET METAL WORKER	1,067	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	511	-
STEAMFITTER-PIPEFITTER	253	1
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	53	-
TIRE REPAIRER	19	-
TOOL AND DIE MAKER	11	-
TRANSPORT REFRIGERATION MECHANIC	7	-
UTILITY ARBORIST	141	16
WALL & CEILING INSTALLER	348	35
WATER WELL DRILLER	3	-
WELDER -- LEVEL 'A'	73	1
WELDER -- LEVEL 'B'	166	6
WELDER -- LEVEL 'C'	1,027	188
WINDER ELECTRICIAN	28	-
<b>Total</b>	<b>39,724</b>	<b>2,622</b>

\* Rig Technician 1 includes 461 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2008/09 – Registered January, 2009

Industry Training Program	Number of New Trainees Registered (January 2009)	Number of New Ace It Trainees Registered (January 2009)
AIRCRAFT MAINTENANCE TECHNICIAN	1	-
ARCHITECTURAL SHEET METAL WORKER	8	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	8	-
AUTOMOTIVE GLASS TECHNICIAN	5	-
AUTOMOTIVE MACHINIST	1	-
AUTOMOTIVE REFINISHING PREP. TECH.	6	-
AUTOMOTIVE REFINISHING TECHNICIAN	14	-
AUTOMOTIVE SERVICE TECHNICIAN	41	-
BAKER	6	-
BRICKLAYER	5	-
CARPENTER	117	-
CEMENT MASON	10	-
COMMERCIAL TRANS. VEHICLE MECHANIC	13	-
COOK	57	1
COSMETOLOGIST	18	-
DAIRY PRODUCTION TECHNICIAN	16	-
DIESEL ENGINE MECHANIC	4	-
DOMESTIC/COMMERCIAL GASFITTER	20	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	2	-
DRYWALL FINISHER	1	-
ELECTRICIAN	120	-
ELECTRONICS TECHNICIAN	2	-
ELECTRO-PLATER	1	-
FLOOR COVERING INSTALLER	5	-
GLAZIER	6	-
HARDWOOD FLOORLAYER	2	-
HEAT & FROST INSULATOR	2	-

Industry Training Program	Number of New Trainees Registered (January 2009)	Number of New Ace It Trainees Registered (January 2009)
HEAVY DUTY EQUIPMENT MECHANIC	17	-
HEAVY EQUIPMENT OPERATOR	7	-
HYDRAULIC SERVICE MECHANIC	1	-
INBOARD/OUTBOARD MECHANIC	1	-
INDUSTRIAL ELECTRICIAN	3	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	2	-
INDUSTRIAL INSTRUMENT MECHANIC	6	-
IRONWORKER	12	-
JOINER	14	-
LANDSCAPE HORTICULTURIST	27	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	1	-
MACHINIST	8	-
MARINE REPAIR TECHNICIAN	1	-
MEATCUTTER	4	-
METAL FABRICATOR (FITTER)	17	-
MILLWRIGHT	22	-
MOBILE CRANE OPERATOR (CONST. IND.)	13	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	2	-
PAINTER AND DECORATOR	16	-
PARTSPERSON	6	-
PILEDRIVER AND BRIDGEWORKER	1	-
PLASTERER	1	-
PLUMBER	59	-
POWER LINE TECHNICIAN	2	-
PRODUCTION HORTICULTURIST	1	-
RECREATION VEHICLE SERVICE TECHNICIAN	2	-
REFRIGERATION MECHANIC	14	-
REINFORCING STEEL INSTALLER	2	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	10	-
RESIDENTIAL CONST. FRAMING TECHNICIAN	7	-

Industry Training Program	Number of New Trainees Registered (January 2009)	Number of New Ace It Trainees Registered (January 2009)
RIG TECHNICIAN 1	3	-
ROOFER	15	-
SECURITY ALARM INSTALLER	4	-
SHEET METAL WORKER	12	-
SPRINKLER SYSTEM INSTALLER	6	-
STEAMFITTER-PIPEFITTER	13	-
TILESETTER	1	-
TIRE REPAIRER	2	-
UTILITY ARBORIST	10	-
WALL & CEILING INSTALLER	14	-
WELDER -- LEVEL 'A'	7	-
WELDER -- LEVEL 'B'	13	-
WELDER -- LEVEL 'C'	48	-
WINDER ELECTRICIAN	1	-
<b>Total</b>	<b>919</b>	<b>1</b>

\* April 1 – March 31