



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

ITA Performance Measurement Report

Figures Updated to March 31, 2009

Service Plan Performance Indicators – March 31, 2009

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
Goal 1: Sufficient and Timely Supply of Skilled Labour, Relative to Industry Needs						
All Participants ⁽¹⁾						
Registered Participants (Foundation 2008/09 YTD Results not included until March 2009)	14,676	33,389	38,018	43,922	43,900	44,076
Credentials Awarded	2,378	2,899	7,131	7,790	7,671	10,102
Apprenticeship						
Registered Participants	13,815	23,266	28,402	34,316	36,000	35,343
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	6,038
Completion Rate ⁽²⁾	n/a	42%	39%	38%	42%	41%
Foundation Program Trainees ⁽³⁾						
Registered Participants	n/a	6,864	3,969	4,125	3,900	3,795
Credentials Awarded ^(a) (Certificate of Completion)			3,580	2,544	3,471	4,064
Completion Rate				TBD	TBD	Results Unavailable
Continuation to Apprenticeship ^(b)			n/a	45%	TBD	52%
Youth ⁽⁴⁾						
Registered Participants	861	3,259	5,647	5,481	4,000	4,938
Credits Awarded						Results Unavailable
Completion Rate						
- ACE IT					TBD	
- SSA					TBD	Results Unavailable
Continuation to Apprenticeship						
- ACE IT					Maintain or Improve	
- SSA					TBD	
- Average of ACE IT & SSA					TBD	

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
Youth Intent to Participate ^(a)	19.5% (+ or - Margin of Error)		22.0% (+ or - 2.1)	16.0% (+ or - 2.1)	Maintain or Improve at 19.5%	Results Unavailable
- Aboriginal					Establish Baseline	Results Unavailable
- Female			6.0%	6.0%	Maintain or Improve	Results Unavailable
Number of Registered Sponsors	6,740	8,819	9,575	10,522	10,700	10,884
Percentage of Potential Sponsors					Establish Baseline	Results Unavailable
Participation by Targeted Groups – (Self-identified)						
Aboriginal Participation ⁽⁵⁾	5.4%	5%	5.4%	5.6%	8.1%	August 2009
Female Participation					Establish Baseline	8.6%
Recent Immigrants					Establish Baseline	Results Unavailable

Goal 2: Active and Effective Industry Leadership of Industry Training

Percentage of Registered Participants in ITO-Managed Programs			88%	88%	93%	94%
ITO Performance Targets			Business Plans Approved	Targets Substantially Met by ITOs	Targets Substantially Met by ITOs	Targets Substantially Met

Goal 3: Efficient and Effective Program Development and Delivery

Apprenticeship training spaces funded ⁽⁶⁾	18,098	18,098	19,521	23,229	25,500	24,771
Seat Utilization:						
Apprenticeship			n/a	92%	91.25%	93.53%
Foundation Programs			n/a	86%	85.6%	89.2%
Cost per participant trained ⁽⁷⁾	\$3,983	n/a	\$3,983	\$3,693	\$3,766	\$3,629
Number of Apprentices waiting more than 12 months for next level of Apprenticeship technical training	n/a	n/a	11%	6.6%	<5%	6.2%
Apprentices in updated programs			15%	70%	92%	82%
Programs with more than one type of Assessment Tool					Establish Baseline	Results Unavailable

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

For more information, please see our 2008-09 Annual Report at <http://www.itabc.ca/Page61.aspx>.

Notes:

(1) Active apprentices in BC do not include Rig Technicians registered in Alberta but living in BC. Total active apprentices per ITADirectAccess = 40,281.
Total Credentials do not include certificates issued to Rig Technicians registered in Alberta but living in BC. Total certificates issued per ITADirectAccess = 6,038.

(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 (1,824) plus active ACE IT participants (3,481) less youth in both programs (367) = total youth 4,938.

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.

The ITA has an established suite of youth programs that facilitate transitions from secondary school to industry training, and participation was above target in 2008/09. While the ITA will continue to operate these programs, it discontinued annual youth intent-related surveying during 2008/09.

(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 2007/08. 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 2008/09 percentage will be reported in August 2009, 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** = Cost per participant trained = Total dollars spent in 2008/09 (\$102,724,814) divided by Actual filled training seats (28,305) = \$3,629 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 its 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.

Results relative to most service level standards are unavailable for 2008/09. This is due to process, data conversion and design challenges relating to the transition to the new ITADirectAccess information management system (ITADirectAccess was launched February 2, 2009). Work was underway in early 2009/10 to eliminate the impediments to tracking performance against these standards, which will continue to be monitored notwithstanding that they have been discontinued as service plan measures.

Performance for the one service level standard for which results are available (calls answered within two minutes) was below target by a large margin. Reported performance is based only on results for the month of March (the fiscal year-end), and was impacted by particularly high volumes of telephone, email and walk-in inquiries at the ITA customer service centre during this period. The annual average result for this service level standard was 64 per cent and monthly results were at or above the 80 per cent target from July to October.

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
February 2009	1,117	12,546
March 2009	2,377	14,923

Credentials Awarded

Year-to-Date	Completed Industry Training Program	Challengers ⁽¹⁾	Foundation ⁽²⁾	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 March 31, 2009	3,916	2,122	4,064	10,102

* 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 March 31, 2009

Industry Training Program	Number of Active Apprenticeships Registered MAR-31-2009	Number of Active Ace It Apprentices Registered MAR-31-2009
Agricultural Equipment Technician	3	-
Aircraft Maintenance Technician	128	3
Aircraft Structural Technician	110	17
Antique Furniture Restorer & Finisher	1	-
Appliance Service Technician	99	-
Architectural Sheet Metal Worker	71	-
Asphalt Paving/Laydown Technician	9	-
Automatic Transmission Service Technician	7	-
Automotive Glass Technician	75	-
Automotive Machinist	12	-
Automotive Painter (Automotive Refinishing Technician)	95	-
Automotive Refinishing Prep Technician	193	28
Automotive Service Technician	2,580	405
Automotive Upholsterer	4	-
Automotive Wheel Alignment & Brake Service Technician	4	-
Baker	196	22
Barber	11	-
Boilermaker (Construction Boilermaker)	125	-
Boom Truck Operator - Stiff Boom unlimited tonnage	5	-
Bricklayer (Mason)	278	35
Building Envelope Technician	3	-
Cabinetmaker (Joiner)	669	78
Cable Splicer	2	-
Carpenter	7,041	636
Communication Technician	5	-
Community Antenna TV Technician	34	-
Concrete Finisher (Cement Mason)	232	-

Industry Training Program	Number of Active Apprenticeships Registered MAR-31-2009	Number of Active Ace It Apprentices Registered MAR-31-2009
Construction Electrician (Electrician)	6,791	299
Construction Formwork Technician	7	-
Cook	2,399	559
Dairy Production Technician	119	-
Diesel Engine Mechanic	94	17
Diesel Fuel Injection Mechanic	1	-
Domestic/Commercial Gasfitter	364	-
Domestic/Residential Certified Heating Technician	79	-
Domestic/Residential Geothermal Heating Technician	1	-
Drywall Finisher	106	-
Electric Motor System Technician (Winder Electrician)	27	-
Electronics Communication Technician	18	-
Electronics Technician	7	-
Electro-Plater	3	-
Elevator Mechanic	6	-
Embalmer and Funeral Director	27	-
Floor Covering Installer	129	-
Florist	4	-
Forklift Mechanic	2	-
Funeral Director	8	-
Glazier	386	-
Graphic Arts-Bookbinder I	2	-
Graphic Arts-Litho Pressperson (Web, Sheet Fed, Rotary, Gravure)	10	-
Graphic Arts-Stripper And Assembler	1	-
Hairstylist (Cosmetologist)	1,123	520
Hardwood Floorlayer	15	-
Heavy Duty Equipment Technician (Heavy Duty Equipment Mechanic)	1,130	96
Heavy Equipment Operator	198	10
Hydraulic Service Mechanic	12	-
Inboard/Outboard Mechanic	70	-

Industry Training Program	Number of Active Apprenticeships Registered MAR-31-2009	Number of Active Ace It Apprentices Registered MAR-31-2009
Industrial Electrician	115	-
Industrial Engines & Equipment Partsperson	72	-
Industrial Instrument Mechanic	196	4
Industrial Mechanic (Millwright)	996	60
Industrial Warehouseperson	36	-
Insulator (Heat and Frost) (Heat & Frost Insulator)	132	-
Ironworker (Generalist) (Ironworker)	136	-
Jeweller and Goldsmith	2	-
Landscape Horticulturist	248	9
Lather (Interior Systems Mechanic) (Wall & Ceiling Installer)	361	33
Locksmith	14	-
Log Builder	55	1
Lumber Manufacturing Industry - Benchperson	21	-
Lumber Manufacturing Industry - Circular Sawfiler	27	-
Lumber Manufacturing Industry - Sawfitter	36	-
Machinist	444	39
Marine Engine Mechanic	9	-
Marine Mechanical Technician	2	-
Marine Repair Technician	78	-
Meatcutter	87	4
Metal Fabricator (Fitter)	570	39
Meter Technician	6	-
Mobile Crane Operator - Hydraulic 80 tonnes and under	2	-
Mobile Crane Operator - Hydraulic unlimited tonnage	1	-
Mobile Crane Operator - Lattice Boom Friction Crane	55	-
Mobile Crane Operator (Construction Industry)	5	-
Motion Picture & Theatre - Grip	4	-
Motor Vehicle Body Repairer (Automotive Collision Repair Technician)	396	25
Motorcycle Mechanic	67	1
Moulder And Coremaker	2	-

Industry Training Program	Number of Active Apprenticeships Registered MAR-31-2009	Number of Active Ace It Apprentices Registered MAR-31-2009
Oil Burner Mechanic (Residential)	5	-
Outdoor Power Equipment Technician	64	27
Painter And Decorator	377	-
Parts and Warehousing Person 1	1	-
Partsperson	94	1
Piledriver And Bridgeworker	119	-
Planermill Maintenance Technician 1	3	-
Planermill Maintenance Technician 2	15	-
Plasterer	12	-
Plumber	3,509	153
Power Line Technician	224	-
Production Horticulturist	68	2
Railway Car Technician	9	-
Recreation Vehicle Service Technician	91	-
Refrigeration and Air Conditioning Mechanic (Refrigeration Mechanic)	669	-
Reinforcing Steel Installer	81	-
Residential Building Maintenance Worker	98	4
Residential Construction Framing Technician	476	15
Residential Steep Roofer	8	-
Rig Technician 1	69	-
Rig Technician 2	4	-
Roofer (Roofer, Damp and Waterproof)	598	9
Security Alarm Installer	83	-
Sheet Metal Worker	1,029	6
Sprinkler System Installer	512	-
Steamfitter-Pipefitter	252	1
Telecontrol Technologist	1	-
Tilesetter	56	-
Tire Repairer	16	-
Tool and Die Maker	11	-

Industry Training Program	Number of Active Apprenticeships Registered MAR-31-2009	Number of Active Ace It Apprentices Registered MAR-31-2009
Tower Crane Operator	9	-
Transport Refrigeration Mechanic	7	-
Transport Trailer Technician (Commercial Trailer Mechanic)	34	-
Truck and Transport Mechanic (Commercial Transport Vehicle Mechanic)	620	-
Utility Arborist	173	34
Water Well Driller	2	-
Welder -- Level 'A'	95	1
Welder -- Level 'B'	201	5
Welder -- Level 'C'	1,280	283
Total	40,281	3,481

New Apprentice Registrations by Industry Training Program

Fiscal* 2008/09 – Registered March, 2009

Industry Training Program	Number of New Apprenticeships Registered (March 2009)	Number of New Youth ⁽¹⁾ Apprenticeships Registered (March 2009)
AIRCRAFT MAINTENANCE TECHNICIAN	13	1
AIRCRAFT STRUCTURAL TECHNICIAN	21	9
APPLIANCE SERVICE TECHNICIAN	16	-
ARCHITECTURAL SHEET METAL WORKER	2	-
ASPHALT PAVING/LAYDOWN TECHNICIAN	8	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	18	6
AUTOMOTIVE GLASS TECHNICIAN	1	-
AUTOMOTIVE REFINISHING PREP. TECH.	26	19
AUTOMOTIVE REFINISHING TECHNICIAN	4	-
AUTOMOTIVE SERVICE TECHNICIAN	166	116
AUTOMOTIVE UPHOLSTERER	1	1
BAKER	18	16
BOILERMAKER (CONSTRUCTION BOILERMAKER)	13	-
BRICKLAYER	18	13
CARPENTER	360	247
CEMENT MASON	3	-
COMMERCIAL TRAILER MECHANIC	1	-
COMMERCIAL TRANS. VEHICLE MECHANIC	16	-
COMMUNITY ANTENNA TV TECHNICIAN	2	-
COOK	233	161
COSMETOLOGIST	91	91
DAIRY PRODUCTION TECHNICIAN	2	2
DIESEL ENGINE MECHANIC	15	13
DIESEL FUEL INJECTION MECHANIC	1	1
DOMESTIC/COMMERCIAL GASFITTER	16	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	2	-
DRYWALL FINISHER	17	-
ELECTRICIAN	255	121

Industry Training Program	Number of New Apprenticeships Registered (March 2009)	Number of New Youth ⁽¹⁾ Apprenticeships Registered (March 2009)
FLOOR COVERING INSTALLER	3	1
FORKLIFT MECHANIC	1	-
GLAZIER	9	1
GRAPHIC ARTS - LITHO PRESSPERSON (WEB, SHEET FED, ROTARY, GRAVURE)	1	-
HARDWOOD FLOORLAYER	1	-
HEAT & FROST INSULATOR	5	-
HEAVY DUTY EQUIPMENT MECHANIC	29	21
HEAVY EQUIPMENT OPERATOR	17	11
INBOARD/OUTBOARD MECHANIC	1	1
INDUSTRIAL ELECTRICIAN	4	1
INDUSTRIAL INSTRUMENT MECHANIC	4	1
IRONWORKER	15	-
JOINER	49	34
LANDSCAPE HORTICULTURIST	24	8
LUMBER MANUF. IND.-BENCHPERSON	2	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	2	-
MACHINIST	2	1
MARINE MECHANICAL TECHNICIAN	1	-
MEATCUTTER	3	2
METAL FABRICATOR (FITTER)	17	11
MILLWRIGHT	37	16
MOBILE CRANE OPERATOR - HYDRAULIC 80 TONNES AND UNDER	1	-
MOTORCYCLE MECHANIC	5	3
OUTDOOR POWER EQUIPMENT TECHNICIAN	16	14
PAINTER AND DECORATOR	11	1
PARTS AND WAREHOUSING PERSON 1	1	-
PARTSPERSON	7	2
PILEDRIWER AND BRIDGEWORKER	6	-
PLUMBER	139	56

Industry Training Program	Number of New Apprenticeships Registered (March 2009)	Number of New Youth ⁽¹⁾ Apprenticeships Registered (March 2009)
PRODUCTION HORTICULTURIST	2	2
RECREATION VEHICLE SERVICE TECHNICIAN	2	-
REFRIGERATION MECHANIC	15	1
REINFORCING STEEL INSTALLER	1	1
RESIDENTIAL BUILDING MAINTENANCE WORKER	11	4
RESIDENTIAL CONST. FRAMING TECHNICIAN	84	7
RESIDENTIAL STEEP ROOFER	1	-
RIG TECHNICIAN 1	5	-
RIG TECHNICIAN 2	1	-
ROOFER	35	11
SECURITY ALARM INSTALLER	6	-
SHEET METAL WORKER	19	4
SPRINKLER SYSTEM INSTALLER	14	-
STEAMFITTER-PIPEFITTER	8	1
TILESETTER	6	-
UTILITY ARBORIST	31	19
WALL & CEILING INSTALLER	13	-
WELDER	370	100
WINDER ELECTRICIAN	1	-
Total	2,377	1,152

* April 1 – March 31

⁽¹⁾ New Youth Apprenticeships include ACE IT apprenticeships and SSA apprenticeships.