



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to March 31, 2008

## Service Plan Performance Indicators – March 31, 2008

Measure	Baseline	2004/05 Results	2005/06 Results	2006/07 Results	2007/08 Target	2007/08 YTD Results
<b>Strategic Imperative 1: Expand supply-side and demand-side participation</b>						
<b>All Participants <sup>(1)</sup></b>						
Registered Participants	14,676	20,050	33,389	38,018	36,000	43,922
Credentials/Credits Awarded	2,378	2,378	2,899	7,131	7,500	7,790
<b>Apprenticeship</b>						
Registered Participants	13,815	18,709	23,266	28,402	28,000	34,316
Credentials Awarded	2,378	2,378	2,899	3,551	3,500	5,246
Completion Rate <sup>(2)</sup>	n/a	n/a	42%	39%	42%	38%
<b>Foundation Program Trainees <sup>(3)</sup></b>						
Registered Participants	n/a	n/a	6,864	3,969	4,000	4,125
Credentials Awarded <sup>(a)</sup> (Certificate of Completion Awarded)				3,580	4,000	2,544
Completion Rate			To be reported July 2008			
Continuation to Apprenticeship <sup>(b)</sup>	n/a			n/a	n/a	45%
<b>Youth <sup>(4)</sup></b>						
Registered Participants	861	1,341	3,259	5,647	4,000	5,481
Credits Awarded	}					To be reported in Fall 2008
Completion Rate						
Continuation to Apprenticeship						
Percent of Female Participants of Registered Youth Participants	n/a			19%	19%	20%
Number of employers/sponsors participating	6,740	7,863	8,819	9,575	9,500	10,552
Aboriginal Participation <sup>(5)</sup>	5%	n/a	5%	5.4%	6.75 % (Baseline +25%)	To be reported August 2008

Measure	Baseline	2004/05 Results	2005/06 Results	2006/07 Results	2007/08 Target	2007/08 YTD Results
<b>Strategic Imperative 2: Provide infrastructure (primarily ITOs) to assure active and effective industry engagement and leadership</b>						
Number of functioning ITOs <sup>(6)</sup>	n/a	n/a	3	6	Up to 10	6
<b>Strategic Imperative 3: Expand training accessibility and flexibility through introduction of innovative alternative technical training models</b>						
Number of Apprentices using alternative models <sup>(7)</sup>	n/a	n/a	n/a	n/a	n/a	n/a
<b>Strategic Imperative 4: Manage program delivery and funding through an effective financial and accountability framework</b>						
Number of Apprentices waiting more than 12 months for next level of Apprenticeship technical training	n/a	n/a	n/a	11%	< 7% of Apprentices waiting	6.6%
Apprenticeship training spaces funded <sup>(8)</sup>	18,098	n/a	18,098	19,521	23,200	23,229
Cost per participant trained <sup>(9)</sup>	\$3,983	n/a	n/a	\$3,983	Maintain or Reduce	\$3,693
<b>Strategic Imperative 5: Ensure high quality program standards and high levels of client satisfaction with ITA services</b>						
Industry Training Programs Updated to Established Standards <sup>(10)</sup>	n/a	n/a	9	22	40	46
Customer Satisfaction Index <sup>(11)</sup>	62	n/a	81 (+ or - 1.9)	82 (+ or - 1.9)	Maintain or Improve	76 (+ or - 2.5)
Customer Service - Performance Standards: <sup>(12)</sup>						
Confirmation of Registration		n/a	n/a	16 days	20 days	3 days
Assessment of Prior Experience		n/a	n/a	32 days	10 days	13 days
Issuing Certification		n/a	n/a	5 days	5 days	3 days
Issuing Exam Results		n/a	n/a	12 days	15 days	10 days
<b>Strategic Imperative 6: Ensure high levels of stakeholder awareness and intent to participate by target groups, through communications and marketing initiatives</b>						
Stakeholder Awareness Index <sup>(11)</sup>	81	n/a	78 (+ or - 1.3%)	80 (+ or - 1.3%)	Maintain or Improve at 81	n/a
Youth intent to pursue a trades qualification after high school <sup>(13)</sup>	n/a	n/a	19.5% (+ or - 2.1)	22% (+ or - 2.1)	Maintain or Improve at 19.5	16% (+ or - 1.7)
<b>ITA MONTHLY PERFORMANCE MEASUREMENT REPORT</b>						<b>3</b>

**Notes:**

**(1)** Active apprentices in BC now include Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of March 2008 is 378. Total active apprentices per AIMS  $39,419 + 378 = 39,797$ .

Total Certificates includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of March 2008 is 56. Total certificates issued per AIMS  $5,190 + 56 = 5,246$ .

**(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 2001/02 on a quarter by quarter basis are compared each quarter to same quarter in Fiscal 2007/08 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.

**(4)** The number of youth includes participants in the SSA and ACE IT programs. Total number of Youth = Active SSA participants (1,981) plus active ACE IT participants (3,879) less youth in both programs (379) = total youth 5,481.

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 birth date 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 October and May.

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

**(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) Criteria for a functioning ITO:** Board and Governance structure in place, CEO appointed, approved Service Plan. Functioning ITOs as of this report: Automotive Industry Training Association (AITA), Construction Industry Training Organization (CITO), HortEd BC, GO2, Residential Construction ITO (RCITO), and RTO BC Resource Training Organization.

**(7) Alternative technical training** is operationally defined as delivery models other than traditional block release, time based technical training delivered in institutional contexts. Alternative models can include: Part time technical training (e.g. evenings & weekends); Competency-based, block release technical training; E-learning & distance learning based technical training; Work-based technical training. While alternative models are being piloted and applied (8 such models available during 2007/08), no feasible means was found of quantifying the number of apprentices using them.

**(8) Apprenticeship training spaces funded** YTD total is the number of seats funded from PSIs and private training providers and includes seats funded from pilot programs.

**(9) 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.

**(10) Programs Updated 2005/06 (9):** Cook, Formwork Technician, Glazier, Marine Repair Technician, Residential Construction Framing Technician, Roadbuilder Foundation, Reinforcing Steel Installer, Tilesetter, Wall and Ceiling Installer

**Programs Updated 2006/07 (13):** Automotive Refinishing Prep Technician, Automotive Refinishing Technician (Painter), Bricklayer, Construction Orientation and Retention for Employment (C.O.R.E.), Heavy Equipment Operator, Horticulture Foundation, Landscape Horticulture, Mobile Crane - Hydraulic Under 80 Ton, Mobile Crane - Hydraulic Unrestricted, Mobile Crane - Hydraulic Lattice Boom, Mobile Crane - Lattice Boom Friction, Motor Vehicle Body Repair, Production Horticulture

**Programs Updated 2007/08 (24):** Architectural Sheet Metal Worker, Asphalt Paving Laydown Technician, Automotive Service Technician 1, 2, 3, 4, Boom Truck Operator – 22 tonnes and under, Boom Truck Operator – folding boom unlimited tonnage, Boom Truck Operator – stiff boom 40 tonnes and under, Boom Truck Operator – stiff boom unlimited tonnage, Building Envelope Technician, Carpenter, Construction Electrician, Hardwood Floorlayer, Industrial Electrician, Joiner, Marine Foundation, Marine Mechanical Technician, Plumber, Railway Car Technician, Roofer, Sheet Metal Worker, Tower Crane Operator, Welder C

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**(11) Customer Satisfaction** Index scores are subject to a margin of error of + or - 2.5. Stakeholder Awareness Index survey was replaced by the Stakeholder Engagement survey in 2007/2008 to measure the quality of the ITA's relationships with its stakeholders, which include Industry/ITOs, training providers, K-12 educators, unions, apprentices and employers. The Stakeholder Engagement baseline for 2007/2008 is 65% (+/- 2.3%).

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**(12)** 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.

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**(13)** 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.

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## New Apprentice Registrations

	Month Total	Year to Date Total
Fiscal 2004/05 *		7,996
Fiscal 2005/06 *		12,390
Fiscal 2006/07 *		15,429
April 2007	994	994
May 2007	1,182	2,176
June 2007	1,177	3,353
July 2007	1,007	4,360
August 2007	785	5,145
September 2007	1,249	6,394
October 2007	2,248	8,642
November 2007	1,301	9,943
December 2007	828	10,771
January 2008	893	11,664
February 2008	1,153	12,817
March 2008	2,169	14,986

## Credentials Awarded

Year-to-Date	Completed Industry Training Program	Challengers <sup>(2)</sup>	Foundation <sup>(3)</sup>	Total
Fiscal * 2004/05 as of March 31, 2005 <sup>(1)</sup>	1,928	450		2,378
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

\* April 1 – March 31

(1) The number of credentials issued was re-stated effective March 31, 2005. The data element previously used to determine the monthly certificates issued was not a fixed date. The certificate issue date was selected as the most appropriate and constant measure.

(2) 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).

(3) 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, 2008

Industry Training Program	Number of Active Apprentices Registered	Number of Active Ace It Apprentices Registered
AGRICULTURAL EQUIPMENT TECHNICIAN	3	-
AIRCRAFT MAINTENANCE TECHNICIAN	26	8
AIRCRAFT STRUCTURAL TECHNICIAN	37	10
ANTIQUE FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	80	-
ARBORICULTURIST (URBAN FORESTRY)	1	-
ARCHITECTURAL SHEET METAL WORKER	69	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	5	-
AUTOMATIC TRANSMISSION SERVICE TECH.	7	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	424	32
AUTOMOTIVE GLASS TECHNICIAN	54	-
AUTOMOTIVE MACHINIST	18	-
AUTOMOTIVE REFINISHING PREP. TECH.	183	37
AUTOMOTIVE REFINISHING TECHNICIAN	124	-
AUTOMOTIVE SERVICE TECHNICIAN	2,537	438
AUTOMOTIVE UPHOLSTERER	8	-
BAKER	204	36
BARBER	15	-
BRICKLAYER	251	27
BUILDING ENVELOPE TECHNICIAN	9	-
CARPENTER	6,891	756
CEMENT MASON	202	-
COMMERCIAL TRAILER MECHANIC	35	-
COMMERCIAL TRANS. VEHICLE MECHANIC	659	11
COMMUNICATION TECHNICIAN	105	-
COMMUNITY ANTENNA TV TECHNICIAN	37	-
CONSTRUCTION BOILERMAKER	107	-

Industry Training Program	Number of Active Apprentices Registered	Number of Active Ace It Apprentices Registered
CONSTRUCTION FORMWORK TECHNICIAN	14	-
COOK	2,171	634
COSMETOLOGIST	1,196	538
DAIRY PRODUCTION TECHNICIAN	102	-
DIESEL ENGINE MECHANIC	105	28
DIESEL FUEL INJECTION MECHANIC	1	-
DOMESTIC/COMMERCIAL GASFITTER	342	1
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	58	-
DRYWALL FINISHER	61	-
ELECTRICIAN	6,404	267
ELECTRONICS COMMUNICATION TECHNICIAN	15	-
ELECTRONICS TECHNICIAN	5	-
ELECTRONICS TECHNICIAN (CONSUMER PROD.)	1	-
ELECTRO-PLATER	3	-
ELEVATOR MECHANIC	3	-
EMBALMER & FUNERAL DIRECTOR	33	-
FLOOR COVERING INSTALLER	134	-
FLORIST	4	-
FOOD AND BEVERAGE SERVER	1	-
FORKLIFT MECHANIC	4	-
FUNERAL DIRECTOR	6	-
GLAZIER	393	-
GRAPHIC ARTS-BOOKBINDER I	3	-
GRAPHIC ARTS-LITHO PRESSPERSON	17	-
GRAPHIC ARTS-PRINTER	1	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	28	-
HEAT & FROST INSULATOR	104	-
HEAVY DUTY EQUIPMENT MECHANIC	1,153	105
HEAVY EQUIPMENT OPERATOR	134	-

Industry Training Program	Number of Active Apprentices Registered	Number of Active Ace It Apprentices Registered
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	13	-
INBOARD/OUTBOARD MECHANIC	71	-
INDUSTRIAL ELECTRICIAN	66	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	107	-
INDUSTRIAL INSTRUMENT MECHANIC	197	4
INDUSTRIAL WAREHOUSEPERSON	33	-
INFORMATION TECHNOLOGY SUPPORT ASSOCIATE	1	-
IRONWORKER	121	-
JEWELLER AND GOLDSMITH	2	-
JOINER	670	73
LANDSCAPE HORTICULTURIST	168	3
LOCKSMITH	11	-
LOG BUILDER	60	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	29	-
LUMBER MANUF. INDUSTRY - SAWFITTER	53	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	19	-
MACHINIST	484	40
MARINE ENGINE MECHANIC	14	-
MARINE REPAIR TECHNICIAN	95	1
MEATCUTTER	63	3
METAL FABRICATOR (FITTER)	577	58
METER TECHNICIAN	5	-
MILLWRIGHT	1,114	85
MOBILE CRANE OPERATOR (CONST. IND.)	64	-
MOTION PICTURE & THEATRE-GRIP	3	-
MOTION PICTURE & THEATRE-SET DRESSER	1	-
MOTION PICTURE-THIRD ASSISTANT DIRECTOR	1	-
MOTORCYCLE MECHANIC	54	-
MOULDER AND COREMAKER	2	-

Industry Training Program	Number of Active Apprentices Registered	Number of Active Ace It Apprentices Registered
OIL BURNER MECHANIC (RESIDENTIAL)	8	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	78	37
PAINTER AND DECORATOR	356	-
PARTSPERSON	65	5
PILEDRIVER AND BRIDGEWORKER	131	-
PLANERMILL MAINTENANCE TECHNICIAN 1	6	-
PLANERMILL MAINTENANCE TECHNICIAN 2	28	-
PLASTERER	9	-
PLUMBER	3,312	154
POWER LINE TECHNICIAN	206	-
PRODUCTION HORTICULTURIST	87	1
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	95	3
REFRIGERATION MECHANIC	633	-
REINFORCING STEEL INSTALLER	130	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	88	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	1,138	43
RESIDENTIAL STEEP ROOFER	13	-
RIG TECHNICIAN 1 *	378	-
ROOFER	529	-
SECURITY ALARM INSTALLER	89	-
SHEET METAL WORKER	1,028	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	508	-
STEAMFITTER-PIPEFITTER	261	6
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	51	2
TIRE REPAIRER	18	-
TOOL AND DIE MAKER	18	-
TRANSPORT REFRIGERATION MECHANIC	8	-

Industry Training Program	Number of Active Apprentices Registered	Number of Active Ace It Apprentices Registered
UPHOLSTERER	1	-
UTILITY ARBORIST	125	-
WALL & CEILING INSTALLER	310	42
WATER WELL DRILLER	3	-
WELDER -- LEVEL 'A'	920	386
WELDER -- LEVEL 'C'	416	2
WINDER ELECTRICIAN	30	-
YACHT BUILDER	1	-
<b>Total</b>	<b>39,797</b>	<b>3,879</b>

\* Rig Technician 1 includes 378 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2007/08 – Registered March 31, 2008

Industry Training Program	Number of New Apprentices Registered (March 2008)	Number of New Ace It Apprentices Registered (March 2008)
AIRCRAFT MAINTENANCE TECHNICIAN	7	5
ARCHITECTURAL SHEET METAL WORKER	2	-
AUTOMATIC TRANSMISSION SERVICE TECH.	1	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	16	-
AUTOMOTIVE GLASS TECHNICIAN	4	-
AUTOMOTIVE REFINISHING PREP. TECH.	26	16
AUTOMOTIVE REFINISHING TECHNICIAN	8	-
AUTOMOTIVE SERVICE TECHNICIAN	205	145
BAKER	16	13
BRICKLAYER	25	20
CARPENTER	433	253
CEMENT MASON	9	-
COMMERCIAL TRAILER MECHANIC	3	-
COMMERCIAL TRANS. VEHICLE MECHANIC	14	-
COMMUNITY ANTENNA TV TECHNICIAN	1	-
COOK	203	147
COSMETOLOGIST	118	107
DAIRY PRODUCTION TECHNICIAN	5	-
DIESEL ENGINE MECHANIC	17	16
DOMESTIC/COMMERCIAL GASFITTER	18	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	1	-
DRYWALL FINISHER	1	-
ELECTRICIAN	242	97
ELECTRONICS COMMUNICATION TECHNICIAN	1	-
FLOOR COVERING INSTALLER	8	-
GLAZIER	17	-
GRAPHIC ARTS-LITHO PRESSPERSON	1	-

Industry Training Program	Number of New Apprentices Registered (March 2008)	Number of New Ace It Apprentices Registered (March 2008)
HARDWOOD FLOORLAYER	2	-
HEAT & FROST INSULATOR	3	-
HEAVY DUTY EQUIPMENT MECHANIC	59	31
HEAVY EQUIPMENT OPERATOR	7	-
INDUSTRIAL ELECTRICIAN	1	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	4	-
INDUSTRIAL INSTRUMENT MECHANIC	2	-
INDUSTRIAL WAREHOUSEPERSON	1	-
IRONWORKER	5	-
JOINER	45	31
LANDSCAPE HORTICULTURIST	2	2
LOCKSMITH	2	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	4	-
LUMBER MANUF. INDUSTRY - SAWFITTER	1	-
MACHINIST	8	1
MEATCUTTER	5	-
METAL FABRICATOR (FITTER)	14	8
MILLWRIGHT	55	48
MOBILE CRANE OPERATOR (CONST. IND.)	2	-
MOTORCYCLE MECHANIC	1	-
OIL BURNER MECHANIC (RESIDENTIAL)	1	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	12	11
PAINTER AND DECORATOR	4	-
PARTSPERSON	4	-
PLANERMILL MAINTENANCE TECHNICIAN 1	1	-
PLUMBER	138	61
PRODUCTION HORTICULTURIST	1	1
RECREATION VEHICLE SERVICE TECHNICIAN	1	-
REFRIGERATION MECHANIC	16	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	15	-

Industry Training Program	Number of New Apprentices Registered (March 2008)	Number of New Ace It Apprentices Registered (March 2008)
RESIDENTIAL CONSTRUCTION FRAMING TECHNICIAN	45	4
ROOFER	7	-
SECURITY ALARM INSTALLER	9	-
SHEET METAL WORKER	33	2
SPRINKLER SYSTEM INSTALLER	15	-
STEAMFITTER-PIPEFITTER	14	-
TILESETTER	3	-
TOOL AND DIE MAKER	1	-
UTILITY ARBORIST	1	-
WALL & CEILING INSTALLER	23	17
WELDER -- LEVEL 'A'	110	104
WELDER -- LEVEL 'C'	88	-
WINDER ELECTRICIAN	2	-
<b>Total</b>	<b>2,169</b>	<b>1,140</b>

\* April 1 – March 31