



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to May 31, 2008

## Service Plan Performance Indicators – May 31, 2008

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	39,121
<b>Credentials Awarded</b>	2,378	2,899	7,131	7,790	7,671	1,827
<b>Apprenticeship</b>						
Registered Participants	13,815	23,266	28,402	34,316	36,000	33,895
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	1,103
Completion Rate <sup>(2)</sup>	n/a	42%	39%	38%	42%	Reported Quarterly
<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	724
Completion Rate				TBD	TBD	TBD
Continuation to Apprenticeship <sup>(b)</sup>			n/a	45%	TBD	47%
<b>Youth <sup>(4)</sup></b>						
Registered Participants	861	3,259	5,647	5,481	4,000	5,226
Credits Awarded						
Completion Rate						
- ACE IT					TBD	
- SSA					TBD	
Continuation to Apprenticeship						
- ACE IT						
- SSA						
- Average of ACE IT & SSA						

To be reported Fall 2008

Maintain or Improve

TBD

TBD

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	10,504
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%	TBD	8.1%	TBD
Female Participation					Establish Baseline	8.0%
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%	94%
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	25,628
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%	Reported Quarterly
Apprentices in updated programs			15%	70%	92%	70%
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	12 days
Assessment of Prior Experience		n/a	32 days	13 days	10 days	22 days
Issuing Certification		n/a	5 days	3 days	5 days	6 days
Issuing Exam Results		n/a	12 days	10 days	11 days	8 days
Calls Answered		n/a	n/a	Standard Set	80% within 2 minutes	74%
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 May 31, 2008 is 372. Total active apprentices per AIMS 38,749 + 372 = 39,121. Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of May 31, 2008 is 8. Total certificates issued per AIMS 1,095 + 8 = 1,103.

(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 (2,011) plus active ACE IT participants (3,614) less youth in both programs (399) = total youth 5,226.

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, whichever 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.

(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 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.

## 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

## 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 May 31, 2008	678	425	724	1,827

\* 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 May 31, 2008

Industry Training Program	Number of Active Apprentices Registered MAY-31-08	Number of Active Ace It Apprentices Registered MAY-31-08
AGRICULTURAL EQUIPMENT TECHNICIAN	3	-
AIRCRAFT MAINTENANCE TECHNICIAN	102	7
AIRCRAFT STRUCTURAL TECHNICIAN	62	10
ANTIQUE FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	93	-
ARBORICULTURIST (URBAN FORESTRY)	1	-
ARCHITECTURAL SHEET METAL WORKER	74	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	5	-
AUTO. RADIATOR MANUF. & REPAIRER	2	-
AUTOMATIC TRANSMISSION SERVICE TECH.	10	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	395	30
AUTOMOTIVE GLASS TECHNICIAN	64	-
AUTOMOTIVE MACHINIST	17	-
AUTOMOTIVE REFINISHING PREP. TECH.	164	35
AUTOMOTIVE REFINISHING TECHNICIAN	116	-
AUTOMOTIVE SERVICE TECHNICIAN	2,415	406
AUTOMOTIVE UPHOLSTERER	5	-
BAKER	191	36
BARBER	12	-
BRICKLAYER	242	28
BUILDING ENVELOPE TECHNICIAN	5	-
CARPENTER	6,840	713
CEMENT MASON	207	-
COMMERCIAL TRAILER MECHANIC	40	-
COMMERCIAL TRANS. VEHICLE MECHANIC	636	11
COMMUNICATION TECHNICIAN	104	-
COMMUNITY ANTENNA TV TECHNICIAN	37	-

Industry Training Program	Number of Active Apprentices Registered MAY-31-08	Number of Active Ace It Apprentices Registered MAY-31-08
CONSTRUCTION BOILERMAKER	104	-
CONSTRUCTION FORMWORK TECHNICIAN	14	-
COOK	1,952	587
COSMETOLOGIST	1,060	489
DAIRY PRODUCTION TECHNICIAN	108	-
DIESEL ENGINE MECHANIC	105	27
DOMESTIC/COMMERCIAL GASFITTER	361	1
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	68	-
DRYWALL FINISHER	83	-
ELECTRICIAN	6,425	258
ELECTRONICS COMMUNICATION TECHNICIAN	14	-
ELECTRONICS TECHNICIAN	6	-
ELECTRONICS TECHNICIAN (CONSUMER PROD.)	1	-
ELECTRO-PLATER	2	-
ELEVATOR MECHANIC	5	-
EMBALMER & FUNERAL DIRECTOR	28	-
FLOOR COVERING INSTALLER	130	-
FLORIST	4	-
FOOD AND BEVERAGE SERVER	1	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	7	-
GLAZIER	379	-
GRAPHIC ARTS-BOOKBINDER I	4	-
GRAPHIC ARTS-LITHO PRESSPERSON	17	-
GRAPHIC ARTS-PRINTER	1	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	25	-
HEAT & FROST INSULATOR	106	-
HEAVY DUTY EQUIPMENT MECHANIC	1,119	97
HEAVY EQUIPMENT OPERATOR	135	-

Industry Training Program	Number of Active Apprentices Registered MAY-31-08	Number of Active Ace It Apprentices Registered MAY-31-08
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	12	-
INBOARD/OUTBOARD MECHANIC	73	-
INDUSTRIAL ELECTRICIAN	95	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	91	-
INDUSTRIAL INSTRUMENT MECHANIC	193	5
INDUSTRIAL WAREHOUSEPERSON	38	-
IRONWORKER	113	-
JEWELLER AND GOLDSMITH	2	-
JOINER	643	71
LANDSCAPE HORTICULTURIST	157	3
LOCKSMITH	12	-
LOG BUILDER	59	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	27	-
LUMBER MANUF. INDUSTRY - SAWFITTER	54	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	15	-
MACHINIST	459	39
MARINE ENGINE MECHANIC	12	-
MARINE REPAIR TECHNICIAN	91	-
MEATCUTTER	58	3
METAL FABRICATOR (FITTER)	561	54
METER TECHNICIAN	5	-
MILLWRIGHT	1,060	83
MOBILE CRANE OPERATOR (CONST. IND.)	62	-
MOTION PICTURE & THEATRE-GRIP	2	-
MOTION PICTURE & THEATRE-SET DRESSER	1	-
MOTORCYCLE MECHANIC	53	-
MOULDER AND COREMAKER	2	-
OIL BURNER MECHANIC (RESIDENTIAL)	7	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	65	35

Industry Training Program	Number of Active Apprentices Registered MAY-31-08	Number of Active Ace It Apprentices Registered MAY-31-08
PAINTER AND DECORATOR	372	-
PARTSPERSON	72	5
PILEDRIVER AND BRIDGEWORKER	116	-
PLANERMILL MAINTENANCE TECHNICIAN 1	6	-
PLANERMILL MAINTENANCE TECHNICIAN 2	26	-
PLASTERER	9	-
PLUMBER	3,315	151
POWER LINE TECHNICIAN	212	-
PRODUCTION HORTICULTURIST	82	1
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	90	3
REFRIGERATION MECHANIC	639	-
REINFORCING STEEL INSTALLER	144	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	77	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	1,091	39
RESIDENTIAL STEEP ROOFER	13	-
RIG TECHNICIAN 1*	372	-
ROOFER	508	-
SECURITY ALARM INSTALLER	88	-
SHEET METAL WORKER	1,048	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	511	-
STEAMFITTER-PIPEFITTER	253	4
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	52	2
TIRE REPAIRER	16	-
TOOL AND DIE MAKER	16	-
TRANSPORT REFRIGERATION MECHANIC	8	-
UTILITY ARBORIST	122	-
WALL & CEILING INSTALLER	332	28

Industry Training Program	Number of Active Apprentices Registered MAY-31-08	Number of Active Ace It Apprentices Registered MAY-31-08
WATER WELL DRILLER	3	-
WELDER -- LEVEL 'A'	772	344
WELDER -- LEVEL 'C'	562	6
WINDER ELECTRICIAN	27	-
YACHT BUILDER	1	-
<b>Total</b>	<b>39,121</b>	<b>3,614</b>

\* Rig Technician 1 includes 372 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2008/09 – Registered May, 2008

Industry Training Program	Number of New Apprentices Registered (May 2008)	Number of New Ace It Apprentices Registered (May 2008)
AIRCRAFT MAINTENANCE TECHNICIAN	63	-
AIRCRAFT STRUCTURAL TECHNICIAN	30	-
ARCHITECTURAL SHEET METAL WORKER	2	-
AUTO. RADIATOR MANUF. & REPAIRER	1	-
AUTOMATIC TRANSMISSION SERVICE TECH.	2	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	14	-
AUTOMOTIVE GLASS TECHNICIAN	12	-
AUTOMOTIVE REFINISHING PREP. TECH.	6	-
AUTOMOTIVE REFINISHING TECHNICIAN	3	-
AUTOMOTIVE SERVICE TECHNICIAN	52	-
BAKER	2	-
BRICKLAYER	6	-
CARPENTER	215	1
CEMENT MASON	10	-
COMMERCIAL TRANS. VEHICLE MECHANIC	23	-
COOK	50	-
COSMETOLOGIST	31	-
DAIRY PRODUCTION TECHNICIAN	4	-
DIESEL ENGINE MECHANIC	1	-
DOMESTIC/COMMERCIAL GASFITTER	31	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	8	-
DRYWALL FINISHER	30	-
ELECTRICIAN	177	-
ELECTRONICS TECHNICIAN	1	-
FLOOR COVERING INSTALLER	4	-
FUNERAL DIRECTOR	1	-
GLAZIER	13	-

Industry Training Program	Number of New Apprentices Registered (May 2008)	Number of New Ace It Apprentices Registered (May 2008)
HARDWOOD FLOORLAYER	4	-
HEAT & FROST INSULATOR	7	-
HEAVY DUTY EQUIPMENT MECHANIC	21	-
HEAVY EQUIPMENT OPERATOR	9	-
INDUSTRIAL ELECTRICIAN	12	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	1	-
INDUSTRIAL INSTRUMENT MECHANIC	5	-
INDUSTRIAL WAREHOUSEPERSON	4	-
IRONWORKER	1	-
JOINER	12	-
LANDSCAPE HORTICULTURIST	3	-
LOG BUILDER	1	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	1	-
LUMBER MANUF. INDUSTRY - SAWFITTER	3	-
MACHINIST	10	-
MARINE REPAIR TECHNICIAN	2	-
MEATCUTTER	1	-
METAL FABRICATOR (FITTER)	20	-
MILLWRIGHT	15	-
MOBILE CRANE OPERATOR (CONST. IND.)	3	-
MOTORCYCLE MECHANIC	7	-
MOULDER AND COREMAKER	1	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	2	-
PAINTER AND DECORATOR	16	-
PARTSPERSON	12	-
PILEDRIIVER AND BRIDGEWORKER	5	-
PLASTERER	1	-
PLUMBER	112	-
POWER LINE TECHNICIAN	8	-
PRODUCTION HORTICULTURIST	1	-

Industry Training Program	Number of New Apprentices Registered (May 2008)	Number of New Ace It Apprentices Registered (May 2008)
RECREATION VEHICLE SERVICE TECHNICIAN	2	-
REFRIGERATION MECHANIC	21	-
REINFORCING STEEL INSTALLER	2	-
RESIDENTIAL CONST. FRAMING TECHNICIAN	8	-
RESIDENTIAL STEEP ROOFER	1	-
ROOFER	23	-
SECURITY ALARM INSTALLER	6	-
SHEET METAL WORKER	47	-
SPRINKLER SYSTEM INSTALLER	18	-
STEAMFITTER-PIPEFITTER	9	-
TILESETTER	2	-
UTILITY ARBORIST	5	-
WALL & CEILING INSTALLER	42	-
WELDER -- LEVEL 'A'	3	-
WELDER -- LEVEL 'C'	41	-
<b>Total</b>	<b>1,322</b>	<b>1</b>

\* April 1 – March 31