



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to June 30, 2008

## Service Plan Performance Indicators – June 30, 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	39,287
<b>Credentials Awarded</b>	2,378	2,899	7,131	7,790	7,671	2,582
<b>Apprenticeship</b>						
Registered Participants	13,815	23,266	28,402	34,316	36,000	34,030
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	1,642
Completion Rate <sup>(2)</sup>	n/a	42%	39%	38%	42%	38%
<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	940
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	5,257
Credits Awarded						
Completion Rate						
- ACE IT					TBD	
- SSA					TBD	
Continuation to Apprenticeship				To be reported Fall 2008		
- 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 <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	10,567
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	7.9%
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%	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	17 days
Issuing Certification		n/a	5 days	3 days	5 days	3 days
Issuing Exam Results		n/a	12 days	10 days	11 days	8 days
Customer Inquiries		n/a	n/a	Standard Set	80% within 2 minutes	79%
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 June 30, 2008 is 415. Total active apprentices per AIMS 38,872 + 415 = 39,287.  
Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of June 30, 2008 is 20. Total certificates issued per AIMS 1,622 + 20 = 1,642.

(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 (2,096) plus active ACE IT participants (3,575) less youth in both programs (414) = total youth 5,257.

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
June 2008	1,006	3,272

## 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 June 30, 2008	1,046	596	940	2,582

\* 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 June 30, 2008

Industry Training Program	Number of Active Apprentices Registered JUN-30-08	Number of Active Ace It Apprentices Registered JUN-30-08
AGRICULTURAL EQUIPMENT TECHNICIAN	4	-
AIRCRAFT MAINTENANCE TECHNICIAN	115	7
AIRCRAFT STRUCTURAL TECHNICIAN	55	10
ANTIQUÉ FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	86	-
ARBORICULTURIST (URBAN FORESTRY)	1	-
ARCHITECTURAL SHEET METAL WORKER	72	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	4	-
AUTO. RADIATOR MANUF. & REPAIRER	2	-
AUTOMATIC TRANSMISSION SERVICE TECH.	10	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	395	30
AUTOMOTIVE GLASS TECHNICIAN	63	-
AUTOMOTIVE MACHINIST	16	-
AUTOMOTIVE REFINISHING PREP. TECH.	168	34
AUTOMOTIVE REFINISHING TECHNICIAN	103	-
AUTOMOTIVE SERVICE TECHNICIAN	2,415	402
AUTOMOTIVE UPHOLSTERER	5	-
BAKER	188	34
BARBER	10	-
BRICKLAYER	250	27
BUILDING ENVELOPE TECHNICIAN	5	-
CARPENTER	6,867	690
CEMENT MASON	214	-
COMMERCIAL TRAILER MECHANIC	42	-
COMMERCIAL TRANS. VEHICLE MECHANIC	637	12
COMMUNICATION TECHNICIAN	104	-
COMMUNITY ANTENNA TV TECHNICIAN	37	-

Industry Training Program	Number of Active Apprentices Registered JUN-30-08	Number of Active Ace It Apprentices Registered JUN-30-08
CONSTRUCTION BOILERMAKER	104	-
CONSTRUCTION FORMWORK TECHNICIAN	14	-
COOK	1,969	584
COSMETOLOGIST	1,009	487
DAIRY PRODUCTION TECHNICIAN	107	-
DIESEL ENGINE MECHANIC	101	26
DOMESTIC/COMMERCIAL GASFITTER	363	1
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	78	-
DRYWALL FINISHER	81	-
ELECTRICIAN	6,441	254
ELECTRONICS COMMUNICATION TECHNICIAN	16	-
ELECTRONICS TECHNICIAN	6	-
ELECTRONICS TECHNICIAN (CONSUMER PROD.)	1	-
ELECTRO-PLATER	2	-
ELEVATOR MECHANIC	6	-
EMBALMER & FUNERAL DIRECTOR	28	-
FLOOR COVERING INSTALLER	140	-
FLORIST	4	-
FOOD AND BEVERAGE SERVER	1	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	7	-
GLAZIER	374	-
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	110	-
HEAVY DUTY EQUIPMENT MECHANIC	1,115	98
HEAVY EQUIPMENT OPERATOR	136	-

Industry Training Program	Number of Active Apprentices Registered JUN-30-08	Number of Active Ace It Apprentices Registered JUN-30-08
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	12	-
INBOARD/OUTBOARD MECHANIC	74	-
INDUSTRIAL ELECTRICIAN	94	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	92	-
INDUSTRIAL INSTRUMENT MECHANIC	181	5
INDUSTRIAL WAREHOUSEPERSON	36	-
IRONWORKER	127	-
JEWELLER AND GOLDSMITH	2	-
JOINER	644	71
LANDSCAPE HORTICULTURIST	153	3
LOCKSMITH	10	-
LOG BUILDER	59	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	28	-
LUMBER MANUF. INDUSTRY - SAWFITTER	54	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	17	-
MACHINIST	457	37
MARINE ENGINE MECHANIC	11	-
MARINE REPAIR TECHNICIAN	93	-
MEATCUTTER	52	3
METAL FABRICATOR (FITTER)	567	46
METER TECHNICIAN	5	-
MILLWRIGHT	1,046	82
MOBILE CRANE OPERATOR (CONST. IND.)	59	-
MOTION PICTURE & THEATRE-GRIP	2	-
MOTORCYCLE MECHANIC	56	-
MOULDER AND COREMAKER	2	-
OIL BURNER MECHANIC (RESIDENTIAL)	6	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	66	35
PAINTER AND DECORATOR	378	-

Industry Training Program	Number of Active Apprentices Registered JUN-30-08	Number of Active Ace It Apprentices Registered JUN-30-08
PARTSPERSON	69	5
PILEDRIIVER AND BRIDGEWORKER	110	-
PLANERMILL MAINTENANCE TECHNICIAN 1	6	-
PLANERMILL MAINTENANCE TECHNICIAN 2	26	-
PLASTERER	7	-
PLUMBER	3,344	150
POWER LINE TECHNICIAN	217	-
PRODUCTION HORTICULTURIST	83	1
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	88	3
REFRIGERATION MECHANIC	634	-
REINFORCING STEEL INSTALLER	138	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	91	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	1,075	38
RESIDENTIAL STEEP ROOFER	14	-
RIG TECHNICIAN 1*	473	-
ROOFER	510	-
SECURITY ALARM INSTALLER	87	-
SHEET METAL WORKER	1,056	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	508	-
STEAMFITTER-PIPEFITTER	249	4
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	50	2
TIRE REPAIRER	15	-
TOOL AND DIE MAKER	12	-
TRANSPORT REFRIGERATION MECHANIC	7	-
UTILITY ARBORIST	120	-
WALL & CEILING INSTALLER	329	28
WATER WELL DRILLER	3	-

Industry Training Program	Number of Active Apprentices Registered JUN-30-08	Number of Active Ace It Apprentices Registered JUN-30-08
WELDER -- LEVEL 'A'	79	20
WELDER -- LEVEL 'B'	93	8
WELDER -- LEVEL 'C'	1,215	335
WINDER ELECTRICIAN	29	-
YACHT BUILDER	1	-
<b>Total</b>	<b>39,287</b>	<b>3,575</b>

\* Rig Technician 1 includes 415 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2008/09 – Registered June, 2008

Industry Training Program	Number of New Apprentices Registered (June 2008)	Number of New Ace It Apprentices Registered (June 2008)
AGRICULTURAL EQUIPMENT TECHNICIAN	1	-
AIRCRAFT MAINTENANCE TECHNICIAN	13	-
AIRCRAFT STRUCTURAL TECHNICIAN	1	-
ARCHITECTURAL SHEET METAL WORKER	1	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	12	-
AUTOMOTIVE GLASS TECHNICIAN	3	-
AUTOMOTIVE REFINISHING PREP. TECH.	6	-
AUTOMOTIVE REFINISHING TECHNICIAN	2	-
AUTOMOTIVE SERVICE TECHNICIAN	38	-
BAKER	1	-
BRICKLAYER	10	-
CARPENTER	164	-
CEMENT MASON	7	-
COMMERCIAL TRAILER MECHANIC	2	-
COMMERCIAL TRANS. VEHICLE MECHANIC	15	-
COOK	67	2
COSMETOLOGIST	19	-
DAIRY PRODUCTION TECHNICIAN	6	-
DIESEL ENGINE MECHANIC	2	-
DOMESTIC/COMMERCIAL GASFITTER	8	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	10	-
DRYWALL FINISHER	4	-
ELECTRICIAN	137	-
ELECTRONICS COMMUNICATION TECHNICIAN	3	-

Industry Training Program	Number of New Apprentices Registered (June 2008)	Number of New Ace It Apprentices Registered (June 2008)
ELEVATOR MECHANIC	1	-
FLOOR COVERING INSTALLER	3	-
GLAZIER	6	-
HARDWOOD FLOORLAYER	2	-
HEAT & FROST INSULATOR	6	-
HEAVY DUTY EQUIPMENT MECHANIC	20	-
HEAVY EQUIPMENT OPERATOR	1	-
INBOARD/OUTBOARD MECHANIC	4	-
INDUSTRIAL ELECTRICIAN	3	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	3	-
INDUSTRIAL INSTRUMENT MECHANIC	3	-
INDUSTRIAL WAREHOUSEPERSON	1	-
IRONWORKER	15	-
JOINER	19	-
LANDSCAPE HORTICULTURIST	2	-
LOCKSMITH	1	-
LOG BUILDER	1	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	1	-
LUMBER MANUF. INDUSTRY - SAWFITTER	3	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	2	-
MACHINIST	7	-
MARINE REPAIR TECHNICIAN	2	-
MEATCUTTER	2	-
METAL FABRICATOR (FITTER)	23	-
MILLWRIGHT	22	-
MOBILE CRANE OPERATOR (CONST. IND.)	1	-
MOTORCYCLE MECHANIC	3	-
OIL AND GAS RIG TECHNICIAN 1	58	-

Industry Training Program	Number of New Apprentices Registered (June 2008)	Number of New Ace It Apprentices Registered (June 2008)
OUTDOOR POWER EQUIPMENT TECHNICIAN	1	-
PAINTER AND DECORATOR	15	-
PARTSPERSON	1	-
PLUMBER	95	-
POWER LINE TECHNICIAN	11	-
PRODUCTION HORTICULTURIST	2	-
RECREATION VEHICLE SERVICE TECHNICIAN	1	-
REFRIGERATION MECHANIC	12	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	14	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	22	-
ROOFER	21	-
SECURITY ALARM INSTALLER	3	-
SHEET METAL WORKER	25	-
SPRINKLER SYSTEM INSTALLER	13	-
STEAMFITTER-PIPEFITTER	6	-
TILESETTER	1	-
UTILITY ARBORIST	3	-
WALL & CEILING INSTALLER	8	-
WELDER -- LEVEL 'A'	1	-
WELDER -- LEVEL 'C'	3	-
WINDER ELECTRICIAN	1	-
<b>Total</b>	<b>1,006</b>	<b>2</b>

\* April 1 – March 31