



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to July 31, 2008

## Service Plan Performance Indicators – July 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	39,307
<b>Credentials Awarded</b>	2,378	2,899	7,131	7,790	7,671	3,604
<b>Apprenticeship</b>						
Registered Participants	13,815	23,266	28,402	34,316	36,000	34,066
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	2,177
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	1,427
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	5,241
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	10,653
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	26,014
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	14 days
Assessment of Prior Experience		n/a	32 days	13 days	10 days	14 days
Issuing Certification		n/a	5 days	3 days	5 days	3 days
Issuing Exam Results		n/a	12 days	10 days	11 days	7 days
Calls Answered		n/a	n/a	Standard Set	80% within 2 minutes	83%
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 July 31, 2008 is 398. Total active apprentices per AIMS 38,909 + 398 = 39,307.  
Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of July 31, 2008 is 26. Total certificates issued per AIMS 2,151 + 26 = 2,177.

(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 (2,207) plus active ACE IT participants (3,519) less youth in both programs (485) = total youth 5,241.

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 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 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.

## 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

## 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 July 31, 2008	1,429	748	1,427	3,604

\* 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 July 31, 2008

Industry Training Program	Number of Active Apprentices Registered JUL-31-08	Number of Active Ace It Apprentices Registered JUL-31-08
AGRICULTURAL EQUIPMENT TECHNICIAN	4	-
AIRCRAFT MAINTENANCE TECHNICIAN	131	7
AIRCRAFT STRUCTURAL TECHNICIAN	58	10
ANTIQUE FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	87	-
ARCHITECTURAL SHEET METAL WORKER	74	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	4	-
AUTO. RADIATOR MANUF. & REPAIRER	1	-
AUTOMATIC TRANSMISSION SERVICE TECH.	10	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	399	28
AUTOMOTIVE GLASS TECHNICIAN	65	-
AUTOMOTIVE MACHINIST	17	-
AUTOMOTIVE REFINISHING PREP. TECH.	173	33
AUTOMOTIVE REFINISHING TECHNICIAN	99	-
AUTOMOTIVE SERVICE TECHNICIAN	2,415	398
AUTOMOTIVE UPHOLSTERER	5	-
BAKER	189	32
BARBER	9	-
BRICKLAYER	249	26
BUILDING ENVELOPE TECHNICIAN	4	-
CARPENTER	6,917	681
CEMENT MASON	216	-
COMMERCIAL TRAILER MECHANIC	41	-
COMMERCIAL TRANS. VEHICLE MECHANIC	646	12
COMMUNICATION TECHNICIAN	105	-
COMMUNITY ANTENNA TV TECHNICIAN	37	-
CONSTRUCTION BOILERMAKER	100	-

Industry Training Program	Number of Active Apprentices Registered JUL-31-08	Number of Active Ace It Apprentices Registered JUL-31-08
CONSTRUCTION FORMWORK TECHNICIAN	4	-
COOK	1,986	576
COSMETOLOGIST	999	483
DAIRY PRODUCTION TECHNICIAN	107	-
DIESEL ENGINE MECHANIC	95	25
DOMESTIC/COMMERCIAL GASFITTER	355	1
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	79	-
DRYWALL FINISHER	82	-
ELECTRICIAN	6,492	250
ELECTRONICS COMMUNICATION TECHNICIAN	16	-
ELECTRONICS TECHNICIAN	6	-
ELECTRONICS TECHNICIAN (CONSUMER PROD.)	1	-
ELECTRO-PLATER	2	-
ELEVATOR MECHANIC	6	-
EMBALMER & FUNERAL DIRECTOR	41	-
FLOOR COVERING INSTALLER	139	-
FLORIST	5	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	9	-
GLAZIER	378	-
GRAPHIC ARTS-BOOKBINDER I	2	-
GRAPHIC ARTS-LITHO PRESSPERSON	14	-
GRAPHIC ARTS-PRINTER	1	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	23	-
HEAT & FROST INSULATOR	114	-
HEAVY DUTY EQUIPMENT MECHANIC	1,103	97
HEAVY EQUIPMENT OPERATOR	142	-
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	9	-

Industry Training Program	Number of Active Apprentices Registered JUL-31-08	Number of Active Ace It Apprentices Registered JUL-31-08
INBOARD/OUTBOARD MECHANIC	77	-
INDUSTRIAL ELECTRICIAN	97	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	92	-
INDUSTRIAL INSTRUMENT MECHANIC	189	5
INDUSTRIAL WAREHOUSEPERSON	36	-
IRONWORKER	122	-
JEWELLER AND GOLDSMITH	2	-
JOINER	644	71
LANDSCAPE HORTICULTURIST	157	3
LOCKSMITH	11	-
LOG BUILDER	57	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	29	-
LUMBER MANUF. INDUSTRY - SAWFITTER	51	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	16	-
MACHINIST	460	36
MARINE ENGINE MECHANIC	12	-
MARINE REPAIR TECHNICIAN	93	-
MEATCUTTER	54	3
METAL FABRICATOR (FITTER)	563	46
METER TECHNICIAN	9	-
MILLWRIGHT	1,034	82
MOBILE CRANE OPERATOR (CONST. IND.)	58	-
MOTION PICTURE & THEATRE-GRIP	2	-
MOTORCYCLE MECHANIC	56	-
MOULDER AND COREMAKER	2	-
OIL BURNER MECHANIC (RESIDENTIAL)	6	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	65	34
PAINTER AND DECORATOR	381	-
PARTSPERSON	73	5
PILEDRIVER AND BRIDGEWORKER	109	-

Industry Training Program	Number of Active Apprentices Registered JUL-31-08	Number of Active Ace It Apprentices Registered JUL-31-08
PLANERMILL MAINTENANCE TECHNICIAN 1	5	-
PLANERMILL MAINTENANCE TECHNICIAN 2	26	-
PLASTERER	8	-
PLUMBER	3,385	146
POWER LINE TECHNICIAN	217	-
PRODUCTION HORTICULTURIST	76	1
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	88	3
REFRIGERATION MECHANIC	634	-
REINFORCING STEEL INSTALLER	141	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	91	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	878	36
RESIDENTIAL STEEP ROOFER	13	-
RIG TECHNICIAN 1*	456	-
ROOFER	524	-
SECURITY ALARM INSTALLER	82	-
SHEET METAL WORKER	1,064	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	515	-
STEAMFITTER-PIPEFITTER	249	4
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	49	2
TIRE REPAIRER	16	-
TOOL AND DIE MAKER	13	-
TRANSPORT REFRIGERATION MECHANIC	7	-
UTILITY ARBORIST	117	-
WALL & CEILING INSTALLER	329	28
WATER WELL DRILLER	4	-
WELDER -- LEVEL 'A'	66	8
WELDER -- LEVEL 'B'	118	8

Industry Training Program	Number of Active Apprentices Registered JUL-31-08	Number of Active Ace It Apprentices Registered JUL-31-08
WELDER -- LEVEL 'C'	1,246	336
WINDER ELECTRICIAN	29	-
YACHT BUILDER	1	-
<b>Total</b>	<b>39,307</b>	<b>3,519</b>

\* Rig Technician 1 includes 398 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2008/09 – Registered July, 2008

Industry Training Program	Number of New Apprentices Registered (July 2008)	Number of New Ace It Apprentices Registered (July 2008)
AIRCRAFT MAINTENANCE TECHNICIAN	17	-
AIRCRAFT STRUCTURAL TECHNICIAN	3	-
APPLIANCE SERVICE TECHNICIAN	1	-
ARCHITECTURAL SHEET METAL WORKER	3	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	10	-
AUTOMOTIVE GLASS TECHNICIAN	2	-
AUTOMOTIVE REFINISHING PREP. TECH.	6	-
AUTOMOTIVE SERVICE TECHNICIAN	38	-
BAKER	4	-
BRICKLAYER	6	-
CARPENTER	156	-
CEMENT MASON	2	-
COMMERCIAL TRAILER MECHANIC	1	-
COMMERCIAL TRANS. VEHICLE MECHANIC	23	-
COMMUNICATION TECHNICIAN	1	-
CONSTRUCTION BOILERMAKER	1	-
COOK	52	1
COSMETOLOGIST	10	-
DAIRY PRODUCTION TECHNICIAN	3	-
DIESEL ENGINE MECHANIC	1	-
DOMESTIC/COMMERCIAL GASFITTER	6	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	2	-
DRYWALL FINISHER	2	-
ELECTRICIAN	139	-
EMBALMER & FUNERAL DIRECTOR	13	-
FLOOR COVERING INSTALLER	4	-
FLORIST	1	-

Industry Training Program	Number of New Apprentices Registered (July 2008)	Number of New Ace It Apprentices Registered (July 2008)
FUNERAL DIRECTOR	2	-
GLAZIER	10	-
HEAT & FROST INSULATOR	4	-
HEAVY DUTY EQUIPMENT MECHANIC	14	-
HEAVY EQUIPMENT OPERATOR	7	-
INBOARD/OUTBOARD MECHANIC	4	-
INDUSTRIAL ELECTRICIAN	2	-
INDUSTRIAL INSTRUMENT MECHANIC	7	-
INDUSTRIAL WAREHOUSEPERSON	1	-
JOINER	5	-
LANDSCAPE HORTICULTURIST	7	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	5	-
LUMBER MANUF. INDUSTRY - SAWFITTER	1	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	2	-
MACHINIST	11	-
MARINE ENGINE MECHANIC	1	-
MARINE REPAIR TECHNICIAN	1	-
MEATCUTTER	4	-
METAL FABRICATOR (FITTER)	8	-
METER TECHNICIAN	4	-
MILLWRIGHT	20	-
MOBILE CRANE OPERATOR (CONST. IND.)	1	-
MOTORCYCLE MECHANIC	1	-
PAINTER AND DECORATOR	3	-
PARTSPERSON	4	-
PILEDRIVER AND BRIDGEWORKER	3	-
PLASTERER	1	-
PLUMBER	82	-
POWER LINE TECHNICIAN	2	-
PRODUCTION HORTICULTURIST	2	-

Industry Training Program	Number of New Apprentices Registered (July 2008)	Number of New Ace It Apprentices Registered (July 2008)
RECREATION VEHICLE SERVICE TECHNICIAN	2	-
REFRIGERATION MECHANIC	11	-
RESIDENTIAL CONST. FRAMING TECHNICIAN	37	-
ROOFER	20	-
SECURITY ALARM INSTALLER	1	-
SHEET METAL WORKER	23	-
SPRINKLER SYSTEM INSTALLER	10	-
STEAMFITTER-PIPEFITTER	7	-
TOOL AND DIE MAKER	1	-
WALL & CEILING INSTALLER	3	-
WATER WELL DRILLER	1	-
WELDER -- LEVEL 'A'	6	-
WELDER -- LEVEL 'B'	22	-
WELDER -- LEVEL 'C'	85	-
WINDER ELECTRICIAN	1	-
<b>Total</b>	<b>956</b>	<b>1</b>

\* April 1 – March 31