



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

# ITA Performance Measurement Report

Figures Updated to September 30, 2008

## Service Plan Performance Indicators – September 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	38,941
<b>Credentials Awarded</b>	2,378	2,899	7,131	7,790	7,671	5,531
<b>Apprenticeship</b>						
Registered Participants	13,815	23,266	28,402	34,316	36,000	33,996
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	3,124
Completion Rate <sup>(2)</sup>	n/a	42%	39%	38%	42%	40%
<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	2,407
Completion Rate				TBD	TBD	TBD
Continuation to Apprenticeship <sup>(b)</sup>			n/a	45%	TBD	48%
<b>Youth <sup>(4)</sup></b>						
Registered Participants	861	3,259	5,647	5,481	4,000	4,945
Credits Awarded						
Completion Rate						
- ACE IT					TBD	
- SSA					TBD	
Continuation to Apprenticeship						
- ACE IT						
- SSA						
- Average of ACE IT & SSA						

To be reported January 2009

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	10,606
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%	5.6%	8.1%	TBD
Female Participation					Establish Baseline	7.7%
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	25,872
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%	6.6%
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	12 days
Assessment of Prior Experience		n/a	32 days	13 days	10 days	11 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
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 September 30, 2008 is 439. Total active apprentices per AIMS 36,502 + 439 = 38,941. Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of September 30, 2008 is 29. Total certificates issued per AIMS 3,095 + 29 = 3,124.

(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 (2,172) plus active ACE IT participants (3,282) less youth in both programs (509) = total youth 4,945.

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/IOTs, 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
August 2008	1,060	5,288
September 2008	1,095	6,383

## 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 September 30, 2008	2,003	1,121	2,407	5,531

\* 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 September 30, 2008

Industry Training Program	Number of Active Apprentices Registered SEP-30-08	Number of Active Ace It Apprentices Registered SEP-30-08
AGRICULTURAL EQUIPMENT TECHNICIAN	3	-
AIRCRAFT MAINTENANCE TECHNICIAN	129	6
AIRCRAFT STRUCTURAL TECHNICIAN	57	9
ANTIQUE FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	87	-
ARCHITECTURAL SHEET METAL WORKER	69	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	4	-
AUTOMATIC TRANSMISSION SERVICE TECH.	9	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	394	24
AUTOMOTIVE GLASS TECHNICIAN	60	-
AUTOMOTIVE MACHINIST	13	-
AUTOMOTIVE REFINISHING PREP. TECH.	185	31
AUTOMOTIVE REFINISHING TECHNICIAN	93	-
AUTOMOTIVE SERVICE TECHNICIAN	2,354	380
AUTOMOTIVE UPHOLSTERER	5	-
BAKER	195	28
BARBER	9	-
BRICKLAYER	247	25
BUILDING ENVELOPE TECHNICIAN	4	-
CABLE SPLICER	2	-
CARPENTER	6,921	640
CEMENT MASON	225	-
COMMERCIAL TRAILER MECHANIC	35	-
COMMERCIAL TRANS. VEHICLE MECHANIC	640	10
COMMUNICATION TECHNICIAN	102	-
COMMUNITY ANTENNA TV TECHNICIAN	35	-
CONSTRUCTION BOILERMAKER	118	-

Industry Training Program	Number of Active Apprentices Registered SEP-30-08	Number of Active Ace It Apprentices Registered SEP-30-08
CONSTRUCTION FORMWORK TECHNICIAN	5	-
COOK	1,982	552
COSMETOLOGIST	940	445
DAIRY PRODUCTION TECHNICIAN	97	-
DIESEL ENGINE MECHANIC	88	22
DOMESTIC/COMMERCIAL GASFITTER	354	1
DOMESTIC/RESID. CERT. GEOTHERMAL TECH.	1	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	82	-
DRYWALL FINISHER	79	-
ELECTRICIAN	6,571	240
ELECTRONICS COMMUNICATION TECHNICIAN	16	-
ELECTRONICS TECHNICIAN	6	-
ELECTRO-PLATER	2	-
ELEVATOR MECHANIC	6	-
EMBALMER & FUNERAL DIRECTOR	39	-
FLOOR COVERING INSTALLER	142	-
FLORIST	4	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	13	-
GLAZIER	378	-
GRAPHIC ARTS-BOOKBINDER I	1	-
GRAPHIC ARTS-LITHO PRESSPERSON	11	-
GRAPHIC ARTS-PRINTER	1	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	30	-
HEAT & FROST INSULATOR	118	-
HEAVY DUTY EQUIPMENT MECHANIC	1,124	87
HEAVY EQUIPMENT OPERATOR	187	-
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	10	-

Industry Training Program	Number of Active Apprentices Registered SEP-30-08	Number of Active Ace It Apprentices Registered SEP-30-08
INBOARD/OUTBOARD MECHANIC	75	-
INDUSTRIAL ELECTRICIAN	106	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	82	-
INDUSTRIAL INSTRUMENT MECHANIC	180	5
INDUSTRIAL WAREHOUSEPERSON	39	-
IRONWORKER	117	-
JEWELLER AND GOLDSMITH	2	-
JOINER	621	70
LANDSCAPE HORTICULTURIST	161	3
LOCKSMITH	11	-
LOG BUILDER	65	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	24	-
LUMBER MANUF. INDUSTRY - SAWFITTER	51	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	16	-
MACHINIST	449	33
MARINE ENGINE MECHANIC	12	-
MARINE REPAIR TECHNICIAN	91	-
MEATCUTTER	60	3
METAL FABRICATOR (FITTER)	561	45
METER TECHNICIAN	9	-
MILLWRIGHT	990	70
MOBILE CRANE OPERATOR (CONST. IND.)	57	-
MOTION PICTURE & THEATRE-GRIP	3	-
MOTORCYCLE MECHANIC	63	-
MOULDER AND COREMAKER	1	-
OIL BURNER MECHANIC (RESIDENTIAL)	6	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	58	33
PAINTER AND DECORATOR	392	-
PARTSPERSON	71	1
PILEDRIVER AND BRIDGEWORKER	108	-

Industry Training Program	Number of Active Apprentices Registered SEP-30-08	Number of Active Ace It Apprentices Registered SEP-30-08
PLANERMILL MAINTENANCE TECHNICIAN 1	3	-
PLANERMILL MAINTENANCE TECHNICIAN 2	21	-
PLASTERER	8	-
PLUMBER	3,433	142
POWER LINE TECHNICIAN	205	-
PRODUCTION HORTICULTURIST	74	1
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	90	2
REFRIGERATION MECHANIC	666	-
REINFORCING STEEL INSTALLER	144	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	92	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	585	25
RESIDENTIAL STEEP ROOFER	14	-
RIG TECHNICIAN 1*	503	-
ROOFER	571	-
SECURITY ALARM INSTALLER	77	-
SHEET METAL WORKER	1,087	3
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	504	-
STEAMFITTER-PIPEFITTER	246	2
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	47	2
TIRE REPAIRER	15	-
TOOL AND DIE MAKER	11	-
TRANSPORT REFRIGERATION MECHANIC	8	-
UTILITY ARBORIST	122	-
WALL & CEILING INSTALLER	330	29
WATER WELL DRILLER	5	-
WELDER -- LEVEL 'A'	60	1
WELDER -- LEVEL 'B'	143	8

Industry Training Program	Number of Active Apprentices Registered SEP-30-08	Number of Active Ace It Apprentices Registered SEP-30-08
WELDER -- LEVEL 'C'	1,048	304
WINDER ELECTRICIAN	28	-
<b>Total</b>	<b>38,941</b>	<b>3,282</b>

\* Rig Technician 1 includes 439 registered in Alberta resident in BC.

## New Apprentice Registrations by Industry Training Program

Fiscal\* 2008/09 – Registered September, 2008

Industry Training Program	Number of New Apprentices Registered (Sep 2008)	Number of New Ace It Apprentices Registered (Sep 2008)
ARCHITECTURAL SHEET METAL WORKER	3	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	10	-
AUTOMOTIVE REFINISHING PREP. TECH.	12	-
AUTOMOTIVE REFINISHING TECHNICIAN	3	-
AUTOMOTIVE SERVICE TECHNICIAN	49	-
BAKER	4	-
BRICKLAYER	6	-
CABLE SPLICER	1	-
CARPENTER	179	-
CEMENT MASON	3	-
COMMERCIAL TRAILER MECHANIC	2	-
COMMERCIAL TRANS. VEHICLE MECHANIC	16	-
CONSTRUCTION BOILERMAKER	16	-
CONSTRUCTION FORMWORK TECHNICIAN	1	-
COOK	55	-
COSMETOLOGIST	42	-
DAIRY PRODUCTION TECHNICIAN	2	-
DIESEL ENGINE MECHANIC	1	-
DOMESTIC/COMMERCIAL GASFITTER	7	-
DOMESTIC/RESID. CERT. GEOTHERMAL TECH.	1	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	2	-
ELECTRICIAN	166	-
FLOOR COVERING INSTALLER	1	-
FUNERAL DIRECTOR	2	-
GLAZIER	5	-
GRAPHIC ARTS-LITHO PRESSPERSON	3	-
HEAT & FROST INSULATOR	1	-

Industry Training Program	Number of New Apprentices Registered (Sep 2008)	Number of New Ace It Apprentices Registered (Sep 2008)
HEAVY DUTY EQUIPMENT MECHANIC	27	-
HEAVY EQUIPMENT OPERATOR	27	-
INBOARD/OUTBOARD MECHANIC	1	-
INDUSTRIAL ELECTRICIAN	6	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	3	-
INDUSTRIAL INSTRUMENT MECHANIC	5	-
INDUSTRIAL WAREHOUSEPERSON	1	-
IRONWORKER	1	-
JOINER	15	-
LANDSCAPE HORTICULTURIST	4	-
LOCKSMITH	2	-
LOG BUILDER	1	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	2	-
MACHINIST	6	-
MARINE ENGINE MECHANIC	1	-
MARINE REPAIR TECHNICIAN	3	-
MEATCUTTER	4	-
METAL FABRICATOR (FITTER)	12	-
MILLWRIGHT	12	-
MOBILE CRANE OPERATOR (CONST. IND.)	4	-
MOTION PICTURE & THEATRE-GRIP	1	-
MOTORCYCLE MECHANIC	4	-
OIL AND GAS RIG TECHNICIAN 1	8	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	1	-
PAINTER AND DECORATOR	11	-
PARTSPERSON	2	-
PLANERMILL MAINTENANCE TECHNICIAN 2	1	-
PLUMBER	75	-
PRODUCTION HORTICULTURIST	1	-
REFRIGERATION MECHANIC	16	-

Industry Training Program	Number of New Apprentices Registered (Sep 2008)	Number of New Ace It Apprentices Registered (Sep 2008)
REINFORCING STEEL INSTALLER	12	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	9	-
RESIDENTIAL CONST. FRAMING TECHNICIAN	1	-
RESIDENTIAL STEEP ROOFER	1	-
ROOFER	42	-
SECURITY ALARM INSTALLER	8	-
SHEET METAL WORKER	25	-
SPRINKLER SYSTEM INSTALLER	13	-
STEAMFITTER-PIPEFITTER	6	-
TIRE REPAIRER	1	-
TRANSPORT REFRIGERATION MECHANIC	1	-
UTILITY ARBORIST	9	-
WALL & CEILING INSTALLER	5	-
WELDER -- LEVEL 'A'	12	-
WELDER -- LEVEL 'B'	29	-
WELDER -- LEVEL 'C'	69	-
WINDER ELECTRICIAN	2	-
<b>Total</b>	<b>1,095</b>	<b>-</b>

\* April 1 – March 31