



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

ITA Performance Measurement Report

Figures Updated to November 30, 2008

Service Plan Performance Indicators – November 30, 2008

Measure	Baseline	2005/06 Results	2006/07 Results	2007/08 Results	2008/09 Target	2008/09 YTD Results
Goal 1: Sufficient and Timely Supply of Skilled Labour, Relative to Industry Needs						
All Participants ⁽¹⁾						
Registered Participants (Foundation 2008/09 YTD Results not included until March 2009)	14,676	33,389	38,018	43,922	43,900	40,575
Credentials Awarded	2,378	2,899	7,131	7,790	7,671	7,145
Apprenticeship						
Registered Participants	13,815	23,266	28,402	34,316	36,000	36,372
Credentials Awarded	2,378	2,899	3,551	5,246	4,200	3,961
Completion Rate ⁽²⁾	n/a	42%	39%	38%	42%	40%
Foundation Program Trainees ⁽³⁾						
Registered Participants	n/a	6,864	3,969	4,125	3,900	Reported March 2009
Credentials Awarded ^(a) (Certificate of Completion)			3,580	2,544	3,471	3,184
Completion Rate				TBD	TBD	TBD
Continuation to Apprenticeship ^(b)			n/a	45%	TBD	49%
Youth ⁽⁴⁾						
Registered Participants	861	3,259	5,647	5,481	4,000	4,203
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 ^(a)	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 ^(b)			6.0%	6.0%	Maintain or Improve	Reported March 2009
Number of Registered Sponsors	6,740	8,819	9,575	10,522	10,700	10,793
Percentage of Potential Sponsors					Establish Baseline	TBD
Participation by Targeted Groups – (Self-identified)						
Aboriginal Participation ⁽⁵⁾	5.4%	5%	5.4%	5.6%	8.1%	TBD
Female Participation					Establish Baseline	8.2%
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 ⁽⁶⁾	18,098	18,098	19,521	23,229	25,500	25,861
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 ⁽⁷⁾	\$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%	7.2%
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
Goal 4: High Levels of Customer Satisfaction and Stakeholder Engagement						
Customer Satisfaction Index ⁽⁸⁾	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: ⁽⁹⁾						
Confirmation of Registration		n/a	16 days	3 days	7 days	8 days
Assessment of Prior Experience		n/a	32 days	13 days	10 days	34 days
Issuing Certification		n/a	5 days	3 days	5 days	3 days
Issuing Exam Results		n/a	12 days	10 days	11 days	12 days
Calls Answered		n/a	n/a	Standard Set	80% within 2 minutes	65%
Stakeholder Engagement ⁽⁸⁾	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 November 30, 2008 is 460. Total active apprentices per AIMS 40,115 + 460 = 40,575.
Total Credentials includes certificates issued to Rig Technicians registered in Alberta but living in BC. The total reported by Alberta as of November 30, 2008 is 29. Total certificates issued per AIMS 3,932 + 29 = 3,961.

(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 (1,678) plus active ACE IT participants (2,843) less youth in both programs (318) = total youth 4,203.

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 November and June.

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
August 2008	1,060	5,288
September 2008	1,095	6,383
October 2008	2,624	9,007
November 2008	817	9,824

Credentials Awarded

Year-to-Date	Completed Industry Training Program	Challengers ⁽¹⁾	Foundation ⁽²⁾	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 November 30, 2008	2,470	1,491	3,184	7,145

* 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 November 30, 2008

Industry Training Program	Number of Active Apprentices Registered 30-NOV-08	Number of Active Ace It Apprentices Registered 30-NOV-08
AGRICULTURAL EQUIPMENT TECHNICIAN	3	-
AIRCRAFT MAINTENANCE TECHNICIAN	135	1
AIRCRAFT STRUCTURAL TECHNICIAN	76	6
ANTIQUÉ FURNITURE RESTORER & FINISHER	1	-
APPLIANCE SERVICE TECHNICIAN	103	-
ARCHITECTURAL SHEET METAL WORKER	71	-
AUTO WHEEL ALIGN & BRAKE SERVICE TECH.	5	-
AUTOMATIC TRANSMISSION SERVICE TECH.	7	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	402	26
AUTOMOTIVE GLASS TECHNICIAN	63	-
AUTOMOTIVE MACHINIST	15	-
AUTOMOTIVE REFINISHING PREP. TECH.	183	15
AUTOMOTIVE REFINISHING TECHNICIAN	101	-
AUTOMOTIVE SERVICE TECHNICIAN	2,542	339
AUTOMOTIVE UPHOLSTERER	4	-
BAKER	192	21
BARBER	10	-
BRICKLAYER	272	27
BUILDING ENVELOPE TECHNICIAN	4	-
CABLE SPLICER	2	-
CARPENTER	7,106	498
CEMENT MASON	237	-
COMMERCIAL TRAILER MECHANIC	34	-
COMMERCIAL TRANS. VEHICLE MECHANIC	640	4
COMMUNICATION TECHNICIAN	101	-
COMMUNITY ANTENNA TV TECHNICIAN	35	-

Industry Training Program	Number of Active Apprentices Registered 30-NOV-08	Number of Active Ace It Apprentices Registered 30-NOV-08
CONSTRUCTION BOILERMAKER	115	-
CONSTRUCTION FORMWORK TECHNICIAN	7	-
COOK	2,233	479
COSMETOLOGIST	1,118	482
DAIRY PRODUCTION TECHNICIAN	97	-
DIESEL ENGINE MECHANIC	88	7
DOMESTIC/COMMERCIAL GASFITTER	356	-
DOMESTIC/RESID. CERT. GEOTHERMAL TECH.	1	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	84	-
DRYWALL FINISHER	93	-
ELECTRICIAN	6,762	214
ELECTRONICS COMMUNICATION TECHNICIAN	17	-
ELECTRONICS TECHNICIAN	4	-
ELECTRO-PLATER	2	-
ELEVATOR MECHANIC	6	-
EMBALMER & FUNERAL DIRECTOR	30	-
FLOOR COVERING INSTALLER	150	-
FLORIST	4	-
FORKLIFT MECHANIC	3	-
FUNERAL DIRECTOR	8	-
GLAZIER	374	-
GRAPHIC ARTS-BOOKBINDER I	1	-
GRAPHIC ARTS-LITHO PRESSPERSON	10	-
GRAPHIC ARTS-PRINTER	1	-
GRAPHIC ARTS-STRIPPER AND ASSEMBLER	1	-
HARDWOOD FLOORLAYER	31	-
HEAT & FROST INSULATOR	118	-
HEAVY DUTY EQUIPMENT MECHANIC	1,150	79
HEAVY EQUIPMENT OPERATOR	192	-

Industry Training Program	Number of Active Apprentices Registered 30-NOV-08	Number of Active Ace It Apprentices Registered 30-NOV-08
HYDRAULIC CRANE OPERATOR	1	-
HYDRAULIC SERVICE MECHANIC	12	-
INBOARD/OUTBOARD MECHANIC	75	-
INDUSTRIAL ELECTRICIAN	122	-
INDUSTRIAL ENGINES & EQUIP. PARTSPERSON	77	-
INDUSTRIAL INSTRUMENT MECHANIC	188	6
INDUSTRIAL WAREHOUSEPERSON	43	-
IRONWORKER	119	-
JEWELLER AND GOLDSMITH	2	-
JOINER	653	48
LANDSCAPE HORTICULTURIST	177	2
LOCKSMITH	14	-
LOG BUILDER	63	1
LUMBER MANUF. IND.-CIRCULAR SAWFILER	27	-
LUMBER MANUF. INDUSTRY - SAWFITTER	50	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	21	-
MACHINIST	461	33
MARINE ENGINE MECHANIC	13	-
MARINE REPAIR TECHNICIAN	96	-
MEATCUTTER	71	5
METAL FABRICATOR (FITTER)	571	40
METER TECHNICIAN	7	-
MILLWRIGHT	1,007	47
MOBILE CRANE OPERATOR (CONST. IND.)	53	-
MOTION PICTURE & THEATRE-GRIP	3	-
MOTORCYCLE MECHANIC	68	-
MOULDER AND COREMAKER	1	-
OIL BURNER MECHANIC (RESIDENTIAL)	5	-
OUTDOOR POWER EQUIPMENT TECHNICIAN	57	20

Industry Training Program	Number of Active Apprentices Registered 30-NOV-08	Number of Active Ace It Apprentices Registered 30-NOV-08
PAINTER AND DECORATOR	409	-
PARTSPERSON	79	1
PILEDRIVER AND BRIDGEWORKER	108	-
PLANERMILL MAINTENANCE TECHNICIAN 1	3	-
PLANERMILL MAINTENANCE TECHNICIAN 2	19	-
PLASTERER	12	-
PLUMBER	3,554	117
POWER LINE TECHNICIAN	230	-
PRODUCTION HORTICULTURIST	76	-
RAILWAY CAR TECHNICIAN	30	-
RECREATION VEHICLE SERVICE TECHNICIAN	98	1
REFRIGERATION MECHANIC	681	-
REINFORCING STEEL INSTALLER	144	-
RESIDENTIAL BUILDING MAINTENANCE WORKER	87	-
RESIDENTIAL CONSTRUCTION FRAMING TECH.	557	16
RESIDENTIAL STEEP ROOFER	12	-
RIG TECHNICIAN 1*	514	-
RIG TECHNICIAN 2	2	-
ROOFER	605	-
SECURITY ALARM INSTALLER	75	-
SHEET METAL WORKER	1,087	4
SHIPWRIGHT	1	-
SPRINKLER SYSTEM INSTALLER	515	-
STEAMFITTER-PIPEFITTER	253	1
TELECONTROL TECHNOLOGIST	1	-
TILESETTER	53	2
TIRE REPAIRER	15	-
TOOL AND DIE MAKER	11	-
TRANSPORT REFRIGERATION MECHANIC	8	-

Industry Training Program	Number of Active Apprentices Registered 30-NOV-08	Number of Active Ace It Apprentices Registered 30-NOV-08
UTILITY ARBORIST	141	16
WALL & CEILING INSTALLER	354	49
WATER WELL DRILLER	3	-
WELDER -- LEVEL 'A'	71	3
WELDER -- LEVEL 'B'	168	6
WELDER -- LEVEL 'C'	1,117	227
WINDER ELECTRICIAN	25	-
Total	40,575	2,843

* Rig Technician 1 includes 460 registered in Alberta resident in BC.

New Apprentice Registrations by Industry Training Program

Fiscal* 2008/09 – Registered November, 2008

Industry Training Program	Number of New Apprentices Registered (November 2008)	Number of New Ace It Apprentices Registered (November 2008)
AIRCRAFT MAINTENANCE TECHNICIAN	5	-
AIRCRAFT STRUCTURAL TECHNICIAN	21	13
ARCHITECTURAL SHEET METAL WORKER	6	-
AUTOMATIC TRANSMISSION SERVICE TECH.	1	-
AUTOMOTIVE COLLISION REPAIR TECHNICIAN	5	-
AUTOMOTIVE GLASS TECHNICIAN	2	-
AUTOMOTIVE REFINISHING PREP. TECH.	6	-
AUTOMOTIVE REFINISHING TECHNICIAN	7	-
AUTOMOTIVE SERVICE TECHNICIAN	32	1
BAKER	3	-
BRICKLAYER	9	1
CARPENTER	130	1
CEMENT MASON	1	-
COMMERCIAL TRANS. VEHICLE MECHANIC	8	-
CONSTRUCTION FORMWORK TECHNICIAN	1	-
COOK	80	-
COSMETOLOGIST	6	-
DAIRY PRODUCTION TECHNICIAN	2	-
DOMESTIC/COMMERCIAL GASFITTER	11	-
DOMESTIC/RESID. CERT. HEATING TECHNICIAN	1	-
DRYWALL FINISHER	4	-
ELECTRICIAN	84	-
ELECTRONICS COMMUNICATION TECHNICIAN	2	-
FLOOR COVERING INSTALLER	2	-
GLAZIER	9	-
HEAT & FROST INSULATOR	1	-

Industry Training Program	Number of New Apprentices Registered (November 2008)	Number of New Ace It Apprentices Registered (November 2008)
HEAVY DUTY EQUIPMENT MECHANIC	21	-
HEAVY EQUIPMENT OPERATOR	2	-
HYDRAULIC SERVICE MECHANIC	1	-
INBOARD/OUTBOARD MECHANIC	1	-
INDUSTRIAL ELECTRICIAN	6	-
INDUSTRIAL INSTRUMENT MECHANIC	5	-
INDUSTRIAL WAREHOUSEPERSON	1	-
IRONWORKER	1	-
JOINER	19	-
LANDSCAPE HORTICULTURIST	10	-
LOCKSMITH	1	-
LUMBER MANUF. IND.-CIRCULAR SAWFILER	4	-
LUMBER MANUF. INDUSTRY-BENCHPERSON	5	-
MACHINIST	5	1
MARINE REPAIR TECHNICIAN	5	-
MEATCUTTER	2	-
METAL FABRICATOR (FITTER)	7	-
MILLWRIGHT	22	-
MOTION PICTURE & THEATRE-GRIP	1	-
MOTORCYCLE MECHANIC	1	-
PAINTER AND DECORATOR	9	-
PARTSPERSON	3	-
PLASTERER	1	-
PLUMBER	60	-
POWER LINE TECHNICIAN	25	-
PRODUCTION HORTICULTURIST	3	-
RECREATION VEHICLE SERVICE TECHNICIAN	2	-
REFRIGERATION MECHANIC	16	-
REINFORCING STEEL INSTALLER	2	-

Industry Training Program	Number of New Apprentices Registered (November 2008)	Number of New Ace It Apprentices Registered (November 2008)
RESIDENTIAL BUILDING MAINTENANCE WORKER	1	-
RIG TECHNICIAN 2	2	-
ROOFER	22	-
SECURITY ALARM INSTALLER	4	-
SHEET METAL WORKER	15	-
SPRINKLER SYSTEM INSTALLER	15	-
STEAMFITTER-PIPEFITTER	7	-
TILESETTER	3	-
UTILITY ARBORIST	4	-
WALL & CEILING INSTALLER	6	-
WATER WELL DRILLER	1	-
WELDER -- LEVEL 'A'	9	-
WELDER -- LEVEL 'B'	13	-
WELDER -- LEVEL 'C'	35	-
Total	817	17

* April 1 – March 31