

New Brunswick

Ministry responsible for literacy	Department of Post-Secondary Education, Training and Labour
<ul style="list-style-type: none"> • Minister's name • Key Staff 	<ul style="list-style-type: none"> • Hon. Martine Coulombe • Guy Lamarche Community Adult Learning Services Branch
Ministry responsible for the LMA	Department of Post-Secondary Education, Training and Labour
<ul style="list-style-type: none"> • Minister's name • Key Staff 	<ul style="list-style-type: none"> • Hon. Martine Coulombe
Ministry responsible for Workplace Literacy	Department of Post-Secondary Education, Training and Labour
<ul style="list-style-type: none"> • Minister's name • Key Staff 	<ul style="list-style-type: none"> • Hon. Martine Coulombe • Allen Bard Manager, Workplace Essential Skills Unit

Definition of literacy

The 2009 *Adult Literacy Strategy* defines literacy as:

The ability to understand and use printed information in daily activities at home, at work and in the community, and to achieve one's goals and develop one's knowledge and potential. In recognition of the strong employment-related needs in the province, our definition of literacy also references essential skills – skills that help people perform the tasks required by their occupation (or desired occupation), provide a foundation for learning other skills, and enhance people's ability to innovate and adapt to workplace change. These skills include reading, document use, writing, numeracy, oral communication, working with others, thinking, computer use, and continuous learning.

Adult Literacy Policy:

In 2009, the province released *Working Together for Adult Literacy: An Adult Literacy Strategy for New Brunswick*. The vision for the strategy was described as:

All New Brunswickers have the literacy skills they need to participate fully at home, at work and in their communities.

Working Together for Adult Literacy focuses on four strategic priorities to support that vision:

1. Reduce barriers and increase participation
2. Increase the number and range of effective adult literacy learning opportunities;
3. Ensure the quality and effectiveness of adult literacy programs
4. Strengthen partnerships to develop a robust and effective adult literacy system

The strategy laid out a short-term plan. The Community Adult Learning Network (CALNet) provides literacy training to IALSS level 2. Support would be provided to Laubach Literacy New Brunswick to help it build its one-on-one literacy tutoring capacity and to *Fédération d'alphabétisation du Nouveau-Brunswick* (FANB) to explore the development of a one-on-one tutoring service. The Workplace Essential Skills (WES) program was launched funded through the Labour Market Agreement (LMA). Clear learning pathways were to be outlined to link CALNet's academic and e-learning programs, the WES program, and other related programs. The department initiated a process to develop quality service and assurance standards. Academic upgrading was provided free of charge in the province's college system beginning in 2009. The public library system created an Adult Literacy Collection and a province-wide bookmobile service a new Books-by-Mail service were launched.

During 2010-11, the province finalized the *Quality Framework for Adult Literacy and Essential Skills Service Delivery*. The framework is intended to apply to all adult literacy and essential skills service delivery undertaken by, on behalf of, or funded through the Community Adult Learning Services Branch in order to ensure that 1 - service delivery is focused on the needs of adult learners, 2 - adult literacy and essential skills programs in New Brunswick are of consistently high quality, 3 - everyone involved in service delivery is committed to quality standards, and 4 - a collaborative culture of continuous improvement exists across and within organizations in this sector.

The province also began developing a new Digital Literacy vision for the provision of basic computer skills training. The vision proposes a shift from "bricks and mortar" (current E-Learning centre facilities) to a mobile provision of digital literacy services where warranted.

New Brunswick, along with the three other Atlantic provinces, has launched “Literacy: It means more than you think,” a four year awareness campaign. Phase One of the campaign, delivered through four French and four English TV ads, will inform Atlantic Canadians regarding the importance of strong literacy and essential skills. Phase Two of the campaign will mobilize partnerships with stakeholders and employers, and encourage adult learners to participate in adult learning programs.

How are literacy programs provided?

The Department of Post-Secondary Education, Training and Labour (PETL), Adult Literacy Services Branch coordinates the delivery of community-based adult literacy services. This is done by providing a range of free adult literacy training opportunities in both official languages in partnership with the private sector, communities, and the non-profit organization, Literacy New Brunswick Inc. Nine regional literacy coordinators assist regional literacy committees to set up Community Adult Learning Programs and provide andragogical and professional support for these programs.

The Community Adult Learning Network/CALNet – an “integrated network focus[ing] on quality of adult learning services, including computer training, literacy training and workplace training” provides the province with a local full-service “one-stop-shop” with 200 Community Adult Learning Centres (CALCs) in more than 100 communities. These centres deliver both academic and e-learning programs. CALNet provides literacy training to individuals to IALSS Level 2; GED preparation, both in class and online; and e-learning programs that offer computer training and other lifelong learning opportunities. The program has two objectives:

- Provide adults with low literacy skills and/or formal credentials deficits access to appropriate training and educational opportunities
- Increase the employability of adults who have low literacy skills and/or lack formal credentials.

The program features an individualized, learner-centred, androgical approach. Standard assessment, curriculum, and testing services are available. Learners may begin training at any time during the program year as an opening is available and as their schedule permits. Hours of training per week can vary depending on individual needs and circumstances.

CALC e learning programs offer computer training and other lifelong learning opportunities. These programs are open to the public. Services include public access to computers and the Internet, assisted access to government online services, and business related services to small and medium sized enterprises.

The Canadian GED Online program is available to adults wishing to prepare for writing the GED tests. It assesses learners' academic skills, creates a customized learning plan based upon learners' current knowledge, and affords learners the opportunity to study at their own pace from home or at a location within their community when their schedule permits.

In 2010-2011, 3,300 adult learners were engaged in 174 academic programs for IALSS levels 1 and 2 and in GED preparation courses (both in class and on-line).

In 2010-11, New Brunswick spent \$2,837,173 on Workplace Essential Skills and \$3,500,000 on Community Adult Learning Services.

Is there a focus on workplace literacy and essential skills?

The province's target is an increase to the literacy level of 45,000 adults from literacy levels 1 and 2 to level 3 within 9 years or 4,500 per year, primarily through workplace training.

The *2009 Adult Literacy Strategy* announced a new Workplace Essential Skills (WES) model would provide an accelerated process for adults, both employed and unemployed, to gain needed knowledge and skills. It is delivered at the community level and in the private sector in partnership with business and labour. This initiative is funded through the LMA.

The initiative involves both workplace programs and two centres of excellence (one in each official language) to serve the province by providing expertise in the areas of learning content, tools, prior-learning assessment, measurement and evaluation, and related services.

Training is customized to respond to the specific needs of the work environment and the current or future needs of employees. Newly learned skills can be applied immediately with visible results. On-site training is customized to identify labour force gaps and assist with workforce recruitment, retention, and adaptation. WES training is available for, but not limited to private, public, and not-for-profit employers; municipalities; band/tribal councils; employer/employee associations; and industry associations.

WES provides service to employers to assess workplace needs, develop customized training that reflects the distinct needs of current or future employees; provide resources for quality training; offer continued support throughout training; and measure the achievement of training objectives.

In 2010-11, more than 557 learners benefited from the Workplace Essential Skills (WES) program with 88 active initiatives coordinated by seven regional WES teams.

New Brunswick's LMA funding supports a range of literacy and Essential Skills activity including:

- Training and Skills Development funds training or education programs that allow return to work and includes literacy upgrading
- Community Adult Literacy Training
- WES training
- Community Adult Digital Literacy training

Is there a formal role for labour?

New Brunswick does not seem to have a dedicated LMA consultation process. Labour is not specifically mentioned as a partner in the consultations.

What is the available financial support? (For workers, for labour)

It is not clear if labour is eligible for funding from the WES program.

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Amount	\$68.4 million (6 years)
Date Signed:	February 29, 2008
Focus for the Unemployed	<p>For unemployed individuals who are not eligible for training assistance under the EI program, including groups who are under-represented in the labour market, such as:</p> <ul style="list-style-type: none"> • Aboriginal people, immigrants, persons with disabilities, youth, women, and older workers • Individuals entering and re-entering the workforce
Focus for the Employed	Training for employed individuals who are low skilled and do not have a high school diploma or a recognized credential, or have low levels of literacy and lack essential skills.
Provincial Priorities	<p>Unemployed individuals who are not eligible for Employment Insurance, including: social assistance recipients; immigrants; persons with disabilities; older workers; youth; Aboriginal peoples; new entrants and re-entrants to the labour market; and unemployed individuals previously self-employed</p> <p>Employed individuals who are low skilled, in particular, employed individuals who do not have a high school diploma or a recognized certification or who have low levels of literacy and essential skills.</p>
Accountability Measures	<p>The Labour Market Agreements contain a robust accountability framework that includes commitments related to:</p> <ul style="list-style-type: none"> • the development of annual plans and the engagement of stakeholders • the stewardship of financial resources provided under the agreement • the measurement of the outcomes and benefits of investments in three areas-participants, service delivery and participant impacts • regular public reporting of results achieved • and regular review and evaluation of activities
Displacement	Commitment to ensure that the new federal investments do not displace normal provincial expenditures within the labour market.
Official Languages	
Administration	The Department of Post-Secondary Education, Training and Labour is responsible for the LMA.
Strategic Transitions and	STTF funding of \$14m was available to both EI and non-EI eligible

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Training Fund	clients. The province used the funding to augment its existing programs and to enhance its capacity for career counselling and job coaching
Consultations	No specific consultations were held but a variety of events and documents were used for input in LMA plan development. No specific mention of labour.
Literacy and Essential Skills	NB has committed over \$8m (about one-third of its budget) for literacy training including a new workplace Essential Skills service. In addition, direct support for individuals pursuing literacy and upgrading is provided.

New Brunswick - Original LMA

Priority Areas (\$000's)	2008-09*	2009-10	2010-11	2011-12	2012-13	2013-14	Six Year Total	Notional %
Employed	5,650	8,000	8,000	8,000	8,000	8,000	48,000	70%
Unemployed	5,760	3,400	3,400	3,400	3,400	3,400	20,400	30%
Total (\$000's)	11,400	11,400	11,400	11,400	11,400	11,400	68,400	100%

*2008-2009 figures have been adjusted from original LMA based on 2008-2009 annual plan

New Brunswick LMA Activity

Priority Area	2008-2009 LMA \$ Actual	2008- 2009 # Clients Actual	2009-2010 LMA \$ Actuals (includes STTF)	2009-2010 # Clients Actual	2010-2011 LMA \$ Actuals (includes STTF)	2010-2011 # Clients Actual	2010-2011 LMA \$ Planned	2010-2011 # Clients Planned
Employment Programs							\$5,991,721	
Workforce Expansion (enhanced wage subsidy)	\$273,408	2,310	\$5,384,610	2,810	\$2,422,497	1,981	\$1,600,000	416
SEED Co-op (summer work exposure and public sector placements)	\$215,763	2,358	\$520,063	1,709	\$328,424	1,610	\$600,000	89
Aboriginal Work Exposure and Training Support		50						
Work Ability (work exposure and case management)	\$130,323	704	\$1,304,762	837	\$499,173	634	\$400,000	115
Training and Skills Development Program -	\$227,735	8,614	\$2,594,103	10,230	\$3,455,708	10,934	\$1,953,500	377

Priority Area	2008-2009 LMA \$ Actual	2008- 2009 # Clients Actual	2009-2010 LMA \$ Actuals (includes STTF)	2009-2010 # Clients Actual	2010-2011 LMA \$ Actuals (includes STTF)	2010-2011 # Clients Actual	2010-2011 LMA \$ Planned	2010-2011 # Clients Planned
(literacy upgrading and support for training interventions includes tuition, day care, transportation, books)								
Employment Services - Adjustment Services	\$1,215,201 (all Employment Services)	5,773	\$5,472,111 (all Employment Services)	N/A	\$3,898,768 (all Employment Services)	5,492 (all Employment Services)		
Employment Services - Labour Market Research and Analysis (sectoral approaches to LMI)				N/A	\$1,166,500	N/A	\$938,221	N/A
Employment Services - Employment Assistance Services				N/A	\$2,117,544	N/A		

Priority Area	2008-2009 LMA \$ Actual	2008- 2009 # Clients Actual	2009-2010 LMA \$ Actuals (includes STTF)	2009-2010 # Clients Actual	2010-2011 LMA \$ Actuals (includes STTF)	2010-2011 # Clients Actual	2010-2011 LMA \$ Planned	2010-2011 # Clients Planned
Administration	\$26,939		\$1,327,374	N/A	\$1,584,201	N/A		
Literacy Training							\$7,640,878	
Workplace Literacy and Essential Skills Training (new program)(addi tional 500 employees/40 employers)	\$683,276	N/A	\$4,011,260	285	\$2,837,173	557	\$3,114,378	800
Community Adult Literacy Training (500 employable non-EI eligible clients plus case management)		2,413		3,298	\$3,500,000	3,298	\$3,400,000	1060
Community Adult Digital Literacy Training							\$300,000	1,000
Skill Development Support - NB Public Libraries				N/A		N/A	\$100,000	

Priority Area	2008-2009 LMA \$ Actual	2008- 2009 # Clients Actual	2009-2010 LMA \$ Actuals (includes STTF)	2009-2010 # Clients Actual	2010-2011 LMA \$ Actuals (includes STTF)	2010-2011 # Clients Actual	2010-2011 LMA \$ Planned	2010-2011 # Clients Planned
Services (Literacy Collection & Be Welcome @ Your Library)								
Totals	\$2,772,645	22,222	\$20,614,283	19,169	\$18,742,738	24,506	\$13,630,000	2,857

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