

Québec

Ministry responsible for literacy	Ministère de l'Éducation, du Loisir et du Sport
<ul style="list-style-type: none">• Minister's name• Key Staff	<ul style="list-style-type: none">• Hon. Line Beauchamp <p>Direction de l'éducation des adultes et de l'action communautaire</p>
Ministry responsible for the LMA	Ministère de l'Emploi et Solidarité sociale
<ul style="list-style-type: none">• Minister's name• Key Staff	<ul style="list-style-type: none">• Hon. Julie Boulet
Ministry responsible for workplace literacy	Ministère de l'Emploi et Solidarité sociale
<ul style="list-style-type: none">• Minister's name• Key Staff	<ul style="list-style-type: none">• Hon. Julie Boulet

Definitions of literacy

The 2002 policy, *Government Policy on Adult Education and Continuing Education and Training*, defines literacy to account for the current context of a knowledge-based society, globalizations technological change, and the increased complexity of social and working life. Basic education should enable people to:

- understand and use written information in a range of contexts to meet their goals and broaden their knowledge and abilities
- communicate effectively with varied audiences
- use information and communications technologies for many purposes
- participate actively filling their roles as citizens

Adult Literacy Policy

In 2002, Québec published the *Government Policy on Adult Education and Continuing Education and Training*, which aimed to foster lifelong learning. The policy places a priority on four areas for action:

- to provide basic education for adults
- to maintain and continually upgrade adults' competencies
- to acknowledge prior learning and competencies through official recognition
- to remove obstacles to access and retention

How are literacy programs provided?

The *Ministère de l'Éducation, du Loisir et du Sport* (MELS) (Ministry of Education, Recreation and Sport) supports basic general education given in 200 adult education centres run by the school boards, the continuing education services of Cégep's, and the business services of secondary school/college networks.

In addition to support to school boards, MELS provides grants under a grassroots community-action program ("*Programme d'action communautaire sur le terrain*") to 131 community-based, independent, adult literacy action groups.

MELS has specified the responsibilities of independent community action groups and school boards in terms of literacy, in accordance with the following parameters:

- Both systems will offer literacy services
- The school boards will, however, retain ultimate responsibility for the recognition of schooling and other learning, summative evaluation, and certification
- The community-based literacy groups will focus primarily on adults who have decided not to return to school, who wish to pursue their education without necessarily obtaining official certification from MELS (diploma, attestation, certificate, etc.), or who are not yet ready, for any number of personal or psychosocial reasons, to enter or re-enter the school system

MELS funds the “*Programme de la formation de base commune*” (Common Core Basic Education) that covers the first eight years of schooling. Literacy covers the first two stages of the current literacy training courses; Pre-secondary covers the third and fourth stages of the current literacy training courses as well as the current pre-secondary courses; and Secondary Cycle One corresponds to the first two years of secondary school. The target group is adult with less than 8 years of education.

The goal of literacy services is to enable adults to guide their own development in an independent manner by using everyday situations as opportunities for learning. Literacy services are aimed at getting adults to function effectively and satisfactorily in a variety of everyday situations. In order to do this, they must develop the ability to listen, speak, read, write, and count. A customized training process is used in literacy services. Newly developed content for adult literacy curricula, designed using a competency-based approach and adaptable to different life spheres, is available for optional implementation by school boards. The development of curricula for basic training takes into account common adult-education principles that place the adult at the center of the formation and influence the quality of its interaction with teachers.

Québec’s research indicates that most international training activities involved more educated adults who already have a job, a good level of competence and are high-income earners. That is why the Government policy for adult education and training pays special attention to certain groups with particular difficulties in accessing education: men and women under 30 without qualifications, people with disabilities, immigrants not proficient in the French language, and members of indigenous nations, and people aged 45 and over who are on the job market or seeking employment.

Is there a focus on workplace literacy and essential skills?

The *Government Policy on Adult Education and Continuing Education and Training* states, “the implementation of the *Act to foster the development of manpower training* is one of the most notable advances in the development of a culture of lifelong learning in Québec.”

Work-related adult learning and training in Québec has been led since 1995 by the *Act to foster the development of manpower training*. This Act requires employers to invest 1% of their total payroll in the provision of education and training for their staff.

Companies that do not report such investments must pay the same amount to the Department of Revenue. The moneys contributed by firms that have not invested the minimum required amount in adult learning and training are deposited in a special fund, the “*Fonds national de formation de la main-d’œuvre*” (FNFMO) (National Labour Force Training Fund), which is co-managed by government and labour market stakeholders under the aegis of the *Commission des partenaires du marché du travail* (CPMT). These moneys are used to fund innovations or initiatives in firms and sectoral

committees, as well as a research program, all based on proposals made by members of the CPMT. Firms, sectoral committees, and researchers can submit requests for grants.

An amendment in January of 2004 exempted all businesses with a total payroll of under \$1 million from this obligation.

Is there a formal role for labour?

In Québec, the CPMT is involved in support to workplace literacy, although not exclusively. The *Fédération des travailleurs/euses de Québec* (FTQ) works through the commission to ensure that workers have access to training. The FNFMO is the source of the Commission's funds. Each project is evaluated and is eligible for up to \$250,000 in funding, with payment for instructors of up to \$20.00 per hour. The FTQ's approach is to make use of the community organizations' network for delivering literacy training.

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

In Québec, funding for in-house workplace training includes the FNFMO, various qualification and apprenticeship schemes, a range of measures funded through and the "*Fonds de développement du marché du travail*" managed by Emploi Québec.

The program, "*Alphabétisation, formation de base et francisation*", provides funding for training designed to teach people to read, count and communicate in French up until a level that corresponds with a secondary school diploma or a qualification recognized by Emploi Québec. Employees targeted by *francisation* training are those born outside Québec and who do not speak French.

Emploi-Québec delivers the "*Apprentissage en ligne*" (On-line Learning), a project-based program to sector councils, training business/labour associations, businesses, and groups of business. Funds are available to develop and to deliver on-line learning activities. Priority is given to projects involving literacy and basic skills, the development of professional competences for the low skilled, training for the regulated trades and training that leads to a certification.

"*Programme de développement des compétences en entreprise*" (Development of skills for businesses) is a sub-program of the "*Fonds de développement et de reconnaissance des compétences de la main-d'œuvre*" (FDRCMO) (Development and Recognition of Workplace Skills Fund) managed by the CPMT. This program provides funds for the development and recognition of the literacy, basic skills, and *francisation* skills of workers in small and medium sized enterprises, as well as for training the trainers.

“Programme de l’intervention régionale” (Regional Intervention Program) is a sub-program of FDRCMO facilitated by the regional labour market partners councils. This program is aimed at the regional levels to support efforts of small and medium sized enterprises to recognize and develop their workforce’s competences. Support is provided for literacy, basic skills and *francisation*, recognition of skills, and training in management training for managers.

“Programme de l’intervention sectorielle” (Sectoral Intervention) is a sub-program of the FDRCMO managed by the CPMT. This program supports sector councils in their effort to have the small and medium sized enterprises in their sectors better structure and adapt their investment in the development and recognition of the competencies of their workforce. The program supports 30 sector councils, two *comites d’intégration de maintien en emploi* (integration and maintaining of employment committees) for persons with disabilities and immigrants, and four advisory committees for women, youth, workers 45 years and older, and offenders. Support is also provided for literacy, basic skills and *francisation* training and training the trainers.

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Amount	\$700 million (6 years)
Date Signed:	April 30, 2009
Focus for the Unemployed	<p>The new investments will focus on supporting skills development for individuals who do not qualify for training assistance under the Employment Insurance program, among them members of under-represented groups within the labour market, including:</p> <ul style="list-style-type: none"> • Immigrants, people with disabilities, youth and older workers; • Individuals entering or re-entering the workforce.
Focus for the Employed	<p>Under these arrangements, the new resources will also help provide training for employed individuals who have low skills or who do not have a high school diploma or recognized credentials.</p>
Provincial Priorities	<p>Quebec's objectives in relation to its employment and training measures and services are as follows:</p> <ul style="list-style-type: none"> • Support individuals in their efforts to achieve long-term labour market entry through the use of a variety of methods adapted to their needs; • Increase the labour market participation of the Quebec population; • Ensure that Quebec's labour force is educated, skilled, mobile and adaptable; • Provide quality employment and training measures and services that are accessible to both unemployed and employed individuals; • Strike a quantitative and qualitative balance between labour supply and demand, in particular in sectors experiencing labour shortages; • Improve the employability of unemployed individuals and support their job entry and retention efforts; • Promote the acquisition and mastery of skills that will encourage job entry and retention, and promote recognition of labour force knowledge and skills; • Manage employment and training measures and services by focussing on regional and local involvement and on the achievement of results; • Encourage employers to become more involved in

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developing a skilled labour force and encourage employed and unemployed individuals to develop the skills needed to achieve long-term labour market entry.

2. Employment and training measures

2.1. Quebec's employment and training measures and services are designed to facilitate access to the labour market and to employment for as many Quebec residents as possible. They are also designed to increase the skill level of the labour force, thereby promoting an increase in the employment rate, in productivity, and in the ability of businesses to adapt to change.

2.2. The employment and training measures and services offered include financial assistance, counselling, and support.

2.3 The employment and training measures and services offered are varied and can be carried out in different locations. They are based on the criteria of accessibility, effectiveness, fairness, and adaptability to the needs of individuals and groups, with the goal being to increase labour force skills and improve business productivity. These measures and services are designed to achieve the following:

- Help individuals acquire, develop and master the skills needed to ensure long-term labour market entry;
- Encourage individuals to accept employment by offering incentives such as temporary earnings supplements;
- Encourage employers to hire these individuals;
- Help individuals start businesses or become self-employed;
- Provide employment opportunities through which individuals can gain work experience to improve their long-term employment prospects;
- Ensure recognition of the skills acquired;
- Provide a variety of employment assistance and training services that promote job retention and growth;
- Implement strategies for dealing with changes in the labour market, and implement training and qualification measures for workers.

Accountability Measures

Quebec is currently has a multi-year plan. The last strategic plan for 2008-2011 implements actions and measures, including those of *Pacte pour l'emploi*. The next strategic plan for 2011-2014 will include the amount from Canada's financial contribution under the LMA relative to the total of investments in Quebec for

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	its employment programs and services. Quebec will share information with Canada regarding its strategic plan for the three-year period 2011-2014.
Displacement	
Official Languages	
Administration	<i>Emploi-Quebec</i> manages the programs and services
Strategic Training and Transition Fund	Almost \$128 million from the Strategic Training and Transition Fund will be paid out during the same period to ensure that everyone has access to training or any other form of assistance they require, whether or not they are eligible for Employment Insurance benefits. These investments will also support the <i>Pacte pour l'emploi</i> and the <i>Pacte pour l'emploi Plus</i> implemented by the Government of Quebec, which aim to improve workers' skills, to integrate pools of available labour, to make participation in the workforce more attractive and better paying and to meet the labour needs of growing Quebec businesses in the coming years.
Consultations	<p>The <i>Loi sur le ministère de l'Emploi et de la Solidarité sociale et sur la Commission des partenaires du marché du travail</i> confers responsibility for the preparation of <i>Emploi-Québec's Plan d'action annuel (PAA)</i> on the <i>Ministre de l'Emploi et de la Solidarité sociale</i> and the <i>Commission des partenaires du marché du travail (CPMT)</i>.</p> <p><i>Emploi-Québec</i> has sole responsibility for providing public employment services for the province of Quebec. Once the PAA is approved in mid-March of each year by the <i>Ministre de l'Emploi et de la Solidarité sociale</i> and by representatives of CPMT partners from union, employer, community and educational organizations, it is submitted, for consultation purposes, to the main Government of Quebec departments involved in labour and employment issues. The PAA is then sent, before the start of each fiscal year, for Cabinet approval and is tabled in the National Assembly in June.</p> <p>The PAA is an extension of the <i>Plans d'action régionaux (PARs)</i> that are developed by the 17 regional councils of labour market partners and submitted for the approval of the CPMT and the <i>Ministre de l'Emploi et de la Solidarité sociale</i> in March each year.</p>
Literacy and Essential Skills	Support for literacy and essential skills training is available to businesses including support to use layoffs and slowdowns to improve workers' skills.

Note: Quebec does not file a report in the same fashion as the other provinces, rather LMA and STTF activities are part of *Emploi-Québec's Plan d'action annuel*. It has used its LMA and STTF funds to augment its current selection of programs. The amounts received from the federal government are not provided by program.

Quebec LMA Activity

In 2010-2011, Quebec received approximately \$115.9 million from the federal government under the LMA.

Quebec organizes its programs under two “*pactes*.” The Government of Quebec implements an array of targeted measures that will have a tangible and immediate impact on people who have lost their jobs and on businesses experiencing cyclical difficulties. For individuals, these measures represent increased financial assistance and personalized support towards employment or training leading to a new job. The Government of Quebec also introduced measures to help keep workers on the job and to increase productivity, including financial participation in training projects.

The *Pacte pour l'emploi* is an investment of nearly one billion dollars over three years, of which \$548 million comes from the Government of Quebec and \$439.4 million comes from the private sector. The *Pacte pour l'emploi* will help any person willing to work to ensure that Quebec has enough qualified workers by helping them increase their skills, supporting businesses that want to increase their productivity by focusing on training and skills development and engaging local and regional partners in employment and workforce development. The *Pacte pour l'emploi* is financed in part by the LMA.

In March 2009, the Government of Quebec introduced the *Pacte pour l'emploi Plus*, which included additional investments of \$518 million over two years. The *Pacte pour l'emploi Plus* was aimed at services for those who have lost their jobs and at investments in increasing the qualifications of the workforce. The *Pacte pour l'emploi Plus* was financed in part by the LMA and the STTF.

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