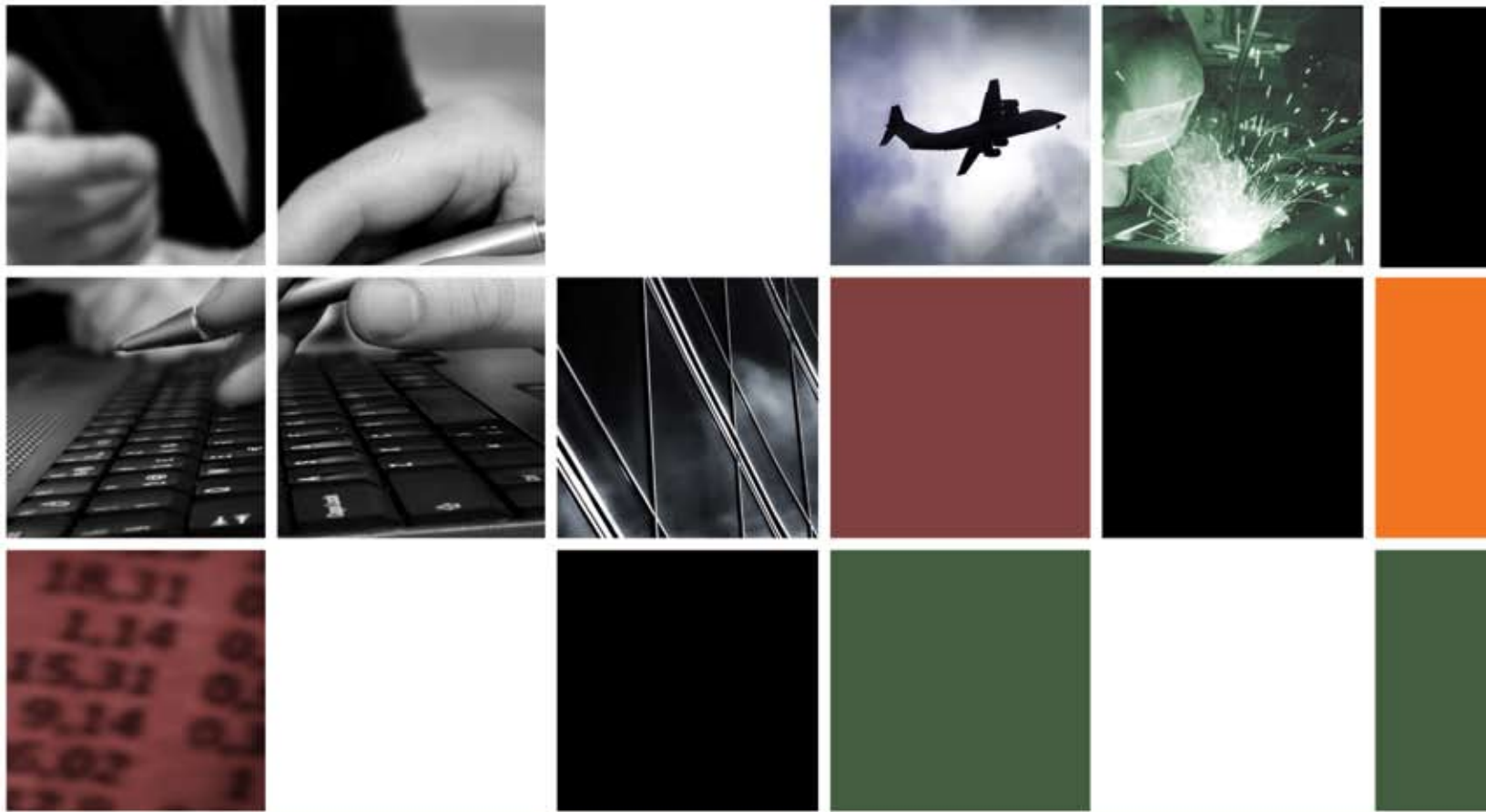




# EMPLOYERS' RESOURCE GUIDE

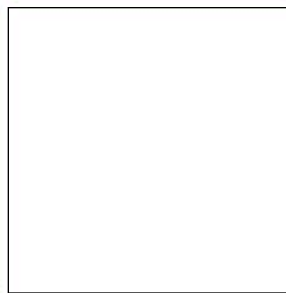
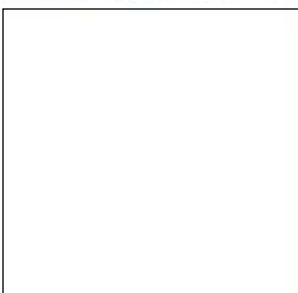
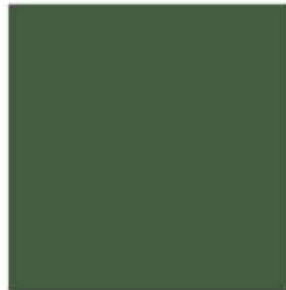
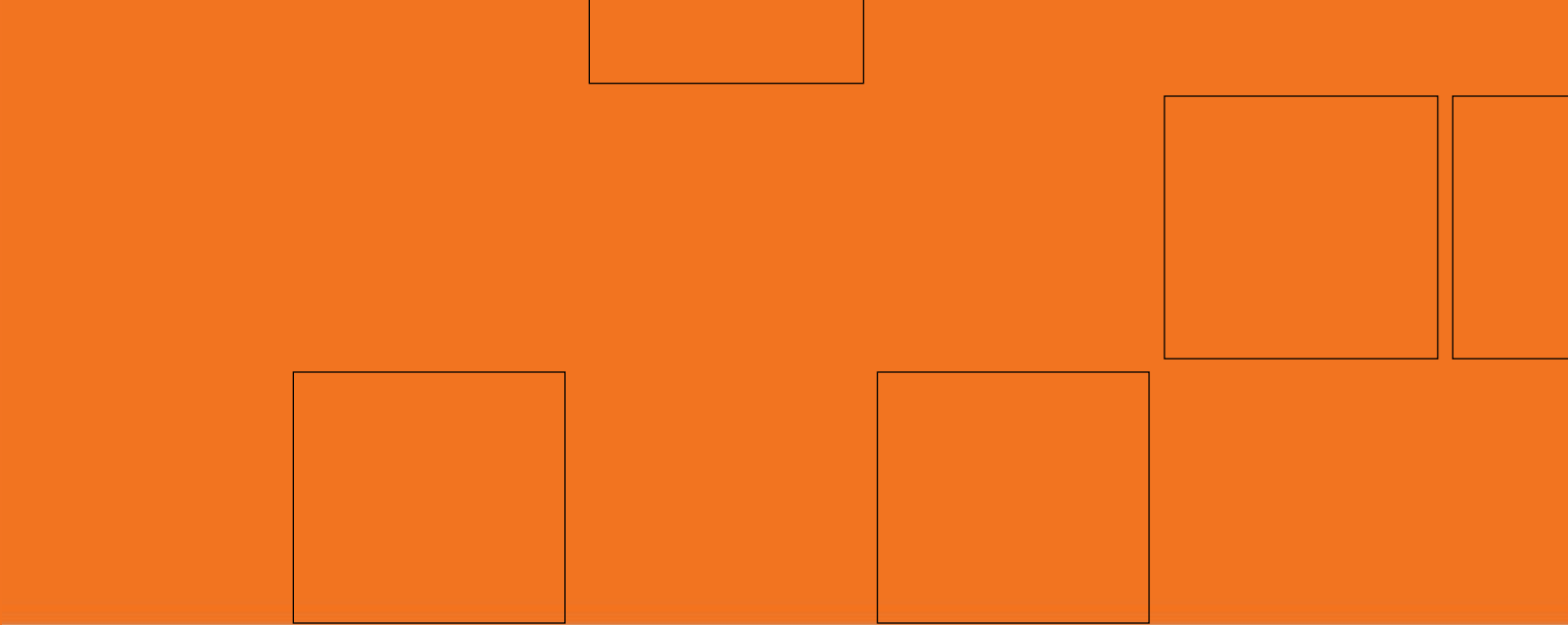


[www.SkillsWithoutBorders.com](http://www.SkillsWithoutBorders.com)



Service  
Canada







## SKILLS WITHOUT BORDERS: CONNECTING EMPLOYERS AND SKILLED IMMIGRANTS

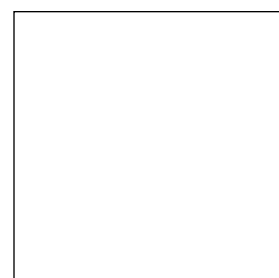
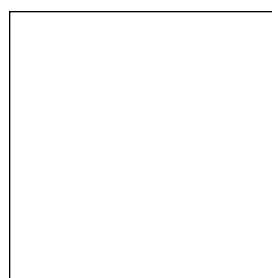
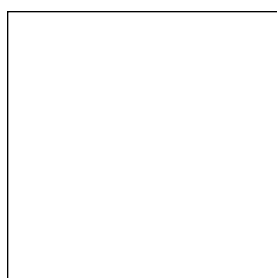
Skills Without Borders (SWB) is a program designed to raise the awareness of employers in North Peel about the benefits of hiring skilled immigrants along with a study of Labour Needs and Barriers to Hiring Skilled Immigrants in North Peel.

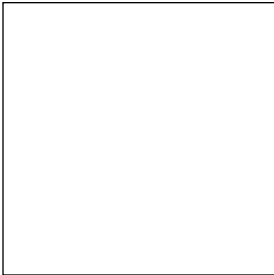
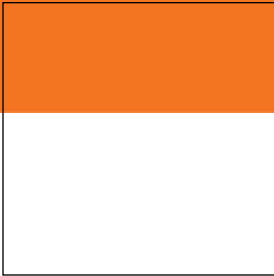
The Brampton Board of Trade has partnered with various community organizations and agencies and the Federal Government through Service Canada to help better connect employers in North Peel (Brampton and Caledon) with skilled immigrants. The Brampton Board of Trade is leading the project, with core funding assistance from Service Canada and sponsorship from The Region of Peel.

Other partners include The Caledon Chamber of Commerce; Brampton's Economic Development Office; COSTI Immigrant Services; United Way of Peel; Toronto Region Immigrant Employment Council (TRIEC); ACCES; Human Resources Professional Association of Peel and the Brampton Neighbourhood Resource Centre.

As part of the SWB project, The Brampton Board of Trade delivered a questionnaire to 500 employers in North Peel to ask about current and future labour needs. It also conducted focus groups among employers to help better understand some of the barriers to hiring skilled immigrants, presented in a separate report called Barriers to Hiring Skilled Immigrants.

**Both reports are available at [www.skillswithoutborders.com](http://www.skillswithoutborders.com)**





# ACKNOWLEDGEMENTS

**The Brampton Board of Trade (BBOT)** is pleased to provide you with this Resource Guide. Its purpose is to assist employers in hiring and retaining skilled newcomers. It can also be used by settlement agencies and organizations to provide employment services to newcomers, and by immigrants searching for programs to help secure employment.

The Resource Guide is part of the **BBOT** Project Initiative **Skills Without Borders- Connecting employers and skilled immigrants**.

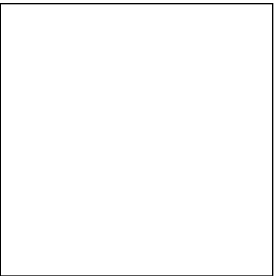
The content of this guide is based on research findings, focus groups, extensive readings, internet research and consultations.

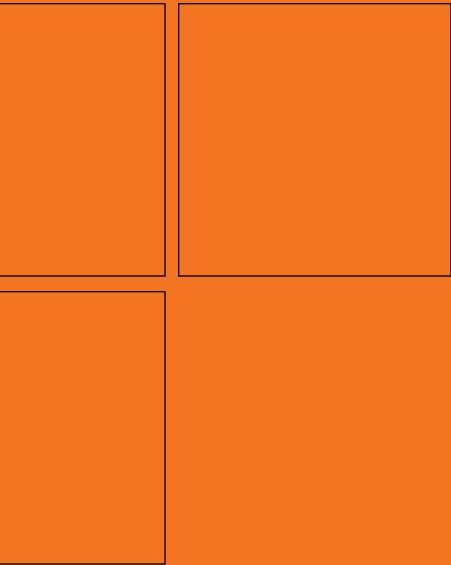
The BBOT would like to thank **Service Canada** for providing the core funding for the project, as well as the participating partners and organizations, especially **The Toronto Region Immigrant and Employment Council (TRIEC)** and **COSTI Immigrant Services** for their knowledge and assistance in the development of this guide.

We would also like to thank **The Marketing PAD INC.**, for their assistance in **The Skills Without Borders** project.


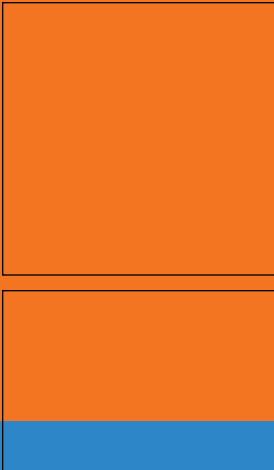
A well deserved special recognition goes to **Sheldon Leiba, Chief Executive Officer of the BBOT** for providing invaluable guidance and support, and for patiently reviewing numerous drafts of this Guide. The success of the project **Skills Without Borders** as a whole, would not have been possible without his vision, leadership, commitment and passion.

**This publication was developed by Dr. Yamil H. Alonso, Program Coordinator for Special Projects at The Brampton Board of Trade.**





“Ultimately, by helping its people reach their full personal potential and receive full recognition for their learning, Canada enhances the economic base that supports a high quality of life, the hallmark of Canadian society today. The potential gains are high, and they are likely to be higher in the future.” – *The Conference Board of Canada, Brian Gain, September 2001*



# EMPLOYERS' RESOURCE GUIDE

<b>SKILLS WITHOUT BORDERS</b>	<b>i</b>
<b>ACKNOWLEDGEMENTS</b>	<b>ii</b>
<b>INTRODUCTION</b>	<b>1</b>
Who Is This Guide For?	1
The Brampton Board of Trade Project Skills Without Borders: Connecting Employers and Skilled Immigrants	1
Project Research Results: Executive Summary	2
Labour Needs in North Peel	2
Barriers to Hiring Skilled Immigrants in North Peel	3
<b>WHY SHOULD BUSINESSES HIRE IMMIGRANTS?</b>	<b>5</b>
Benefits of Hiring Immigrants	5
Accessing The Large and Growing Pool of Skilled Immigrants	6
Improving Hiring Practices	7
<b>LANGUAGE SKILLS</b>	<b>9</b>
Assessing Language Skills, Proficiency Levels and Specific Job Related Language Skills	9
References To Programs, Services and Other Resources Available	10
<b>ASSESSING INTERNATIONAL CREDENTIALS</b>	<b>13</b>
Assessing, Comparing and Recognizing International Credentials and Experience	13
References To Programs, Services and Other Resources Available	14
<b>RESOURCE DIRECTORY</b>	<b>16</b>
Local Agencies, Services and Programs in North Peel Pertinent To The Employment of Skilled Immigrants and Employers.	17
GTA, Provincial and Federal Programs and Support Available	22
Internet Resources	37
<b>STATEMENT OF DISCLAIMER</b>	<b>43</b>

This Guide is also available online at [www.skillswithoutborders.com](http://www.skillswithoutborders.com)

# INTRODUCTION

## WHO IS THIS GUIDE FOR?

This Employers' Resource Guide was developed by The Brampton Board of Trade to assist business owners, employers and HR Managers to:

- access the large and growing pool of skilled immigrants available in the Brampton-Caledon communities, that are currently unemployed or underemployed;
- overcome barriers encountered while hiring immigrants; and
- recruit, hire, and retain a culturally diverse workforce.

This guide is also a resource for community agencies providing employment, settlement, and integration services to newcomers.

## THE BRAMPTON BOARD OF TRADE PROJECT SKILLS WITHOUT BORDERS: CONNECTING EMPLOYERS AND SKILLED IMMIGRANTS

Studies and research results published in recent years conclude that the Canadian economy has and will increasingly have in the future a strong demand for skilled workers and professionals because of an increasingly aging population, decreasing birth rates and the retirement of baby-boomers.

By 2011, Canada's entire net labour force growth will come from immigration, according to Statistics Canada.

Leading experts from all sectors stress the importance of better integrating immigrant skills to make our communities strong and vibrant.


In order to meet current and future labour demands for skilled workers, the Federal Government has in recent years increased the number of immigrants accepted into Canada, using a point system that is based primarily on qualifications, professional experience and the language skills of the applicants.

Immigrants arriving in Canada are younger, better educated, more mobile than ever before yet many remain underemployed or unemployed for significant periods after landing in this country.

In response to this problem, different levels of government, as well as non-governmental organizations (NGOs), have undertaken initiatives to fund and operate agencies, implement programs and provide necessary services to address the settlement, integration and employment issues faced by new immigrants.

Despite the urgent need for skilled labour in our community and in the Canadian economy at large, employers have not yet fully embraced the pool of skilled immigrants available in their communities to meet their needs for further business growth and expansion.

More specifically, skilled immigrants' talents are not utilized because their credentials are not easily or not at all



recognized by regulatory bodies and trades or professional associations; their previous experience abroad is not considered equivalent to Canadian experience; and their language proficiency lacks specific job-related vocabulary and verbal communication skills.

For these reasons, and as part of its Strategic Plan, The Brampton Board of Trade has taken a lead role in raising awareness about the unemployment and underemployment of skilled immigrants in North Peel, while addressing, at the same time, the skills shortages facing employers in our community.

This leads to a significant associated social and economic loss for our community and also results in an increased need for social benefits and loses in tax revenues and consumer spending.

**Skills Without Borders** is intended to better connect labour needs with an available pool of skilled immigrants in the community. This guide provides information and guidance about existing agencies, programs and services available to help employers facilitate the effective employment integration of skilled immigrants in their fields of expertise.

By rallying the support of employers in North Peel (Brampton and Caledon), The Brampton Board of Trade hopes to minimize the labour gap that exists between the large supply of skilled immigrants available and the demand by employers for qualified, experienced labour.

## PROJECT RESEARCH RESULTS: EXECUTIVE SUMMARY

### Labour Needs in North Peel

The findings in the survey of **Labour Needs in North Peel** are not dissimilar from other surveys of labour needs across Canada.

While many employers in North Peel (Brampton and Caledon) are expecting their business to grow (38%) or at least stay the same (56%) over the next 12 months, the majority (79%) are already having difficulty filling positions.

Employers identified sales and marketing (31%), skilled trades (construction, mechanical, technical) (22%), Information Technology (16%), engineering (14%) and administrative support (14%) as the skills they need to meet their short-term needs.

However, 40% said they are having trouble filling jobs today in areas of skilled trades (construction, mechanical, technical). 19% said engineers (structural, electrical and civil); sales and marketing was mentioned by 15%; and managers and administration by 15%.

Selecting from a list of possible reasons, 39% of respondents attributed it to a shortage of applicants with the appropriate skills, qualifications or licenses; 37% said applicants lacked the necessary experience; 27% attributed job conditions or specific requirements (demand/hours/rate of pay) as being unattractive and 24% said there was a shortage of suitable labour available in the marketplace.

Once the job is filled, only 22% said they had difficulty retaining employees and most of those were general labourers.



“It is ironic that we are not capitalizing on the strength of our immigrant population to overcome our talent deficit.”—*Institute for Competitiveness & Prosperity, Missing Opportunities, 2003*

Employers have been hiring mostly university or college-educated employees (57%). Another 27% said they have hired employees with trade certificates or other non university training.

The majority of employers at 59% do not believe there are skill gaps in their current workforce.

The 35% that identified a gap said product knowledge, experience and communication were areas they are concerned about.

The gaps most frequently mentioned were soft skills, communication and customer service, and mostly related to language.

Skills required in the future covered a broad spectrum, but there was common ground around a need for skills in new technology, including computers, robotics, electro-mechanical, IT and engineering (structural, mechanical and electrical), including design.

A majority of respondents expressed concern over an expected shortage of skilled trades.

The majority agreed that communication, written and oral, and marketing and sales are required for employers to sustain, improve and expand over the next 5-10 years.

### □ **Barriers to Hiring Skilled Immigrants in North Peel**

Employers, participating in the discussion about **Barriers to Hiring Skilled Immigrants in North Peel** said language skills, difficult to assess foreign education and credentials, a lack of Canadian experience and cultural “fit” are significant obstacles for immigrants seeking employment, and employers hiring and retaining immigrants as employees.

The findings in this report come from two surveys and a series of three focus groups that explore what employers consider major barriers for qualified immigrants looking for work.

Most companies, 87%, insist on a “high level of proficiency” in language, and not just ESL training, but proficiency in both written and oral skills and a comprehension level that meets the need for meaningful communication in their professional field.

Most employers, 73%, said foreign credentials are too difficult to assess and would not consider hiring skilled immigrants without a clear understanding of how their credentials equate with Canadian standards.

The same is true of work experience. On foreign experience, 73% of participants said work experience and references, provided by skilled immigrants, were “too difficult to verify.”

However, 60% agreed that foreign experience is equivalent to Canadian experience and 87% said they would hire a skilled immigrant without Canadian experience, assuming skills and experience were comparable.

Most employers acknowledged that skilled immigrants are a growing part of the employee landscape in North Peel, but expressed a need to “improve integration” of immigrants into Canadian culture. Employers said that there is a lack of understanding by many immigrants about expectations and business practices in the Canadian workplace. They believe there is reverse onus on the immigrant population to better understand “Canadian culture.”



Conversely, employers expressed fear in hiring immigrants because of confusion around religious rights and cultural practices and indicated concern about how others in the workplace might react to someone perceived to be getting special treatment. One employer said “we are losing our Canadian identity.”

Another employer said they had difficulty when two South Asian employees of different castes refused to talk to each other. Others had concerns about workplace tolerance by other employees and how people would get along, admitting “prejudice” was a concern for workplace harmony.

Many of the employers acknowledged they had little understanding of employment law as it applies to “religious rights” or “cultural practices” and agreed they could benefit from a better understanding of different cultures.

In discussion, employers expressed concern about cultural differences and said they would welcome programs to assist with social integration, and programs that specifically deal with training immigrants in Canadian culture. One employer said “we as employers are being encouraged to diversify our workplace, but they (skilled immigrants) get here and know nothing about our culture and are not prepared to integrate.”

Implied in many of the responses was that hiring skilled immigrants was more complicated and time consuming than hiring Canadian born/trained employees. Some employers supported a “hire Canadian” practice.

About 80% of employers said they were unaware of the work of settlement agencies and the programs and services offered to help immigrants find employment in their related fields.

### **Skills required**

In the survey, employers identified sales and marketing, engineering, administrative support, skilled trades and designers as people they will need most over the next three years.

Participants focused on a growing need for soft skills like effective communication (written and oral), creativity, analytical thinking, diplomacy, flexibility, change-readiness, and problem solving, leadership, team building, and listening skills.

Employers agreed that skilled immigrants face challenges in these areas because of perceived shortfalls in language, interpersonal and communication skills.

Employers expressed a need for help with verification of education and work credentials. They also wanted help with mentoring, apprenticeships and assistance with the cost of getting Canadian certification for immigrant employees.

Notwithstanding these barriers, employers agreed there are benefits to hiring skilled immigrants.

Employers said most are conscientious and have a good work ethic.

They said immigrants can potentially open new markets in other parts of the world, an advantage to a global company.

Employers recognized that cultural diversity in the workplace was important in a community where immigration comprised most of the growth. They said immigrants can also help provide a stronger community connection for employers. Immigrants can also help other employers and employees better understand new cultures.

# WHY SHOULD BUSINESSES HIRE IMMIGRANTS?

## BENEFITS OF HIRING IMMIGRANTS

A diverse workforce that reflects our multicultural communities is essential in the new global economy. Canadian businesses depend on it to guarantee the growth, prosperity and future of our society. It is not a matter of “looking good” in the community or “doing the right thing”; diverse hiring practices are good business practices. Even if an employer does not interact globally, with North Peel’s large multicultural population, diversity is important to meeting the needs of local customers.

By accessing the available pool of skilled immigrants, employers:

- address their labour shortages with diverse, qualified and experienced trades people and professionals
- increase the talent pool of their workforce
- increase innovation and productivity
- achieve a competitive advantage
- meet the demands of their current markets, find new ones, better address their clients’ needs and achieve a broader customer base
- improve employee relations and enhance corporate image
- reduce labour costs by saving on unnecessary training expenditures
- build inter-cultural understanding and enhance social growth, harmony, and prosperity in their communities

By hiring internationally-trained professionals and trades people, Canadian employers gain employees with great diversity in education, training, job skills, expertise and experience.

Hiring skilled immigrants will help employers to grow and better succeed in the local marketplace and in today’s global economy.

**To learn more about the business case (why employers should hire skilled immigrants), visit:**

### **Making the Business Case**

<http://www.lookingahead.bc.ca/employer/index.cfm?chp=2>

This is Chapter 2 of an online Employer Resource Guide produced through The Looking Ahead Initiative

<http://www.lookingahead.bc.ca>

### **Take a Look at What’s Working: Internationally Trained Workers in Canada. Report from Canadian Manufacturers and Exporters**

[www.cme-mec.ca/shared/upload/on/reference\\_piece.pdf](http://www.cme-mec.ca/shared/upload/on/reference_piece.pdf)



## ACCESSING THE LARGE AND GROWING POOL OF SKILLED IMMIGRANTS

In order to compete and succeed in the global economy, Canadian employers need the best qualified and experienced skilled workers and professionals available in their communities.

Skilled immigrants are available and employers should consider these options when hiring:

- access local ethnic media
- work with community agencies, government and NGOs that provide counseling and employment services to newcomers
- seek out agencies that assess foreign credentials and work experience
- establish precise qualifications and specific job-related language skills and levels of proficiency for job postings

There are a number of agencies available to help employers connect with the skills they need.

**The New Canadian Program** is an excellent resource that helps skilled immigrants find employers who need them and helps employers find newcomers with the desired skills. The program targets internationally trained professionals and trades people seeking employment in their profession or trade who have been permanent residents in Canada for less than five years. For further information visit [www.newcanadians.org](http://www.newcanadians.org).

**Skills for Change**, through its recruitment and placement services, can help companies tap into the rich pool of skilled, professionally trained and experienced newcomers in Canada. For further information visit [www.skillsforchange.org](http://www.skillsforchange.org).

**Career Bridge** is a program operated by Career Edge Organization in partnership with TRIEC (The Toronto Region Immigrant Employment Council). Its aim is to break the cycle of “no Canadian experience equals no job; no job equals no Canadian experience” by providing internationally trained professionals with their first Canadian work experience in their fields of expertise. Employers register with Career Bridge as host organizations and offer internship positions. For more information visit <http://www.careerbridge.ca/>

**JOB CONNECT**, funded by the Ontario Ministry of Training, Colleges & Universities (MTCU), assists employers with finding and training appropriate individuals, including internationally trained immigrants, to fill job vacancies. Financial assistance may be available for employers to help offset training costs. For further information about the program, call The MTCU Job Grow Hotline toll free at 1-800-JOB-GROW or (416) 326-5656 or visit <http://www.job-connect.on.ca/>

**Human Resources and Social Development Canada (HRSDC)** provides information, programs and services on human resources planning including recruiting foreign workers. In addition, HRSDC provides online placement and recruitment services as well as market and industry information. Additional information can be obtained by visiting their website at <http://www.hrdc-drhc.gc.ca>

Community agencies that provide employment services for internationally-trained professionals and trades people are an excellent source for employers who want to seek highly motivated skilled immigrants to fulfill their labour needs.

“Canada’s diversity is increasingly recognized as an asset in both the domestic and international market and as a major contributing factor to Canadian economic prosperity.” – *Creative Immigration and Business Consultants Ltd. Website, (www.creative-bd.com)*

For community agencies delivering **Job Connect** and providing other employment services for skilled immigrants and employers contact:

**COSTI Immigrants Services** [www.costi.org](http://www.costi.org)

**ACCES** [www.accestrain.com](http://www.accestrain.com)

**Centre for Foreign Trained Professionals and Trades People** [www.cftpt.org](http://www.cftpt.org)

For further information visit:

**Job Start** at <http://www.jobstart-cawl.org/>

**JVS (Jobs, Vision, Success)** at [www.jvstoronto.org](http://www.jvstoronto.org)

**Seneca College-Re-Employment Centre for International Professionals** at <http://www.senecac.on.ca/parttime/HomePage.html>

## IMPROVING HIRING PRACTICES

The “Federal Employment Equity Act” and the Provincial Human Rights Code are the fundamental pieces of legislation governing a fair, lawful hiring policy to ensure that everyone has equal access to employment opportunities and is treated fairly during the hiring process and in the workplace.

Legislation alone will not overcome traditional barriers. The process of selecting and hiring the best suitable applicant for a job should be based on the relevant qualifications and experience necessary to perform the work.

To realize the benefits of creating a more diverse workforce, a diverse recruitment strategy, as part of the hiring policy, means that in addition to traditional channels for job posting and recruitment, other unorthodox sources should be considered, among them:

- advertising openings through settlement agencies providing employment services to newcomers
- forging connections with leaders of ethnic communities, ethnic employers and others already having a diverse workforce
- offering and advertising placements and job openings through ethnic media outlets
- creating a corporate presence at cultural and community events

Employers have identified languages skills as a barrier to hiring. Clear and precise language requirements should be part of all job postings.

Skilled immigrants bring to Canada extensive and diverse professional experiences that can help and enhance the workforce and the workplace. Employers say difficult to assess foreign credentials and work experience are also a barrier



to hiring. Agencies are available and identified in this Guide to help employers assess qualifications and experience.

To improve the hiring process we encourage employers to train their human resource staff to better assess competencies, skills, prior learning and foreign credentials, and to better understand the requirements necessary to manage a culturally diverse workforce.

**At the core of managing a multicultural workforce is being aware of cultural differences in the workplace.**

Misunderstandings arise from a lack of awareness of other cultural practices but also of Canadian cultural norms. We often don't start to observe our own values and practice in the workplace until we start interacting with different backgrounds. For example, an employee new to the Canadian workplace may appear to lack initiative when in fact they are being respectful of authority and awaiting strong direction. These types of situations can only be recognized through understanding Canadian workplace practices in relation to other countries.

**The following resources can assist in developing cultural awareness:**

**"Surf the World"** - The Department of Foreign Affairs & International Trade's intercultural site provides in-depth "cultural insights" including workplace practices by country.

**"Cultural Profiles Project"** at <http://www.cp-pc.ca/> - Citizenship and Immigration Canada sponsored this project with each cultural profile providing an overview of life, customs and work by country.

*"Businesses need a skilled workforce to keep up their amazing growth, and newcomers have the global education and experience that make a huge difference to the bottom line." – Mike Colle, Ontario Minister of Citizenship and Immigration, Markham, ON, Nov. 21st, 2006*



# LANGUAGE SKILLS

## ASSESSING LANGUAGE SKILLS, PROFICIENCY LEVELS AND SPECIFIC JOB RELATED LANGUAGE SKILLS

Language skills, or level of proficiency in language for understanding and basic communication are a pre-condition for skilled immigrants to be accepted into Canada, and for settlement and integration needs once they have landed.

But for foreign trained professionals and trades people to be able to break into the Canadian labour market in their fields of expertise, ESL training is not enough. A higher and more specific job-related level of language skills and proficiency is required.

For assessing Languages Skills and Levels and Proficiency, **The Centre for Canadian Language Benchmarks (CCLB)** is the national standard-setting body for the **Canadian Language Benchmarks** and the **Niveaux de Compétence Linguistique Canadiens (NCLC)**. The CCLB supports and promotes the use of these national standards in education, training, community and workplace settings, as a practical, fair and reliable national standard of second language proficiency.

The CLB and NCLC are recognized as the official Canadian standards for describing, measuring and recognizing the language proficiency of adult immigrants and prospective immigrants for living and working in Canada, in both English and French. They also provide common standards for all the immigrant-serving agencies. The CLB provides a descriptive scale of communicative proficiency in English as a Second Language, expressed as benchmarks or reference points. They cover four skill areas: reading, writing, speaking and listening, and use real life language tasks to measure language skills. The Companion Tables serve as a complement to the CLB and provide an overview of all benchmarks from 1 through 12 in each of the four areas. For more detailed information, visit [www.language.ca](http://www.language.ca)

To address the skilled immigrants' needs for further Language Skills Development, **Language Instruction for Newcomers to Canada (LINC)** programs have been developed. These are programs provided by different agencies and organizations to help immigrants during the post-landing settlement and adaptation phase. To be eligible to participate in a LINC program, the level of language proficiency has first to be evaluated by a LINC Assessment Centre.

Citizenship and Immigration Canada has designated official **LINC Assessment Centres**. For information about locations and services, visit: [www.cic.gc.ca/english/newcomer/welcome/wel-22e.html](http://www.cic.gc.ca/english/newcomer/welcome/wel-22e.html) or <http://www.tcet.com/linchomestudy/assessmentCentres.aspx?sel=q3&cat=education>

In many cases skilled immigrants are required to master specific job-related language skills that even LINC Programs can't provide.

For that reason, **Enhanced Language Training (ELT)** programs have been developed, by different organizations, for specific trades or professions, to provide skilled immigrants with the required job-related skills in their trade or profession. These ELT Programs are a pre-condition to meet the requirements of professional regulatory bodies for licensing and practicing in Canada. Some of the ELT Programs offer a follow up phase in terms of **Placements** or **Mentorship** opportunities.



The Ontario Government provides a broad range of programs and services to help employers find skilled newcomers, as well as help skilled immigrants break into the Canadian labour market in their fields of expertise. The site: [www.citizenship.gov.on.ca/english/citdiv/apt/index.html](http://www.citizenship.gov.on.ca/english/citdiv/apt/index.html) contains information regarding bridge training programs for internationally trained individuals, as well as information regarding credential assessment and licensing, and specific information about the following programs:

**Ontario Public Service (OPS) Internship Program for International Trained Professionals**

To encourage Ontario businesses to tap into the talents of newcomers, the Ontario government is participating in an internship program that will provide internationally-trained professionals with an opportunity to combine their acquired knowledge in jurisdictions around the world with Canadian experience.

**Career Maps** on entry-to-practice requirements for professions and trades are available. Developed in partnership with the occupational regulatory bodies, Career Maps provides detailed, step-by-step information on the assessment process, examinations and costs involved, and a summary of labour market conditions. It also includes the mailing address, phone and fax numbers, e-mail and website addresses.

**REFERENCES TO PROGRAMS, SERVICES AND OTHER RESOURCES AVAILABLE**

**In the Region of Peel/Halton, the following centres provide LINC Assessment:**

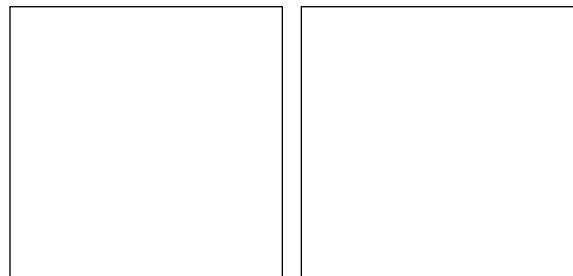
**Centre for Language Training and Assessment Brampton Civic Centre**  
150 Central Park Drive, 2nd Floor  
Brampton, ON L6T 1B4  
Telephone: (905) 791-6700  
Fax: (905) 791-6772  
[www.lincpeelhalton.com](http://www.lincpeelhalton.com)

**Centre for Language Training and Assessment Halton Assessment Centres**  
100 Elm Drive West, Room 117  
Mississauga, ON L5B 1L9  
Telephone: (905) 875-3851 ext 227 or  
(905) 270-6000 ext 227  
[www.lincpeelhalton.com](http://www.lincpeelhalton.com)

**Centre for Language Training and Assessment**  
Malton Morning Star Middle School  
3131 Morning Star Drive  
Malton, ON L4T 1X3  
Telephone: (905) 677-0007  
[www.lincpeelhalton.com](http://www.lincpeelhalton.com)

**Dufferin-Peel Roman Catholic Separate School Board LINC Program**  
Mississauga, ON  
Telephone: 905 279-6816

**COSTI Immigrant Services**  
10 Gillingham Drive, Suite 300  
Brampton, ON L6X 5A5  
Telephone: (905) 459-8855  
Fax: (905) 459-9015  
[www.costi.org](http://www.costi.org)



“Those companies that are not recognizing the skills of internationally-trained workers will not succeed in the 21st century.”  
– Sheldon Caplan, Vice-President and Corporate Counsel, Vitafoam Products Canada Ltd. *Right Before Your Eyes*, 2003

**LINC and/or ELT programs are offered in the Region of Peel/Halton by the following agencies:**

**Brampton Neighbourhood Resource Centre**

50 Kennedy Rd. S., #24  
Brampton, ON  
Telephone: (905) 452-1262  
[www.bnrc.org](http://www.bnrc.org)

**Brampton Multicultural Community Centre**

150 Central Park Dr., #107  
Brampton, ON,  
Telephone: (905) 790-8482

**Catholic Cross-Cultural Services**

37 George St. N.  
Brampton, ON  
Telephone: (905) 457-7740

**Catholic Cross-Cultural Services**

90 Dundas St. W., # 204  
Mississauga, ON  
Telephone: (905) 273-4140  
Email: [vbenson@ccspeel.org](mailto:vbenson@ccspeel.org)

**Centre for Education and Training**

7700 Hurontario St. #300  
Mississauga, ON  
Telephone: (905) 940-0049 ext. 2288

Other Locations:

3131 Morningstar Dr., #101, Malton, ON  
Telephone: (905) 677-0007

2 Robert Speck Pkwy., #800, Mississauga, ON  
Telephone: (905) 279-0024 ext 1369

**Newcomer Information Centre**

100 Elm Dr. W., Rm. 126  
Mississauga, ON  
Telephone: (905) 875-3851 ext 227

**Brampton Civic Centre**

150 Central Park Drive, #200  
Brampton, ON

263 Queen St. East, Unit 14, Brampton, ON,  
Telephone: (905) 595-0722 ext 4000

**Peel Multicultural Council**

6630 Turner Valley Rd.  
Burlington, ON  
Telephone: (905) 819-1144  
[www.peelmc.com](http://www.peelmc.com)

**Dixie-Bloor Neighbourhood Resource Centre**

Fieldgate Plaza  
3439 Fieldgate Dr.  
Mississauga, ON  
Telephone: (905) 629-1873  
[www.dixiebloor.ca](http://www.dixiebloor.ca)

**India Rainbow Community Services of Peel**

3038 Hurontario St., #206  
Mississauga, ON  
Telephone: (905) 275-2369  
[www.indiarainbow.org](http://www.indiarainbow.org)

Other Locations:

415 Matheson Blvd. E.  
Mississauga, ON  
Telephone: (905) 507-1787

9446 McLaughlin Rd. N., #1  
Brampton, ON  
Telephone: (905) 454-2598

345 Queen St. W., #9  
Brampton, ON  
Telephone: (905) 459-4776



**Intercultural Neighbourhood Social Services**

3050 Confederation Pkwy.  
Mississauga, ON  
Telephone: (905) 273-4884  
[www.icnss.ca](http://www.icnss.ca)

**Malton Neighbourhood Services**

3540 Morningstar Dr., Malton, ON  
Telephone: (905) 677-6270  
[www.mnsinfo.org](http://www.mnsinfo.org)

**Newcomer Information Centre for Language Training**

Brampton Civic Centre  
151 Central Park  
Brampton, ON  
Telephone: (905) 279-0024 ext. 1217

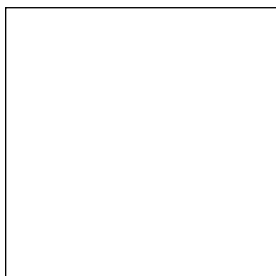
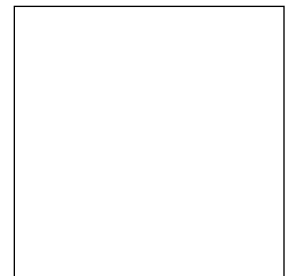
**The Centre for Skills Development & Training**

33 City Centre Dr., #201  
Mississauga, ON  
Telephone: (905) 878-1240, ext. 103  
[www.thecentre.on.ca](http://www.thecentre.on.ca)

Other Location:

**Georgetown Employment Partners Centre**

184 Guelph St.  
Georgetown  
Telephone: (905) 702-7311  
Toll Free: 1-(866) 260-1175



“We need, and want to hire the best people we can find for our company. International trained workers are an essential part of that process.” – *Bob Lalancetter, V.P. Human Resources, Osran Sylvania Ltd. Right Before Your Eyes, 2003*

# ASSESSING INTERNATIONAL CREDENTIALS

## ASSESSING, COMPARING AND RECOGNIZING INTERNATIONAL CREDENTIALS AND EXPERIENCE

One of the main challenges faced by employers when hiring immigrants is to have a clear understanding of foreign credentials as well as assessing their equivalencies to Canadian earned Diplomas and Certificates, even when accurate translations are provided by the applicants.

Very often difficulties and misunderstandings arise when names of foreign institutions, internationally earned degrees, descriptions of experience gained abroad, statements of accomplishments and reference letters are translated without taking into consideration cultural and workplace differences.

**Employers can use some of the following techniques for determining whether an applicant with international training or education meets the requirements for the job:**

- Obtain an assessment of credentials through a credential evaluation service
- Ask for certification papers or journey papers where applicable
- Review portfolios or dossiers of relevant documents and work samples
- Discern skills through the interview process
- Conduct skills testing
- Assess technical demonstrations at the worksite
- Focus on skills and competencies rather than specific credentials
- Assess employability skills

**There are a number of resources in place to assist employers in assessing the credentials, experience and prior learning of skilled immigrants and foreign trained professionals.**


**World Education Services (WES)** provides, among other services, International Academic Credential Evaluation for the purposes of employment, licensing and training and re-training programs. This agency has received Provincial endorsement to provide credentials evaluation services and its evaluations are broadly applicable and acceptable among a wide range of stakeholders. Many occupational regulatory bodies as well as major corporations rely upon WES evaluations. (For further information visit: [www.wes.org/ca](http://www.wes.org/ca)).

**International Credential Assessment Service of Canada** evaluates educational documents from other countries and compares them to Canadian standards. (For further information visit: [www.icascanada.ca](http://www.icascanada.ca) )

**The University of Toronto** offers Credential Assessment and Evaluation through its **Comparative Education Services**. (For further information visit: [www.adm.utoronto.ca/ces/](http://www.adm.utoronto.ca/ces/)).

Many industries have national sector councils, in addition to professional associations, that address human resources issues in their specific industry sectors. Some councils have programs in the area of credential evaluation.

For most regulated trades and professions, the governing bodies like professional associations, set the standards and provide guidance and services for the foreign Credentials Evaluation and Accreditation process leading to licensing in Canada.



COSTI Immigration Services, through its Centre for Internationally Trained Professionals and Trades People, offers a unique program to assist internationally trained immigrants break into the Canadian labour market in their skills or professional fields. (For further information visit [www.costi.org](http://www.costi.org))

## REFERENCES TO PROGRAMS, SERVICES AND OTHER RESOURCES AVAILABLE

### **Canadian Information Centre for International Credentials (CICIC)**

<http://www.cicic.ca/> collects information for more than 800 professional associations across Canada and records the various ways credentials are assessed and recognized for a wide variety of occupations. While CICIC does not evaluate credentials, it does provide information and referrals. CICIC has an impressive website that includes specific information on more than 100 occupational groups.

### **The Canadian Association for Prior Learning Assessment (CAPLA)**

<http://www.capla.ca/>

### **The Alliance of Credential Evaluation Services of Canada**

<http://www.canalliance.org/indexe.stm>

Ensures that credential evaluation services provided by its members, including all of the provincially-mandated evaluation services in Canada, follow principles of good practice consistent with international standards.

### **Canadian Council of Technicians and Technologists – Informal Assessment of Foreign Qualifications and International Mobility Agreements**

<http://www.cctt.ca>

### **Canadian Council of Professional Engineers (CCPE) – The Engineering International-Education Assessment Program**

<http://www.ccpe.ca>

Assesses the educational qualifications and credentials of foreign-trained engineers and their equivalencies to Canadian.

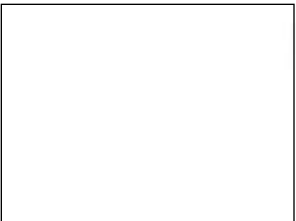
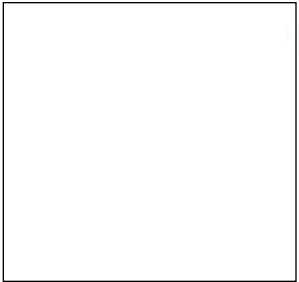
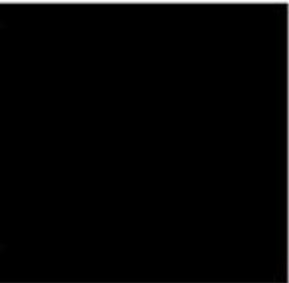
**Skills for Change** provides internationally-trained teachers with counseling and assistance regarding the teacher certification process.

[www.skillsforchange.org](http://www.skillsforchange.org)

“At least two-thirds of unutilized foreign-acquired skills – worth \$1.6 billion– are in fact transferable to Canada.” – *Tapping Immigrant Skills, Jeffrey Reitz, Institute of Research and Public Policy, Feb 2005*”



# RESOURCE DIRECTORY



## LOCAL AGENCIES, SERVICES AND PROGRAMS IN NORTH PEEL PERTINENT TO THE EMPLOYMENT OF SKILLED IMMIGRANTS AND EMPLOYERS

### □ **ACCES Employment Services**

Address: 28 Main Street North, 2nd Floor  
Brampton, ON L6V 1N6  
Tel: (905) 454-2316  
Fax: (905) 454-5171  
Website: [www.accestrain.com](http://www.accestrain.com)  
E-mail: [adrianao@accestrain.com](mailto:adrianao@accestrain.com)

#### **Mandate/Description:**

ACCES is a non-profit agency providing employment and training services specializing in internationally-trained individuals.

#### **Programs/ Services:**

JOBCONNECT programs provide individual support from professional employment consultants and job research workshops. Internationally educated individuals benefit in particular from up-to-date sector-specific labour market information that will enhance their understanding of their professions in Canada. By the end of the program, newcomers are ready to complete a job placement in their professional fields.

In each of ACCES's five GTA locations, there is a fully equipped Employment Resource Centre to provide information on upcoming job fairs, employment seminars and direct referrals.

Opportunities to develop workplace communications are offered through ACCES's unique Teach English Café. For a full description of all services and programs provided by ACCES, please see ACCES on page 22 of this guide or visit its website.

### □ **African Community Services of Peel**

Address: 20 Nelson Street, Suite LL102  
Brampton, ON L6X 2M5  
Tel: (905) 460-9514  
Fax: (905) 460-9769  
Website: [www.africancommunityservices.com](http://www.africancommunityservices.com)  
E-mail: [info@africancommunityservices.com](mailto:info@africancommunityservices.com)

#### **Mandate/Description:**

African Community Services of Peel is a non-profit, community organization providing services to newcomers in the areas of settlement services, job search and employment.

#### **Programs/Services:**

- Programs and services that promote cross-cultural understanding and address barriers to communication, access and integration
- Job search workshops programs providing one-on-one services to newcomers seeking employment

## □ **Brampton Library**

65 Queen St E.  
Brampton, ON L6W 3L6  
Tel: (905) 793–INFO (4636)  
Fax: (905) 453–0810  
Website: [www.bramlib.on.ca](http://www.bramlib.on.ca)  
E-mail: [info@bramlib.on.ca](mailto:info@bramlib.on.ca)

### **Mandate/Description:**

With four branches and two interim sites, the Brampton Public Library serves all sectors of our diverse community addressing their informational, educational, cultural and recreational needs. It provides extensive resources and services for newcomers to Canada researching settlement and employment.

### **Programs/ Services:**

Through its Four Corners Employment Resource Centre, The Brampton Library provides resources and services in the area of business and language programs, workshops, information, referrals and links regarding social, community, settlement, language and employment issues.

## □ **Brampton Multicultural Community Centre (BMCC)**

Civic Centre, 150 Central Park Dr., Suite 107  
Brampton, ON L6T 2T9  
Tel: (905) 790-8482  
Fax: (905) 790-8488  
Website: [www.bmccentre.org](http://www.bmccentre.org)  
E-mail: [service@bmccentre.org](mailto:service@bmccentre.org)

### **Mandate/Description:**

Brampton Multicultural Community Centre is a neighbourhood multi-service agency providing services to individuals and families through drop-in or phone services.

### **Programs/Services:**

- Information, interpretations and translation
- Supportive counseling, referral and access to services to facilitate employment including résumé writing interview skills, job fairs, labour market information, job placement and job board
- Through its Access Centre of Training and Technology (ACT) it offers a complete skills development program to meet the needs of the present labour market

## □ Brampton Neighbourhood Resource Centre (BNRC)

Royal Crest Mall, 50 Kennedy Rd. S., Unit 24  
Brampton, ON L6W 3R7  
Tel: (905) 452-1262  
Fax: (905) 454-1365  
Website: [www.bnrc.org](http://www.bnrc.org)  
E-mail: [info@bnrc.org](mailto:info@bnrc.org)

### **Mandate/Description:**

Brampton Neighbourhood Resource Centre (BNRC) is a multi-task non-profit community-based agency providing settlement and employment services.

### **Programs/Services:**

- Employment Services offering technological support and employment counseling to newcomers
- Language Instruction to Newcomers to Canada (LINC) Program

## □ Caledon Community Services

Royal Courtyards, 18 King Street E., Upper Level  
Bolton, ON L7E 1E8  
Tel: (905) 951-2300; (905) 584-9460  
Fax: (905) 951-2303  
Website: [www.caledoncommunityservices.org](http://www.caledoncommunityservices.org)  
E-mail: [info@caledoncommunityservices.org](mailto:info@caledoncommunityservices.org)

**Mandate/Description:** Caledon Community Services (CCS) is a not-for-profit social service agency.

### **Program/Services:**

- Jobs Caledon provides resources and assistance in achieving successful employment as well as ESL programs

## □ Catholic Cross-cultural Services

Address: 10 Gillingham Drive, Suite 211  
Brampton, ON L6X 5A5  
Tel: (905) 457-7740  
Fax: (905) 457-7769  
Website: [www.cathcrosscultural.org](http://www.cathcrosscultural.org) and [www.ccspeel.org](http://www.ccspeel.org)  
E-mail: [bbolanos@ccspeel.org](mailto:bbolanos@ccspeel.org)

### **Mandate/Description:**

Catholic Cross-Cultural Services (CCS) is a non-profit agency providing services and programs to all newcomers.

### **Programs/ Services:**

- Language Instruction for Newcomers to Canada (LINC)
- Job Search Workshops (JSW)

## □ Centre for Education and Training (CET)

263 Queen St. East, Suite #14  
Brampton, ON L6W 4K6  
Tel: (905) 595-0722 ext. 4000  
Fax: (905) 270-9133  
Website: [www.tcet.com](http://www.tcet.com)

### **Mandate/Description:**

The Centre for Education and Training's Newcomers Information Centre is a first stop for Newcomers, where they can receive information and references to community agencies and access to services. The Centre for Education and Training also offers several programs for the internationally trained.

### **Programs/Services:**

- Breaking Barriers program focusing on the unique challenges new immigrants encounter when entering the Canadian Job Market including hands on active job searching, search strategies and goal setting
- Job Finding Club provides assistance to Internationally Trained Newcomers to access the hidden job market, develop job search strategies, create résumés, understand Canadian workplace culture and deal with the "Lack of Canadian Experience" issue
- The Centre for Education and Training also operates an Employment Resource Centre

## □ COSTI Employment Centre

10 Gillingham Dr., Suite 300, 3rd Floor  
Brampton, ON L6X 5A5  
Tel: (905) 459-9015  
Fax: (905) 459-9015  
Website: [www.costi.org](http://www.costi.org)  
E-mail: [cecbramcal@costi.org](mailto:cecbramcal@costi.org)

### **Mandate/Description:**

COSTI's Employment Centre, Brampton & Caledon, serves Newcomers, Internationally Trained Professionals and Trades people to find and maintain employment while providing supportive counseling in other areas. The Centre provides a client-focused approach to assist individuals entering the labour market. Clients are encouraged to use their existing skills and develop new ones to help establish themselves in the Canadian business sector.

### **Programs/ Services:**

- One-on-one employment consultation
- Strategic career planning
- Skills and training identification
- Support in finding work in related occupation
- Résumé and portfolio enhancement
- Group Workshops on Networking; Time Management; Canadian Business Culture and Etiquette; Hidden Job Market; Labour Market Trends; and other Life Skills workshops

For a full description of all programs and services provided by COSTI, please see COSTI on page 25 of this guide or visit its website.

## □ India Rainbow Community Services of Peel

9446 McLaughlin Rd, Suite 1  
Brampton, ON L6X 4H9  
Tel: (905) 454-2598  
Fax: (905) 454-2762  
Website: [www.indiarainbow.org](http://www.indiarainbow.org)  
E-mail: [ircs@indiarainbow.org](mailto:ircs@indiarainbow.org)

### **Mandate/Description:**

India Rainbow Community Centre is a charitable, non-profit community-based organization, whose main objective is to provide settlement, education, training and services to the Peel immigrant community.

### **Programs/Services:**

- Language Instruction for Newcomers (LINC) programs
- Computer training and orientation, translation, interpretation, and counseling services
- Search workshops, helping immigrants develop résumés and job interview skills and providing information regarding labour market trends

## □ Malton Neighbourhood Services

3540 Morning Star Drive  
Malton, ON L4T 1Y2  
Tel: (905) 677-6270  
Fax: (905) 667-6281  
Website: [www.mnsinfo.org](http://www.mnsinfo.org)  
E-mail: [info@mnsinfo.org](mailto:info@mnsinfo.org)

### **Mandate/Description:**

Malton Neighbourhood Services is a non-profit community-based organization providing settlement and community support services.

### **Programs/Services:**

- Language Instruction for Newcomers to Canada (LINC)
- Employment counseling
- Job search workshops for newcomers

## □ **Muslim Community Services (Brampton Office)**

150 Central Park Dr., Suite 304  
Brampton, ON L6T 2T9  
Tel: (905) 790-1910  
Fax: (905) 790-3866  
Website: [www.muslimcommunity.org](http://www.muslimcommunity.org)  
E-mail: [info@muslimcommunity.org](mailto:info@muslimcommunity.org)

### **Mandate/Description:**

Muslim Community Services is a multicultural organization servicing immigrants within the Peel region, in the areas of early settlement, employability and skills development.

### **Programs/Services:**

- Job referrals and job search skills
- Translation and interpretation
- Language Instruction for Newcomers to Canada (LINC)

## GTA, PROVINCIAL AND FEDERAL PROGRAMS AND SUPPORT AVAILABLE

## □ **ACCES Employment Services**

With five offices across the GTA, ACCES assists job seekers from diverse backgrounds, who are facing barriers to employment, to integrate into the Canadian job market.

ACCES has extensive expertise and experience in providing employment services, linking employers to skilled people and building networks in collaboration with community partners. It offers a broad and comprehensive range of free employment resources, services and programs for job seekers, including internationally educated professionals and trades people, to help them achieve their employment objectives.

### **Programs/Services:**

- Specialized programs that focus on job searching, workplace communication and culture, sector-specific labour market trends and identifying potential employers
- A resource centre featuring extensive job postings; phones, fax machines, computers with Internet access and other essential job-search tools; information on upcoming job fairs; and individual support from an employment consultant to help job seekers connect with employers
- Workshops and information sessions on interviewing successfully, writing winning résumés and cover letters, marketing oneself to employers and apprenticeship training
- Links to useful local resources on settling and working in Canada, assessing foreign credentials and accessing higher skills training

## **Programs:**

- **Job Connect**

This one-stop job-search solution for people over 25 years of age is packed with information and instructions that will provide jobseekers with the skills needed to pursue work in their fields of interest. Internationally educated participants in particular benefit from up-to-date, sector-specific labour market information that will enhance their understanding of their profession in Canada.

- **New in Canada**

Newcomers in the Scarborough area gain a better understanding of living and working in Canada through this intense four-week program.

- **Job Search Workshop**

Delivered in partnership with South Asian Family Support Services, this three-day workshop provides newcomers with important information and support to help them find gainful employment and build their new life in Canada. Hands-on, practical instruction enables them to develop effective job search strategies and overcome traditional barriers to finding work.

- **Talk English Cafe**

These English conversation sessions help newcomers build the fundamental communication skills needed to succeed in the Canadian workplace. The participant will develop skills in making small talk; building relationships with clients, co-workers and managers; working effectively in teams; and understanding the nuances of workplace culture. They will also have opportunities to practice and enhance their pronunciation, grammar and vocabulary.

- **Ready to Work Program: Tourism Careers for Newcomers**

This is a comprehensive training program designed for Newcomers interested in starting an exciting career in Canada's thriving tourism and hospitality industry. Participants engage in three weeks of classroom training that features in depth information on Canada's tourism sector and reviews the more than 400 occupations it offers. They then put their new knowledge to use in a six-month paid industry work experience facilitated by the Job Connect program. Upon completion, participants receive an occupation-specific professional certificate and are well prepared to enter an industry expected to create about 150,000 jobs in the next decade.

- **Engineering Connections**

This comprehensive six-week program provides internationally trained engineers with essential knowledge and skills to help them to connect with employers. Participants learn and practice effective job search strategies, develop an understanding of workplace communication and employer expectations, learn about the engineering labour market in the province and the country at large, and gain important insights on professional engineering standards and professional licensing in Ontario. They also enhance their professional skills through workshops on project management, software for engineers and Canadian engineering codes and standards delivered by the Humber Institute of Technology and Advanced Learning. By the end, participants are able to conduct more focused job searches that target hiring firms looking for candidates with their specific skills, expertise and experience.

- **Employment Resource Centre**

Each of ACCES's five GTA offices features a fully equipped resource centre with all the tools needed to conduct a thorough and consistent job search.

- **HR Services**

ACCES offers a cost effective and comprehensive staffing solution connecting employers with well-trained, highly skilled and motivated candidates, many of whom are internationally educated and have several years' experience in professions such as engineering, information technology, health care, sales marketing, production and assembly, finance and administration, and in a variety of skilled trades.

Their recruitment services include:

- Pre-screened candidates with appropriate credentials
- Job posting services (online and in the resource centres)
- Opportunities to participate in job fairs
- Training incentives

- **Communication Skills for Canada's Workplace**

ACCES English conversation workshops help employers build a multicultural workforce made up of employees who are well versed in all facets of communicating in today's workplace. Attending employees will develop skills in making small talk; building relationships with clients, co-workers and managers; working effectively in teams; understanding the nuances of workplace culture. They will also have opportunities to practice and enhance their pronunciation, grammar and vocabulary.

## **Career Edge – Canada's Internship Organization**

### **Mandate/ Description:**

The Career Edge Organization is a private sector not-for-profit organization that works closely with employers to provide meaningful work experiences for graduates across the full spectrum of Canada's business community. Career Edge works with employers, prospective interns, career centres and community agencies.

### **Programs/ Services:**

- **Career Bridge: Internships for Internationally Qualified Professionals**

Career Bridge is an innovative internship program designed to address the dilemma of "no Canadian experience equals no job; no job equals no Canadian experience" that prevents many skilled immigrants from contributing to Canada's economy in their fields of expertise.

Internships arranged through the Career Bridge program provide a bridge between the international and Canadian workplace.

Career Bridge eliminates significant employment barriers often faced by qualified, experienced professionals who are eager and ready to resume their careers in Canada.

The internship program is a response to the concern that Canadian businesses often overlook or underutilize the talents of highly-qualified professionals who are recent arrivals from abroad.

For employers, Career Bridge is designed to minimize the recruiting risks in today's labour market. The Career Bridge program provides:

- Candidate pre-screening - to ensure interns are eligible to work in Canada and have relevant experience and high caliber language skills
- Payroll and related HR administration
- Opportunities for organizations to "test the waters" before making hiring commitments
- A cost-effective way for employers to access a range of mature experienced talent that can address current skills shortages, diversify an organization's labour force and expand its international expertise
- Access to an established on-line recruiting process that is fast, simple and effective for organizations of all sizes
- A way for an employer to benefit from the services of a Career Bridge intern, without increasing its head count

For further information visit: [www.careeredge.ca](http://www.careeredge.ca)

## □ **COSTI Immigrant Services**

**COSTI** is a community-based multicultural agency providing employment, educational, settlement and social services to all immigrants.

COSTI has extensive expertise and experience in operating successful employment programs aimed specifically at assisting internationally-trained individuals obtain meaningful employment. **COSTI's Employment Programs for Newcomers and Internationally Trained Individuals** address the unique needs of newcomers to Canada by supporting them in seeking employment in their chosen profession or trade.

**The Centre for Internationally Trained Professionals & Trades People** offers a unique program to assist internationally-trained professionals and trades people to find work related to their skills or professional background. Clients are given the opportunity to establish work search strategies while receiving ongoing support. This is an intensive, hands-on, four-week program using structured activities and a group support system. Participants are supported through mentorship, internship and employment opportunities. This program is suitable for professionals in both regulated and non-regulated professions.

### **Other Services include:**

- Assessment of foreign credentials
- Short and long-term employment goal setting workshops
- Job Search and self marketing
- Access to computers, telephone, internet and answering service for employers to leave messages
- Employer outreach and follow-up
- Mentoring opportunities

This program is located at:

### **Centre for Internationally Trained Professionals & Trades People**

700 Caledonia Road  
Toronto, Ontario M6B 3X7  
Phone: (416) 789-7925  
Fax: (416) 789-5937  
Email: [fortrain@costi.org](mailto:fortrain@costi.org)

## Career Planning and Employment Placement Services

COSTI's Career Planning and Employment Placement Service helps individuals who have been unable to link their skills and career interests to the labour market by providing access to placement opportunities ranging from job shadowing, to subsidized on-the-job training, to direct hires.

**COSTI's ProConnect Program** is designed to assist and support internationally educated and trained professionals who are seeking employment in their profession. ProConnect helps participants to overcome traditional barriers to employment in Canada by providing career paths, effective sector-specific job search training, networking opportunities, and exposure to the Canadian workplace.

Activities and training are conducted through a structured two-week program, as well as through ongoing individual support provided by highly skilled and experienced Employment Consultants. Participants are connected with professionals in their field who can provide additional guidance and insight into their specific professional field in Canada.

Services are mobile and offered throughout York Region.

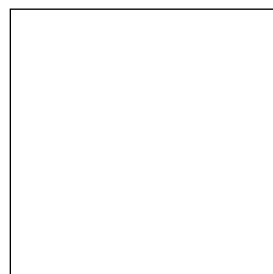
Other Services include:

- Career counseling support and development of detailed career plans that will result in employment in their field or related field
- Career exploration through informational interviews, networking and mentorship opportunities
- Pre-employment seminars such as: workplace environment, job search skills, overcoming cultural barriers and exploring the new world of work
- Continued support to ensure successful integration into the Canadian workforce

This program is located at:

### **ProConnect**

20 Crown Steel Drive, Unit 15  
Markham, Ontario L3R 9X9  
Phone: (905) 948-0572  
Fax: (905) 948-0210  
Email: [proconnect@costi.org](mailto:proconnect@costi.org)



## The Mentoring Partnership

COSTI is involved in connecting mentors and mentees through the Mentoring Partnership, a TRIEC program consisting of an alliance of a number of community agencies who have been delivering mentoring programs for a number of years. Building on their expertise and knowledge of mentoring, the Mentoring Partnership hopes to increase the number of mentoring spaces open to skilled immigrants in the City of Toronto, Peel, and York Region.

COSTI matches mentors and mentees along occupation-specific lines. Matches are made between workforce-ready underemployed or unemployed immigrants and their employed counterparts.

Services Include:

- Integration into Canadian workplace culture
- Improve skills required to meet market demands
- Guidance through the licensing and accreditation process
- Improved professional terminology
- Self-marketing techniques and confidence building
- Additional resources for upgrading skills
- Awareness of publications and workshops on recent developments in their field
- Information on local industries and potential employers
- Building professional networks
- Employment or job training placement opportunities

For further details, contact:

### The Mentoring Partnership

Phone: (905) 884-5670

Fax: (905) 884-4261

This program is located at:

### Language, Employment & Skills Training Services, Richmond Hill

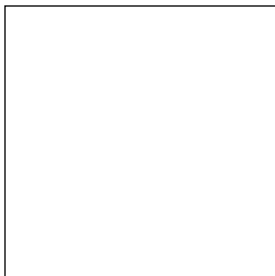
129 Church Street South

Richmond Hill, Ontario L4C 1W4

Phone: (905) 884-5235

Fax: (905) 884-4261

Email: [rhill@costi.org](mailto:rhill@costi.org)



## **ProLink**

COSTI, in conjunction with Catholic Cross-Cultural Services also offers the ProLink Program, linking professional newcomers to mentorship and work placement in Peel.

ProLink recruits, prepares and matches internationally-trained professionals with professionals working in their fields (mentors). Based on the specific needs of the client (mentees/protégées) and upon completion of a preparatory component, clients have the opportunity to be referred to either the mentorship or the work placement options within the program.

This Program is located at:

10 Gillingham Drive, Unit 211  
Brampton, ON L6X 5A5  
Phone: (905) 457-7740  
Fax: (905) 457-7769

## **SkillsInternational.ca**

Launched in March 2006, SkillsInternational.ca helps connect employers to internationally educated professionals looking for employment in their chosen fields.

SkillsInternational.ca unites pre-screened, internationally-educated professionals with employers who need their skills. Agencies that work with newcomers to provide connections to the labour market, can post the resumes of qualified applicants ready to work in a field related to their education and experience. Employers can perform a variety of searches based on relevant criteria including skills, experience and education to review the resumes of qualified candidates.

Candidates found on SkillsInternational.ca have worked with a qualified employment advisor on employment preparation and are ready to work in Canada.

## **Dixie Bloor Neighbourhood Centre**

Fieldgate Plaza, 3439 Fieldgate Dr.  
Mississauga, ON L4X 2J4  
Tel: (905) 629-1873  
Fax: (905) 629-0791  
Website: [www.dixiebloor.ca](http://www.dixiebloor.ca)  
E-mail: [info@dixiebloor.ca](mailto:info@dixiebloor.ca)

### **Mandate/Description:**

Dixie Bloor Neighbourhood Centre is a non-profit multi-service organization offering a wide range of social services to address community needs, including employment programs for newcomers, skills assessment referrals and job search assistance.

### **Programs/ Services:**

- Language instruction for Newcomers to Canada (LINC)
- Enhanced Language Training (ELT) with Co-op placement providing occupation-specific language and industry terminology and familiarization with Canadian workplace culture and business ethics, with an 8-week co-op placement to gain Canadian experience.
- Mentoring Program - matching skilled immigrants with professionals in the same field to provide knowledge and business experience towards integration into the Canadian labour market.

## □ Halton Multicultural Council

635 Fourth Line, Unit 48  
Oakville, ON L6L 5W4  
Tel: (905) 842-2486  
Fax: (905) 842-8807  
Website: [www.halton-multicultural.org](http://www.halton-multicultural.org)

### **Mandate/Description:**

The Halton Multicultural Council (HMC) is a community agency providing services to promote integration and participation in society.

### **Programs/Services:**

- Language Instruction for Newcomers to Canada (LINC) and Enhanced Language Training Programs (also Language assessment at a Halton Assessment Site, through the Assessment Services of the Centre for Education Training)
- Job search workshops
- Bridge-2-Work for Internationally Trained Accountants and Bookkeepers

## □ Inter-Cultural Neighbourhood Social Services

3050 Confederation Pkwy, Mezzanine Level  
Mississauga, ON L5B 3Z6  
Tel: (905) 273 - 4884  
Fax: (905) 273 - 6720  
Website: [www.icnss.ca](http://www.icnss.ca)  
E-mail: [programs@icnss.ca](mailto:programs@icnss.ca)

### **Mandate/Description:**

Inter-Cultural Neighbourhood Social Services is a community-based, non-profit multi-services agency that delivers social programs and inter-cultural services, while promoting community partnerships. The ICNSS provides services for newcomers.

### **Programs/Services:**

- English conversational classes to allow newcomers to Canada to improve their English in a conversational setting
- Job search workshops-an experimental approach to pre-employment preparation that orients newcomers to Canada and teaches résumé writing, interviewing skills, job searching and networking, including one-on-one assistance
- Enhanced Language Training (ELT) for internationally-educated professionals. A 10-week intensive program for specific occupations. It includes a 4-week work placement, mentor matches for employment, career counseling, interview techniques and labour market skills training

## □ Job Connect

This Ontario government program offers a range of services to respond to the employment needs of individuals and skilled labour needs of employers.

The program helps people plan, prepare for, and succeed in the job market and can help individuals on a path to higher skills training and employment. Services are available across Ontario.

Employers who operate a business in Ontario and who are looking to hire staff may also benefit from Job Connect services.

### **The program has three service components that are tailored to meet individual needs:**

- **The Information and Resource Service (IRS)** provides information on careers and occupations, the local labour market, training opportunities and job search strategies. There is information on apprenticeship training and resources for internationally trained individuals seeking employment commensurate with their skills.
- **Employment Planning and Preparation (EPP)** helps people to clarify their employment needs, establish short and long-term goals, develop an action plan, and search for a job.
- **Job Development and Placement Support (JDPS)** helps people develop their skills and gain on-the-job work experience.

### **Services for Employers:**

Employers who operate a business in Ontario and who are looking to hire staff can benefit from programs aimed at helping people find work.

- **Job Creation Partnerships (JCP)** employment benefit is a program designed to support projects developed by sponsors that create jobs that will provide insured participants with opportunities to gain meaningful work experience.
- **Labour Market Information:** The ministry can help you build your business with research reports on your sector. Labour market information helps individuals and businesses make informed decisions about careers, education, employment, and business plans.
- **Modular Training Programs:** Does your business have unique training needs? Ontario's apprenticeship training system provides employers with training programs that provide effective solutions to meet your situation.
- **Modular Training** is workplace-based skills training that is usually delivered in incremental units (i.e. modules) of short duration and is accredited at each step.
- **Sector Initiatives Fund** helps industry sectors and organizations develop training programs, standards, and materials for their workforces.
- **Sharpening Your Competitive Edge:** An easy-to-use summary of training programs, employment programs and resources that the Government of Ontario makes available to employers.

For further information visit: [www.edu.gov.on.ca/eng/tcu/employers/services.html](http://www.edu.gov.on.ca/eng/tcu/employers/services.html)

## □ Mississauga Employment Resource Centre

2 Robert Speck Parkway, Suite 800  
Mississauga, ON L4Z 1H8  
Tel: (905) 949-0049 ext. 2040  
Fax: (905) 949-6004  
Website: [www.tcet.com/ercs/](http://www.tcet.com/ercs/)

### **Mandate/Description:**

The Mississauga Employment Resource Centre is a free walk-in, self-directed and client focused resource centre providing a wide range of resources and services to assist job searchers, including newcomers, in preparing for, obtaining, and maintaining employment.

### **Programs/Services:**

- Workshops on job search strategies and how to effectively utilize available resources
- One-on-one scheduled assistance on any job search topics
- Coach's Corner which provides clients with one-on-one résumé critiquing

## □ Peel Multicultural Council

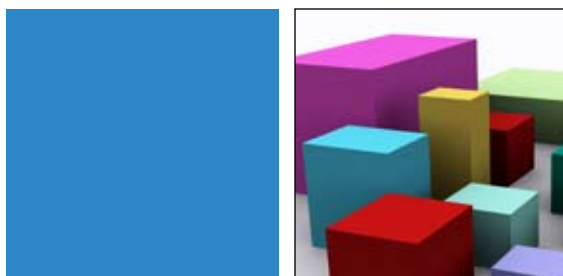
6630 Turner Valley Rd., Mississauga, ON L5N 2P1  
Tel: (905) 819-1144  
Fax: (905) 542-3950  
Website: [www.peelmc.com](http://www.peelmc.com)  
E-mail: [pmcgeneral@peelmc.com](mailto:pmcgeneral@peelmc.com)

### **Mandate/ Description:**

Peel Multicultural Council is an umbrella organization representing more than 150 ethno-cultural groups, service agencies and other organizations across the Region of Peel. It promotes cultural sensitivity and assists in the settlement of newcomers to Canada.

### **Programs/ Services:**

- Business start-up information and seminars for the promotion of community economic development
- Language Instruction for newcomers to Canada (LINC)



## □ Peel Newcomer Strategy

The Peel Newcomer Strategy Group is comprised of key stakeholders that came together because of a growing recognition that there was a need to develop a coordinated newcomer/immigrant service strategy. The vision for a coordinated service strategy is to develop a client-focused service model. As such, a key strategy in the development of the community plan is to seek input directly from newcomers/immigrants, employers, service providers, sponsors and other community partners. Research, current literature and best practices will form the development of this community plan. For more information on this initiative, please contact United Way of Peel.

For further information, visit: [www.unitedway.ca](http://www.unitedway.ca)

## □ Policy Roundtable Mobilizing Professions and Trades (PROMPT)

2 Carlton Street, Suite 820  
Toronto, ON M5B 1J3  
Tel: (416) 979-8611 ext. 4310  
Fax: (416) 979-9853  
Website: [www.promptinfo.ca](http://www.promptinfo.ca)  
E-mail: [lele@cassa.on.ca](mailto:lele@cassa.on.ca)

### **Mandate/ Description:**

PROMPT's mandate is to improve the economic and social integration of internationally educated/ trained immigrants to Canada by:

- facilitating equitable access to professions and trades
- advocating transparent and fair licensing and registration processes
- creating an equitable system that would result in skills commensurate employment for all

### **Programs/ Services:**

PROMPT's priorities are:

- to explore the role of occupational regulatory processes and develop recommended mechanisms for enhanced, transparent accountability
- to build the case for a new funding framework and approach to providing employment support to immigrants
- to challenge the use of immigrants as commodities for regional development and recommend effective strategies for regional development that attract all people
- to develop the concept of equality as it applies to policy-related labour market integration
- to promote the role of internationally educated/trained professionals in society
- to promote the role of immigrants in creating innovation and links to global markets

## □ Skills for Change

791 St. Clair Ave. West  
Toronto, ON  
Tel: (416) 658-3103  
Fax: (416) 658-6292  
Website: [www.skillsforchange.org](http://www.skillsforchange.org)

### **Mandate/ Description:**

Skills for Change is a United Way member agency specializing in the development and delivery of sector-specific employment preparation programs for highly skilled new immigrants. Through mentoring, professional partnerships, and skills, technology, language and career training, it supports and eases the labour market integration of skilled immigrants in a variety of professions.

Skills for Change (SfC), a non-profit organization, is a pioneer in developing and delivering programs providing job search training and career preparation support to highly skilled immigrants in the Greater Toronto Area. Working in partnership with private sector companies, professional organizations, the Provincial Government, and new immigrants, SfC creates targeted training and mentoring opportunities that support and promote the labour market integration of skilled immigrants in a variety of professions.

### **Programs/ Services:**

Skills for Change offers programs and services in the areas of employment, English as a Second Language instruction, computer training, information and training and settlement services.

### **Employer Services:**

Skills for Change is a leader in making diversity a corporate asset from providing specialized training to integration in the workplace.

Their Human Resource Services can help companies tap into the rich pool of skilled, professionally trained and experienced newcomers, through the following programs and services among others:

- Language Training and Upgrading for the Workplace
- Managing Diversity in Workplace
- Mentoring for the Workplace
- Employment Preparation for Retail Services

The Mentoring for Employment Program assists internationally trained professional newcomers in their search for suitable employment by matching them with mentors with similar professional experience.

Mentors are volunteers who offer support and guidance to help newcomers make informed career choices leading to employment in their fields.

Skills for Change provides a range of services to organizations interested in setting up mentoring programs and works in partnership with organizations to establish and promote mentoring as an effective employment solution for internationally-trained professionals. The program has played an active role in capacity building initiatives in the community through the provision of consultation and training.

## Services for Organizations:

Skills for Change provides a broad range of services to organizations interested in setting up their own mentoring programs.

### Mentoring Specific

- Train-the-trainer workshop: a one-day training workshop for staff delivering a mentoring program
- Mentoring Curriculum: a comprehensive handbook covering key elements of design and delivery of a mentoring program
- Consultancy Services: partnering as consultants with organizations interested in setting up their own mentoring programs

### Communication Workshops

- Cross-Cultural Communication Workshop: looking at ways to develop more culturally sensitive communication strategies
- Diversity Awareness Workshop: examining key diversity concepts to develop techniques, tools and skills to master diversity on an individual level in the professional environment

## Services for Employers:

Employers who operate a business in Ontario and who are looking to hire staff can benefit from programs aimed at helping people find work.

- **Job Creation Partnerships (JCP)** employment benefit is a program designed to support projects developed by sponsors that create jobs that will provide insured participants with opportunities to gain meaningful work experience.
- **Labour Market Information:** Labour market information helps individuals and businesses make informed decisions about careers, education, employment, and business plans.
- **Modular Training Programs:** Ontario's apprenticeship training system provides employers with training programs that provide effective solutions to meet your situation.
- **Modular Training** is workplace-based skills training, that is usually delivered in incremental units (i.e. modules) of short duration and is accredited at each step.
- **Sector Initiatives Fund** helps industry sectors and organizations develop training programs, standards, and materials for their workforces.
- **Sharpening Your Competitive Edge:** An easy-to-use summary of the training programs, employment programs, and resources that the Government of Ontario makes available to employers.

For further information visit: [www.edu.gov.on.ca/eng/tcu/employers/services.html](http://www.edu.gov.on.ca/eng/tcu/employers/services.html)

## □ The Toronto Region Immigrant Employment Council (TRIEC)

170 Bloor Street West, Suite 804  
Toronto, ON M5S 1T9  
Tel: (416) 944-2627, ext. 271  
Fax: (416) 944-8915  
Website: [www.triec.ca](http://www.triec.ca)

### **Mandate/Description:**

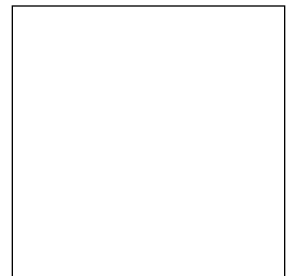
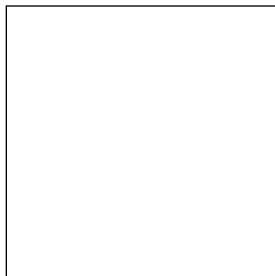
TRIEC is a multi-stakeholder council working to improve access to employment for immigrants in the GTA, so that they are better able to use the skills, education and experience from abroad to break into the Canadian Labour Market in their profession and/or trade.

### **Programs/Services:**

TRIEC has two projects geared towards employment, developed to better integrate immigrants into the work force.

- **The Mentoring Partnership** matches skilled newcomers with someone (mainly Canadian born/ trained) who works in the same field. Mentors provide job search skills, industry knowledge and networking opportunities, while they improve their cross-cultural awareness and leadership skills.
- **hireimmigrants.ca** provides employers, HR managers, and anyone with hiring responsibilities with online tools and resources to better integrate skilled immigrants into the workplace, including case studies, interviewing guidelines and interactive workshops.

For detailed information visit [www.hireimmigrants.ca](http://www.hireimmigrants.ca) and see page 37 of this guide.



## □ **United Way of Peel Region**

5170 Dixie Rd, Suite 300  
Mississauga, ON L4W 1E3  
Tel: (905) 602-3650  
Fax: (905) 602-3651  
Website: [www.unitedwaypeel.org](http://www.unitedwaypeel.org)

### **Mandate/Description:**

United Way of Peel Region is one of 124 local United Way's branches of the United Way of Canada. Its mission is to engage the community through partnerships, to ensure people are cared for, connected and included, and to build a better community by bringing people together to work on issues that affect Peel Region.

### **Programs/Services:**

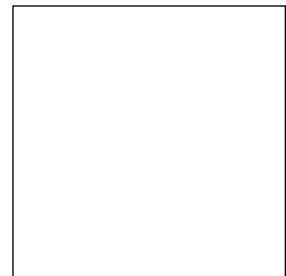
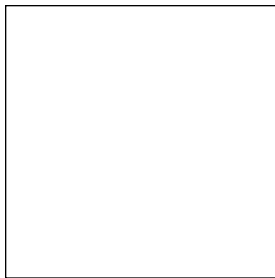
United Way of Peel currently provides many programs and services, among them:

- **The Mentoring Project**

In collaboration with the Region of Peel and Service Canada, United Way provides funding and strategic support to the Mentoring Partnership.

The program matches internationally-trained immigrants with established professionals in their field.

The program is part of a larger initiative of the Maytree Foundation and the Toronto Region Immigrant Employment Council (TRIEC). It is delivered in Peel by Dixie-Bloor Neighbourhood Centre. For more information, contact the program coordinator at 905-624-2442 or visit [www.thementoringpartnership.com](http://www.thementoringpartnership.com).



## INTERNET RESOURCES

### [hireimmigrants.ca - www.hireimmigrants.ca](http://www.hireimmigrants.ca)

#### **Mandate/ Description:**

This is an extensive and comprehensive site that identifies the challenges and explores the opportunities to enhance businesses through the talents of skilled immigrants, focusing on those who do not yet have experience in their fields within the Canadian labour market.

It has compiled resources specific to each region in Canada.

To help employers gain better access to skilled immigrants, it provides local lists of:

- **Places to find job-ready immigrants**
- **Bridging/internship/mentoring programs**
- **Language training providers**
- **Credential assessment services**

hireimmigrants.ca does not have the resources to maintain a large directory, so the lists in each section of the site have been narrowed down to be as relevant to employers as possible.

#### • **Places to Find Job-Ready Immigrants**

In this section of the site there are lists of community agencies, organizations and/or programs with job-ready immigrants who have undergone pre-employment training and/or language classes. Contact the organizations to find out if they have the kind of candidates you need.

#### • **Bridging/Internship/Mentoring Programs**

In this section of the site there are links to programs that exist in our community that familiarize newcomers with the workplace, while providing employers with access to skilled immigrants.

Bridging programs help skilled immigrants move quickly into the labour market by assessing their existing skills and competencies and providing training and Canadian workplace experience without duplicating what they have already learned. Internship programs involve an employer hosting and supervising a pre-screened skilled immigrant in the workplace so they can gain Canadian experience. Mentors are people who have a combination of knowledge and business experience and agree to coach a newcomer in the same field on job-search skills and networking.

#### • **Language Training**

The links in this section of the site provide access to language providers that can either work onsite or offer offsite classes to staff members who need to improve their workplace communication skills.

#### • **Credential Assessment Services**

In this section of the site you will also find organizations that provide credential assessment services, so that you are better able to understand and compare a candidate's international education and work experience with your requirements.



□ **SkillsInternational.ca - [www.skillsInternational.ca](http://www.skillsInternational.ca)**

Launched in March 2006, and funded by the Ontario Trillium Foundation, SkillsInternational.ca is a collaborative of the Waterloo Region District School Board, WIL Employment Connections in London and COSTI. Its commitment is to help connect employers to internationally educated professionals looking for employment in their chosen fields.

SkillsInternational.ca is an on-line, searchable database of candidate profiles that is dedicated exclusively to profiling the skills of immigrant job seekers in Ontario.

SkillsInternational.ca unites pre-screened, internationally-educated professionals with employers who need their skills. It is cost effective, efficient and easy to use.

Agencies that work with newcomers to provide connections to the labour market can post the resumes of qualified applicants ready to work in a field related to their education and experience.

Employers wishing to search candidate profiles on SkillsInternational.ca can do so by completing the Employer Registration Form on the site. They will be contacted to review and sign the Employer Participation Agreement that outlines their commitment to use the candidate profiles for employment purposes only.

Candidates found on SkillsInternational.ca have worked with a qualified employment advisor on employment preparation and are ready for joining the Canadian workforce

---

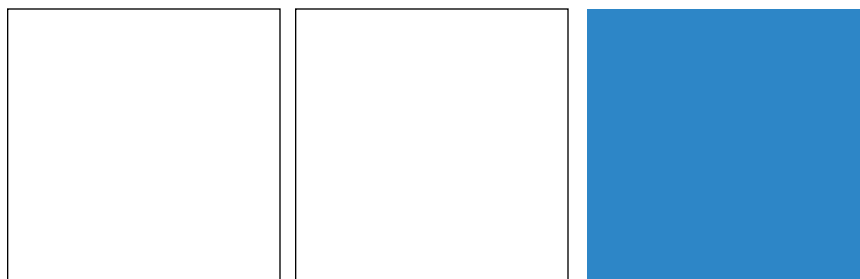
**For information about Cultural Norms in the global Marketplace consult:**

Take a look at what's working: Internationally Trained Workers in Canada. Report from Canadian Manufacturers and Exporters

<http://www.cme-mec.ca>

**For information on the competency-based approach to interviewing across cultures and how to prevent bias visit:**

[www.malkam.com](http://www.malkam.com)



**For additional information on Employment Equity Discrimination and Harassment, and legislation and publications about human rights, visit:**

Canadian Human Rights Commission  
[http://www.chrc-ccdp.ca/publications/employment\\_equity-en.asp](http://www.chrc-ccdp.ca/publications/employment_equity-en.asp)

Charity Village – Interview Guidelines  
[http://www.charityvillage.com/cv/ires/hr\\_bc.html](http://www.charityvillage.com/cv/ires/hr_bc.html)

**For further information on Language Assessment visit:**

The Centre for Canadian Language Benchmarks  
[www.language.ca](http://www.language.ca)

Centre for Education and Training  
[www.tcet.com/clba/training.aspx?sel=r2&cat=services](http://www.tcet.com/clba/training.aspx?sel=r2&cat=services)

**For additional information and resources regarding Credentials Assessment, Recognition and PLAR (Prior Learning Assessments and Recognition), consult:**

World Education Services: International Academic Credential Evaluation  
[www.wes.org/ca](http://www.wes.org/ca)

Campus Canada <http://www.campuscanada.ca> provides assessment and recognition of workplace training for credit towards degrees, diplomas and certificates offered by universities and colleges that are members of the Campus Canada Network.

The National Academic Recognition Information Centres  
<http://www.enic-naric.net>

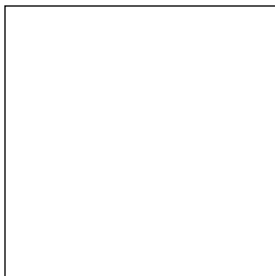
Lists of recognized higher education institutions, descriptions of education systems and links to national education bodies in over 50 countries

Settlement.org at Work

<http://www.settlement.org/atwork/AE/apt.asp>

Includes a number of reports that are helpful for employers, including “Assessing and Recognizing Foreign Credentials in Canada – Employer’s Views” by the Canadian Labour and Business Centre at

[http://clbc.ca/research\\_and\\_reports/archive/archive01010101.asp](http://clbc.ca/research_and_reports/archive/archive01010101.asp)



Educational Testing Service

[www.ets.org](http://www.ets.org)

International Credential Assessment Service of Canada

[www.icascanada.ca](http://www.icascanada.ca)

International Credential Evaluation Service (ICES)

[www.bcit.ca/ices/](http://www.bcit.ca/ices/)

International Qualifications Assessment Service (IQAS)

[www.advancededucation.gov.ab.ca/iqas/iqas.asp](http://www.advancededucation.gov.ab.ca/iqas/iqas.asp)

Ontario Regulators for Access

[www.regulators4access.ca](http://www.regulators4access.ca)

Canadian Association for Prior Learning Assessment (National organization dedicated to the recognition of prior learning providing links to national and provincial resources) [www.capla.ca](http://www.capla.ca)

Assessing and Recognizing Foreign Credentials in Canada; Employer's Views

[www.settlement.org/atwork/AE/apt.asp](http://www.settlement.org/atwork/AE/apt.asp)

Critical Skills needed in the workplace (developed by the Conference Board of Canada in Consultation with employers across the country)

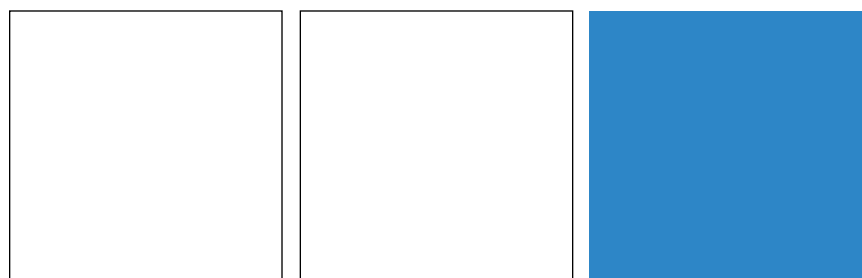
[www.conferenceboard.ca](http://www.conferenceboard.ca)


**For information on Settlement Programs visit:**

Settlement.Org for Newcomers

[www.settlement.org](http://www.settlement.org)

This site provides information and resources to settle in Ontario, as well as links to agencies and programs providing services to newcomers in the Regions of Peel and Halton. The web-site includes a Discussion Area for settlement-related issues. It provides an electronic community where newcomers can read announcements, make contacts, discuss current issues, and find answers.





Centre for Foreign Trained Professionals and Trades-people  
[www.cftpt.org](http://www.cftpt.org)

COSTI [www.costi.org](http://www.costi.org)

ACCES [www.accestrain.com](http://www.accestrain.com)

Inter-Cultural Neighbourhood Social Services  
[www.icnss.ca](http://www.icnss.ca)

Brampton Neighbourhood Resource Centre  
[www.bnrc.org](http://www.bnrc.org)

India Rainbow Community Services of Peel  
[www.indiarainbow.org](http://www.indiarainbow.org)

Catholic Cross-cultural Services  
[www.ccspeel.org](http://www.ccspeel.org)

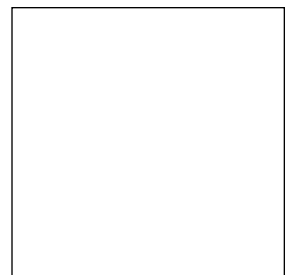
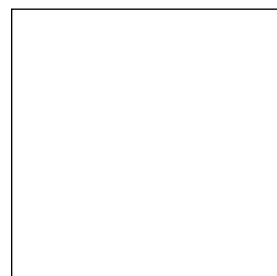
Dixie Bloor Neighbourhood Centre  
[www.dixiebloor.ca](http://www.dixiebloor.ca)

The New Canadian Program  
[www.newcanadians.org](http://www.newcanadians.org)

**For further Human Resources Information for Employers visit:**

Workplace Equity  
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>

This federal government site is geared towards employers and provides information on workplace and employment equity.



Human Resources Information for Employers

<http://www.hrmanagement.gc.ca>

This site is designed for medium and small businesses and is billed as a one-stop information source for human resources management needs. It is a federal government site but includes information from both government and non-government sources.

**For wage subsidy or internship funding visit:**

<http://councils.org>

This site provides links to 30 national industry sector councils

**For information regarding Bridging and Mentorship Programs visit:**

[www.mentors.ca](http://www.mentors.ca)

An extensive directory of mentorship programs

Canadian Conference of Mentorship

[www.mentorcanada.ca](http://www.mentorcanada.ca)

[www.canadainfonet.org](http://www.canadainfonet.org)

An on-line mentorship resource for new immigrants

Career Edge

[www.careeredge.ca](http://www.careeredge.ca)

Career Bridge

[www.careerbridge.ca/](http://www.careerbridge.ca/)

TRIEC (Toronto Regional Immigrant Employment Council)

[www.triec.ca](http://www.triec.ca); [www.thementoringpartnership.com](http://www.thementoringpartnership.com)

**For Career Development and Job Search Services visit:**

COSTI Immigrant Services

[www.costi.org](http://www.costi.org)

ACCES Employment Services

[www.accestrain.com](http://www.accestrain.com)

Skills for Change

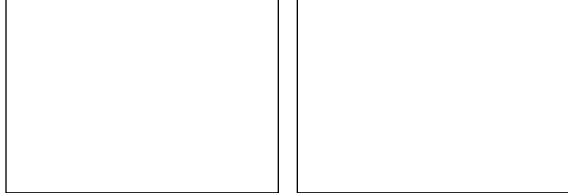
[www.skillsforchange.org](http://www.skillsforchange.org)

**For an extensive list of corporate mentorship programs examples across North America, visit:**

<http://www.mentors.ca/mentorprograms.html>

<http://www.mentors.ca> - Extensive directory of mentorship programs in North America

<http://mentorcanada.ca> - Canadian Conference on Mentorship with sources

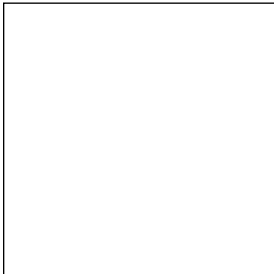
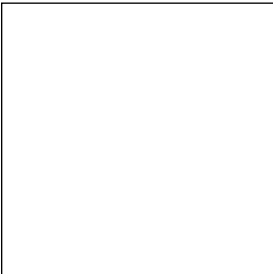


## STATEMENT OF DISCLAIMER

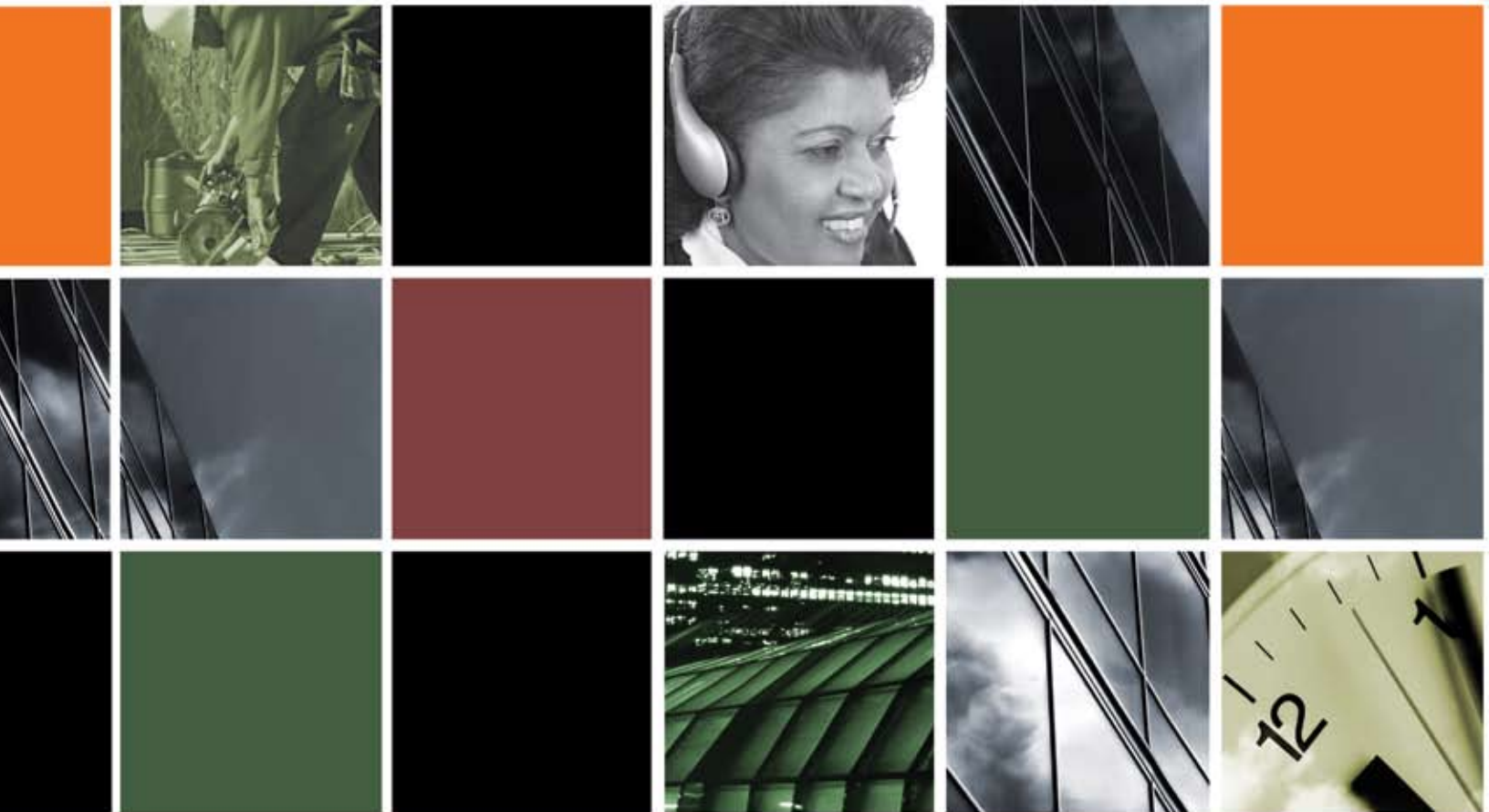
The information contained in this Guide was compiled by The Brampton Board of Trade from data supplied by organizations, agencies and program providers, or extracted from descriptions available in printed materials and on websites. The inclusion in this Guide is not an endorsement of organizations listed within.

The Brampton Board of Trade does not assume any liability for the accuracy, reliability, completeness and currency of the descriptions and the content of this Guide, and sincerely regrets any unintentional omissions of other agencies, programs or services pertinent to the purpose of this publication. Programs and services provided by agencies listed in this guide, which are not related to its purpose, have not been included. Furthermore, The Brampton Board of Trade is not responsible for the changes in contact information contained herein, and assumes no responsibility to the user or to any third party for the consequences of any errors or omissions, disclosure of personal information or the unlawful, commercial or bad faith use by any third party of information provided by this Guide.

Information appearing in this Guide will also appear online at [www.skillswithoutborders.com](http://www.skillswithoutborders.com). If there are errors or omissions please send an email to [info@skillswithoutborders.com](mailto:info@skillswithoutborders.com) so that we can update the online version.







[www.SkillsWithoutBorders.com](http://www.SkillsWithoutBorders.com)



33 Queen Street West, 2nd Floor  
Brampton, Ontario L6Y 1L9  
Phone: 905-451-1122

[www.bramptonbot.com](http://www.bramptonbot.com)



Service  
Canada