

# SELF-ASSESSED PROGRESS IN IMPLEMENTING RECOMMENDATIONS



## Report 10, 2008/09 – A Major Renovation: Trades Training in British Columbia

As at July 2010

Introductory comments from Ministry of Advanced Education and Labour Market Development

*This report on progress has been prepared jointly by the Ministry of Advanced Education and Labour Market Development (Ministry) and the Industry Training Authority (ITA), as a follow-up to the November 26, 2008 report by the Office of the Auditor General entitled "A Major Renovation: Trades Training in British Columbia".*

*The following information details the actions taken since the last self-assessment progress update as of January 31, 2010. This report demonstrates the continuous progress in implementing the recommendations from the Auditor General's review of the trades training system in British Columbia. The Ministry and the ITA remain committed to working collaboratively with our system partners to ensure that the province's industry training system continues to grow and improve in order to meet the needs of British Columbians and the economy.*

### Recommendations addressed in previous follow-up report(s)

RECOMMENDATION	STATUS
<b>Recommendation 1:</b> The Industry Training Authority develop an action plan in consultation with key stakeholders to address the issues we have identified in this report.	Fully implemented
<b>Recommendation 2:</b> The Industry Training Authority consult with industry training organizations and industry to clarify roles and responsibilities and revise its policies and guidelines accordingly.	Fully implemented
<b>Recommendation 3:</b> The Industry Training Authority consult with industry training organizations and industry to determine the costs associated with each required responsibility and ensure that the funding model is appropriate and sustainable.	Substantially implemented
<b>Recommendation 4:</b> The Industry Training Authority develop a comprehensive quality assurance program to help safeguard the quality of trades training. This should include good practice guidelines on how to develop occupational analyses, program outlines and program profiles.	Substantially implemented
<b>Recommendation 6:</b> The Industry Training Authority, the Ministry of Advanced Education and Labour Market Development and the colleges work together to produce high-quality information for assessing demand for trades training.	Substantially implemented
<b>Recommendation 7:</b> The Industry Training Authority, the Ministry of Advanced Education and Labour Market Development and the training providers work together to periodically assess the capacity of the trades training system to meet demand, and address any issues or opportunities identified.	Fully implemented
<b>Recommendation 11:</b> The Industry Training Authority improve its record management to ensure it can easily access key participant information when needed.	Substantially implemented



## Outstanding recommendations

### RECOMMENDATION AND SUMMARY OF PROGRESS

### STATUS

**Recommendation 5:** The Industry Training Authority strengthen its compliance monitoring mechanisms to provide greater assurance that training providers and apprenticeship sponsors are following program standards.

Fully or substantially implemented

#### Actions taken, results and/or actions planned

*Standards compliance monitoring of training provision has been further strengthened in the last six months by the introduction of enhanced resources and procedures for exam result data collection/analysis and through the inclusion of continuous improvement as a key accountability for a new senior executive responsible for training delivery oversight.*

*A reorganization of the ITA's Customer Service Department resulted in the creation of a management position responsible for assessment/examinations with responsibility for analysis and dissemination of aggregate exam results to training providers and Industry Training Organizations (ITO's). The information will fuel a continuous improvement loop that will point to areas in potential need of attention.*

*A draft Memorandum of Understanding (MOU) is being developed between the ITA and the Private Career Training Institutions Agency of BC (PCTIA). While the ITA retains responsibility for the designation of training providers, this MOU will authorize PCTIA to manage the designation process for private trades training providers to ensure they have the required personnel, equipment and curriculum to provide instruction in ITA-designated programs. It is anticipated the MOU will be signed in the early fall after which the designation process for private trades training providers will be further strengthened to be as rigorous and consistent as the process for any type of private training provider in British Columbia.*

*Based on the assessed level of risk, a complaint based system in combination with other feedback mechanisms, such as surveys and exam marks, is already leading to continuous improvement.*

*The ITA is nearing completion of a year-long initiative, in collaboration with training providers and ITO's, called the Standards Improvement Project (SIP). It has involved creating, reviewing and updating the guidelines for developing ITA industry training programs from inception to implementation and has included process flow maps, support tools, templates and procedures. A component of the initiative has been to extend the implementation timelines with training providers for new or changed program standards, and to engage trainers early on to ensure changes to programs can be reasonably and effectively implemented.*



**Outstanding recommendations continued...**

**RECOMMENDATION AND SUMMARY OF PROGRESS**

**STATUS**

**Recommendation 8:** The Industry Training Authority and the Ministry of Advanced Education and Labour Market Development work with the colleges to ensure funding decisions are informed by a proper understanding of what it costs to deliver trades training.

Partially implemented

**Actions taken, results and/or actions planned**

*In 2007, the ITA made a commitment to the universities, colleges and institutes that it would review the price bands used by ITA to establish program funding to training institutions – to ensure that funding to training institutions closely reflected their costs – once the institutions could provide information on those costs.*

*Trades Training BC, an umbrella organization representing the province’s public trades training providers, has recently initiated a study on the costs of delivering trades training. The project will be conducted in two phases: (1) establish a project charter, in consultation with the ITA, government and public training institutions, that will set the scope of the project, outcomes, budget and timeframe; and (2) conduct the project, based upon the project charter. The timeframe for phase 1 is for a report (the charter) to be presented to the Trades Training BC Board on September 20, 2010; phase two will be completed according to the requirements of the project charter (the target completion date for phase 2 is prior to the end of fiscal 2010/11).*

*The information provided by Trades Training BC, as a result of this project, will help inform funding decisions made in subsequent planning cycles.*

**Recommendation 9:** The Ministry of Advanced Education and Labour Market Development ensure that its funding allocations to public colleges for the purposes of supporting trades training are coordinated with the Industry Training Authority.

Fully or substantially implemented

**Actions taken, results and/or actions planned**

*Program Planning*

*The Ministry worked extensively with the ITA in spring 2010 prior to finalizing the allocation of 2010/11 trades training spaces (Skills seats) to reduce Foundation training program waitlists. This coordinated approach precluded any duplication of funding and resulted in approval of all requested funding for Skills seats across the public training system.*

*Capital Planning Staff from the Ministry and the ITA met in July, 2010 to share information on planning processes and to explore opportunities for coordination of trades training and associated capital needs. As a result of this meeting, a number of steps will be taken in 2010/11 to further improve coordination:*

- The Ministry has provided the ITA with the template that is used by the public post-secondary institutions for capital project planning. ITA will review the capital plan template and may provide input that could assist all parties with regard to capital planning for trades training.*
- In fall 2010, the ITA will share with Ministry staff the planning assumptions for training plan operating budgets for 2011/12 so that it may inform capital planning processes.*
- The Ministry will provide several opportunities for the ITA to provide input into the capital planning process for trades related projects (e.g., capital projects being considered, notionally approved projects, and during business case review).*
- In addition, the ITA and the Ministry will be exploring the feasibility of a study to examine trades training equipment needs.*

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## Outstanding recommendations continued...

### RECOMMENDATION AND SUMMARY OF PROGRESS

### STATUS

**Recommendation 10:** The Industry Training Authority improve the internal controls it applies to the calculation of its performance measures, and clearly and explicitly disclose its performance reporting definitions, sources and calculation methodologies.

Fully or substantially implemented

### Actions taken, results and/or actions planned

*Capacity issues have been resolved and monthly performance measures are now being reported by mid month following the reporting period. In addition, a member of the senior management team is coordinating a review to identify and remedy areas of risk in data maintained in ITADirectAccess. Areas of Risk impacting performance reporting have been identified and a plan has been implemented to improve data quality in these areas, including contracting training providers so ITA staff can update apprenticeship records.*