

Post-Secondary Education, Training and Labour

Annual Report
2019–2020



Post-Secondary Education, Training and Labour
Annual Report 2019-2020

Province of New Brunswick
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Transmittal letters

From the Minister to the Lieutenant-Governor

The Honourable Brenda Louise Murphy
Lieutenant-Governor of New Brunswick

May it please your Honour:

It is my privilege to submit the Annual Report of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2019, to March 31, 2020.

Respectfully submitted,



Trevor A. Holder
Minister

From the Deputy Minister to the Minister

Honourable Trevor A. Holder

Minister:

I am pleased to be able to present the Annual Report describing operations of the Department of Post-Secondary Education, Training and Labour, Province of New Brunswick, for the fiscal year April 1, 2019, to March 31, 2020.

Respectfully submitted,



Deputy Minister
Daniel Mills

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Minister's message

It has been a busy and productive year for the Department of Post-Secondary Education, Training and Labour. Staff in our department have worked tirelessly to find better ways to support New Brunswick job seekers, employers and post-secondary students and institutions. Providing these services was even more of a challenge with the onset of COVID-19 in March. However, by putting in place the New Brunswick Workers Emergency Income Benefit, deferring student loan repayments, and being one of the first departments in government to reactivate our services to clients, we were able to offer immediate assistance to New Brunswickers impacted by the pandemic and play a key role in the ongoing economic recovery.

Over the next decade, 120,000 jobs will be available in New Brunswick, largely due to retirement. We've set out a path forward to fill this gap. Our new Population Growth Strategy lays out a plan to make New Brunswick more attractive to newcomers – those from elsewhere in Canada and those beyond our borders. Our government offices were rebranded under the WorkingNB banner. Through this redesign, we have adopted a needs-driven approach to employment services, helping people train and qualify for the jobs of today and tomorrow. And we are taking steps to align post-secondary education with our labour market demands.

Our past workforce challenges have been well documented; however, I believe strongly that the efforts being made today by our department will produce positive results benefitting all New Brunswickers, including students, employees, business owners and entire communities.

I sincerely appreciate the time, care and thought that department employees have invested in their jobs and am thankful knowing our province can continue to rely on their professionalism moving forward.



Trevor A. Holder
Minister

Deputy Minister's message

The 2019-2020 Annual Report outlines the Department of Post-Secondary Education, Training and Labour's measures and initiatives between April 1, 2019 and March 31, 2020.

Our department has made significant strides toward its goal of developing a skilled labour force that aligns with the province's labour market demands.

The Population Growth Strategy and accompanying action plan aim to put New Brunswick on a path to improved economic prosperity. Such efforts are beginning to produce results as the province has gained more permanent residents through immigration and interprovincial migration, while more international students are choosing to study at our post-secondary institutions.

Staff in our department have also been working hard to restructure employment programs to better serve job seekers and employers. The launch of WorkingNB reflects a desire to offer programs based on the existing and future needs of those groups rather than making applicants meet outdated criteria for a labour market of 30 years ago.

The department has also been working with WorkSafeNB to draft several pieces of legislation aimed at improving workplace safety while reducing workers' compensation rates.

Increasing access to post-secondary education is another objective staff have been working toward. Introducing a Renewed Tuition Bursary program has opened eligibility to students enrolled in private universities and colleges.

The work associated with these and other initiatives during 2019-2020 has been appreciated, especially given the program and service delivery challenges that were brought on by COVID-19 in March. I offer gratitude and thanks to our department employees for their continued dedication.

A handwritten signature in blue ink, appearing to read 'Daniel Mills', with a stylized flourish at the end.

Daniel Mills
Deputy Minister

Top Government Priorities

Strategy and Operations Management

GNB uses a Formal Management system built on leading business practices to develop, communicate, and review strategy. This process provides the Public Service with a proven methodology to execute strategy, increase accountability, and continuously drive improvement.

The development of the strategy, using the Formal Management system, starts with our government's roadmap for the future of New Brunswick that focuses on key priorities and the importance of public accountability.

Our Top Priorities:

Affordable and Responsive Government

Getting our financial house in order will make it possible for government to be responsive and provide sustainable, high-quality public services for all New Brunswickers.

Dependable Public Health Care

New Brunswickers deserve a sustainable, high-quality health-care system where they can access the services they need when they need them.

World-class Education

New Brunswick's young people need access to a world-class education so they can make the most of their lives and compete in future job markets.

Energized Private Sector

All New Brunswickers benefit from a thriving private sector. Increasing private sector investment, growing our labour force and being home to successful businesses of all sizes is good for our province.

Vibrant and Sustainable Communities

Vibrant communities are places people want to call home. More vibrant and sustainable communities make for a more resilient province.

High-performing Organization

All New Brunswickers benefit when engaged and empowered civil servants use their talents and skills to make our province a better place.

Highlights

During the 2019-2020 fiscal year, the Department of Post-Secondary Education, Training and Labour focused on several strategic priorities:

- Provided a \$4.0M investment enhancing experiential learning opportunities across New Brunswick for post-secondary students. This funding supported placements for 1,500 students and 300 employers.
- Provided \$2.5M to publicly funded post-secondary education institutions to support the development and implementation of pilot programs and other initiatives to increase access to post-secondary education for students, particularly from under-represented groups such as indigenous people and persons with disabilities.
- Paused student loan repayment and interest accrual from March 2020 to September 2020 in response to the COVID-19 pandemic.
- Increased the minimum wage to \$11.70 per hour on April 1, 2020, based on the changes in the Consumer Price Index.
- Delivered an updated labour market information presentation to high school students enrolled in the grade 9 and 10 personal development and career planning classes. The presentation, 'Careers Here: New Brunswick Needs You' reached more than 4,600 students in the Anglophone and Francophone school districts. This represents an increase of 5 per cent over the previous year.
- Developed and launched New Brunswick's first LMI Network, an online platform serving as a networking hub for members to share and collaborate in the field of labour market information.
- Continued with the implementation of the recommendations of the Task Force on WorkSafeNB, including the implementation of legislative and regulatory amendments, to protect injured workers and positively impact assessment rates for employers. A regulatory amendment was also introduced under the *Workers' Compensation Act* to reduce the rate of interest on unpaid assessments to zero per cent to coincide with WorkSafeNB's deferral of assessment premiums for three months.
- Updated a report on Persons with Disabilities in New Brunswick with new data, along with the development of an infographic depicting a snapshot of report findings. This document covers some of the key findings regarding Statistics Canada's 2017 Canadian Survey on Disability from a New Brunswick perspective.
- Launched the New Brunswick Workers Emergency Income Benefit, through an agreement with the Canadian Red Cross, to provide a one-time income benefit to workers and self-employed individuals who experienced a loss of income due to the COVID-19 pandemic.
- Implemented a new approach to serving our clients (individuals/job seekers, employers and labour market stakeholders), which focuses on identifying and addressing clients needs with flexible supports. The department's 19 regional employment development offices will now be referred to as WorkingNB offices.
- Introduced Human Resources Support Services (HRSS) to employers. HRSS focuses on supporting employers with their recruitment, training and HR Management tools.

- Collaborated with eleven New Brunswick tourist attractions to permit public library patrons to check out free passes. Over 15,000 library passes were redeemed. The campaigns also resulted in more than 6,000 new library cards being issued.
- Expanded the Learning Strategist model to four other jurisdictions in Canada through the use of technology and a grant from the Federal government. The overall impact in New Brunswick continues to be reflected in the province pass rates in skilled trades exams continuing to outperform the National Average by more than 20 per cent.
- Launched *New Beginnings: A Population Growth Strategy for New Brunswick 2019-2024*.
- Implemented a project funded by Economic and Social Development Canada (ESDC) to attract, recruit and link internationally educated nurses (IEN) to a bridging program at University of New Brunswick and Université de Moncton towards becoming credentialled as an LPN or RN in New Brunswick.
- Supported New Brunswick employers with using immigration to address labour shortages, resulting in 1,381 nominees with a job offer.
- Administered Immigrant Settlement Support Funding (ISSF) that enabled settlement services and programming to be available to international students across the province. In 2019, the province surpassed its target and nominated 330 international student graduates.

Performance measures

Based on the strategy map, a framework that translates the organization’s strategy into a set of objectives and performance measures is developed. This allows the department to measure progress in meeting objectives. The performance measures do not reflect all the day-to-day operations of the department, but rather the strategic areas where it needs to focus improvement efforts.

Balance scorecard

Objectives	Measures
Affordable and responsive government	
Eliminate deficits and reduce debt.	Ratio of actual to budgeted expenditures.
Energized private sector	
Grow the labour force through immigration.	Number of economic immigrants nominated to come to New Brunswick through the New Brunswick Provincial Nominee Program and the Atlantic Immigration Pilot.
Grow the labour force through immigration while also maintaining New Brunswick’s unique linguistic balance.	Percentage of immigrants of those nominated to come to New Brunswick under the Provincial Nominee Program and Atlantic Immigration Pilot who are francophone.
Grow the labour force through interprovincial in-migration.	Number of interprovincial in-migrants aged 20-54 who arrive in New Brunswick from another Canadian province.
Grow the labour force through increasing labour force participation rates.	Age-specific participation rates in the New Brunswick labour force.

Affordable and Responsive Government

Objective of the measure

Eliminate deficits and reduce debt.

Measure

Ratio of actual to budgeted expenditures.

Description of measure

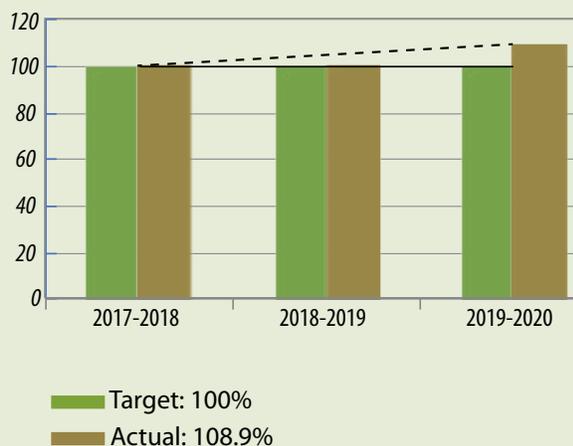
The ratio measures whether the department is adhering to the expense budget that it tabled at the beginning of the fiscal year. The ratio will exceed 100 per cent when spending is over-budget and will be less than 100 per cent when spending is under-budget.

Overall performance

The department's 2019-2020 gross ordinary account budget figure was \$637,544,418. Actual expenditures totalled \$694,498,049, a variance to budget of \$56,953,631 (over-expenditure).

The variance was primarily due to an agreement with the Canadian Red Cross to deliver the New Brunswick Workers Emergency Income Benefit.

Year	Target	Actual
2019-2020	100%	108.9%
2018-2019	100%	100.2%
2017-2018	100%	100.6%



Why do we measure this?

New Brunswickers want assurances that their tax dollars add value and are spent appropriately. To ensure sustainable budgets during the long-term, departments need to provide programs and services to New Brunswickers while ensuring they function within their budget.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

To achieve this target, the department completed the following project: The ongoing monitoring of expenses.

Energized Private Sector

Objective of the measure

Grow the labour force through immigration.

Measure

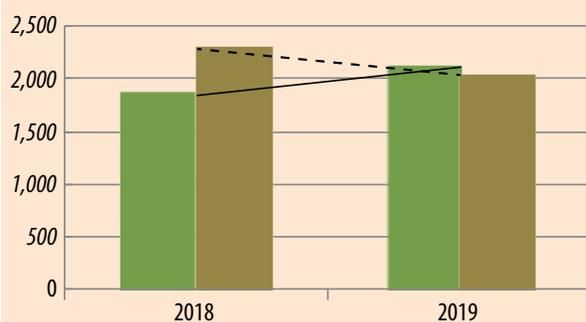
Number of economic immigrants nominated to come to New Brunswick through the New Brunswick Provincial Nominee Program and the Atlantic Immigration Pilot.

Description of measure

The measure is the number of immigrants nominated by the Province of New Brunswick during the calendar year for permanent residency through the Provincial Nominee Program and the Atlantic Immigration Pilot. It excludes refugees and other humanitarian and federal immigration programs. The measure includes only the primary applicant, not the spouse and children of the applicant (i.e., 1,900 workers landed through one of these programs could result in up to 5,000 immigrants when factoring the spouse and children).

Overall performance

Year	Target	Actual
2018	1,850	2,291
2019	2,104	2,022



* This data is reported based on the 2019 calendar year to align with the federal reporting.

— Target: 2,104
— Actual: 2,022

Why do we measure this?

With the size of New Brunswick's labour force declining in recent years, employers are finding it increasingly difficult to find workers to meet their labour market needs. Economic immigration (i.e., Immigrants with the education and skills required for the labour market) is one mechanism to address skilled labour shortages.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

To increase access to the labour force, the department focused on an initiative to attract and retain a skilled immigrant workforce that aligns with New Brunswick labour market needs. Due to overall popularity of the provincial immigration programs and New Brunswick employers using immigration more than ever before, communities and immigrant settlement agencies across New Brunswick have become increasingly engaged and partnered with the province on successfully settling and integrating new Canadians. Further to the overall nomination success, the province nominated a record 330 international student graduates. It is expected to contribute to greater retention rates as these individuals have spent time studying (and some working) in the Atlantic Region.

Energized Private Sector

Objective of the measure

Grow the labour force through immigration while also maintaining New Brunswick's unique linguistic balance.

Measure

Percentage of immigrants of those nominated to come to New Brunswick under the Provincial Nominee Program and Atlantic Immigration Pilot who are francophone.

Description of measure

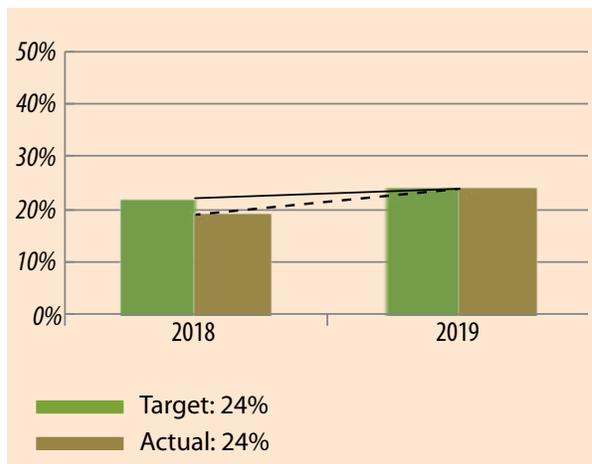
The measure is the percentage of those immigrants nominated by the Province of New Brunswick during the calendar year for permanent residency through the Provincial Nominee Program, and the Atlantic Immigration Pilot who are francophone. It excludes refugees and other humanitarian and federal immigration programs. The measure includes only the primary applicant, not the spouse and children of the applicant (i.e., 500 francophone workers landed through one of these programs could result in up to 1,300 francophone immigrants when factoring the spouse and children).

In 2019, the province released New Beginnings: A Population Growth Strategy for New Brunswick 2019-2024. The Strategy set and attained an incremental target to reach 24 per cent francophone nominations in 2019. The long-term goal is to reach 33 per cent by 2024.

Overall performance

Year	Target	Actual
2018	22%	19%
2019	24%	24%

* This data is reported based on the 2019 calendar year to align with the federal reporting.



Why do we measure this?

To maintain the province's linguistic balance, increasing francophone immigration to New Brunswick has been a government priority for several years. The province has a target to increase francophone immigration by 2 per cent annually with a stretch target of 33 per cent by 2024. In 2019, the department reached 24 per cent French-speaking immigration across all provincial programs.

It is important to note that New Brunswick continues to increase the number of francophone nominations year over year. However, with recent increases to provincial immigration, New Brunswick now needs to attract and nominate a greater number of francophones to meet its targets. While francophone immigration remains a priority under all provincial immigration programming, the Atlantic Immigration Pilot is principally employer driven and is intended to fill the identified labour market needs of New Brunswick employers. The department is working with local employers to further increase francophone immigration to New Brunswick.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

New Brunswick has taken part in numerous promotional activities to attract francophone newcomers to communities across the province, including:

- Promotion to international student graduates
- Destination Canada National Job Fair
- Promotion in collaboration with Canadian Embassies (France, Belgium, Switzerland, Romania, and Ukraine)
- Destination Acadie.

Energized Private Sector

Objective of the measure

Grow the labour force through interprovincial in-migration.

Measure

Number of interprovincial in-migrants aged 20-54 who arrive in New Brunswick from another Canadian province/territory.

Description of measure

The measure is the annual number of people among ages 20-54 who move to New Brunswick from elsewhere in Canada which includes secondary migration, the recruitment of other Canadians, or repatriation. The goal is to increase the annual number by one per cent per year.

Overall performance

Year	Target	Actual
2018	6,177	6,329
2019	6,239	7,061



* This data is reported based on a July 1, 2018 to June 30, 2019 time period to align with the federal reporting.

■ Target: 6,239
■ Actual: 7,061

Why do we measure this?

New Brunswick's population is among the oldest in Canada. The aging workforce is resulting in an unprecedented number of retirements with fewer people available to replace these workers. Consequently, most industries in the province have been, or are beginning to, experience labour shortages. As such, it is critical for the Government of New Brunswick to be proactive in addressing areas of labour shortage within the economy. The measure involves the recruitment of workers within Canada as an indicator for filling labour market needs in New Brunswick that may not otherwise be filled.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

To increase access to the labour force, the department focused on initiatives to attract and retain a skilled workforce that aligns with New Brunswick labour market needs. Projects were specific to ensuring that job openings of priority occupations were filled through local post-secondary education institutions, skills training and workforce development within the province, and attraction and retention of immigrants and other Canadians to New Brunswick.

Energized Private Sector

Objective of the measure

Grow the labour force through increasing labour force participation rates.

Measure

Age-specific participation rates in the New Brunswick labour force.

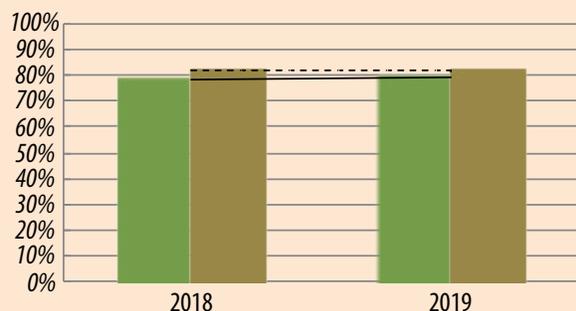
Description of measure

The measure is the annual average age-specific participation rates for New Brunswickers in the labour force. The goal is to increase labour force participation rates to 2.5 percentage points above the nationally projected 2026 Canadian average in age cohorts 20-29, 30-54, 55-64 and 65-69.

Overall performance

Labour Force Participation Rate Ages 20-29

Year	Target	Actual
2018	79%	81.8%
2019	79.5%	81.7%

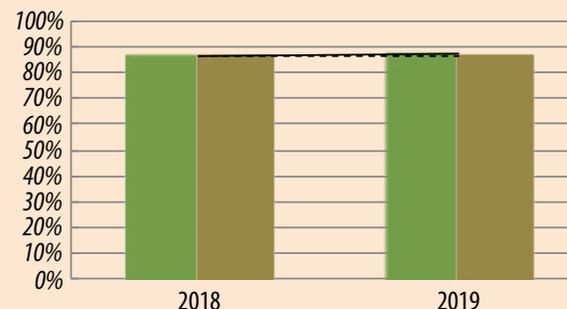


* This data is reported based on the 2019 calendar year to align with Statistics Canada reporting.

Target: 79.5%
Actual: 81.7%

Labour Force Participation Rate Ages 30-54

Year	Target	Actual
2018	87%	86.6%
2019	87.5%	86.6%

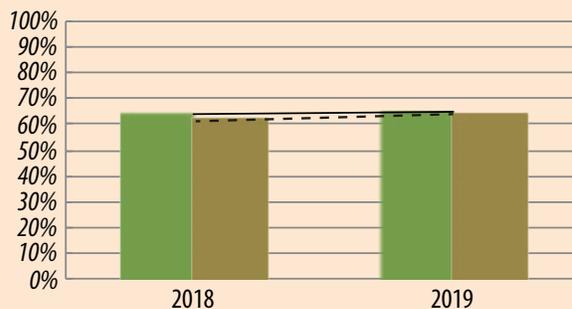


* This data is reported based on the 2019 calendar year to align with Statistics Canada reporting.

Target: 87.5%
Actual: 86.6%

Labour Force Participation Rate Ages 55-64

Year	Target	Actual
2018	64.1%	62.5%
2019	65%	63.6%

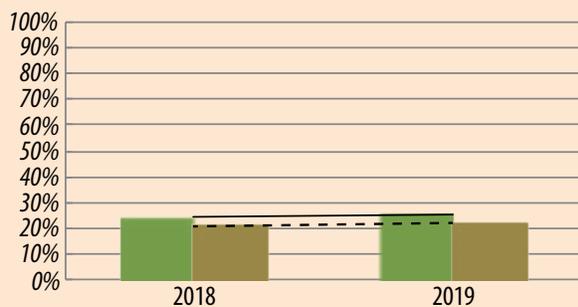


* This data is reported based on the 2019 calendar year to align with Statistics Canada reporting.

Target: 65%
Actual: 63.6%

Labour Force Participation Rate Ages 65-69

Year	Target	Actual
2018	24.3%	21.3%
2019	25.5%	22.2%



* This data is reported based on the 2019 calendar year to align with Statistics Canada reporting.

■ Target: 25.5%
■ Actual: 22.2%

Why do we measure this?

New Brunswick's age-specific labour force participation rates are among the lowest in the country. An increase in participation rates will have positive impacts on the economy and will help offset anticipated losses in the total labour force which is otherwise predicted to decrease as a result of low birth rates, the out-migration of youth and unprecedented number of retirements over the next several years.

What initiatives or projects were undertaken in the reporting year to achieve the outcome?

To increase access to the labour force, the department worked on an initiative to improve labour force participation rates which included a root cause analysis and jurisdictional scan to better understand where to focus future efforts.

Overview of departmental operations

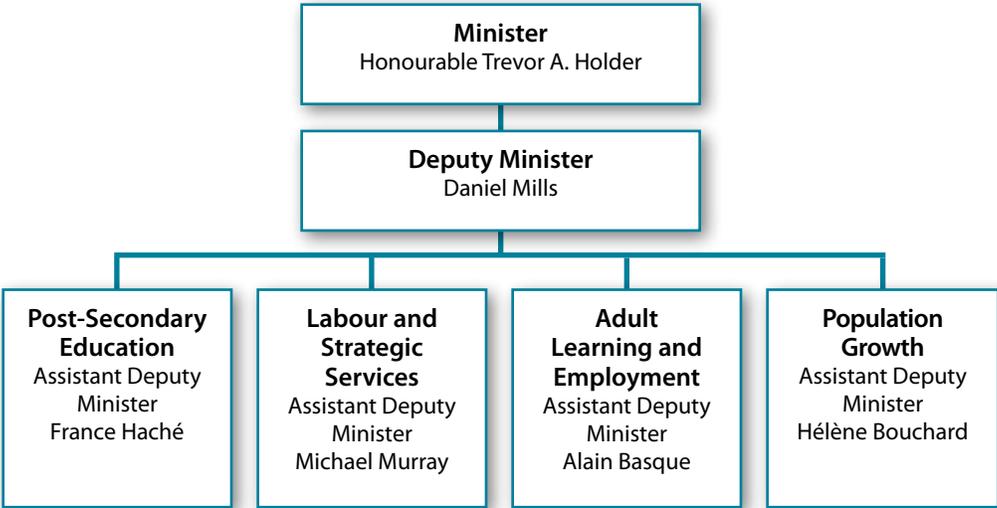
Mission

The mission of the Department of Post-Secondary Education, Training and Labour is to empower people with the skills and knowledge to succeed in New Brunswick as a place to live, learn and work in a fair, safe and inclusive environment. The department also aims to cultivate a well-educated, highly skilled and productive workforce and population through innovative programs and services that contribute to a prosperous province.

Vision

The vision of the department is a prosperous New Brunswick where post-secondary educational institutions, businesses, communities, and government collaborate to encourage innovation, diversity and employment opportunity.

High-level organizational chart



Divisions overview and highlights

Post-Secondary Education Division

The **Post-Secondary Education Division** has the responsibility for overseeing the post-secondary education system, including public and private universities and colleges, the delivery of student financial assistance programs and the operation of the New Brunswick College of Craft and Design. The division provides funding to public institutions and works closely with them to further priority research and student-centred initiatives relating to broadening access to post-secondary education; developing experiential learning opportunities; ensuring successful pathways to graduation; and facilitating credit transfers among public institutions.

The division consists of the Post-Secondary Relations Branch, the Research and Strategic Initiatives Branch, the Student Financial Services Branch and the New Brunswick College of Craft and Design.

The **Post-Secondary Relations Branch** promotes post-secondary education in the province through collaboration with institutions of higher learning. There are three units within the branch: Public University Relations, Community College Relations and Private Occupational Training. The branch provides advice and guidance on the administration of the yearly funding to public universities through the Maritime Provinces Higher Education Commission. It supports and advises the Minister to fulfill GNB's responsibilities under the *New Brunswick Community College Act*. It is also responsible for the administration of the *Degree Granting Act (DGA)* and the *Private Occupational Training Act (POTA)*. *POTA* regulates all private career colleges in the province and ensures that students are financially protected in the event of a college closure.

Highlights

- ◆ Invested \$97.3M in the operations of the two community colleges. GNB invested \$232.8M in the operations of the four public universities and the Maritime College of Forest Technology.

- ◆ Managed medical health funding agreements securing access for New Brunswick students deemed eligible to specialized medical post-secondary education programs such as Dentistry, Veterinary, Pharmacy, Physiotherapy, Optometry, Audiology, and Speech Therapy.
- ◆ Negotiated Inter-provincial funding agreements between: Centre de Formation Médicale du Nouveau-Brunswick, Dalhousie Medicine New Brunswick, Memorial University, University of Waterloo as well as the Atlantic Veterinary College.
- ◆ Provided a \$4.0M investment enhancing experiential learning opportunities across New Brunswick for post-secondary students. This funding supported placements for 1,500 students and 300 employers.

The **Research and Strategic Initiatives Branch** promotes access to post-secondary education and training; fosters a culture of research and innovation in the province through public post-secondary institutions; and encourages transitions into the post-secondary sector and the workforce. It promotes inter-jurisdictional communication on post-secondary education issues and collaborates with other governments to align strategic priorities with the K-12 education sector. It provides advice related to the post-secondary education sector.

Highlights

- ◆ Delivered \$7.3M to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 75 research projects, 10 two-year Research Professional positions, 138 multi-year NB Graduate Scholarships and 23 research mentorships. This leveraged \$15M from federal and private sectors.

- ◆ Provided \$2.5M to publicly funded post-secondary education institutions to support the development and implementation of pilot programs and other initiatives to increase access to post-secondary education for students, particularly from under represented groups such as indigenous people and persons with disabilities.

The **New Brunswick College of Craft and Design** has a provincial mandate to be a centre of excellence, building a community of professional practice through applied and entrepreneurial learning in craft and design. It offers two certificate programs (Foundation Visual Arts and Advanced Studio Practice) and eight diploma programs (Indigenous Visual Arts, Fashion Design, Textile Design, Ceramics, Jewellery/Metal Arts, Graphic Design, Digital Media and Photography).

Highlights

- ◆ The college received an operating grant of \$3.4M, yielding a seat capacity of 282 funded seats.
- ◆ There were 174 college graduates in 2019-2020, compared to 179 in 2018-2019.

The **Student Financial Services Branch** administers and delivers federal and provincial government student financial assistance programs. It encourages access to post-secondary education by providing needs-based student financial assistance to thousands of qualifying New Brunswick residents. The branch is responsible for implementing program and policy changes and continuously enhancing its service offerings to ensure that student financial assistance is meeting the needs of the people of New Brunswick. It provides information to stakeholders and partners, including educational institutions, to facilitate the delivery of student financial assistance for students across the province.

Highlights

- ◆ Administered \$212.6M in student financial assistance to 15,267 students.
- ◆ Completed the 2nd annual Client Satisfaction survey of 14,185 clients.

- ◆ Introduced enhancements to the Student Financial Services website including Application Processing Timelines and a Dependent Student information sheet.
- ◆ Paused student loan repayment and interest accrual from March 2020 to September 2020 in response to the COVID-19 pandemic.
- ◆ Introduced the capability for students to electronically submit documentation to support their student financial assistance application.

Student Financial Services

	Academic Year (August 1 st to July 31 st)	
	2019-2020*	2018-2019*
Number of unique clients	15,267	15,484
Average per client amount of repayable funding (loans)	\$8,902	\$8,418
Average per client amount of non-repayable funding (grants and bursaries)	\$5,210	\$4,408

*This data is reported based on academic year (August 1st to July 31st)

Labour and Strategic Services Division

The **Labour and Strategic Services Division** is mandated to provide services to the public through the administration of various acts and regulations for which the department is responsible. The division supports the department through policy, ensuring consistency with government priorities and activities; research and analysis, including labour market information and program evaluations; labour market forecasts; environmental scans; and legislative and regulatory services. The division also provides corporate services for the delivery of programs by the operational branches of the department.

The division consists of Workplace Services (Industrial Relations and Employment Standards), Advocates' Services (Workers' Advocates and Employers' Advocates), Policy, Research and Labour Market Analysis Branch, Finance

and Administration Branch, Information Management and Technology Services Branch, Performance Excellence Branch and the Human Resources Services Branch.

The **Workers' Compensation Appeals Tribunal (WCAT)** is independent from the department, but for administration purposes it reports to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The division plays a key role in supporting WCAT, as appropriate, while at the same time recognizing its independence. This may include partnership and dialogue with WorkSafeNB and industry stakeholders as they pertain to the development of legislative, regulatory and policy initiatives related to occupational health and safety and workers' compensation. The tribunal releases an annual report separate from the department.

Workplace Services (Industrial Relations) facilitates relations between labour and management in the private and quasi-public sectors by providing neutral, third-party assistance and preventive mediation services. It provides third-party assistance to help parties overcome impasses during negotiations through the appointment of a conciliation officer, mediation officer, conciliation board, arbitration board or a combination thereof. It also provides preventive mediation services to promote healthy labour relations between parties while a collective agreement is in force. The branch administers the *Industrial Relations Act* and its regulations by promoting labour management relations in the unionized private and quasi-public sectors of the province.

Highlights

- ◆ 28 labour disputes were settled with the intervention of the branch. The disputes occurred during the negotiation of collective agreements.
- ◆ 22 labour disputes were settled before strike or lockout action, six of which resulted in a work stoppage.
- ◆ 21 rights arbitrators were appointed, and 13 grievances were mediated.
- ◆ The branch provided conciliation services in eight disputes in the public sector.

	2019-2020	2018-2019
Labour disputes settled with intervention of the branch	28	20
Labour disputes settled before strike or lockout	22	19

Workplace Services (Employment Standards) promotes, oversees and enforces the *Employment Standards Act* and its regulations. The *Act*, which applies to all provincially regulated employee-employer relationships, specifies the minimum standards of employment, such as minimum wage, overtime rates, hours of work, vacation pay as well as paid public holidays. The branch is responsible for representing the director at hearings before the New Brunswick Labour and Employment Board. A significant piece of the mandate is to raise awareness and educate employers, employees and students about their rights and responsibilities vis-à-vis the legislation. Staff conducts numerous educational sessions throughout the province to encourage better awareness of the act.

Highlights

- ◆ Increased the minimum wage to \$11.70 per hour on April 1, 2020, based on the changes in the Consumer Price Index.
- ◆ Held 143 information sessions on the basics of the *Employment Standards Act*. The groups to whom these sessions were offered include students in public schools and post-secondary institutions, as well as stakeholders (employees/employers), professional associations and newcomers.
- ◆ Responded to 12,725 inquiries about employment-related concerns.
- ◆ Investigated 1,149 formal complaints and 35 audits.
- ◆ There were 69,716 individuals who visited the branch's website.
- ◆ Adopted a new regulation setting out the details of the domestic violence, intimate partner violence or sexual violence leave.

Employment Standards Activity

Fiscal year	Number of information sessions	Number of inquiries	Formal complaints investigated
2019-2020	143	12,725	1,149
2018-2019	198	15,525	986

Advocates Services (Workers' Advocates) is mandated under the *Workers' Compensation Act* to help injured workers and their dependants on matters related to claims for workers' compensation. Advocates help by providing information, advice and, when appropriate, representation at appeal hearings. The branch ensures appropriate workers' compensation and occupational health and safety legislation enforcement.

Highlights

- ◆ There were 983 new cases, 395 cases closed and 1,129 active cases at the end of the period.
- ◆ Represented workers at 192 hearings before the Workers' Compensation Appeals Tribunal.

Workers' Advocates Data

	2019-2020	2018-2019
Number of new cases	983	463
Number of hearings	192	163

Advocates Services (Employers' Advocates) helps employers with workers' compensation matters through communication and consultation. It also provides engaged learning opportunities. The branch provides employers with specialized advice and representation on workers' compensation issues before WorkSafeNB. It provides specialized advice to employers on all aspects of workers' compensation and its governing legislation.

Highlights

- ◆ There were 311 new cases, 325 closed cases and 194 active cases at the end of the period.
- ◆ Represented employers at 58 hearings before the Workers' Compensation Appeals Tribunal.

Employers' Advocates Data

	2019-2020	2018-2019
Number of new cases	311	199
Number of hearings	58	35

The **Policy, Research and Labour Market Analysis Branch** is responsible for policy development, research, evaluation and labour market analysis, including the development and dissemination of labour market information to advance the department's mission, while ensuring consistency with government priorities.

Highlights

- ◆ Delivered an updated labour market information presentation to high school students enrolled in the grade 9 and 10 personal development and career planning classes. The presentation, 'Careers Here: New Brunswick Needs You', reached more than 4,600 students in the Anglophone and Francophone school districts. This represents an increase of five per cent over the previous year.
- ◆ Hosted the second annual Labour Market Information (LMI) Forum. The forum, which brought together over 120 academics, researchers and policy makers, provided delegates with an improved understanding of ongoing efforts to address the labour force challenges in New Brunswick.
- ◆ Developed and launched New Brunswick's first LMI Network, an online platform serving as a networking hub for members to share and collaborate in the field of labour market information.

- ◆ Continued with the implementation of the recommendations of the Task Force on WorkSafeNB, including the implementation of legislative and regulatory amendments, to protect injured workers and positively impact assessment rates for employers. A regulatory amendment was also introduced under the *Workers' Compensation Act* to reduce the rate of interest on unpaid assessments to zero per cent to coincide with WorkSafeNB's deferral of assessment premiums for three months.
- ◆ Produced a *New Brunswick Labour Market Outlook* report (and infographic), presenting a 10-year (2018 to 2027) labour market forecast for the province of New Brunswick, and providing a broad overview of the types of jobs, industries and skills that will be in-demand in the province in the coming years.
- ◆ Hosted the annual Canadian Association of Administrators of Labour Legislation (CAALL) Ministers' meeting in Fredericton, February 5-6, 2020.

The **Finance and Administration Branch** manages the financial resources of the department, boards and commissions under the minister and provides audit assurance. It helps all branches achieve their program and service delivery objectives by providing support in such areas as financial management and reporting, facilities management, procurement, departmental information coordination, financial systems and internal audit.

Highlights

- ◆ Provided financial analysis and support to key government priorities.
- ◆ Organized and provided support for three meetings of the departmental Audit Committee.
- ◆ Received and coordinated more than 4,600 Internet inquiries and coordinated responses to almost 700 pieces of correspondence received by the minister and the deputy minister.
- ◆ Represented the department on the New Brunswick Emergency Measures Organization's Provincial Emergency Action Committee.

The **Information Management and Technology Services Branch** provides leadership and guidance in the planning, design, development, quality assurance, risk management, implementation and support of information technology solutions and record management solutions with the department's vision and strategic plan. Some of the services are offered internally to the department while others are delivered by Service New Brunswick's business application unit.

Highlights

- ◆ Participated in the Beauceron Cybersecurity Platform deployment and training of departmental staff.
- ◆ Completed imaging of student loan documentation that was received from storage. This will assist in the collection and repayment of old student loans.
- ◆ Actively participated in the development project of a new Atlantic Apprenticeship management system.
- ◆ Participated in testing of applications for Windows 10 compatibility to allow for a successful roll out of Windows 10 for all departmental staff.
- ◆ Completed additions to the Student Financial System to allow clients (students and institutions) to electronically upload documents eliminating the need for fax and mail.
- ◆ Participated in the ongoing deployment of new printers for the department.

The **Performance Excellence Branch** provides cross-departmental leadership in strategic planning and in the comprehensive implementation of the Formal Management system. Formal Management is intended to change the culture of government and how government works while providing the best possible value for taxpayers. It provides a structured approach to Strategy Management, Initiative Management, Daily Management, Process Management and Performance Management. The branch leads the development of and facilitates the implementation of the strategic plan as well as implements and oversees a departmental-wide planning and accountability model.

Highlights

- ◆ Trained 48 employees as Waste Walkers.
- ◆ Continued refinement of branch work plans and the planning and accountability system.
- ◆ Provided support to several priority initiatives.

The **Human Resources Services Branch** provides support and services to management and staff to increase organizational effectiveness and maximize performance while supporting the strategies and goals of the department. It is responsible for workforce planning, recruitment, classification, employee and labour relations, performance management, official languages, employee recognition as well as human resources strategy and programs.

Adult Learning and Employment Division

The **Adult Learning and Employment Division** is mandated to support the development of human resources in New Brunswick by supporting the delivery of adult literacy and learning programs and services; recognizing achievement of competencies; developing and providing public library services to help New Brunswickers' informational, educational, recreational and cultural needs; and delivering services that assist unemployed, underemployed and newcomers acquire the skills and employment experience necessary to secure full-time employment and that assist New Brunswick employers find the right individuals for their jobs.

The division consists of the WorkingNB Branch, the Apprenticeship and Occupational Certification Branch and the New Brunswick Public Library Service.

The **WorkingNB Branch** strategically responds to the evolving needs of the labour market by providing information, services and supports that are responsive to the needs of job seekers, adult learners and employers. The branch ensures that new initiatives are developed when a gap in service is identified, and that local staff has the tools and supports required to help clients with their training and employment needs. The branch is responsible for increasing literacy and workplace essential skills.

Highlights

- ◆ Implemented a new approach to serving our clients (individuals/job seekers, employers and labour market stakeholders), which focuses on identifying and addressing clients needs with flexible supports. The department's 19 regional employment development offices will now be referred to as WorkingNB offices.
- ◆ 20 cohorts of eight to 12 job seekers took part in an Experiential Learning and Employment Continuum intervention.
- ◆ Introduced Human Resources Support Services (HRSS) to employers. HRSS focuses on supporting employers with their recruitment, training and Human Resources Management tools.
- ◆ WorkingNB regional teams continued and/or mobilized local labour market stakeholders to come together in a process to develop labour force partnerships. Some have produced labour force action plans and other will do so in the coming year.
- ◆ Launched the New Brunswick Workers Emergency Income Benefit, through an agreement with the Canadian Red Cross, to provide a one-time income benefit to workers and self-employed individuals who experienced a loss of income due to the COVID-19 pandemic.
- ◆ Under the Labour Market Development Agreement, GNB served 10,542 active employment insurance claimants, helped 8,023 active claimants gain employment, and achieved \$27.9 million in savings for the Employment Insurance account. The total number of clients served under the agreement was 21,212.
- ◆ Under the Workforce Development Agreement, GNB served 3,219 clients.

New Brunswick Public Library Service is responsible for providing, under the *New Brunswick Public Libraries Act* and *New Brunswick Public Libraries Foundation Act*, public library services that enrich the social, cultural and economic vitality of communities by opening doors to lifelong learning for all. The branch is responsible for

collection development; management of the provincial catalogue; library systems and information technology management, development and support; and development and delivery of library programs and services for all ages. The branch works with participating municipalities and school districts (in the case of public-school libraries), local library boards, partners and stakeholders. It provides access to a provincial collection of two million items in a variety of formats through one provincial library card as well as services and programs for people of all ages that promote reading, literacy, education and lifelong learning. The services consist of 66 service points (52 public libraries, 11 public-school libraries, one public-academic library, one virtual branch and one library services-by-mail branch) managed through five library regions and one provincial office.

Highlights

- ◆ Collaborated with eleven NB tourist attractions to permit public library patrons to check out free passes. Partners included: Village historique acadien, Hopewell Rocks, Fundy Trail Parkway, NB Museum, NB Botanical Garden, NB Aquarium and Marine Centre, Le Pays de la Sagouine, Huntsman Fundy Discovery Aquarium, Kings Landing, Beaverbrook Art Gallery, and Musée acadien. Over 15,000 library passes were redeemed. The campaigns also resulted in more than 6,000 new library cards being issued.
- ◆ Launched a three-year Wi-Fi Hotspot Lending Service in the Chaleur Library Region. As part of this new service, library patrons can 'Borrow the Internet' by checking out a Wi-Fi hotspot device at the 11 libraries of the Chaleur Region. The project is sponsored by the Port of Belledune in collaboration with the New Brunswick Public Libraries Foundation.
- ◆ Five library resource centres continued operating seven days a week as part of a pilot project.

Library Services Data

	2019-2020	2018-2019
Library membership cards	266,581	254,908
Library visits	2,360,634	2,425,774
Program participants	260,719	271,931
Circulation	2,736,859	2,738,838

The **Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning, life-long skill development and certification opportunities in designated occupations that are standardized, current and relevant to the needs of industry and its workforce. Through its regional operations, the branch provides these services to thousands of skilled trade apprentices and tradespeople by scheduling level training opportunities, validating curriculum and working to ensure those performing work in the various sectors have the proper qualifications. The branch ensures that the skilled trades workforce has the skills and knowledge necessary to function effectively in the labour market. It identifies training needs in conjunction with industry, develops programs in the 51 occupations for which apprenticeship training is offered and provides certification services in the 74 designated occupations.

Highlights

- ◆ Apprenticeship registrations and certificates issued are down due to the pandemic. This trend is expected to continue.
- ◆ Expanded the Learning Strategist model to four other jurisdictions in Canada through the use of technology and a grant from the Federal government. The overall impact in New Brunswick continues to be reflected in the province pass rates in skilled trades exams continuing to outperform the National Average by more than 20 per cent.

Apprenticeship Data

	2019-2020	2018-2019
Apprenticeship registrations	1,115	1,282
Certificates Issued	914	1,308
Teen Apprenticeship program	108	108
Total Registered Apprentices	4,703	4,656

Learning Strategist Interventions

	2019-2020	2018-2019
Clients served	399	370
Interventions started	1,906	1,902
Interventions completed	1,651	1,503

Population Growth Division

The **Population Growth Division** is responsible for implementing GNB policies to contribute to the demographic and economic growth of New Brunswick by attracting and retaining immigrants, repatriating, increasing francophone immigration and supporting multiculturalism.

The division consists of the Policy, Research and Federal-Provincial-Territorial Relations Unit, the Immigration and Operations Unit, and the Workforce Attraction and Integration Unit.

The **New Brunswick Human Rights Commission** reports administratively to the Minister through the Assistant Deputy Minister of the Population Growth Division. The division plays a key role in supporting appropriate partnership and dialogue with stakeholders as they pertain to the development of legislative, regulatory and policy initiatives. The commission releases an annual report separate from the department.

The **Policy and Federal-Provincial-Territorial Relations Unit** coordinates a strategic approach to federal-provincial-territorial relations; administers and monitors the Canada-New Brunswick Immigration Agreement and the Canada-New Brunswick Agreement on the Atlantic Immigration Pilot Program; represents GNB on various immigration and policy federal-provincial-territorial working groups; disseminates information about population growth

trends and policy to other areas of the department, other government departments and the public; leads annual evaluations of provincial immigration programming; leads the continuous improvement of immigration policies; and coordinates priority projects/initiatives and provides research support to senior staff. Through the Atlantic Workforce Partnership, it partners with Atlantic counterparts to promote regional opportunities and increase immigration to the region.

Highlights

- ◆ Launched *New Beginnings: A Population Growth Strategy for New Brunswick 2019-2024*.
- ◆ Entered into preliminary negotiations for the normalization of the Atlantic Immigration Pilot as a permanent program.
- ◆ Launched a revised Strategic Initiative stream, under the Provincial Nominee Program (PNP), aimed at increasing francophone immigration.
- ◆ Led the project for stakeholder consultation on an improved entrepreneur immigration stream and facilitated negotiations with Immigration, Refugees and Citizenship Canada on the stream design.
- ◆ Implemented a project, funded by Economic and Social Development Canada (ESDC) to attract, recruit and link internationally educated nurses (IEN) to a bridging program at University of New Brunswick and Université de Moncton towards becoming credentialled as an LPN or RN in New Brunswick.

The **Immigration and Operations Unit** provides operational support to the division ensuring the efficient operation of provincial immigration programs in accordance with the Canada-New Brunswick Immigration Agreement and the Canada-New Brunswick Agreement on the Atlantic Immigration Pilot. The unit provides immigration support to the division through its assessment and final decision of applications to all streams of the Provincial Nominee Program (PNP) and Atlantic Immigration Pilot (AIP) program. This includes management of the Entrepreneurial Stream.

Highlights

- ◆ Issued certificates (i.e. nominated) to 2,022 candidates across all provincial immigration programs (PNP and AIP).
- ◆ Nominated 190 entrepreneurs through the PNP Business Stream.
- ◆ Supported the transition to a data based online application system “INB”, and managed ongoing operations.
- ◆ Reached the strategic target of 24 per cent of nominations to francophones in 2019.
- ◆ Concluded the first cohort of Study and Stay (project to engage international students) and launched the second cohort.
- ◆ Administered Immigrant Settlement Support Funding (ISSF) that enabled settlement services and programming to be available to international students across the province. In 2019, the Province surpassed its target and nominated 330 international student graduates.

Nomination Certificates

	2019*	2018*
Provincial Nominee Program	1,035	1,183
Atlantic Immigration Pilot	987	1,108
Total certificates issued	2,022	2,291

(*) To align with other public reporting, the department follows the calendar year.

The **Workforce Attraction and Integration Unit** manages employer engagement related to immigration and the settlement and integration of immigrants in the province. The unit is responsible for developing, organizing and conducting workforce attraction events such as international recruitment missions and international student events.

Highlights

- ◆ Conducted 18 missions across 14 countries. These efforts were primarily employer-driven recruitment but also included activities to attract French-speaking immigrants to the province (e.g. Destination Canada, Destination Acadie).
- ◆ Supported New Brunswick employers with using immigration to address labour shortages, resulting in 1,381 nominees with a job offer.

Financial information

Departmental Gross Revenue

For the fiscal period ending March 31, 2020
(000's)

	2019-2020			
	Budget	Actual	Variance over/ (under)	Notes
Return on Investment	\$25,583.0	\$24,151.3	(\$1,431.7)	1
Licenses and Permits	\$2,333.0	\$1,558.5	(\$774.5)	
Sale of Goods and Services	\$4,358.0	\$4,031.6	(\$326.4)	
Miscellaneous Revenue	\$11,175.0	\$12,541.9	\$1,366.9	2
Conditional Grants – Canada	\$130,928.0	\$130,922.9	(\$5.1)	
Totals – Ordinary Revenue	\$174,377.0	\$173,206.2	(\$1,170.8)	

Explanations for variances greater than \$1M are found as Financial Information 2019-20 Notes.

Special Purpose Revenue

For the fiscal period ending March 31, 2020
(000's)

	2019-2020			
	Budget	Actual	Variance over/ (under)	Notes
Canada Student Loans Program	\$1,925.0	\$2,681.6	\$756.6	
Library Trust Fund	\$400.0	\$383.6	(\$16.4)	
Recoverable Projects	\$575.0	\$311.7	(\$263.3)	
Totals – Special Purpose Revenue	\$2,900.0	\$3,376.9	\$476.9	

Explanations for variances greater than \$1M are found as Financial Information 2019-20 Notes.

Departmental Gross Expenditures

For the fiscal period ending March 31, 2020
(000's)

	2019-2020			Notes
	Budget	Actual	Variance over/ (under)	
Post-Secondary Affairs Division				
Post-Secondary Affairs	\$181,038.7	\$195,236.4	\$14,197.7	3
Labour and Strategic Services Division				
Labour and Strategic Services	\$11,100.6	\$9,831.3	(\$1,269.3)	4
Adult Learning and Employment Division				
NB Public Libraries	\$15,728.7	\$16,794.7	\$1,066.0	5
Adult Learning	\$9,551.9	\$10,484.5	\$932.6	
Employment Development	\$13,609.1	\$55,917.2	\$42,308.1	6
Canada-NB Workforce Development Agreement	\$18,891.1	\$18,405.5	(\$485.6)	
Canada-NB Labour Market Development Agreement	\$101,135.7	\$101,083.4	(\$52.3)	
Population Growth Division				
Population Growth	\$9,602.6	\$9,579.3	(\$23.3)	
Maritime Provinces Higher Education Commission	\$276,886.0	\$277,165.8	\$279.8	
Totals – Ordinary Expenditures	\$637,544.4	\$694,498.1	\$56,953.6	

Explanations for variances greater than \$1M are found as Financial Information 2019-20 Notes.

Special Purpose Expenditures

For the fiscal period ending March 31, 2020
(000's)

	2019-2020			Notes
	Budget	Actual	Variance over/(under)	
Canada Student Loans Program	\$1,925.0	\$2,691.6	\$766.6	
Library Trust Fund	\$400.0	\$460.7	\$60.7	
Recoverable Projects	\$575.0	\$335.1	(\$239.9)	
Totals – Special Purpose Expenditures	\$2,900.0	\$3,487.4	\$587.4	

Explanations for variances greater than \$1M are found as Financial Information 2019-20 Notes.

Summary of Special Operating Agency (SOA) – New Brunswick College of Craft and Design College Admission Services Revenue and Expenditures

For the fiscal period ending March 31, 2020

(000's)

	2019-2020			Notes
	Budget	Actual	Variance over/(under)	
Opening Balance	\$1,381.0	\$1,562.7	\$181.7	
Revenue				
Return on Investment	\$1.0	\$2.4	\$1.4	
Sales of Goods and Services	\$1,732.0	\$2,236.7	\$504.7	
Miscellaneous Revenues	\$110.0	\$113.9	\$3.9	
Transfer from Department	\$4,059.0	\$3,932.4	(\$126.6)	
Total – Revenue	\$5,902.0	\$6,285.4	\$383.4	
Expenditures	\$5,862.0	\$6,414.1	\$552.1	
Surplus (Deficit) for the year	\$40.0	(\$128.8)	(\$168.8)	
Closing Balance	\$1,421.0	\$1,434.0	\$13.0	

Explanations for variances greater than \$1M are found as Financial Information 2019-20 Notes.

Financial information 2019-2020 notes

Note 1 Return on Investment

The variance is due to decreased student loan interest revenue as a result of lower than expected interest rates.

Note 2 Miscellaneous Revenue

The variance is primarily due to a prior year recovery related to a federal funding agreement, as well as higher than expected retained deposits under the Provincial Nominee Program.

Note 3 Post-Secondary Affairs

The variance is primarily due to higher than budgeted costs in Student Financial Services related to provision for loss expense and the Timely Completion Benefit.

Note 4 Labour and Strategic Services

The variance is primarily due to decreased designated revenue from the Workers' Compensation Appeals Tribunal and Advocates' Services, as well as savings in salary costs related to vacant positions.

Note 5 New Brunswick Public Libraries

The variance is primarily due to operational costs related to the 7-day opening pilot project.

Note 6 Employment Development

The variance is primarily due to the contract with the Canadian Red Cross to deliver the New Brunswick Workers Emergency Income Benefit.

NOTE: The Annual Report was prepared prior to the publication of the Official 2019-2020 Financial Statements, Volume 2, as stated in the Province of New Brunswick Public Accounts document. Consequently, the financial information reported herein may not reflect the final audited figures as reported in Public Accounts.

Summary of Expenditures - Employment, Literacy and Workplace Essential Skills programs 2019-2020

(000's)

Employment Programs	Canada-NB Workforce Development Agreement	Employment Development	Canada-NB Labour Market Development Agreement	Total
Work Ability		659.6	512.7	1,172.3
Workforce Expansion	5,065.1	692.8	16,831.2	22,589.1
Training and Skills Development	3,785.0		41,241.0	45,026.0
Student Employment and Experience Development	499.1	4,218.0	2,384.9	7,102.0
Employment Services	4,365.0	48,165.9	26,665.9	79,196.8
Workplace Essential Skills	2,345.2			2,345.2
CALNET Academic	1,509.0			1,509.0
Subtotal Programs	17,568.4	53,736.3	87,635.7	158,940.4
Administration	837.1	2,180.9	13,447.7	16,465.7
Total Employment Programs Expenditures	18,405.5	55,917.2	101,083.4	175,406.1
2019-2020 Budget	18,891.1	13,609.1	101,135.7	133,635.9
Variance over/(under)	(485.6)	42,308.1	(52.3)	41,770.2

Summary of Expenditures – Operating Assistance to Public Universities and the Maritime College of Forest Technology (MCFT) 2019-2020

(000's)

Operating Assistance	Mount Allison	St. Thomas	Université de Moncton	University of New Brunswick	MCFT	Total
Unrestricted Operating Grants	20,949.9	12,549.0	66,293.2	115,356.7	2,132.5	217,281.2
Restricted Operating Grants	1,004.5	865.4	3,962.9	9,596.8	132.6	15,562.3
Total Operating Assistance	21,954.4	13,414.4	70,256.0	124,953.6	2,265.1	232,843.4

Summary of staffing activities

Pursuant to section 4 of the *Civil Service Act*, the Secretary to Treasury Board delegates staffing to each Deputy Head for his or her respective departments. Please find below a summary of the staffing activity for 2019-2020 for the department.

Number of permanent and temporary employees as of Dec. 31 of each year			
Employee type		2019	2018
Permanent		710	701
Temporary		119	136
TOTAL		829	837

The department advertised **92** competitions, including **45** open (public) competitions, **47** closed (internal) competitions and no intra-departmental competitions.

Pursuant to sections 15 and 16 of the *Civil Service Act*, the department made the following appointments using processes other than the competitive process to establish merit:

Appointment type	Appointment description	Section of the <i>Civil Service Act</i>	Number
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> – a high degree of expertise and training – a high degree of technical skill – recognized experts in their field 	15(1)	0
Equal Employment Opportunity Program	Provides Aboriginals, persons with disabilities and members of a visible minority group with equal access to employment, training and advancement opportunities.	16(1)a)	3
Department Talent Management Program	Permanent employees identified in corporate and departmental talent pools, who meet the four-point criteria for assessing talent, namely performance, readiness, willingness and criticalness.	16(1)b)	2
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school boards) and 3 (hospital corporations) of the Public Service.	16(1) ou 16(1)c)	18
Regular appointment of casual/temporary	An individual hired on a casual or temporary basis under section 17 may be appointed without competition to a regular properly classified position within the Civil Service.	16(1)d)(i)	0
Regular appointment of students/ apprentices	Summer students, university or community college co-op students or apprentices may be appointed without competition to an entry level position within the Civil Service.	16(1)d)(ii)	0

Pursuant to section 33 of the *Civil Service Act*, no complaints alleging favouritism were made to the Deputy Head of the department and no complaints were submitted to the Ombud.

Summary of legislation and legislative activities

Bill #	Name of legislation	Date of Royal Assent	Summary of changes
27	<i>An Act Respecting Addressing Recommendations in the Report of the Task Force on WorkSafeNB</i> https://www1.gnb.ca/legis/bill/editform-e.asp?ID=1423&legi=59&num=2	June 14, 2019	This Bill addressed the remaining six recommendations requiring legislative and regulatory amendments following Bill 2 which addressed the Task Force recommendations considered a priority for reducing or stemming costs. The remaining recommendations fell within the areas of occupational health and safety, benefits and governance. In addition to the remaining Task Force recommendations, this Bill also included legislative amendments addressing certain recommendations of the Auditor General related to the claims appeal process and the Board appointment process.
26	<i>An Act to Amend the Occupational Health and Safety Act</i> https://www1.gnb.ca/legis/bill/editform-e.asp?ID=1466&legi=59&num=3	December 20, 2019	This Bill accomplished two objectives: it clarified the existing obligations of employers and supervisors respecting the health and safety of workers; and it extended the timeframe for bringing forward prosecutions under the <i>Act</i> from one year to two years, or from the date that WorkSafeNB was made aware of the alleged incident, whichever is later.
27	<i>An Act to Amend the Workers' Compensation Act</i> https://www1.gnb.ca/legis/bill/editform-e.asp?ID=1468&legi=59&num=3	December 20, 2019	This Bill accomplished three objectives: it embedded the return-to-work and duty to accommodate obligations into the legislation to facilitate an injured worker's return to work as early and safely as possible; it clarified WorkSafeNB's existing authority to determine the necessity and sufficiency of medical aid that is to be provided through the workers' compensation system; and it introduced administrative penalties for employers who are in violation of the legislation, including being late in filing claim information, as well as failing in their duty to accommodate injured workers.
2007-78	<i>Post-Secondary Student Financial Assistance Act - Renewal tuition bursary program</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2019/2019-19.pdf	June 10, 2019	Amendment to the General Regulation under the <i>Post-Secondary Student Financial Assistance Act</i> to extend the tuition bursary to students attending private institutions.
84-66	<i>Workers' Compensation Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2020/2020-26.pdf	March 26, 2020	The rate of interest per year on the amount unpaid of an assessment was changed from a rate of prime plus three percent, not to exceed eighteen percent to 0% to coincide with the deferral of payment of assessment premiums for a period of three months.

The acts and regulations for which the department was responsible in 2019-2020 may be found at:
<http://laws.gnb.ca/en/deplinks?subjectnumber=13>

Regulatory amendments/new regulations

Reg #	Name of regulation	Date Filed	Summary of changes
2007-78	<i>Post-Secondary Student Financial Assistance Act - Renewal tuition bursary program</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2019/2019-19.pdf	June 10, 2019	Amendment to the General Regulation under the <i>Post-Secondary Student Financial Assistance Act</i> to extend the tuition bursary to students attending private institutions.
84-66	<i>Workers' Compensation Act</i> https://www2.gnb.ca/content/dam/gnb/Departments/ag-pg/PDF/RegulationsReglements/2020/2020-26.pdf	March 26, 2020	The rate of interest per year on the amount unpaid of an assessment was changed from a rate of prime plus three percent, not to exceed eighteen percent to 0% to coincide with the deferral of payment of assessment premiums for a period of three months.

The acts and regulations for which the department was responsible in 2019-2020 may be found at:
<http://laws.gnb.ca/en/deplinks?subjectnumber=13>

Summary of Official Language activities

Introduction

In 2019–2020, the Department of Post-Secondary Education Training and Labour continued to ensure its obligations under the *Official Languages Act* were met throughout the organization. Below are associated activities that were carried out on an ongoing basis during the year.

Focus 1

Activities that took place to meet the objective of Language of Service:

- Ongoing consultation and discussions between human resources consultants and managers to best meet linguistic profile requirements and needs. The percentage of linguistic profile completion for 2019-2020 was 93 per cent.

Focus 2

Activities that took place to meet the objective of Language of Work:

- Second-language training offered to employees who met the requirements of the department's Second-Language Training Policy. Nineteen employees received second-language training in 2019-2020.

Focus 3

Activities that took place to meet the objective of promotion of Official Languages:

- The department's onboarding program requires new employees to familiarize themselves with the *Official Languages Act* by completing the mandatory eLearning modules.
- The yearly Performance Management process required review of the *Official Languages Act* by all employees.

Focus 4

Activities that took place to meet the objectives of knowledge of the *Official Languages Act*:

- The department's Official Languages coordinator attended quarterly meetings established through Finance and Treasury Board to remain knowledgeable and proactive on all activities regarding Official Languages.

Conclusion

The results achieved by various initiatives stemming from the action plan had positive effects in raising awareness and acceptance of Official Languages within the department.

Summary of recommendations from the Office of the Auditor General

NEW: Section 1 – Includes the current reporting year and the previous year.

Name and year of audit area with link to online document	Recommendations
	Total
2018 Chapter 2: WorkSafeNB – Phase 1 – Governance https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf	7

Implemented Recommendations (7)	Actions Taken
<p>2.61 We recommend the Department of Post-Secondary Education, Training and Labour:</p> <ul style="list-style-type: none"> – initiate a process to ensure appointments are completed in a timely manner; – comply with provincial legislation and government policy when recommending the appointment of board members under the <i>Act</i>; and – clearly document the appointment process and provide clear rationale for appointment recommendations made to government. 	<p>The department adheres to government’s Agencies, Boards and Commissions (ABC) process which complies with provincial legislation and government policy to ensure timeliness when initiating Board appointments. The ABC Database automatically generates a notification 210 days prior to the expiration of a member’s term. The Executive Council Office (ECO) prepares a milestones document which highlights the steps and timeframe for each, to ensure that new appointments are made in a timely manner. The milestone document also takes into consideration if a competency matrix exists for the board and looks at the details of qualifications required to fill the vacancy. Amendments were made to the <i>Workplace Health, Safety and Compensation Commission and Workers’ Compensation Appeals Tribunal Act</i> in the 2019-20 fiscal year to enhance the appointment process. A requirement for the Board appointment process to take into consideration the necessary skills and qualifications to ensure the board has the capabilities to provide good governance was added. Lieutenant Governor in Council appointments are now to be made from a list of names recommended by the WorkSafeNB Board and nominated by worker or employer stakeholders. Regardless of stakeholder support, the skills and competencies required by the Board at the time of the appointment must be taken into consideration.</p>
<p>2.66 We recommend the Department of Post-Secondary Education, Training and Labour ensure future recommendations to government for WorkSafeNB appointments do not create a conflict of interest or result in reduced independence of the corporation.</p>	<p>The department fully agrees with this recommendation. Legislative amendments brought forward in the 2019-20 fiscal year have changed the appointment process so that future appointments will be made from a list of names recommended by the WorkSafeNB Board and nominated by worker or employer stakeholders.</p>
<p>2.83 We recommend the Executive Council Office and the Department of Post-Secondary Education, Training and Labour co-ordinate their efforts to provide timely decisions for future WorkSafeNB appointments.</p>	<p>The department agrees with this recommendation and continues to work closely with ECO to facilitate improved coordination and the timely appointment of members to the WorkSafeNB Board under the current ABC process.</p>
<p>2.90 We recommend the Department of Post-Secondary Education, Training and Labour clearly state its requirements and expectations in the mandate letter.</p>	<p>The mandate letter for 2020 was issued on November 28, 2019 and was prepared with the assistance of ECO. It is published on the WorkSafeNB website at the following link: https://www.worksafenb.ca/about-us/news-and-events/news/2019/worksafenb-2020-mandate-letter-from-government/.</p>

Implemented Recommendations (7)	Actions Taken
<p>2.98 We recommend the Department of Post-Secondary Education, Training and Labour comply with the requirements of the <i>Accountability and Continuous Improvement Act</i> by:</p> <ul style="list-style-type: none"> – issuing mandate letters annually; and – enforcing WorkSafeNB submission of annual plan per requirements of the <i>Act</i>. 	<p>The mandate letter was issued November 28, 2019. The annual plan was approved by the Minister and has been posted on the WorkSafeNB web site.</p>
<p>2.103 We recommend the Department of Post-Secondary Education, Training and Labour monitor and publicly report on the progress of WorkSafeNB in meeting the requirements and expectations provided in Department mandate letters.</p>	<p>The department fully agrees with this recommendation and will work with WorkSafeNB to develop additional mechanisms to enhance the monitoring of progress related to expectations outlined in the mandate letters. Consideration was given to incorporating information in both the Department's and WorkSafeNB's annual reports. In its mandate letter, WorkSafeNB was directed to find key performances measures and concrete initiatives that will help push the province toward achieving the goal of supporting this governments priority of an energized private sector through the promotion of healthy and safe workplaces for New Brunswickers and New Brunswick employers. WorkSafeNB was also asked to develop long-term strategic goals, define measurable targets for key performance indicators and in accordance with the <i>Accountability and Continuous Improvement Act</i>, share with the Minister of Post-Secondary Education, Training and Labour, an annual plan that identifies how the commission intends to deliver on its mandate. The outcomes of the 2019 activities are expected in the WorksafeNB annual report.</p>
<p>2.131 We recommend the WorkSafeNB board of directors and the Department of Post-Secondary Education, Training and Labour jointly develop, document and implement a succession strategy to ensure:</p> <ul style="list-style-type: none"> – timely recruitment of all board positions, including the chair and vice-chair and, – effective staggering of board member terms. 	<p>The department is working with WorkSafeNB and ECO to monitor current board member terms and plan accordingly to ensure the effective functioning of the Board. The ABC Database's automatically generated notifications 210 days prior to the expiration of a member's term allows for the timely recruitment of board positions. Amendments to the legislation to allow for the staggering of board member terms were introduced.</p>

Name and year of audit area with link to online document	Recommendations Total
<p>2019 Chapter 2 – Department of Post-Secondary Education, Training and Labour – Provincial Funding to Universities and Maritime College of Forest Technology (MCFT) https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf</p>	<p>11</p>
Implemented Recommendations (6)	Actions Taken
<p>2.28 We recommend the Legislative Assembly select a standing committee, such as the Public Accounts Committee, to hold funding recipients such as universities accountable for funds received and performance achieved and require annual appearances before the committee, or as the committee determines appropriate.</p>	<p>The four publicly-funded universities, as well as representatives from the Department of Post-Secondary Education, Training and Labour and the Maritime Provinces Higher Education Commission, appeared before the Select Committee on Public Universities on September 24 and September 26, 2019.</p>
<p>2.44 We recommend the department require MCFT make available online its current and past (five years minimum) audited financial statements, as well as an annual report of its activities, to ensure it is publicly accountable for the funding it receives from the Province.</p>	<p>At the department's request, the audited financial statements for the past five years have been published on the MCFT web site. Starting in 2020-2021, MCFT will produce and publish an annual report of its activities.</p>
<p>2.50 We recommend the department communicate the restrictions on the use of funding in the annual funding letter to universities.</p>	<p>Restrictions on the use of funding were communicated in the 2020-2021 annual funding letters to universities.</p>

2.51 We recommend the department obtain assurances from the universities that the restrictions or conditions on the use of unrestricted funds have been complied with. For example, this could be achieved by requiring a certification from the head of the institution and a senior financial representative or by requesting a compliance opinion from the universities' auditors.	The department agrees with this recommendation and will require institutions to report that they are in compliance with the conditions on the use of unrestricted funds in 2020-2021.
2.65 We recommend the department take corrective action in a timely manner when expected performance targets have not been achieved.	The department agrees with this recommendation and will adopt this practice.
2.69 We recommend the policy for restricted operating grants be followed, or the department reconsider the appropriateness of the 1-year carry forward limit and amend the policy accordingly.	The department has developed, implemented, and communicated a revised Restricted Operating Assistance Policy and has eliminated the ability of project funding to be carried forward.
Recommendations not implemented (5)	Considerations
2.30 We recommend the department develop and execute a workplan to fulfill the accountability mechanisms included in the 2017/18 to 2020/21 MOU.	A workplan was developed but has not been executed due to the disruption in services created by COVID-19 in March of 2020.
2.32 We recommend the department, as a minimum, implement the following accountability mechanisms for university funding: <ul style="list-style-type: none"> – Establish measurable outcomes; – For initiatives or areas of interest, establish working committees who report annually to the Minister on progress and achievement of objectives; – Use key performance indicators – Require annual reporting to the Minister using a standard template; and – Require executive compensation contracts be publicly available. 	The department agrees with this recommendation but has not fully implemented it due to the disruption in services created by COVID-19 in March of 2020. It should be noted that some initial Key Performance Indicators have been developed and were communicated to universities and the MCFT in the 2020-2021 funding letters.
2.38 We recommend the department report publicly on the outcomes achieved from the funding provided to universities and MCFT.	The department agrees with this recommendation and is looking into options on reporting outcomes achieved from funding provided to universities and MCFT. As a preliminary action item, the department has included a summary of funding provided to publicly funded universities and the Maritime College of Forest Technology in its 2019-20 Annual Report.
2.58 To achieve better performance on desired outcomes, we recommend the department provide funding for program expansion, or other agreements, only after desired outcomes or targets have been achieved.	Existing agreements, such as medical seat agreements, require some funding to be provided upfront. The funding is performance-driven, based on actual enrolment information and actual costs incurred. The department will continue to ensure that any existing or new agreements have outcomes and targets, however withholding all funding until the outcomes or targets have been achieved may not be feasible in all situations.
2.88 We recommend the department, in consultation with the universities, re-examine the relevance of the current funding formula and its components, such as the weighting of the various programs, to ensure it continues to be the most suitable choice to allocate funding to universities and to motivate the achievement of funding objectives.	The department agrees with this recommendation and will examine the future funding framework in advance of the next funding arrangement.

Section 2– Includes the reporting periods for years three, four and five.

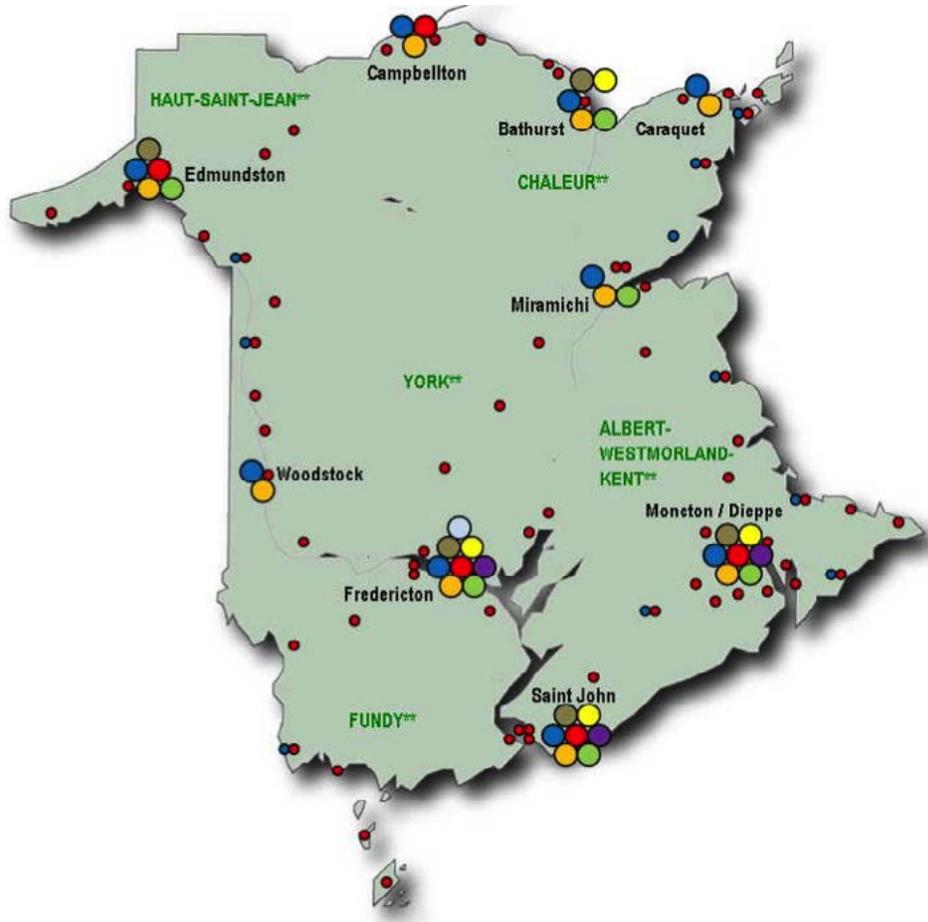
There are no outstanding recommendations for years three, four and five.

Report on the *Public Interest Disclosure Act*

As provided under section 18(1) of the *Public Interest Disclosure Act*, the chief executive shall prepare a report of any disclosures of wrongdoing that have been made to a supervisor or designated officer of the portion of the public service for which the chief executive officer is responsible. The department did not receive any disclosure(s) of wrongdoings in the 2019-2020 fiscal year.

Appendix A

Services and office locations of the department



- WorkingNB – Satellite offices*
- Apprenticeship and Occupational Certification
- Workers' Advocate
- Employers' Advocate
- Employment Standards
- Library region headquarters – Public libraries**
- New Brunswick Human Rights Commission
- New Brunswick College of Craft and Design

* WorkingNB has satellite offices in Shippagan, Tracadie, Neguac, Grand Falls, Perth-Andover, Sussex, St. Stephen, Richibucto, Sackville and Shediac.

** In addition to five library regions, New Brunswick has 64 public libraries as follows: 11 in Chaleur Region, 15 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region.

