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# Post-Secondary Education, Training and Labour

**ANNUAL REPORT**

2021-2022

# **Post-Secondary Education, Training and Labour**

## **ANNUAL REPORT 2021-2022**

Province of New Brunswick  
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# Transmittal letters

## FROM THE MINISTER TO THE LIEUTENANT-GOVERNOR

**The Honourable Brenda 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, 2021, to March 31, 2022.

Respectfully submitted,



Honourable Trevor A. Holder  
Minister

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## FROM THE DEPUTY MINISTER TO THE MINISTER

**Honourable Trevor A. Holder**  
**Minister of Post-Secondary Education, Training and Labour**

Sir:

I am pleased to be able to present the annual report describing operations of the Department of Post-Secondary Education, Training and Labour for the fiscal year April 1, 2021, to March 31, 2022.



Daniel Mills  
Deputy Minister

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# Minister's message

As the province is experiencing labour shortages in many sectors due to our aging population, impressively, we witnessed, over the year, our largest population gains from immigration and interprovincial migration in 45 years and all-time employment highs. We are extremely proud to have reached 800,000 residents for the first time in history.

Thanks to the way our province managed through the pandemic we have drawn attention from individuals and employers who are interested in what our province has to offer. We are in a time of endless opportunity here in New Brunswick and we need to continue to work to empower individuals and employers through creative interventions and meaningful support.

Our government continuously works with our post-secondary institutions to ensure they deliver programming that supports the needs of our province. During the year, we have prioritized working with our universities to increase nursing enrollments and graduates by entering into new performance-based agreements that will provide additional funding opportunities for University of New Brunswick and Université de Moncton over the next decade.

We have also worked with our post-secondary institutions, employers, and communities to eliminate barriers for high demand occupations in New Brunswick. We have announced full funding for the personal support worker and human services counsellor training programs to help to address some of our province's most critical labour needs and help employers hire qualified workers. And, at the same time, help some of the most vulnerable New Brunswickers and their families get well-trained, caring individuals providing the services they need.

Our government is committed to creating harmonization with the other Atlantic jurisdictions in terms of the minimum wage, so to better position us to attract and retain workers, we announced in December that New Brunswick will see in 2022 an increase of two dollars per hour to its minimum wage, a 17 per cent increase and the most significant increase in over 40 years. This will help to improve the standard of living for our minimum wage earners and ensure we are competitive with our neighbouring jurisdictions.

I thank the department employees for their work over the past year. Their continued dedication to respond to the ever-changing needs of our labour market is appreciated.



Honourable Trevor A. Holder  
Minister of Post-Secondary Education, Training and Labour

# Deputy Minister's message

On behalf of the Department of Post-Secondary Education, Training and Labour, I am pleased to present the 2021-2022 annual report which outlines our measures and initiatives between April 1, 2021 and March 31, 2022.

The Department of Post-Secondary Education, Training and Labour (department) plays a critical role in supporting New Brunswick's labour market. It is the department's priority to support new and innovative solutions to our labour challenges and to ensure our employers have the labour force they need to succeed, helping our province's economy thrive.

During the past year, we continued to focus on supporting our post-secondary education sector and to respond to the evolving needs of the province's labour market despite the ongoing challenges related to COVID-19. I am pleased with the work done by employees in providing existing programs and services, as well as developing new initiatives, to ensure that every New Brunswicker who wants to work has a pathway to employment.

Whether they are at WorkingNB helping employers and individuals meet their needs, in the Apprenticeship and Occupational Certification branch supporting apprentices become successful tradespeople, in our public libraries providing access to valuable knowledge and resources, in the Industrial Relations team providing support related to collective bargaining, in Student Financial Services helping students access post-secondary education, or at the New Brunswick College of Craft and Design providing training – to name a few – our department's staff have a positive impact on New Brunswickers in so many ways.

I would like to highlight that among our initiatives undertaken over the year, we have facilitated the funding of new courses and training to boost employment in specific occupations such as the personal support worker, human services counsellor, and phlebotomy.

As the deputy minister of this the department, I thank all staff for their hard work and commitment throughout the year in helping the department fulfill its mandate.



Daniel Mills  
Deputy Minister

# Government Priorities

## *Delivering for New Brunswickers*

### **ONE TEAM ONE GNB**

**One Team One GNB** is our vision as an organization and a collaborative approach to how we operate. It is our path forward, and it represents a civil service that is working collectively across departments, professions, and sectors. Together, we are learning, growing, and adapting, and discovering new and innovative ways of doing business. It is enabling us to achieve the outcomes needed for New Brunswickers, and we are working more efficiently and effectively than ever before.

As *One Team One GNB*, we are improving the way government departments:

- communicate with one another,
- work side-by-side on important projects, and
- drive focus and accountability.

### **STRATEGY AND OPERATIONS MANAGEMENT**

The Government of New Brunswick (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.

### **GOVERNMENT PRIORITIES**

Our vision for 2021-2022 is a vibrant and sustainable New Brunswick. To make progress towards this vision, we must focus on our government's priorities.

- Energize private sector
- Vibrant and sustainable communities
- Affordable, responsive and high-performing government
- Dependable public health care
- World-class education, and
- Environment

### **COVID RESPONSE**

As part of GNB's priorities this past year, responding to the COVID-19 pandemic was at the forefront. Our department supported GNB in responding to the pandemic by:

- Providing flexibility to public universities to use funding normally restricted to specific purposes to procure PPE.
- Providing essential workers with emergency wage top-up funding.

# Highlights

**During the 2021-2022 fiscal year, the Department of Post-Secondary Education, Training and Labour focused on these government priorities through:**

- Collaboration with all four publicly funded universities (MTA, STU, UMoncton and UNB) to find a solution to increase enrollment for domestic as well as international students wanting to study in the province.
- The addition of 24 funded seats to access the Licensed Practical Nursing pathway program to the Bachelor of Nursing program for students at UNB (Fredericton Campus).
- Investing \$8.2M to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 35 research projects, 11 Research Professional positions, 138 NB Graduate Scholarships and 28 research assistantships. Mitacs also delivered approximately 300 research internship units in 2021-2022. This leveraged \$19M in funding from the federal government and the private sector.
- A partnership with Skills Canada New Brunswick to promote skilled trades occupations through the *Educational Legacy Program*. The initiative engaged over 10,000 students across grades K-12 and distributed 7,250 Skills for Success kits (trades-specific kits designed to introduce students to careers in Skilled Trades and Technology).
- Launching a *Virtual Reality Career Development Program* with the Department of Education and Early Childhood Development to provide students with experiential learning opportunities, experiencing occupations through virtual reality simulations. The program supports labour market awareness and engagement.
- The *Careers in Demand* page on NBjobs.ca, which features a series of labour market information products highlighting several of the province's priority sectors. The resources were accessed almost 60,000 times over 21,762 sessions.
- A network of labour market partnership forums, aligned with Regional Service Commission boundaries, established to discuss and plan activities with key regional stakeholders related to workforce development and labour force growth.
- Library programs and services adapted to ensure access to educational and recreational opportunities during various pandemic alert levels: online programs, curbside pick up service, take home activity kits, physically distanced library spaces for browsing collections and using the Internet.
- Certifying Personal Support Worker (PSW) and Human Services Councillor (HSC) under the *Apprenticeship and Occupational Act*. This also marked the start of the four-year legacy period during which existing PSWs and HSCs can have their previous training and work experience recognized for certification. As of April 1, 2022, the branch issued certification to 116 PSWs and 138 HSCs.
- Delivering the Virtual Learning Strategist Program (VLS) in support of New Brunswick apprentices to help them become successful in their certifications. VLS's impact continues to be reflected in New Brunswick's pass rates for skilled trades exams outperforming the national average by more than 20 per cent.
- A partnership with MAP Strategic Workforce Services (MAPSWS), which ran eight STEP programs targeting women and Indigenous persons. The department is looking to scale this program into the future to help fill the labour supply gaps expected over the next year and will target women, Indigenous persons, new Canadians, youth, and persons with disabilities with a focus on five priority trades: Construction Electrician, Plumber, Roofer, Bricklayer, and Carpenter.



# Performance Outcomes

## Labour Force Growth

After enduring a prolonged period of turbulence, New Brunswick's labour market began to show signs that it was nearing a full recovery towards the end of 2021. The department's focus continues to be on building a skilled workforce that will enable businesses to effectively establish, operate and grow in our province. The department's current target is to grow the labour force to at least 405,300 by December 2024.

### Importance of priority

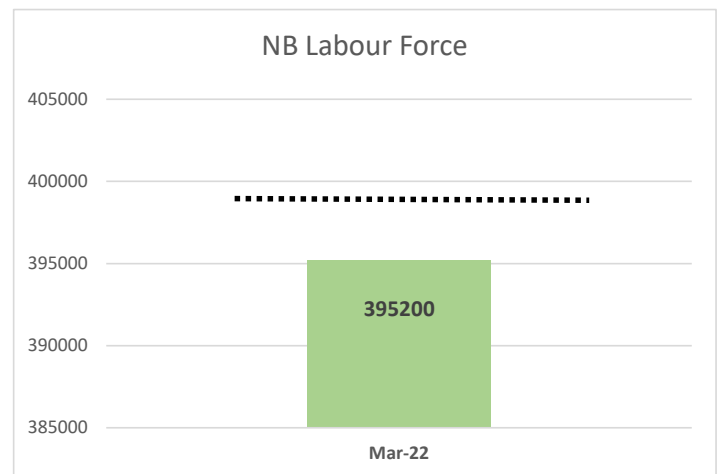
In order to improve the quality of life of New Brunswickers, and continue to provide sustainable, high-quality public services, we must continue to find innovative ways to foster growth in the labour force and economy as a whole.

### Overall performance

While recent labour force trends are encouraging, it will be an ongoing challenge to grow our labour force. It is likely that additional effort will be required to meet the department's targets.

### What initiatives were undertaken to achieve the outcome?

The department's primary focus was on continuing to increase labour force participation rates. This included efforts to reintroduce retirees to the workforce as well as increase apprenticeship skilled trade exploration programs for under-represented groups. In addition, the department created a new service delivery model to fully outsource supports to persons with a disability. The department will continue to monitor progress and maintain its efforts in growing the labour force into the future.



**Target:** 398,600

**Actual:** 395,200

# Registered Nurse Recruitment

Between 2020 and 2029 there are expected to be an average of roughly 442 job openings per year for registered nurses or nursing supervisors and coordinators. As such, the department's focus was to support the Regional Health Authorities and the New Brunswick Association of Nursing Homes in recruiting Registered Nurses (RN) to meet the labour market demand in fiscal 2021-2022 and beyond.

## Importance of priority

As New Brunswick's population continues to age, the demand for health care related services continues to increase. While this trend is being seen across the country, the situation is arguably most pronounced in the Atlantic Provinces, where years of significant out-migration have resulted in these provinces being among the oldest in the country.

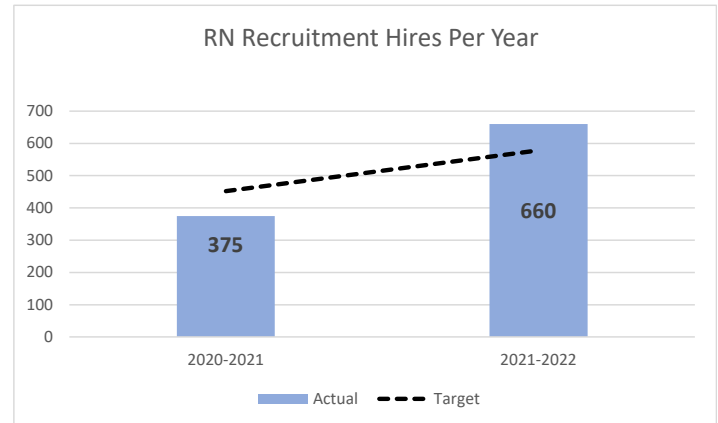
The struggle to meet this demand is especially significant when it comes to RNs. The number of RNs leaving the profession in the province has generally outpaced the number entering it since 2012. Similar trends are being seen across the country. As a result, the potential for New Brunswick to attract nurses from other provinces is limited.

## Overall Performance

The current shortage of nurses predates the pandemic, but the pandemic has made it worse leading to early attrition and difficulty recruiting both nationally and internationally. The department projects that, in addition to expanding RN supply within the recruitment pipelines, additional innovative recruitment and retention efforts will be required to meet the growing demand.

## What initiatives or projects were undertaken to achieve the outcome?

The department's primary focus remains to increase the supply of nursing graduates by supporting bridging pathways for Licensed Practical Nurses to become RNs in addition to funding performance-based training models and responding to labour market priorities in the nursing sector.



**Target:** 578

**Actual:** 660

# *Public University Enrolment*

Between 2003 and 2021, university enrolment fell over 20 per cent in the province. Jurisdictions with demographic challenges like ours, Nova Scotia and Prince Edward Island, saw their enrolment grow. They attracted more international students, successfully grew in the Canadian market, and gained market share of our students at our loss. As such, the department's focus was to work with the four public universities to grow enrolment, including enrolment of international students.

## **Importance of priority**

Enrolment growth can boost the economy, grow the population, and support provincial productivity. The lost competitiveness of New Brunswick in university education easily costs the sector over \$100M based on annual student spending alone. The value is greater still when considering the longer-term impacts: boosting the ROI on our university investment; retaining graduates; upskilling our workers; and peppering our immigration pipeline with young, ambitious, and skilled individuals.

## **Overall performance**

Despite the ongoing pressures of the pandemic and the various restrictions put in place, New Brunswick's public university enrolment grew two per cent year-over-year in Fall 2021 due in part to considerable growth in international student enrolment.

## **What initiatives or projects were undertaken to achieve the outcome?**

The department funded recruitment activities through collaborative effort with Atlantic Education International; retention and accessibility initiatives targeting mental health and other supports; and research related to student pathway. It also began the process of longer-term initiatives such as the implementation of performance-based funding for enrolment to begin in 2022-2023. The universities, our secondary system, students, families, and employers all have a part to play. As such, the department is working with all collaborators to encourage enrolment growth in the post-secondary sector of the province.

# *Skilled Trades in Residential Construction*

New Brunswick is facing significant labour shortages in the construction sector due to the aging workforce and an increased demand for housing as the population grows. As such, the department is focused on growing registered apprentices in identified priority residential construction occupations by 21 per cent by October 2024.

## **Importance of priority**

In 2021-2022, the province's construction sector was faced with labour shortages driven by rapidly increased demand for residential construction throughout the COVID-19 pandemic and an insufficient supply of workers. Reducing the labour shortage is critical to ensure employers remain productive and can meet the increased demand for residential construction in New Brunswick.

## **Overall performance**

The number of registered apprentices in the specified priority residential construction occupations grew over the 2021-2022 fiscal year but not by enough to meet the increased demand.

## **What initiatives or projects were undertaken to achieve the outcome?**

In 2021-2022, the department established an industry working group to develop a three-year action plan with the goal of growing the number of registered apprentices in priority residential construction occupations. The working group identified five initial priority trades of focus: Construction Electrician, Carpenter, Bricklayer, Plumber and Roofer. The action plan will focus on marketing skilled trades, expanding training programs focused on underrepresented groups and exploring options for pre-employment programs for newcomers.

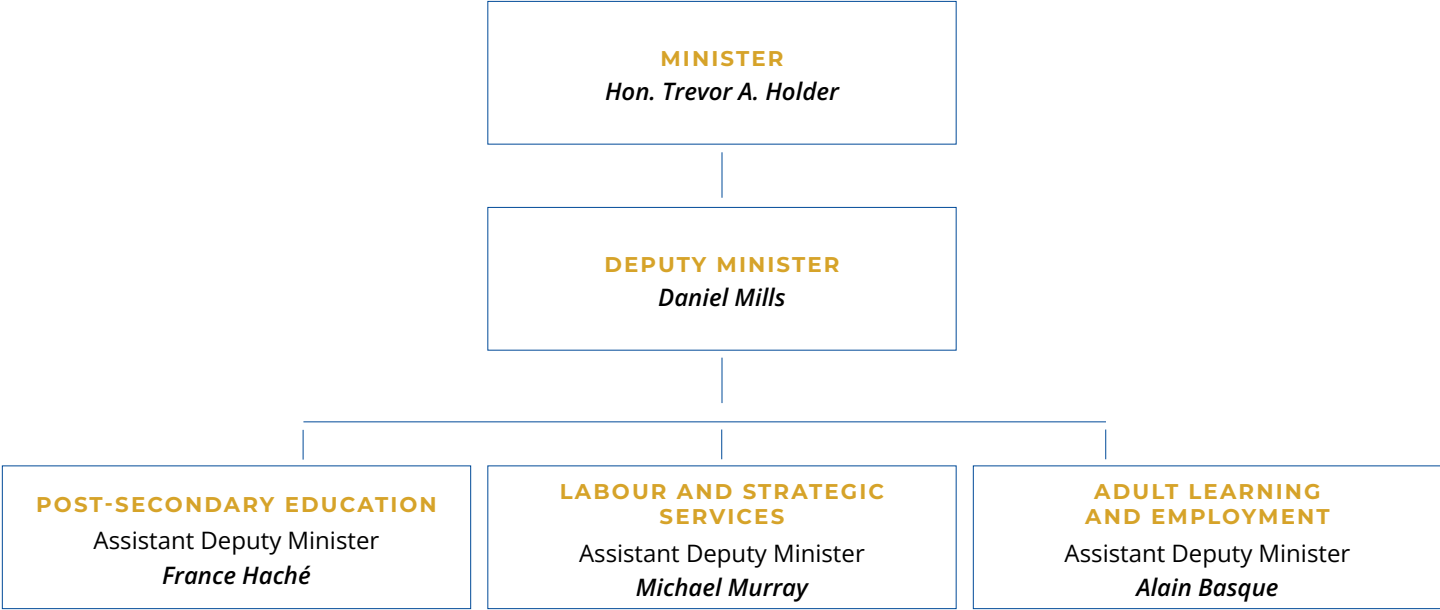
# Overview of departmental operations

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.

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

# Division 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 prioritize research and student-centered 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, both publicly funded as well as privately owned. It supports and advises the Minister to fulfill GNB's responsibilities under the *New Brunswick Community Colleges 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

- Collaborated with all four publicly funded universities (MTA, STU, UMoncton and UNB) to find solutions to increase enrollment for domestic as well as international students wanting to study in the province.
- Invested \$110.8M in the operations of NBCC, CCNB and NBCCD for community college corporations.
- Added an additional 24 funded seats to access the Licensed Practical Nursing pathway program to the Bachelor of Nursing program for students at the University of New Brunswick (Fredericton Campus).
- Supported over 12,000 students from high school to the end of post-secondary studies in accessing valuable experiential learning opportunities across the province through **Future NB / Avenir NB**.

Transferred key labour market information in real time prior to graduation by connecting students to over 650 New Brunswick employers.

- 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, as well as the Atlantic Veterinary College.
- Facilitated discussions between Beal College and Oulton College to seek formal approval in offering Bachelor of Nursing programs as private post-secondary institutions operating in New Brunswick.

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

- Invested \$235.5M in the operations of the four public universities and the Maritime College of Forest Technology.
- Invested \$8.2M to support research and innovation-related projects and programs, primarily through the New Brunswick Innovation Foundation, including the funding of 35 research projects, 11 Research Professional positions, 138 NB Graduate Scholarships and 28 research assistantships. Mitacs also delivered approximately 300 research internship units in 2021-2022. This leveraged approximately \$14.8M (NBIF) and \$4.2M (Mitacs) from the federal government and the private sector.
- Provided \$3.4M to publicly funded post-secondary institutions for projects to address labour market priorities.

- Provided \$2M 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. Its mission is to empower learners to forge sustainable creative careers with a vision to illuminate a hopeful, flourishing future for New Brunswick through regenerative design. The college offers two certificate programs (Foundation Visual Arts and Advanced Studio Practice) and eight diploma programs (Wabanaki Visual Arts, Fashion Design, Textile Design, Ceramics, Jewellery/Metal Arts, Graphic Design, 3D Digital Design and Photography/Videography).

### Highlights

- There were 155 college graduates in 2021-2022, compared to 129 in 2020-2021.
- With its COVID-19 operational plan, classroom adaptations, and enhanced flexibility, the college was able to maintain in-person classes throughout the 2021-2022 academic year.
- Long time college instructor and former studio head, Brigitte Clavette, was awarded the Governor General's award, more specifically the Saidye Bronfman Award, for 2021.
- The college operates the George Fry Gallery (GFG) as well as exhibiting at other galleries. This past year the gallery hosted five exhibits and the annual student craft sale. The college also hosted four other exhibits.
- The college successfully launched a new program: Foundations Visual Arts Online (a distance option of its foundational year) with 12 graduates.
- Honeybee Folk School was launched as the college's re-visioned and rebranded continuing education programming with a focus on regenerative living, traditional skills and fine craft.

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 \$204.3M in student financial assistance to 13,974 students.
- Completed the fourth annual Client Satisfaction survey of 13,244 clients.
- Offered monthly online virtual Q&A Sessions in English and French.
- Reviewed approximately 350 new programs for eligibility for student financial assistance.
- Designated five new educational institutions.

STUDENT FINANCIAL SERVICES DATA <sup>^</sup>	2021-2022 <sup>**</sup>	2020-2021 <sup>*</sup>
Number of unique clients	13,974	14,536
Average per client amount of repayable funding (loans)	\$8,297	\$10,465
Average per client amount of non-repayable funding (grants and bursaries)	\$5,581	\$5,518

<sup>^</sup>This data is reported based on academic year (August 1st to July 31st).

<sup>\*</sup>2020-2021 data is as of August 3, 2021.

<sup>\*\*</sup>2021-2022 data is as of August 2, 2022.

## 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.

The **New Brunswick Human Rights Commission (HRC)** reports administratively to the Minister through the Assistant Deputy Minister of the Labour and Strategic Services Division. The HRC is independent from the department but receives administrative supports from the Finance and Administration Branch. The division also 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.

**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

- 21 labour disputes were assigned with the involvement of the branch. The disputes occurred during the negotiation of collective agreements.
- 21 labour disputes were settled before strike or lockout action, one of which resulted in a work stoppage.
- 18 expedited arbitrators were appointed, and 15 grievances were mediated.
- The branch provided conciliation services in one dispute in the public sector.
- The branch provided 39 preventative mediation files.

INDUSTRIAL RELATIONS ACTIVITY	2021-2022	2020-2021
Labour disputes assigned with involvement of the branch	21	22
Industrial Labour disputes settled before strike or lockout	21	15

**Workplace Services (Employment Standards)** promotes, oversees and enforces the *Employment Standards Act (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

- Held 139 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 10,684 inquiries about employment-related concerns.
- Investigated 904 formal complaints and completed 14 audits.
- 66,670 individuals visited the branch's website.

### EMPLOYMENT STANDARDS ACTIVITY

FISCAL YEAR	NUMBER OF INFORMATION SESSIONS	NUMBER OF INQUIRIES	FORMAL COMPLAINTS INVESTIGATED
2021-2022	139	10,684	904
2020-2021	162	10,173	889

**Advocates Services (Workers' Advocates)** is mandated under the *Workers' Compensation Act* to help injured workers and their dependents 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 296 new cases, 539 cases closed and 784 active cases at the end of the period.
- Represented workers at 358 hearings before the Workers' Compensation Appeals Tribunal.

WORKERS' ADVOCATES DATA	2021-2022	2020-2021
Number of new cases	296	338
Number of hearings	358	217

**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 136 new cases, 160 cases closed and 138 active cases at the end of the period.
- Represented employers at 42 hearings before the Workers' Compensation Appeals Tribunal.

EMPLOYERS' ADVOCATES DATA	2021-2022	2020-2021
Number of new cases	136	180
Number of hearings	42	28

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 a labour market information presentation, focusing on New Brunswick's careers in demand, to students enrolled in career planning classes. The presentation, delivered both virtually and in-person, reached over 4,600 students in the Anglophone and Francophone school districts.
- Partnered with Skills Canada New Brunswick to promote skilled trades occupations through the *Educational Legacy Program*. The initiative engaged over 10,000 students across grades K-12 and distributed 7,250 Skills for Success kits (trades-specific kits designed to introduce students to careers in Skilled Trades and Technology).

- Launched a *Virtual Reality Career Development Program* with the Department of Education and Early Childhood Development to provide students with experiential learning opportunities, experiencing occupations through virtual reality simulations. The program supports labour market awareness and engagement.
- Obtained trademarks and developed a prototype of *Careerosity / Carrièreosité*, an interactive card game where students learn about careers by matching occupation cards to characteristic cards.
- Created a *Careers in Demand page* on NBjobs.ca, featuring a series of labour market information products highlighting several of the province's priority sectors (such as Health Care, Information and Communications Technology, Education, and Forestry). The resources were accessed almost 60,000 times over 21,762 sessions.
- Prepared several labour market information reports, including *New Brunswick Population Report; Post-Secondary Enrolments and Credentials Granted in New Brunswick; New Brunswick Minimum Wage Report; and New Brunswick Labour Force Trends*.
- Partnered with the New Brunswick Institute for Research, Data and Training (NB-IRDT) to deliver various research reports on topics such as retention and labour market outcomes of graduates, immigrants, apprentices, training clients and more. These studies are regularly used for decision making across government and by its stakeholders.
- Received and coordinated more than 3,750 Internet inquiries and coordinated responses to almost 800 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.
- Organized and provided support for three meetings of the departmental Audit Committee.
- Conducted analyses of business plans and financial statements submitted by private universities.
- Completed the Federal/Provincial audit on Service Provider for integrated student loan portfolio.
- Audited the department's use of Purchase Cards to ensure compliance.
- Conducted an audit of Apprenticeship and Occupational Certification Programs.

#### 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**

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 throughout the fiscal year including but not limited to Main Estimates, Public Accounts, Memos to Executive Council, Briefing Notes, Quarterly reporting and variance analysis.

- Actively participated in the development project of a new Atlantic Apprenticeship Management System.
- Implemented the use of Microsoft Teams and SharePoint as replacement for outdated technologies.
- Assisted with technology requirements for NB-IRDT activities.
- Assisted with development of tools for Human Resources Branch.

The **Performance Excellence Branch** provides departmental leadership in strategic planning and 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 and oversees a departmental-wide planning and accountability model.

### Highlights

- Provided support to several GNB and departmental priority initiatives.
- Refined departmental planning and accountability reporting.
- Introduced a facilitated process of performance measure design by aligning accountability with desired results.

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.

### Highlights

- Continued to facilitate deployments of departmental Free Agents to critical needs across Government through the second year of COVID-19.
- Supported the development and implementation of COVID-19 health and safety operational plans across the department's locations, including operationalizing the vaccination policy on behalf of the department.
- Introduced a departmental Health, Safety and Wellness tool to aid People Leaders in understanding and implementing the numerous health and safety responsibilities across workplaces.
- Delivered Attendance Support training to People Leaders.
- Supported the department's One Team, One GNB effort on behalf of the Deputy Minister.

## 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 experiences 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 individuals (job seekers and adult learners), employers and labour market partners. The branch ensures that collaborative, customized, flexible, and strategic interventions are designed to produce positive and measurable outcomes for clients. In addition to employment and training needs, the branch is also responsible for increasing adult literacy and workplace essential skills.

### Highlights

- Established a network of labour market partnership forums, aligned with the province's Regional Service Commission boundaries, to discuss and plan activities with key regional stakeholders related to workforce development and labour force growth.
- The Retiree Employment Agency of the North-West, which became operational on April 1, 2021, had a successful first year. Under the direction of the Chamber of Commerce of Edmundston, the goal of this pilot project is to help match retirees 50 and over who wish to return to the workforce to temporary vacancies in the region. The number of employers registered was surpassed (91), with 87 retirees registered and 60 matches made during the first operational year. The pilot project will continue for two additional years under the management of

the chamber. The agency is a model pilot for other regions of the province.

- Established a new partnership with NBCC for the design and delivery of Workplace Essential Skills training.
- Supported the establishment of avenueNB, a cooperative non-profit to oversee third-party employment service delivery for persons with a disability. The new collaborative approach is person-centred and aims at removing barriers for individuals with a disability to get connected to the labour market and for employers to address labour market needs and shortages as well as create inclusive workspaces.
- Focused on its strategic partnerships, WorkingNB met regularly with the New Brunswick Multicultural Council (NBMC) and with immigrant serving agencies to plan and coordinate service delivery efforts in serving and retaining newcomers in the labour market.
- Approximately 80 per cent of the recommended SEED positions were filled, which represents almost 1,000 positions. This is significant given this program ran during the second summer of the pandemic, which brought challenges when matching available students and employers. The SEED program provides funding to employers to create summer job opportunities for post-secondary students. It provides valuable work experience for students, experiential learning, mentoring and coaching. It helps students develop and build transferable skills and perhaps find employment in their field of study.
- Supported the development of a Workforce Development Strategy for the ICT sector. This consisted of extensive consultations led by TechImpact with stakeholders of the ICT sector to determine their supply and demand needs for the upcoming years.
- Provided New Brunswick employers with support mechanisms and tools to address their human resources challenges by offering recruitment initiatives at the national level; developed a list of national (virtual and live) recruitment events organized by WorkingNB or third parties. Employers were invited to attend national recruitment events based on their Human Resource Support Services assessments (conducted by a WorkingNB Workforce

Consultant). Four virtual national events were hosted where 88 employers participated and over 7,400 candidates registered; and one face-to-face national event was attended by eight employers.

- Under the Labour Market Development Agreement, served 11,797 active employment insurance claimants, helped 8,269 clients gain employment, and achieved \$57M in savings for the Employment Insurance account. The total number of clients served under the agreement was 18,284.
- Under the Workforce Development Agreement, served 2,584 clients.

**New Brunswick Public Library Service** is responsible for providing, under the *New Brunswick Public Libraries Act* and the *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 65 service points (63 public libraries including 11 public-school libraries, one virtual branch; and one Talking Books Service by Mail branch) managed through five library regions and one provincial office.

## Highlights

- Launched a new design for the online catalogue, making it easier for patrons to search for collections.
- Improved the Books by Mail service by delivering it through public libraries. It encourages patrons to make new connections with their local library and staff.
- Launched an online reading recommendations service, which allows patrons to obtain book suggestions from library staff via email based on information submitted through an online form.

- Acquired a new online resource called *ArtistWorks*, which provides self-paced video lessons from professional musicians. Users can choose from more than 30 courses that cover all skill levels for instruments such as piano, violin, guitar and more.
- Hired the services of a professional web designer to create a more modern and attractive version of the Summer Reading Club website. The site is easier for patrons to use and features a responsive design that will adapt to the size of the user's mobile device.
- Continued to adapt library programs and services to ensure access to educational and recreational opportunities during various pandemic alert levels: online programs, curbside pick up service, take home activity kits, physically distanced library spaces for browsing collections and using the Internet.

## Library Services Data

Libraries operated at reduced hours and capacity due to the COVID-19 pandemic.

	2021-2022	2020-2021
Library membership cards	297,705	278,612
Library visits	971,352	609,074
Program participants	52,217	n/a
Circulation	2,287,686	1,803,000

The **Apprenticeship and Occupational Certification Branch** provides quality apprenticeship learning, lifelong 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 47 occupations for which apprenticeship training is offered and provides certification services in the 76 designated occupations.

## Highlights

- The branch continues to deliver the Virtual Learning Strategist Program (VLS) in support of New Brunswick apprentices to help them become successful in their certifications. VLS's impact continues to be reflected in the province's pass rates in skilled trades exams outperforming the national average by more than 20 per cent. VLS's expansion will also result in an increase in jobs for New Brunswickers. The program serves apprentices in the original five pilot jurisdictions as well as via our partnerships with International Brotherhood of Electrical Workers (IBEW) and Saskatchewan Polytechnic, and, supported by federal funding, VLS will be rolling out to the remaining provinces in Canada (except Quebec) with funding that extends to 2026.
- The branch has dedicated a training counselor to support skilled trades careers in Indigenous communities. In 2021-2022 there were seven Indigenous apprentices certified. As of March 31, 2022, there are 94 Indigenous apprentices registered, 15 per cent of which are female which is an increase of four per cent from the previous year.
- The branch continued its partnership with the NB MAP Strategic Workforce Services (MAPSWS). In 2021-2022, MAPSWS ran eight STEP programs targeting Women and Indigenous persons. The department is looking to scale this program into the future to help fill the labour supply gaps expected over the next year and will target Women,

Indigenous, New Canadian, Youth and Persons with Disabilities with a focus on five priority trades - Construction Electrician, Plumber, Roofer, Bricklayer and Carpenter.

- On July 1, 2021, the branch launched Personal Support Worker (PSW) and Human Services Councillor (HSC) certification under the *Apprenticeship and Occupational Act*. This also marked the start of the four-year legacy period during which existing Personal Support Workers and Human Services Councillors can have their previous training and work experience recognized for certification. As of April 1, 2022, the branch issued certification to 116 PSWs and 138 HSCs.
- New Brunswick, along with the other 12 provinces and territories (P/Ts), has attained 57 per cent national harmonization for trade name, required hours and sequencing of training. Due to the commitment of all 13 P/Ts, we were able to find innovative way to continue this work in light of the global pandemic.
- New Brunswick, along with the other three Atlantic Provinces, has attained 61 per cent harmonization of the 23 trades identified under the Atlantic Harmonization project. This accounts for 11 trades that have been fully implemented and entering renewal and the remaining 12 in various stages of implementation. The Atlantic provinces are the only provinces that have 100 per cent harmonization of trade name, hours, sequencing, curriculum, exams and progress record books.

## APPRENTICESHIP DATA

	2021-2022	2020-2021
Apprenticeship registrations	1238	713
Certificates Issued	878	675
Total Registered Apprentices	4,884	4,563

## LEARNING STRATEGIST INTERVENTIONS

	2021-2022	2020-2021
Clients served	469	400
Interventions started	3,982	2,941
Interventions completed	3,240	2,492

# Financial information

## DEPARTMENTAL GROSS REVENUE

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Return on Investment	\$11,294.0	\$10,134.6	(\$1,159.4)	1
Licenses and Permits	\$1,852.0	\$1,386.8	(\$465.2)	
Sale of Goods and Services	\$3,942.0	\$3,802.1	(\$139.9)	
Miscellaneous Revenue	\$440.0	\$1,289.1	\$849.1	
Conditional Grants – Canada	\$165,358.0	\$146,224.2	(\$19,133.8)	2
<b>Total - Ordinary Revenue</b>	<b>\$182,886.0</b>	<b>\$162,836.8</b>	<b>(\$20,049.2)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

## SPECIAL PURPOSE REVENUE

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	2021-2022 ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Canada Student Grant for Services and Equipment for Students with Permanent Disabilities	\$2,700.0	\$2,111.2	(\$588.8)	
Library Trust Fund	\$300.0	\$483.3	\$183.3	
Recoverable Projects	\$75.0	\$951.8	\$876.8	
<b>Total – Special Purpose Revenue</b>	<b>\$3,075.0</b>	<b>\$3,546.3</b>	<b>\$471.3</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

## DEPARTMENTAL GROSS EXPENDITURES

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
<b>Post-Secondary Education Division</b>				
Post-Secondary Education	\$471,868.8	\$449,114.0	(\$22,754.8)	3
<b>Labour and Strategic Services Division</b>				
Labour and Strategic Services	\$12,454.2	\$11,493.9	(\$960.3)	
<b>Adult Learning and Employment</b>				
NB Public Libraries	\$16,916.7	\$17,131.2	\$214.5	
Apprenticeship and Occupational Certification	\$6,429.6	\$8,430.7	\$2,001.1	4
Working NB	\$173,717.3	\$150,137.2	(\$23,580.1)	5
<b>Total – Ordinary Expenditures</b>	<b>\$681,386.6</b>	<b>\$636,307.0</b>	<b>(\$45,079.6)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

## CAPITAL EXPENDITURES

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Deferred Maintenance Program	\$2,286.0	\$2,285.7	(\$0.3)	
<b>Total – Capital Expenditures</b>	<b>\$2,286.0</b>	<b>\$2,285.7</b>	<b>(\$0.3)</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.



## SPECIAL PURPOSE EXPENDITURES

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Canada Student Grant for Services and Equipment for Students with Permanent Disabilities	\$2,700.0	\$1,855.2	(\$844.8)	
Library Trust Fund	\$300.0	\$561.9	\$261.9	
Recoverable Projects	\$75.0	\$951.8	\$876.8	
<b>Total - Special Purpose Expenditures</b>	<b>\$3,075.0</b>	<b>\$3,368.9</b>	<b>\$293.9</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

## STUDENT LOANS: ADVANCES AND RECOVERIES

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	NOTES
Student Loans Advances	\$69,900.0	\$61,393.0	(\$8,507.0)	6
Student Loans Recoveries	\$45,000.0	\$51,459.40	\$6,459.4	7

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

## STUDENT LOANS PORTFOLIO

(\$000)

	MARCH 31, 2021	MARCH 31, 2022
Loans in Good Standing	\$455,047.8	\$458,462.1
Defaulted Loans	\$162,798.3	\$170,386.3
<b>Total - Portfolio</b>	<b>\$617,846.1</b>	<b>\$628,848.4</b>
Allowance for Doubtful Accounts	\$187,622.9	\$193,637.9

## SPECIAL OPERATING AGENCY

Fiscal year ending March 31, 2022 (\$000)

	2021-2022			NOTES
	BUDGET	ACTUAL	VARIANCE OVER/ (UNDER)	
<b>Opening Balance</b>	<b>\$1,404.0</b>	<b>\$1,307.8</b>	<b>\$96.2</b>	
<b>Revenue</b>				
Return on Investment	\$1.0	\$0.5	\$0.5	
Sales of Goods and Services	\$1,002.0	\$1,282.4	\$(280.4)	
Miscellaneous Revenues	\$0	\$94.9	\$(94.9)	
Transfer from Department	\$3,384.0	\$3,680.0	\$(296.0)	
<b>Total - Revenue</b>	<b>\$4,387.0</b>	<b>\$5,057.8</b>	<b>\$670.8</b>	
<b>Expenditures</b>	<b>\$4,785.0</b>	<b>\$4,628.7</b>	<b>(\$156.3)</b>	
<b>Surplus (Deficit) for the year</b>	<b>(\$398.0)</b>	<b>\$429.1</b>	<b>\$827.1</b>	
<b>Closing Balance</b>	<b>\$1,006.0</b>	<b>\$1,736.9</b>	<b>\$730.9</b>	

Explanations for variances greater than \$1M are found as *Financial Information 2021-2022 Notes*.

**NOTE:** The annual report was prepared prior to the publication of Public Accounts Volume 2: Supplementary Information. Consequently, the financial information reported herein may not reflect the final figures as reported in Public Accounts.

### Financial Information 2021-2022 Notes

#### Note 1: Return on Investment

The variance is primarily due to lower than anticipated loan balances as federal funding increased.

#### Note 2: Conditional Grants - Canada

The variance is mainly due to unspent federal funds under the Labour Market Development Agreement and the Workforce Development Agreement carried over to 2022-2023 and new apprenticeship Virtual Learning Strategist project, and extension of Advancing Women in Apprenticeship project and Newcomers Language and Canadian Skilled Trades Training Project.

#### Note 3: Post-Secondary Education

The variance is mainly due to decreased expenditures under the Student Financial Services program because of increased federal funding to students, as well as lower interest costs which impacts cost of funds. There are also additional savings on research and strategic initiatives due to salary, travel and grants savings and leveraging federal funding, partially offset by a deficit in university assistance, and NBCC and CCNB funding.

#### Note 4: Apprenticeship

The variance is mainly due to participation in new Virtual Learning Strategist project and the extensions of Advancing Women in Apprenticeship project and Newcomers Language and Canadian Skilled Trades project.

**Note 5: WorkingNB**

The variance is mainly due to unspent federal funds under the Labour Market Development Agreement and the Workforce Development Agreement carried over to 2022-2023.

**Note 6: Student Loans Advances**

The decrease in loan advances is primarily due to a decrease in student enrolment by four per cent compared to the previous year and doubled Canada Student Grants.

**Note 7: Student Loans Recoveries**

The variance is due to higher loan recoveries than expected due to lower interest rates.

## SUMMARY OF EXPENDITURES - EMPLOYMENT, LITERACY AND WORKPLACE ESSENTIAL SKILLS PROGRAMS

Fiscal year ending March 31, 2022 (\$000)

EMPLOYMENT PROGRAMS	CANADA-NB WORKFORCE DEVELOPMENT AGREEMENT	EMPLOYMENT DEVELOPMENT	CANADA-NB LABOUR MARKET DEVELOPMENT AGREEMENT	TOTAL
Workforce Expansion	\$56.2	\$125.8	\$3,944.0	\$4,126.0
Workplace Connections	\$6,719.4	\$806.0	\$116.2	\$7,641.6
Training and Skills Development	\$8,145.7		\$42,643.2	\$50,788.9
Student Employment Experience Development		\$5,494.6		\$5,494.6
Employment Services	\$19,078.3	\$4,853.3	\$35,107.7	\$59,039.3
Workplace Essential Skills	\$1,520.0			\$1,520.0
CALNET Academic	\$1,684.8			\$1,684.8
<b>Subtotal Programs</b>	<b>\$37,204.4</b>	<b>\$11,279.7</b>	<b>\$81,811.1</b>	<b>\$130,295.2</b>
Administration	\$838.2	\$5,380.4	\$13,623.4	\$19,842.0
<b>Total Employment Programs Expenditures</b>	<b>\$38,042.6</b>	<b>\$16,660.1</b>	<b>\$95,434.5</b>	<b>\$150,137.2</b>
2021-2022 Budget	\$39,359.9	\$17,319.4	\$117,037.9	\$173,717.2
<b>Variance over/(under)</b>	<b>(\$1,317.3)</b>	<b>(\$659.3)</b>	<b>(\$21,603.4)</b>	<b>(\$23,580.0)</b>

## SUMMARY OF EXPENDITURES - OPERATING ASSISTANCE TO PUBLIC UNIVERSITIES AND THE MARITIME COLLEGE OF FOREST TECHNOLOGY (MCFT)

Fiscal year ending March 31, 2022 (\$000)

OPERATING ASSISTANCE	MOUNT ALLISON UNIVERSITY	ST. THOMAS UNIVERSITY	UNIVERSITÉ DE MONCTON	UNIVERSITY OF NEW BRUNSWICK	MARITIME COLLEGE OF FOREST TECHNOLOGY	TOTAL
Unrestricted Operating Grants	\$21,742.3	\$12,864.6	\$67,960.5	\$119,943.7	\$2,196.9	\$224,707.9
Restricted Operating Grants	\$1,034.9	\$500.7	\$2,810.0	\$5,479.6	\$102.3	\$9,927.6
<b>Total Operating Assistance</b>	<b>\$22,777.2</b>	<b>\$13,365.3</b>	<b>\$70,770.5</b>	<b>\$125,423.3</b>	<b>\$2,299.2</b>	<b>\$234,635.5</b>

# Summary of staffing activity

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 department(s). Please find below a summary of the staffing activity for 2021-2022 for the department.

NUMBER OF PERMANENT AND TEMPORARY EMPLOYEES AS OF DEC. 31 OF EACH YEAR		
EMPLOYEE TYPE	2021	2020
Permanent	625	679
Temporary	119	111
<b>TOTAL</b>	<b>744</b>	<b>790</b>

The department advertised 76 competitions, including 40 open (public) competitions and 36 closed (internal) competitions.

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

APPOINTMENT TYPE	APPOINTMENT DESCRIPTION	SECTION OF THE CIVIL SERVICE ACT	NUMBER
Specialized Professional, Scientific or Technical	An appointment may be made without competition when a position requires: <ul style="list-style-type: none"> <li>a high degree of expertise and training</li> <li>a high degree of technical skill</li> <li>recognized experts in their field</li> </ul>	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)	5
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)	0
Lateral transfer	The GNB transfer process facilitates the transfer of employees from within Part 1, 2 (school districts) and 3 (hospital authorities) of the Public Service.	16(1) or 16(1)(c)	7
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 activity

BILL #	NAME OF LEGISLATION	DATE OF ROYAL ASSENT	SUMMARY OF CHANGES
	The department did not introduce any legislative amendments in 2021-2022		

NAME OF REGULATION	EFFECTIVE DATE	SUMMARY OF CHANGES
2021-63 NB Regulation 84-66 under the Workers' Compensation Act	September 1, 2021	Section 15 was amended to increase the annual interest rate on unpaid assessments to three per cent or the current Bank of Canada rate, whichever is greater.

The acts for which the department was responsible in 2021-2022 may be found at:

<http://laws.gnb.ca/en/deplinks?subjectnumber=13>

# Summary of Official Languages activities

## INTRODUCTION

In 2021-2022, 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 2021-2022 was 89 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. Twelve employees received second-language training in 2021-2022.

### 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.
- Yearly communication is sent out to all employees as a reminder of their obligations and service requirements in relations to the *Official Languages Act*. This includes links to the Toolkit, Policies as well as the GNB Knowledge Centre online courses on Official Languages.

### FOCUS 4

Activities that took place to meet the objective 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

**Section 1** – Includes the current reporting year and the previous year.  
 The Department of Post-Secondary Education, Training and Labour did not receive any recommendations from the Office of the Auditor General in the 2020-2021 and 2021-2022 fiscal years.

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

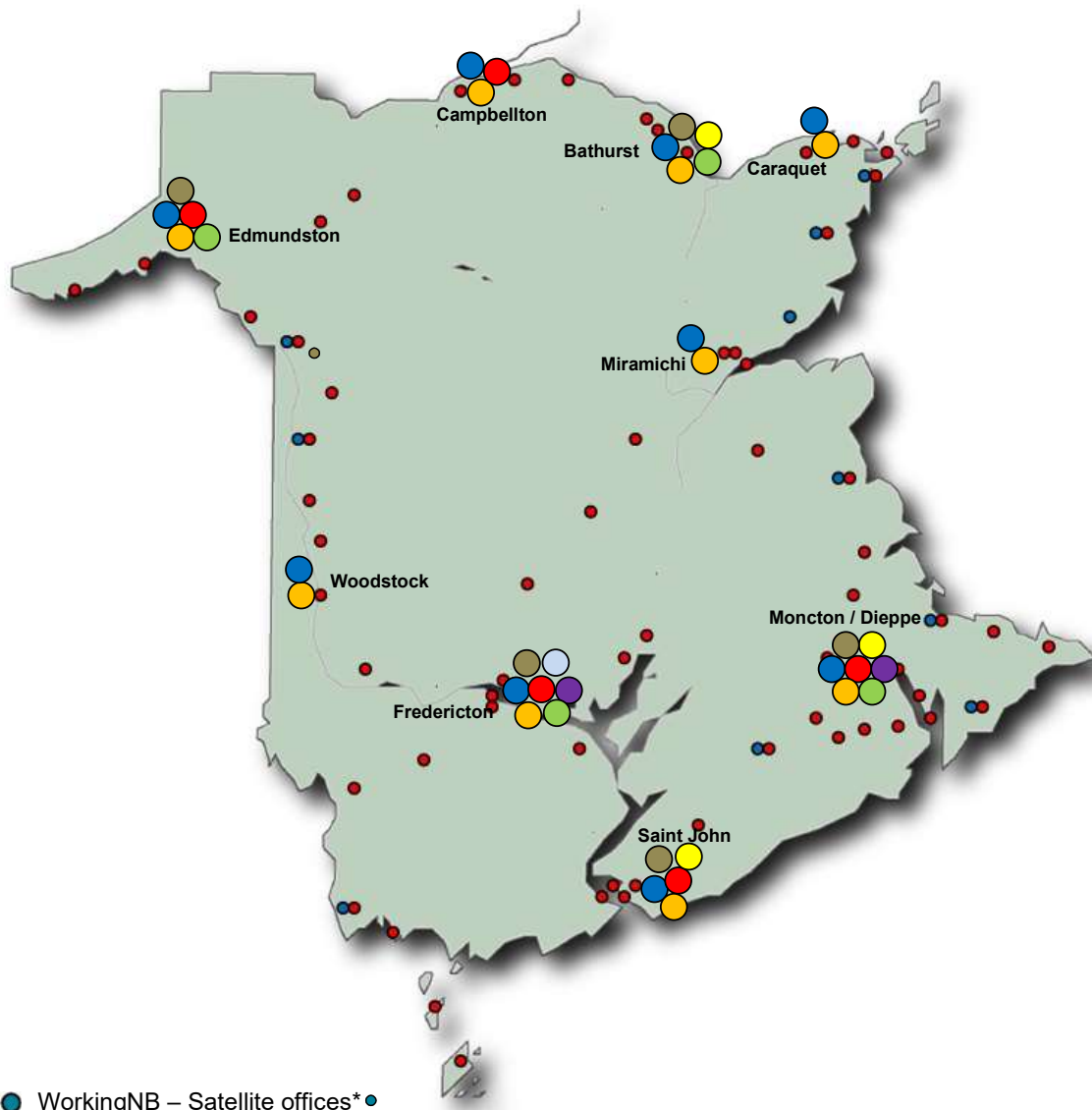
NAME AND YEAR OF AUDIT AREA WITH LINK TO ONLINE DOCUMENT	RECOMMENDATIONS	
	TOTAL	IMPLEMENTED
2019 Chapter 2 – Department of Post-Secondary Education, Training and Labour – Provincial Funding to Universities and Maritime College of Forest Technology (MCFT) <a href="https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf">https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2019V2/Chap2e.pdf</a>	10	8
2018 Chapter 2: WorkSafeNB – Phase 1 – Governance <a href="https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf">https://www.agnb-vgnb.ca/content/dam/agnb-vgnb/pdf/Reports-Rapports/2018V1/Chap2e.pdf</a>	7	7



# 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 of Post-Secondary Education, Training and Labour did not receive any disclosure(s) of wrongdoing in the 2021-2022 fiscal year.

# Appendix A



- 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.

\*\* Employment Standards has a satellite office in Grand Falls.

\*\*\* In addition to five library regions, New Brunswick has 63 public libraries as follows: 11 in Chaleur Region, 14 in York Region, 12 in Haut-Saint-Jean Region, 16 in Albert-Westmorland-Kent Region and 10 in Fundy Region.