

IMMIGRANT TRAINING AND EMPLOYMENT PROGRAMS AND SERVICES

All of the programs and services listed in this section are for immigrants new to Calgary. For some of these programs learners may be eligible to receive Alberta Works funding. Check with the training provider for details.

Note: English as a Second Language (ESL) programs are located in a separate section.
For additional programs specifically for Immigrant Youth, see “Youth Programs”.

Alberta Business Education Services (ABES) (AFA)

2910 – 3 Ave. NE, Calgary, AB T2A 6T7

www.abes.ca

This training provider has signed an Accountability Framework Agreement (AFA) with Alberta Human Services (HS) and is responsible for ensuring that all Skills Investment funded learners they accept into their programs have been assessed and need training in order to obtain employment. Training providers may only recommend applications for funding for learners entering programs contained in the training provider's approved Skills Investment Plan as part of the AFA.

Some learners may qualify for Alberta Works funding.

Essential English for Health Care

This three-level full-time program prepares learners for skills training in Health-care occupations. Each level is 14 weeks levels and learners can join at any level based on their CLBA scores. The program is based on Canadian national standards for language and job-task complexity. Learners are prepared with language, cultural awareness, basic medical terminology and communication skills for Canadian health care settings. Course content will include Team Work, Group Dynamics, Medical Practice and Terminology, Workplace Safety, Information Management, Procedures and Processes, Telephone Skills, Records Management, Workplace Diversity, as well as Listening, Reading and Writing Skills based on the Canadian Essential Skills tasks and complexities, and accent reduction.

Pre-requisites:

- EEHC2 CLB 5 in all skills (14-week term per level)
 - EEHC3 CLB 6 in all skills or EEHC2 (14-week term per level)
 - EEHC4 CLB 7 in all skills or EEHC3 (14-week term per level)
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Bow Valley College - Directions for Immigrants in Trades and Professional Careers and Health Career Centre – see Career and Employment Services (including Job Placement Programs)

Calgary Catholic Immigration Society (CCIS) – see Occupational Skills Training or Immigrant Bridging

- For Electrician, Engineering and Technology Upgrading – **see Occupational Skills Training**
 - For Millwright Pre-Apprenticeship and Refrigeration & Air Conditioning Pre-Employment – **see Immigrant Bridging**
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Calgary Catholic Immigration Society (CCIS)

CCIS Business Centre, Room 200, 1509 Centre St. South, Calgary, AB T2G 2E6

Ph: 403-264-4850

Fax: 403-264-4858

www.ccis-calgary.ab.ca

Some learners may qualify for Alberta Works funding.

Oil and Gas Training Programs

Contact: Bob Khan
Program Coordinator

Ph: 403-514-8325

Email: dril@ccis-calgary.ab.ca

<http://ogtp.ccis-calgary.ab.ca>

This is a fifteen-week training program for immigrant Clients in preparation for full-time employment as Floorhands in the Drilling Industry. Clients receive Soft Skills Training, including Language Upgrading, Introduction to the Petroleum Industry, Life & Work Management Skills and field trips to local drilling sites. This training is followed by Occupational / Safety Training at the ENFORM Training Centre in Calgary, including safety training in H₂S Alive, Standard First Aid, Transportation of Dangerous Goods (TDG), Petroleum Safety Training (PST), Workplace Hazardous Materials Information System (WHMIS), Light Duty Vehicles (LDV) and Air Brake Endorsement. The Work Experience component consists of hands-on technical training at the ENFORM Nisku Training site. A Job Support component is provided at the last stage of the program.

Eligibility

Clients must meet the following criteria:

- Unemployed Immigrant, legally entitled to work in Canada, less than 10 years in Canada
- Able to communicate at a Canadian Language Benchmark (CLB) Level 5 or superior.
- Possess a valid driver's license.
- Willing to undergo alcohol, physical fitness and drug testing with potential employers.
- Willing to work shifts, travel to remote locations, and work in camps.
- Physically fit and able to perform in the occupation.

Calgary Catholic Immigration Society (CCIS) – Temporary Foreign Worker Support Services

#200, 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

Ph: 403-264-4850

Fax: 403-264-4858

www.ccis-calgary.ab.ca/

Temporary Foreign Worker Integration

Contact: Jessica Juen,
Program Coordinator

Ph: 403-290-5113

Email: tfw@ccis-calgary.ab.ca

This program is designed to address the current gap between Alberta's employers and Temporary Foreign Workers (TFW). Working with TFWs who are in recognized career opportunities, a variety of established programs and resources will be incorporated to facilitate the integration of the workers into their job and into society as a whole.

Furthermore, the program will work with the employers to establish best practices and strategies to retain employees and create working environments that are culturally competent. Educating employers on understanding the process around the Alberta Immigrant Nominee Program will be paramount in Alberta's sustainable recruitment strategy. By understanding the barriers that TFWs face, CCIS will serve as a bridge in creating solutions that will benefit the employment partnership and create a long-term workforce strategy.

Calgary Immigrant Educational Society (CIES)

1723 – 40 St. SE, Calgary, AB T2A 7Y3

www.immigrant-education.ca

Employment Department

Contact Name: Nouredine Bouissoukrane, Program Manager
Ph: 403-235-3666
Email: employment@immigrant-education.ca
Intakes Ongoing

Clerical Training:

- Includes computer terminology, keyboarding, MS Office, the Internet, business communications, office practices and procedures, job search skills, resumé writing and interview skills, up to 51 hours, as well as a 20-hour voluntary job placement

Accounting Courses:

- Basic Accounting: the basics in manual accounting, up to 20 hours
- Simply Accounting: the General Ledger, Accounts Payable, Accounts Receivable, Payroll and Inventory Modules, Simply Accounting Software, up to 24 hours
- Advanced Simply Accounting: Advanced features and functions of General Ledger, Accounts Payable / Receivable, Payroll & Inventory Modules, up to 24 hours
- QuickBooks: Accounts Payable, Accounts Receivable, Payroll, The General Ledger, Inventory Modules, QuickBooks Software, up to 24 hours

Employment Services:

- Includes career planning, credential evaluation referral, further education recommendation, resumé preparation, Internet job search, job interview skills

Employment Skills Training (EST)

Contact Name: Nouredine Bouissoukrane, Program Manager
Ph: 403-235-3666
Email: employment@immigrant-education.ca
Training Duration: 3 months
Mon to Fri (Full-time)
8:45 am - 2:30 pm
Ongoing Intakes

This full-time, free of charge program assists unemployed newcomers who would like to get a job in Canada with the essential employment training such as Computer Skills, Business Communication and Job Searching Skills.

Eligibility:

- Permanent residents and refugees with less than 5 years residency in Canada
- Canadian Language Benchmark of 5 or higher
- Commitment to complete the 3 months program

Course Content:

- Computer Training Skills (up to 160 hours): MS Office 2007 – Word, Excel, Access, Outlook and PowerPoint, Computer hardware and software, Internet and Website design, Online job searching techniques
 - Business Communication (up to 80 hours): Business terminologies, building confidence, Conversational skills and presentations, Business meetings and writing
 - Job Search Skills (up to 80 hours): Resumé and cover letter writing, Job interview skills, Career plan, Job searching skills
 - Seminars: Guest speakers from corporate sector
 - Optional volunteer job practicum
- Funded by Citizenship and Immigration Canada.

Calgary Immigrant Women's Association (CIWA) – Cross Cultural Parenting Program - see Counselling and Support Services

Calgary Immigrant Women's Association (CIWA)

#200, 138 - 4 Ave. SE, Calgary, AB T2G 4Z6

Ph: 403-263-4414

Fax: 403-264-2914

Email: employmentservices@ciwa-online.com

www.ciwa-online.com

Some learners may qualify for Alberta Works funding.

Childcare Training for Low Literacy Immigrant Women

Contact: Farzana Mubashir

Ph: 403-263-4414 ext 128

Email: farzanam@ciwa-online.com

This full-time 44-week vocational training program is aimed at low literacy immigrant women and provides them with the skills and certification required to secure employment as daycare assistants in Alberta. Participants receive English language and employment skills training as well as complete the Child Development Assistant course and a two-month mentored work experience in a daycare.

Eligibility:

- Less than seven years of education from native country
- Benchmarks 2-4 in listening and speaking; 1-3 in reading and writing
- Permanent resident, refugee or Canadian Citizen with barrier

Employment Services for Low Literacy Immigrant and Refugee Women

Contact: Jenny Krabbe

Ph: 403-263-4414 ext 170

Email: jennyk@ciwa-online.com

Job search support is provided for women who have low English language skills, limited education and little to no Canadian work experience. The service is augmented with workshops designed to increase Client's employability, essential and workplace skills. These workshops include:

- English for cleaners and hotel housekeepers
- English for kitchen aides
- English for job interviews
- Introduction to Computers

Eligibility:

- Immigrant and refugee women with limited and/or interrupted education in their home country and lacking literacy skills
- Motivated to find employment and increase employability skills

Employment Skills Program

Contact:

- Silvia Vidal

Ph: 403-263-4414 ext 118

Email: silviav@ciwa-online.com

- Fiona Hayes

Ph: 403-263-4414 ext 160

Email: fionah@ciwa-online.com

- Jyoti Agnihotri

Ph: 403-263-4414 ext 155

Email: jyotia@ciwa-online.com

Immigrant and refugee women are provided with individual employment counselling and group based workshops to assist them in their job search. Services focus on identification and exploration of employment opportunities, setting realistic career goals and working towards achievement of goals.

Individual services include:

- Career Planning
- Resume Critique / Resume Clinic including cover letter writing
- Mock Interviews
- Job Search Support

Group Based Workshops Include:

- Labour Market Information
- Interview Skills
- Communicating with Confidence
- Internet Job Search
- Workplace Rights & Responsibilities
- Pre-Employment and Employment Enhancement Workshops

Programs include:

- Networking Breakfast Meeting is an opportunity for immigrant women to meet with potential employers and corporate representatives to learn about networking and obtain job search advice and industry information. Participants must register for an orientation workshop prior to the event which covers how to make a good first impression, networking in Canada, as well as resumé and interview skills.
- Receptionist Training focuses on providing immigrant women with the necessary skills to search for, acquire and keep positions as receptionists or administrative assistants in corporate Calgary. This program was developed with the specific purpose of providing learners with the opportunity to gain expertise in a variety of technical and non-technical skill sets.
- Computer Training for Beginners, Intermediate and Advanced Users provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- Making Changes Program helps women become more self-sufficient in order to access opportunities, services and resources in the community and to participate in the labour market.
- Simply Accounting and Quickbooks Training provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.

Employment Skills Program – Pre-Employment and Employment Enhancement Workshops

Contact:

- Silvia Vidal
Ph: 403-263-4414 ext 118
Email: silviav@ciwa-online.com
- Fiona Hayes
Ph: 403-263-4414 ext 160
Email: fionah@ciwa-online.com
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- Resumé Clinic offers one-on-one sessions for women who would like to enhance their current resumé or obtain assistance with creating a new one. Cover letter writing is also available.
- Job Interview Skills provide the opportunity for women to practice interview skills through safe and fun role-playing.
- Communicate with Confidence provides immigrant women with the opportunity to increase their self-confidence, improve their assertiveness, learn strategies to help them showcase their unique qualities, practice skill presentations and interview scenarios and practice conversational English which will strengthen their employment skills.
- Computer Training for Beginners, Intermediate and Advanced Users provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- Making Changes Program helps women become more self-sufficient in order to access opportunities, services and resources in the community and to participate in the labour market.
- Simply Accounting and Quickbooks Training provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.

Participants must register for the session prior to the commencement of these courses.

Links to Success – Skills Enhancement and Internships for Young Immigrant Mothers

Contact: Zohra Rouidi
Ph: 403-263-4414 ext 143
Email: zohrar@ciwa-online.com

This full-time 24-week bridge-to-work program is for young immigrant mothers who have barriers to employment. It consists of 14 weeks of exposure to career planning, job search skills, Canadian workplace culture and life skills. These are followed by a 10-week entry-level work placement within the participants' field of interest. Participants receive minimum wage for the full duration of the project, as well as payment for childcare and public transit.

Eligibility:

- Immigrant mothers between 15 to 30 years
- Have Permanent Resident (PR) status
- Have not received EI in the last three years
- English benchmark of 5 or higher
- Unemployed or underemployed
- Have barriers but are motivated to find employment

Centre for Newcomers - Career Development and Job Search Services - see Career and Employment Services (including Job Placement Programs)

Centre for Newcomers

#1010, 999 – 36 St. NE, Calgary, AB T2A 7X6
www.centrefornewcomers.ca

Some learners may qualify for Alberta Works funding.

Moving Forward: Training for Employability

Contact: Dan Fast
Ph: 403-569-3346
Fax: 403-248-5041
Email: d.fast@centrefornewcomers.ca

Intake Date: Jul 23/12

This 32-week program is for immigrants who have limited formal education in their first language, low levels of Essential Skills and English literacy. They must have an English language proficiency of at least CLB 5. Clients will develop a career and learning plan, develop their English language and numeracy skills, and will enhance their Essential Skills in all the nine skills as identified by HRSDC: reading text, use of documents, writing, working with numbers, oral communication, thinking skills, working with others, computer use and continuous learning. **This is not an ESL program.**

The occupational training portion will focus on the development and use of essential skills specific to entry level jobs into baking and meat cutting. Clients will receive a six-week work experience placement in a supermarket bakery, meat department or similar workplace setting. At the program's conclusion Clients will be equipped to succeed in an entry-level position in a career path leading towards certification as a Baker or Meat-Cutter.

Eligibility includes Immigrants who:

- Are a Canadian Citizen, Permanent Resident or Refugee in Canada for less than 10 years
- Are unemployed
- Lack literacy and Essential Skills
- Have a Canadian Language Benchmark (CLB) of at least 5
- Are committed to the 32-week program and to employment in baking or meat-cutting.

Skills for Health Care

Contact: Anand Manickaraj,
Program
Coordinator
Ph: 403-569-3341
Fax: 403-248-5041
Email:
a.manickaraj@centrefornewcomers.ca
Intake Date: Call for information

Some learners may qualify for Alberta Works funding.

This full-time 32-week program will assist immigrants to be trained and receive a Health Care Aide certificate and then to find employment in the health field. They will develop skills to assist in being successful in the Canadian workplace such as communication and problem solving skills. Participants will receive 16 weeks of Academic Upgrading, Life Management Skills, Canadian Workability Skills and Job Search Strategies, 11 weeks of Health Care Aide training at Bow Valley College and 5 weeks of practicum experience in the health field.

Eligibility for the program includes Immigrants who:

- Are a Canadian Citizen, Permanent Resident, or Refugee, in Canada for less than 10 years
- Are unemployed or underemployed
- Completed schooling equal to minimum Grade 10 High School
- Have a Canadian Language Benchmark (CLB) of at least 5
- Are committed to the 32-week program and to employment in health care

Columbia College

802 Manning Rd NE, Calgary, AB T2E 7N8
www.columbia.ab.ca

**Bridging Program –
University Preparation**

Ph: 403-235-9300
Email:
columbia@columbia.ab.ca

Bridging courses are offered to help students meet requirements to enter professional programs. These courses are offered at no charge to students if they require upgrading. Students must first be accepted into their program of choice before these courses are offered. Courses available are English, Mathematics, Biology and Medical Terminology.

Immigrant Access Fund (IAF)

www.iafcanada.org

Contact: Dianne Fehr,
Executive Director
Ph: 403-228-9981 ext 222
Email:
dianne@iafcanada.org

Micro loans are available to internationally-trained immigrants, from all professions and trades, to help them gain the accreditation or training they need in order to work in their field in Alberta. Up to \$10,000 may be borrowed for tuition fees, course materials, exam fees, qualification assessments, professional association fees, living expenses and other related costs. IAF's vision is that skilled immigrants are equitably integrated into the workforce and contributing their expertise to Canada's economic and social success. IAF loans are available to immigrants living anywhere in Alberta.

Immigrant Services Calgary

#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8

Ph: 403-262-1120

Fax: 403-266-2486

www.immigrantservicescalgary.ca

Some learners may qualify for Alberta Works funding.

Canadian English Language Benchmark Assessment for Nurses (CELBAN)

Contact: Aruna Devulapally

Ph: 403-262-2656 ext 336

www.CELBAN.org

This program assesses the English language proficiency of internationally educated nurses whose first language is not English and who need to meet the English language requirements of nursing bodies in Canada. It assesses English language proficiency in the four skills of speaking, listening, reading and writing. Scores are reported as CELBAN.

English Assessment for Temporary Foreign Workers

Contact: Biljana Tratnik

Ph: 403-538-8368 ext 368

Upon employers' request, this fee-for-service assessment for potential candidates of the Alberta Immigrant Nominee Program (ANIP) conducts assessments outside ILVARC's regular hours of operation.

Enhanced Language Training Placement Assessment (ELTPA 6-10)

Contact: Carmen Yu

Ph: 403-528-8345 ext 345

Email:

CarmenY@immigrantservicescalgary.ca

This program assesses the English proficiency of newcomers destined for CIC and HS-funded Enhanced Language Training programs.

Integrated Women's Mentorship Program

Contact: Janis Clark

Ph: 403-705-3432

Fax: 403-265-1604

Email:

janisc@immigrantservicescalgary.ca

This program serves immigrant and refugee women who are able to effectively communicate in English but are experiencing difficulties in achieving professional employment in Canada. The program offers various workshops and corporate connection opportunities to enhance participants' employability and life skills. Participants also have access to mentoring support from an established professional in their field.

The Multicultural Achievement Program for Learning Employers (MAPLE)

Contact: Ana Perdomo

Ph: 403-265-1120 ext 400

Email:

anap@immigrantservicescalgary.ca

This is a nationwide project (Calgary, Ottawa and Vancouver) that brings together employers and recent immigrants to create employment opportunities for immigrants in Calgary. Included are workshops for employers on improving cross-cultural communications in the workplace, 12-week internships for new Canadians and 'Mentor-to-Mentor' exchanges where employers and newcomers mentor each other on issues of cultural understanding.

Immigrant Services Calgary – see Career and Employment Services (including Job Placement Programs)

Jewish Family Service Calgary – see Career and Employment Services (including Job Placement Programs)

Making Changes Association

6516 – 1A St SW, Calgary, AB T2H 0G6

www.makingchangesassociation.ca

Employment and Life Skills Program

Contact: Elaine Lupul

Ph: 403-262-5776

Email:

employmentlifeskills@makingchangesassociation.ca

This excellent orientation program assists immigrant women to establish more meaningful lives in their new society by introducing career management skills including research skills, networking, job search strategies and assertiveness training. Participants are helped to increase their confidence, recognize their skills and to develop a plan for their future.

The program is offered one day a week for six weeks and focuses on goal setting and skill identification, career and community information sources, assertive communication skills, interview skills, job search and Canadian workplace culture. Free childcare is provided for children six months to six years.

Momentum – see Occupational Skills Training

Mount Royal University (MRU) – Communication Skills for Health Professionals

Office of International Education, Room EB 3021, East B Building

4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

www.mtroyal.ca

Some learners may qualify for Alberta Works funding.

Communication Skills Health Professionals

Ph: 403-440-5100

Fax: 403-440-5155

Email: iehp@mtroyal.ca

12 weeks (270 hours)

Mon-Fri 1:00 pm – 5:30 pm

Spring, Fall & Winter

Pre- and post-assessment is through the Institutional CELBAN.

Eligible Clients are internationally-educated health professionals who are trained in the fields of Medicine, Midwifery or Nursing. Clients may be:

- International Students
- Canadian Citizens or Permanent Residents
- Wanting to improve their professional communication and language skills to:
 - Access bridging programs specific to a professional discipline,
 - Seek or improve employment options, and/or
 - Take competency exams in their field.

Applicants can prove their language proficiency through CLBA (minimum scores Speaking and Listening 7 and Reading and Writing 6), IELTS or TOEFLiBT. Tuition fees are charged. Some learners who are permanent residents may qualify for Citizenship and Immigration Canada funding.