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 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 Ministry of Labour Employment and Training Services Directory

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market.


The Ministry of Labour Employment and Training Services Directory is organized alphabetically by community. To confirm availability and register for programs and services, please contact the agencies listed.

Information on other career and employment training supports can be accessed through a Career Advisor at the Alberta Career Information Hotline:

• Phone: 1-800-661-3753 (toll-free in Canada) or 780-422-4266 (in Edmonton)
• Online: Submit an e-Question

Please note, the Ministry of Labour directory is updated monthly; however, information is subject to change without notice and may not be all-inclusive. If you have questions about the information, please contact the service provider or the Alberta Career Information Hotline.

Bow Valley College – Corporate Readiness Training Program (CRTP) – see Career and Employment Services (including Job Placement Programs)

Bow Valley College – Directions for Immigrants in Trades and Professional Careers and Health Career Centre – see Career and Employment Services (including Job Placement Programs)

Bredin – Centre for Learning
Ste. 500, 744 – 4th Ave. SW, Calgary, AB T2P 3T4
www.bredin.ca

LINC 6+ Essential Skills Program
Contact: Rashmi Bastola
Ph: 403-261-5775
Email: rashmi.bastola@bredin.ca
Mon-Fri 9:00 am – 3:00 pm
Semester Dates: Ongoing

This 12-week program is designed to respond to the increasing number of newcomers to Canada with high levels of education and performing at Canadian Language Benchmark (CLB) of 7,7,6,6 or higher. It bridges the essential skill gaps and language barriers to help newcomers enter further training programs, post-secondary institutions, landing a job in their chosen field and moving up in with their respective career path. This program will help to:

• Improve English and work skills to be successful in education and the Canadian workplace
• Identify, plan and improve careers, whether it means exploring education or finding a career path that works

Focus is to:
• Enhance reading, writing, speaking, and listening.
• Enhance essential skills to make them suitable to enter the Canadian work
Develop a professional resume, cover letter and interview skills to find employment.

Increase understanding of the Canadian workplace, suitable training programs, and job search techniques.

Training:

Intake assessment and acceptance into the program. All students must be referred by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC).

LINC 6+ language training, essential skills (includes TOWES testing) and employment preparation.

Eligible Clients must be:

Permanent residents and Protected Persons (IRPA Section 95) with minimum CLB levels of 7,7,6,6.

Ready, willing and able to complete the program.

### Calgary Catholic Immigration Society (CCIS)

5 Flr., 1111 – 11 Ave. SW, Calgary, AB T2R 0G5

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

Some learners may qualify for funding.

**Enhancing Refugee Employment Program**

Contact: Eden Weredu, Employment Counselor

Ph: 403-262-2012

Fax: 403-262-2033

Email: employmentew@ccis-calgary.ab.ca

This program helps refugees to get the necessary employability skills, essential skills and support to secure and retain gainful employment through one-on-one counselling and workshop classes. It provides assistance in searching for a job in Canada, securing employment and succeeding in the Canadian workplace.

**Oil & Gas and Power Engineering Training Programs**

Contact: Bob Khan, Director of Operations

Ph: 403-262-2006

Fax: 403-262-2033

Email: bkhan@ccisab.ca

The programs described below were developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed.

Clients are provided with the necessary Personal Protective Equipment (PPE) as required. A Job Support component is provided at the last stage of each program.

**4th Class Power Engineering Training Program:** This 37-week training program was developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed, in preparation for full-time employment as Power Engineers in Alberta. Clients receive Soft Skills Training, including Language Upgrading, Life & Work Management Skills and field trips to local power engineering sites. Clients will complete the SAIT Power Engineering Theory (Parts A & B) and 200 hours of hands-on training. It is followed by 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), Detection and Control of Flammable Substances, Workplace Hazardous Materials Information System (WHMIS), Fall Protection and Confined Space.

After successfully completing the SAIT training, Clients will write their Alberta Boilers Safety Association (ABSA) 4th Class Power Engineering exam to gain
their 4th Class License to work as Power Engineers. Clients are provided with the necessary Personal Protective Equipment (PPE).

**5th Class Power Engineering / Building Operator Training Program:**
This 18-week program provides Clients with the necessary certification, training and work experience to achieve a 5th Class Power Engineer’s Certificate of Competency by Alberta Boilers Safety Association (ABSA) to work as a Building Operator. The program includes components in employability skills, technical English and communication training. It also meets industry and ABSA requirements: Theory, 100 Power Lab Hours via SAIT and Building Operator work experience. Certification is provided in Standard First Aid/CPR, Workplace Hazardous Materials Information System (WHMIS), H2S Alive, Fall Protection, Confined Space Training, Occupational Health & Safety (OHS) Basics, Petroleum Safety Training (PST) and Detection and Control of Flammable Substances.

After successfully completing the SAIT training, Clients will write their Alberta Boilers Safety Association (ABSA) 5th Class Power Engineering exam to gain their 5th Class License to work as certified 5th Class Power Engineers Building Operators. Clients are provided with the necessary Personal Protective Equipment (PPE).

**Drilling Rig Hand Program:** This 15-week program prepares Clients for full-time employment as Floorhands in the drilling industry. They 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.

**Seismic Training Program:** This eight-week program provides training to Clients who have suitable English communication skills in occupation-related communication, job-finding skills and work management skills. In conjunction with ENFORM, the program incorporates a work exposure component, safety training and certification including Standard First Aid/CPR, Introduction to the Seismic Industry, Petroleum Safety Training (PST), Workplace Hazardous Materials Information System (WHMIS), Light Duty Vehicle Driver Improvement (LDV), Wildlife Awareness, H2S Alive, Transportation of Dangerous Goods (TDG), and a Safety Awareness course by the Manufacturers’ Health and Safety Association (MHSA).

**Service Rig Training Program:** This eight-week program prepares Clients who have suitable English communication skills for full-time employment as Floorhands in the oil well servicing industry by providing them with the essential skills, workplace training, occupational health, safety and environmental (HSE) training and certification required by industry, including a one-week work experience in a service rig in conjunction with ENFORM Safety & Training campus in Nisku. A Class 3 Driver’s license with Air Brake Endorsement course is also provided.

*Temporary Foreign Worker Integration*
Contact: Jessica Juen, Program Coordinator

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
Calgary Immigrant Educational Society (CIES)
1723 – 40 St. SE, Calgary, AB T2A 7Y3
www.immigrant-education.ca

Computer Skills for Employment
Contact: Racine Diallo, Computer Programs Manager
Ph: 403-235-3666
Email: computerprograms@immigrant-education.ca
Continuous Intakes

This 41-hour program is offered to Clients that have the essential computer skills to further improve their knowledge on Microsoft Office and the Internet. This program covers Keyboarding, MS Word and Excel (spreadsheet), PowerPoint, Outlook email, and is designed to assist students, immigrants, seniors and all other Canadians to enhance their skills or reenter the work force. Basic Computer Skills is a pre-requisite.
Canadian Level Benchmark of 4 or higher

Clerical Training
Contact: Racine Diallo
Computer Programs Manager
Ph: 403-235-3666
Email: computerprograms@immigrant-education.ca
Courses: Evenings & Saturdays
Continuous Intakes

Includes computer terminology, keyboarding, MS Office (Word, Excel, PowerPoint, MS Access and Outlook email), the Internet, business communications, office practices and procedures, job search skills, resume writing and interview skills, up to 51 hours, as well as an 80-hour voluntary job placement. Classes In Evening or Saturday
Basic Computer Skills is a pre-requisite
Open to citizens, Permanent Residents, Refugees and open work permit.
Canadian Level Benchmark of 4 or higher

Advanced Computer
Contact: Racine Diallo
Computer Programs Manager
Ph: 403-235-3666
Email: computerprograms@immigrant-education.ca
Course: Saturdays only
Continuous Intakes

The Advanced Computers training program helps students improve their computer skills in advanced Microsoft Excel, Word, and PowerPoint. Students will develop advanced computing skills with features of Microsoft Office that are not commonly known in order to increase their productivity with the software
Our Clerical Training or Good knowledge of MS Office is a pre-requisite
Open to citizens, Permanent Residents, Refugees and open work permit.
Canadian Level Benchmark of 4 or higher

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 funding.

**Employment Skills**

**Preparation for the Retail Industry for Low Literacy Immigrant Women**

Contact: Marie Solange Bebandoue
Ph: 403-263-4414 ext 229
Email: marieb@ciwa-online.com

This program equips immigrant and refugee women with tools and strategies to enhance their employability in the retail sector, including:

- Training in retail vocabulary, customer service and numeracy
- Certification in basic food safety and WHMIS
- Training in computers and other relevant technologies
- Canadian workplace preparation

Eligibility: The program is available to immigrant women who are permanent residents, have no more than 12 years of education, have Canadian Language Benchmark (CLB) 4 and require support in obtaining meaningful employment.

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:

- One-on-one Employment Counselling
- Resume Critique
- Needs Assessment and Goal Setting
- Mock Interviews
- Job Search Support

Group-Based Workshops Include:

- Career Planning, Job Search & Labour Market Information
- Interview Skills
- Networking Breakfast Orientation Session
- Workplace Rights & Responsibilities
- Pre-Employment and Employment Enhancement Workshops
- Writing a Winning Resume
- Canadian Workplace Culture
- LinkedIn Workshops
- Networking 101
Other Program components includes:

- **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.
- **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 résumé and interview skills.
- **Part time 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.
- **Accounting Software training (Simply Accounting and Quickbooks)** provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.

**Workshops include:**

- **Canadian Workplace Culture Workshop** provides information about cultural aspect of Canadian workplace and hot to adapt to new work environment.
- **Career Planning and Job Search Strategies Workshop** provides information about self-assessment and exploring different career options, setting goals and using effective job search strategies.
- **LinkedIn** provides information about emerging professional networking site, creating profiles, joining groups and exploring job opportunities.
- **Resume Writing** provides information about essential components of a resume, targeting resume and learning about latest trends in resume writing.

**Training includes:**

- **Computer Training** provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- **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.
- **Receptionist Training (part-time)** 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.
- **Interview Sessions** provide the opportunity for women to practice interview skills through safe and fun role-playing.
- **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 résumé and interview skills.
- **Résumé Clinic** offers one-on-one sessions for women who would like to enhance their current résumé or obtain assistance with creating a new one. Cover letter writing is also available.

Participants must register for the session prior to the commencement of these courses.
**Food Industry Training for Immigrant Women**
Contact: Sue Collis  
Ph: 403-263-4414 ext 250  
Email: suec@ciwa-online.com

This three-month program trains immigrant women to enter fast-food positions with employer partners in Calgary. The customized curriculum is geared to Food Counter Attendant, and Kitchen Help positions:

- language training emphasizing occupation-specific vocabulary
- essential skill training in numeracy, measurement and calculation, money math, document use, computer use, ability to work with others, customer service, finding information and problem solving
- food industry skill training in WHMIS, food safety, equipment use, schedules, interview skills, worker rights and responsibilities, employment standards

**Labour Market Bridging for Volunteers – Interpretation & Translation**
Contact: Rasha Roshdy  
Ph: 403-263-4414 ext 197  
Email: rasher@ciwa-online.com

This is a full-time training course for CIWA volunteers (or those interested in becoming a CIWA volunteer) to receive certificated training in the field of Interpretation and Translation. Program graduates will become certified as Community Interpreters. This is a free training opportunity for those interested in pursuing this career path that also includes Canadian work experience and possible paid assignments. This unique training opportunity is open only to immigrant women who are Canadian permanent residents with CLB 7 or higher, plus strong written and oral command of a second language.

**Links to Success – Skills Enhancement and Internships for Young Immigrant Mothers**
Contact: Punam Dalal  
Ph: 403-263-4414 ext 143  
Email: punamd@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

**Low Literacy Modular Program for Immigrant Women**
Contact: Charlotte Lynn  
Ph: 403-263-4414 ext 170  
Email: Charlottel@ciwa-online.com

Employment preparation and job search support is provided for women who have low English language skills, limited education and little to no Canadian work experience. Women enter a modular training program, selecting from training streams in production, cleaning/housekeeping, room attendant and food service. The program offers 18 modules that enhance Client’s employability, essential and workplace skills.

Eligibility: Immigrant and refugee women:
- With less than 12 years of schooling from their home country.
- Motivated to find employment and increase employability skills.
exposure in cooking multicultural ethnic food in a commercial kitchen. Clients are referred to community resources, practice networking and customer service skills and supported in searching for permanent jobs.

Eligibility:
- Immigrant with PR card or refugee to Canada
- Unemployed and looking for a job
- Lack of Canadian work experience
- English CLB level of 3 to 5
- Commitment to a 10-week training and work experience program

Immigrant Access Fund (IAF)
www.iafcanada.org

Contact: Jahnavi Joshi, Administrative & Program Assistant
Ph: 403-228-9981 ext 221
Email: jahnavi@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 Canada. 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 Canada, outside of Quebec.

Immigrant Services Calgary
#1200, 910 - 7 Ave. SW, Calgary, AB T2P 3N8
Ph: 403-265-1120
Fax: 403-266-2486
www.immigrantservicescalgary.ca

Some learners may qualify for funding.

**Canadian English Language Benchmark Assessment for Nurses (CELBAN)**
Contact: Mauricio Ochoa Alba
Ph: 403-262-2656 ext 336
Email: www.CELBAN.org

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

**Enhanced Language Training Placement Assessment (ELTPA 6-10)**
Contact: Carmen Yu
Ph: 403-538-8345
Email: CarmenY@immigrantservicecalgary.ca

ILVARC provides Enhanced Language Training Placement Assessment (ELTPA 6-10) to eligible newcomers who are applying for work-related programs.

**Integrated Mentorship Program**
Contact: Jeremy Dutton
Ph: 403-705-3429
Fax: 403-538-8374
Email: jeremyd@immigrantservicecalgary.ca

This program provides opportunities for professionals and corporate partners to assist and support internationally-educated professionals (IEPs) through mentoring, success coaching, employment workshops, and corporate connection events. Benefits include broadening professional perspectives, enhancing cross-cultural competency and gaining access to a pool of global talents.
**MAPLE 2.0 - Mentorship in Action (MIA)**
Contact: David Marulanda  
Ph: 403-705-4381  
Fax: 403-266-2486  
Email: davidm@immigrantservices.ca  

This program provides 8-12 week internship (job placement) opportunities for internationally-educated professionals, after which employers have the option to hire the intern.

The internships are ideal for companies looking to fulfill a temporary labour shortage or benefit from a specific skillset. Participating employers fulfill a critical need for Canadian workplace experience that will enhance newcomers’ potential to find gainful employment.

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

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**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 ext 2  
Email: employmentlifeskills@makin gchangesassociation.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 seven 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.

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**Momentum** - see Occupational Skills Training

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**Mount Royal University (MRU)**
Language Institute, Room EB 3021, East B Building  
4825 Mount Royal Gate SW, Calgary, AB T3E 6K6  
http://www.mtroyal.ab.ca/

**Communication Skills Health Professionals**
Ph: 403-440-5100  
Fax: 403-440-5155  
Email: cshp@mtroyal.ca or international@mtroyal.ca  
12 weeks (270 hours)  
Mon-Fri 1:00 pm – 5:30 pm  
Spring, Fall & Winter Terms

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:

- Canadian Citizens or Permanent Residents
- International Students
- 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 Academic 6 or TOEFL 80. Learners who are permanent residents may qualify for Citizenship and Immigration Canada funded places. Funding covers tuition, course materials and transportation.