



NEWCOMERS GUIDE TO EMPLOYMENT AND TRAINING IN SOUTHEAST NEW BRUNSWICK

2017-2018

A guide on employment and training services available to newcomers in the Southeast region of New Brunswick.

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The purpose of this guide is to inform newcomers on the programs and services regarding employment and training available in the Southeast region of New Brunswick. The authors are not responsible for the timeliness and reliability of the programs and services listed in this guide.

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List of abbreviations

- **PETL:** Post-Secondary, Education, Training, and Labour
- **AHS:** Atlantic Human Services Inc.
- **MAGMA:** Multicultural Association of the Greater Moncton Area
- **CAFi:** Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick
- **3+:** Greater Moncton Economic Development
- **CBDC:** Community Business Development Corporations
- **SERALB:** Southeast Regional Adult Learning Board
- **APASE:** Apprentissage pour adultes Sud-Est Inc.
- **SD:** Social Development

What you should know

The **Southeast Employment & Training Services for Newcomers (SETSN)** is a committee of regional partners created by PETL to coordinate the access of Newcomers to Employment and Training programs and services available in the Southeast of New Brunswick. It also helps identify gaps related to Employment and Training and develop initiatives in response to these gaps.

Members of the committee:

- Department of Post-Secondary Education, Training and Labour (PETL) -Chair
- The City of Moncton
- The Multicultural Association of the Greater Moncton Area (MAGMA)
- Le Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (CAFi)
- Atlantic Human Services (AHS)
- Social Development (SD)

Post-Secondary Education

Do you know the post-secondary institutions available in the Southeast region?

Here is a list of the universities and colleges in the Southeast region. If the language is not specified, it means the courses are available in English only.

1. Mount Allison University, Sackville.
2. Université de Moncton, Moncton. *French
3. Crandall University, Moncton.
4. University of New Brunswick Faculty of Nursing, Moncton. Please note that this is a one-faculty site only.
5. Oulton College, Moncton.
6. McKenzie College, Moncton.
7. Moncton Flight College, Dieppe.
8. Collège communautaire du Nouveau-Brunswick, campus de Dieppe. *French
9. New Brunswick Community College, Moncton campus.
10. Eastern College, Moncton.

11. Canadian School of Natural Nutrition, Moncton.
12. Baytech Institute of Trades and Technology Corporation, Moncton.
13. H&R Block Canada Inc. – Canadian Income Tax, Level 1, Moncton.
14. Jon Raymond Institute, Moncton. *Bilingual services
15. Chez Bernard Beauty Academy, Moncton. *Bilingual services
16. Medes College, Moncton. *Bilingual services
17. Ally Beauty Academy Inc., Moncton.

Do you know what is considered academic integrity/fraud in Canada?

Yes, this is something every international student should be aware of before starting their academic journey in Canada. In fact, a lot of professors attested that international students are often unaware that academic integrity and fraud rules can differ from one country to another. To learn more on the subject, here are some resources that might interest you:

- An interesting website on the subject is www.plagiarism.org.
- You might want to keep an eye on the campus library workshops schedule. You will often find a seminar on the subject at the beginning of every semester.

Credential Recognition

- A. **Apprenticeship and Trades:** The Apprenticeship and Occupational Certification branch which assesses certificates or licenses that are granted by a regulatory authority if they are in a trade or occupation that is similar in scope to any of the designated occupations in New Brunswick (PETL). For more information, please contact Marcel Richard, Manager, at marcel.richard2@gnb.ca. For a full list of apprenticeship and occupational Certification supports, visit www.gnb.ca/post-secondary.
- B. **Foreign Qualification Recognition:** This pilot project is part of a provincial initiative aimed at creating several Foreign Qualification Recognition (FQR) Multi-Stakeholder Working Groups in New Brunswick from priority regulated professions starting with Finance and Accounting. The purpose is to look at the existing pathways for credential recognition and to work collaboratively to enhance the existing processes leading to clearer, more transparent and timely pathways to licensing for internationally trained newcomers trying to access the provincial workforce. For more information contact Nicole Falardeau, Project Manager, at Nicole.Falardeau@magma-amgm.org

Permits

Are you familiar with the different permits available to immigrants?

Only the permits that are in line with the guide's topic will be listed below, which in this case are the study and work permits.

- **Study permit:** In order to be able to study in Canada, every international student has to apply for a study permit. You can find the application form online at the following link: <http://www.cic.gc.ca/english/study/index.asp>. It is important to note that the processing times may vary from one country to another. The department may ask for additional information once it receives your application, including medical and safety information.

- **Work permit:** Every newcomer or international student who wishes to work in Canada must apply for a work permit. You can find the application forms online at the following link:
<http://www.cic.gc.ca/english/work/index.asp>.

Do you know what the Temporary Foreign Worker Program is?

For individuals who wish to work in Canada, they may apply for a temporary work permit through the Temporary Foreign Worker Program. Generally, these work permits require a valid job offer from a Canadian employer, though there are exceptions. In most cases, it is possible to extend work permits from within Canada, but some work permits have a maximum duration.

Spouses and common-law partners of individuals who hold a Canadian work permit may accompany the work permit holder to Canada. In many cases, spouses are eligible to apply for an open work permit, which allows the holder to work for any employer in Canada.

For more information, please visit <http://www.canadavisa.com/canadian-temporary-work-visa.html>.

Do you know how to verify your study and work permit information?

One mistake that you should not make is to forget to verify your visa and work permit information on a regular basis. Here is how you can do just that:

- To check your study permit, please visit the “Immigration and citizenship” website at the following link <http://www.cic.gc.ca/english/index.asp> and click “Check application status”.
- To check on your work permit, please visit the “Immigration and citizenship” website at the following link <http://www.cic.gc.ca/english/index.asp> and click “Check application status”.

Are you aware of the Post-Graduation Work Permit Program?

The Post-Graduation Work Permit Program (PGWPP) is an open work permit for new graduates. It allows the student to gain valuable Canadian work experience, therefore helping the graduates qualify for permanent residence through the Canadian experience class. The applicant must apply for the work permit **within 90 days of receiving written confirmation** of their educational institution indicating that they have met all the requirements to graduate. The graduate must also have a valid study permit and have continuously studied full time in Canada (at least eight months) to be eligible. Here is the link to the program: <http://www.cic.gc.ca/english/study/work-postgrad.asp>.

Are you a skilled worker? Do you want your permanent residency in Canada?

The **Express Entry** is a new tool for immigrants who wish to become a permanent resident. Lately, the department of immigration Canada has made some changes in the eligibility criteria of the program:

- you can now get additional points for at least one sibling (brother or sister) living in Canada who is a citizen or permanent resident
- you can now get additional points for strong French language skills
- it is now optional to create a Job Match account with Job Bank

This program works on a system of point called Comprehensive Ranking System. Only the ones who scored the highest will be invited to fill out the form to become a permanent resident. The others who have not been selected in the previous round may re-enter the pool in the following year. If you are interested in the program and want to learn more about it, please visit their website at:

<http://www.cic.gc.ca/english/immigrate/skilled/index.asp>.

New Brunswick Provincial Nominee Program (NBPNP) is another program that allows you to receive your permanent residency in Canada through the express entry program.

NBPNP is a provincial immigration program made possible through an agreement with the Government of Canada. As an economic program, the NBPNP selects, and nominates, qualified business people and skilled workers from around the world who will live in New Brunswick and contribute to the local economy.

The Express Entry New Brunswick Labour Market Stream is new to the NBPNP. Potential applicants are asked to complete an expression of interest and submit it to the NBPNP. Details are provided on the NBPNP Express Entry page at the following address: <http://www.welcomenb.ca>.

**Did you know...? Moncton is Canada's most “canucky” city – Martin Prosperity Institute.
It is the community that best represents the Canadian way of life.**



Employment Readiness

Before you are ready to integrate the workforce in Moncton, you must be prepared to face the many challenges you might encounter. The employment readiness section of this guide lists several agencies with their services, programs, training, and events, along with some additional information that will help you get ready for the Canadian labour market.

Are you familiar with the workplace culture in New Brunswick?

If not, here is a list of workshops you can attend to familiarize yourself on the subject.

- You can take part of the **Cross Cultural Training** workshop offered by MAGMA. This workshop is divided into three sections. You will explore the many aspects of culture, the different styles of communication and explains the Canadian workplace. Through interaction, group discussions, and activities, participants experience the possible barriers of diversity – and are equipped with strategies to overcome them. For more information, please contact MAGMA by phone at (506) 858-9659 or by email at info@magma-amgm.org.
- The **Workplace Culture** workshop will help you understand the differences between the workplace from one continent to another. During this workshop, you will see the following: soft skills and techniques, egalitarian workplace culture and hierarchy, and communication tips and how to overcome different types of challenges. For more information, please contact Charles Fournier by email at emploi@cafi-nb.org or by phone at (506) 382-7494 ext. 2.
- The **NB Employment Standard** workshop is delivered by a representative of DPETL. The representative explains the labour laws of New Brunswick and goes through all the rules and regulations surrounding pay, vacation, leaves of absence, treatment, overtime, and so on. The participant receives a document explaining the points discussed in the workshop. If you would like to read on the subject, please visit: <http://www2.gnb.ca>. For more information, please contact MAGMA by phone at (506) 858-9659 or by email at info@magma-amgm.org and/or please contact Charles Fournier by email at emploi@cafi-nb.org or by phone at (506) 382-7494 ext. 2.



Are you ready for work?

- If you think you could use a little bit of help or need some information on the workplace in Moncton, or just in Canada in general, MAGMA has a **Get Work Ready** workshop. In this workshop, you will learn what Canadian employers want, how to find a job, New Brunswick employment standards, and much more! This workshop is open to all newcomers with translation in Arabic available. The workshop can also be delivered in French upon request. For more information, please contact MAGMA by email at pre-employment@magma-amgm.org or by phone at (506) 858-9659 ext 2271 or 2288.
- If you think you could use a little brush up on your employability skills, the **Immigrant Youth Employability Program** is for you. If you are between 18 and 30 years old and want to explore careers and gain Canadian work experience or demonstrate your skills to potential employers, you might want to register to this program. The Immigrant Youth Employability program is designed to help immigrant youth explore their career options, gain local work experience, and understand the Canadian work environment. This program will help you take the first steps toward your career dreams. For more information, please contact your Youth Employability Coordinator at MAGMA: Jessica.downing@magma.amgm.org or NBMC: abby.david@nb-mc.ca.
- In accordance with the Atlantic Immigration Pilot project, the **International Student Retention Pilot Project** offers our graduates a better chance to achieve professional success in Business Service Centres. This pilot project includes: professional training required to work in service centres based on the Workplace Essential Skills (WES) offered by the provincial government; linguistic upgrading offered by MAGMA; networking with employers in specialized business centres, job fairs, workplace group tours, and cross cultural training; professional orientation, resume writing and other one on one job search services by AHS. The project will also offer you the opportunity to integrate the New Brunswick community through its integration and pairing services. For more information, please contact Bénédicte N'Dri at coordination.ei@cafi-nb.org or at (506) 382-7494 ext. 8.

Did you know...? Canada has two official languages: English and French. There are many programs to help newcomers to New Brunswick improve their English or French skills.



Language Assessment

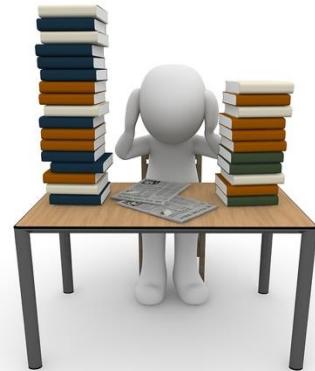
Do you know which language test you might be asked to take as proof of language proficiency?

If not, here is a list of some of the tests that you might be asked to complete. Please note that the requirements may vary from one institution to another. We invite you to verify what the requirements of the institution you will be attending are.

1. Test of English as a Foreign Language (TOEFL)

The TOEFL test is a standardized 110-minute paper-based, multiple-choice assessment. It is divided into two sections (Listening Comprehension and Reading Comprehension) of 90 questions each.

Results of the TOEFL test reflect, simply and fairly, the test-takers' ability to communicate effectively in English in business and academic environments, from beginner to advanced levels. The scores, valid for 2 years, span between 10 and 990 points (5 to 495 points for each section) and are mapped on the CEFR scales. **The French counterpart of this test is called Test de français international (TFI).** For more information and to find out where the test is given, please visit <http://continuum.ccnb.ca>.



2. Canadian Language Benchmarks (CLB)

The Canadian Language Benchmarks (CLB) standard is a descriptive scale of language ability in English as a Second Language (ESL) written as 12 benchmarks or reference points along a continuum from basic to advanced. The CLB standard reflects the progression of the knowledge and skills that underlie basic, intermediate and advanced ability among adult ESL learners. For more information on the test and to find out where it is given, please visit <http://continuum.ccnb.ca>. **The Niveaux de compétence linguistique Canadien (NCLC) is the French version of this test.**

3. International English Language Testing Service (IELTS)

IELTS is a test developed by the world's leading experts in language assessment on four key English language skills: listening, reading, writing and speaking. It is designed to assess the language ability of people who aim to study, work, immigrate and integrate an English-speaking environment. The McKenzie Language Centre is a private English school and is currently the only recognized Designated Learning Institution accredited by Languages Canada. For more information on the McKenzie Language Centre and the IELTS, please visit <http://www.mckenzie.edu/esl/>.

4. Canadian Academic English Language Assessment (CAEL)



The Canadian Academic English Language (CAEL) Assessment is a test designed to measure the English language proficiency of students planning to study in Canadian post-secondary institutions.

The CAEL Assessment is one of the best tools for identifying students with the right English skills for academic success. It provides an authentic representation of language use in a Canadian academic context. Test takers read articles, listen to a lecture, answer questions, and write a short essay, as they would be expected to do in a first-year Canadian university or college classroom. For more information and to find out where the test is given, please visit <https://www.cael.ca/>.

5. Michigan English Language Assessment Battery (MELAB)

The purpose of the MELAB is to evaluate English language proficiency of adult non-native speakers of English who will need to use English for academic purposes at the college and university level, or for professional certification. The MELAB assesses linguistic, discoursal, sociolinguistic, and pragmatic elements of the English language. The four component skills of listening, reading, writing, and speaking are evaluated through a combination of tasks. For more information and to find out where the test is

given, please visit <http://cambridgemichigan.org/institutions/products-services/tests/proficiency-certification/melab/>.

Did you know...? The retail sector employs about 12% of the Canadian workforce.



Are your communication skills holding you back in your career?

If your answer to this question is yes, this section of the guide compiles the agencies that offer services, programs, workshops, and events to help you upgrade your communication skills. Moreover, these services are available to both international students and Newcomers.

Language training - Language Learning Centre

Language Class for Immigrants

We offer free language training for Newcomers in English and French. The program is funded by Immigration, Refugees and Citizenship Canada. These courses offer basic language and employability skills in order to help immigrants integrate Canadian society. The service is offered at no cost if you are a permanent resident or a protected person.

The training can help you:

- Meet and communicate with people in your community
- Increase your chance of finding a job
- Continue your studies at a college or university
- Obtain your Canadian citizenship



The classes are based on the Language Instruction for Newcomers to Canada (LINC). For more information, please contact the Language Centre at 1-844-223-8603 or by email at langues@ccnb.ca.

Intensive Language Programs (English and French)

Summer Programs - Learn, live and explore the target language at our Centre. This program allows students to experience language learning in a safe, fun and engaging atmosphere.

Intensive Programs - Come and study your target language at our Centre and improve your language skills for daily life, academic study, and your career!

The service is offered at no cost if you are a permanent resident or a protected person. For additional information, please visit: <http://continuum.ccnb.ca/centre-dapprentissage-des-langues/>.

Language training - MAGMA

1. Learning the Essentials



If not already at that level, through programs such as Language Instruction for Newcomers to Canada (LINC) we ensure our clients have mastered a solid base of written and spoken communication, while at the same time gaining a full appreciation for Canadian culture, values and heritage.

This provides them with the foundation of language and cross-cultural social skills needed to expand into specialty classes and programs as desired, or to continue to develop through the higher levels of LINC including any other LINC program offered across Canada. For more information, please contact MAGMA at (506)858-9659 or by email at info@magma-amgm.org.

2. Professional English Language Training (PELT)

This 16-week intensive employment language program helps internationally educated professionals integrate into the local workforce by developing their professional communication skills and understanding of Canadian workplace culture. This innovative program is delivered using a blended learning model, which includes face-to-face classroom instructions along with online learning.

It focuses on professional English language skills for the workplace, intercultural communication and Canadian soft skills. You will practice Canadian style resume/cover letter writing, interviews, presentations and networking. Participants are given a chance to participate in a mock interview with a local employer, and also gain volunteer experience. Students should be permanent residents with an intermediate level of English (CLB 6 to 8). For more information, please contact MAGMA at (506)858-9659 or by email at info@magma-amgm.org.

Language Training – YMCA

The YMCA of Greater Moncton, in partnership with the Anglophone East School District, is offering English as an Additional Language (EAL) classes.

Classes are designed to improve the overall English language skills of all participants and are geared towards adults and mature students. EAL classes are held in an informal and relaxed community environment. Instruction will focus on speaking, listening, reading and writing.

For more information, or to find out when the next session will be, please contact Jaime MacLellan at 857-0606 or Jaime.macellan@ymcamoncton.com.

Language Training – Alliance française

The Alliance française de Moncton (AFM) offers a wide variety of high quality French courses for adults and children at all levels. There is always an option for you, whether you are looking to learn, practice or maintain your French. You can choose between a one-on-one class tailored to your specific needs or join one of our group courses. In our classes, the instructors use modern and innovative textbooks and material as well as authentic documents. For more information, please visit <http://afmoncton.ca/en/courses>. Please note that these courses come with a fee.

Language Training – McKenzie Language Centre

They offer programs such as English Skills Study (ESSP), English for Academic Purposes (EAP), and English for Business Purposes (BEP) just to name a few. Please visit their website to learn more about their programs and what each one has to offer. Please take note that these services come with a fee. For more information on the McKenzie Language Centre, please visit <http://www.mckenzie.edu/esl/>.

Conversation circles

Conversation Circles – Moncton Public Library

Language learners meet weekly at the Moncton Public Library to discuss a variety of casual topics with the help of a group facilitator. Develop your conversational skills, make new contacts, and discover library resources.

- English conversation circle - weekly
- French conversation circle – weekly
- Space is limited; please call 869-6037 to register



Conversation Circles – CAFI

- English Conversation Circles for advanced, every Tuesday from 5:30pm to 7:00pm.
- English Conversation Circles for beginners, every Monday and Thursday from 5:30pm to 7:00pm.
- French Conversation Circles, every Thursday from 5:30pm to 6:45pm.
- For more information, please contact Mehdi Soudi by email at cafi.interprete@cafi-nb.org or by phone at (506)384-7494 ext. 5.

English Conversation Circles – YWCA

A friendly, child safe, weekly program for newcomer women to practice their English, make new friends, learn, and engage. For more information, please visit <http://ywcamoncton.com/>.

Adult Conversation Groups – Dennis Nickerson

Develop the natural English language skills you need to succeed in business and everyday life: small groups of 6 to 8 to give you individual practice and feedback, convenient meeting times to fit your schedule, vocabulary building and pronunciation practice, and eight 90-minutes sessions (4-weeks). Please note that this service comes with a fee. For more information, please contact Dennis Nickerson by phone at (506) 378-2590 or by email at b.dennisnickerson@gmail.com.

Did you know...? New Brunswick is the only officially bilingual province in Canada.



Academic Upgrading

Do you need some academic upgrading?

If you do, the Southeast Regional Adult Learning Board (SERALB) is the place to go. However, to have access to their services, you must have an intermediate written and oral English skill. The following services are also available in French – Apprentissage pour adultes Sud-Est Inc. (APASE).

GED: The General Educational Development Program

All classes are free, you work at your own pace and teachers are there to support you when you need them. Upgrading in the GED subjects of English (Reading and Writing) Math, Social Studies, and Science are provided. There are daytime and part-time classes as well as GED Online. For more information, please visit <http://opendoorsged.ca/>.



Pre-GED:

All classes are free. Most students start at this level to “brush up” on skills needed before entering the GED level. English, Math, and Critical Thinking are the focus. Your teacher will tell you once you are ready for the next level. Immigrants who have written and oral English skills at an intermediate level are welcome to register for our classes.

Literacy:

All classes are free. Students who need more work on English and Math start at this level. Students who struggle at this level may be placed with a volunteer tutor until they are ready for class.

Digital Literacy

- Basic Computer skills training is open to all upgrading learners for free
- The program runs for one half day a week for 8 weeks
- The digital teachers bring laptops to the class so you don't need to have one of your own
- The digital teachers plan the curriculum based on what learners want to know
- Classes can also be organized for members of the public.

Did you know...? Every year by April 30th, all Canadians must file an income tax return, even if you have not received income in the year.



Money and Finances

Are you comfortable with the Canadian dollar and tax system?

If not, the Southeast Regional Adult Learning Board (SERALB) offers 5 workshops on the topic. Here they are:

The Canadian tax system:

This presentation is designed to help the participants learn:

- The taxation system in Canada
- What are the benefits of filing a tax return?
- Is it necessary to file a tax return?
- How to file a tax return? And when?
- The reporting income and deductions
- Where can I find help to prepare a tax return?
- What is a tax-deductible savings account?

Banking services:

This presentation is designed to help the participants learn:

- The difference between: Banks and credit unions
- Banks accounts and banking services
- How to choose a bank and the bank account type
- How to open a bank account and what are my rights?
- Different fees and obligations
- Alternative Financial Services
- Banking Safety Tips



Budgeting/control your money:

This presentation is designed to help the participants learn:

- What is a budget?
- Different sources of income in Canada
- Difference between wants and needs
- How to make a budget?
- How to stick to the budget?
- Budgeting strategies and tips
- Make an action plan

Credit card, mortgages and debt:

This presentation is designed to help the participants learn:

- Types of Credit
- Credit card features
- Managing a credit
- How can I get a credit card with no Canadian credit history?
- What do I need to know about secured credit card?
- What do I need to know about my credit history and score?
- What information is included in my credit history?
- What affects my credit score?
- How can I check my credit history and score?

- How can I pay off my debts and how can I get help when I can't do it?
- How to stay out of trouble with credit cards?
- What should I know about credit card fraud?
- How mortgages work in Canada?
- Other types of debts and tips to manage your debt

Consumerism and insurance:

This presentation is designed to help the participants learn:

- How to manage the cost of living and be a smart consumer
- How advertising techniques and tactics can affect our consumption?
- What are my rights and responsibilities as a consumer?
- Smart shopping tips and area of savings
- How to save on your monthly bills?
- Different kind of insurance.
- What should I know about home insurance policies?
- Where can I get home or tenant insurance?
- How does automobile insurance work?
- What's included in a car insurance policy?
- How much will it cost me?
- Health insurance

Financial Literacy – YWCA

Financial Literacy Training is an ongoing program designed to build women financial skills and knowledge while raising their awareness and offering support.

Our program uses a practical, everyday approach to making the most of money. Based on the SEDI (Social Enterprise Development Innovation) curriculum, this program walks participants through the topics of: Exploring our Relationship with Money, Budgeting, Savings, Banking, Consumerism, Credit / credit Cards, Debt, Credit Bureau/Credit Scores, and Investing Basics.

For more information, please contact Karen Geraghty at (506) 855-4349 or info@ywcamoncton.com.

Student Financial Services

Tuition Relief Programs

- **Free Tuition Program – PETL**

The Free Tuition Program is designed to help post-secondary students by providing more upfront bursary funding to students from families with the greatest financial need so that they may graduate with less debt, and increasing affordability and access for New Brunswick student financial assistance recipients choosing to attend a public college or university located in New Brunswick. This program is only available to permanent residents and Canadian citizens. For more information, please visit: <http://www2.gnb.ca/>.

- **Tuition Relief for The Middle Class – PETL**

The Tuition Relief for the Middle Class has been created to make post-secondary education more accessible by providing more upfront financial assistance to New Brunswick students attending a publicly funded university or college. This program is only available to permanent residents and Canadian citizens. For more information, please visit: <http://www2.gnb.ca/>.

Apprenticeship Incentive Program

- **Apprenticeship Tuition Rebate (ATR) – PETL**

Effective January 1, 2014, the Apprenticeship Tuition Rebate (ATR) will be available to registered apprentices once they have successfully completed their first, second, third, fourth or fifth level of block training. This incentive is meant to encourage apprentices to progress through their apprenticeship program in a timely fashion. This program is only available to permanent residents and Canadian citizens.



- **Apprenticeship Incentive Grant (AIG) – PETL**

The AIG is a taxable cash grant of \$1,000 per year for registered apprentices once they have successfully completed their first and/or second year/level (or equivalent) of an apprenticeship program in one of the Red Seal occupations. The AIG is meant to help apprentices cover some of the expenses related to tuition, travel and tools. This program is only available to permanent residents and Canadian citizens.

- **Apprenticeship Completion Grant (ACG) – PETL**

The ACG is a \$2,000 taxable cash grant for apprentices who complete their apprenticeship training and obtain Red Seal endorsement or a provincial or territorial Certificate of Qualification in a Red Seal occupation. This program is only available to permanent residents and Canadian citizens.

- **Tradesperson's Tool Deduction – PETL**

This incentive provides employed tradespersons with an annual deduction of up to \$500 to help cover the cost of new tools necessary to their occupation. The deduction applies to the total cost of eligible tools if certain conditions are met:

- the total cost exceeds \$1,000;
- The tools were bought after May 1, 2006; and
- The purchase was made by an employed tradesperson.

This program is only available to permanent residents and Canadian citizens.

If you would like more information about the Apprenticeship Incentive Grant, the Apprenticeship Completion Grant, the Tradesperson's Tool Deduction, please visit

<https://www.canada.ca/en/employment-social-development.html>.

Training and Skills Development (TSD) Program – PETL

Training and skills Development (TSD) selectively provides grants to people who meet the program criteria. The focus of the program is to help clients receive training or educational programs which will allow them to return quickly to work. This program is only available to permanent residents and Canadian citizens. For more information, please visit: <http://www2.gnb.ca/> or contact your PETL regional office.

Employment

This section of the guide includes information necessary to integrate the Southeast workforce successfully. It also includes a list of programs and services that are designed to assist you on your journey to employment.

Career Information Centre

Do you know what a Career Information Centre is?

A Career Information Centre provides tools, resources, and assistance to individuals looking for work or exploring career and training options. The role of the Career Information Agent is to assist the client with a comprehensive research of job postings and provide technical assistance and information to the public. The agent will also provide up-to-date information on job search, training and education, financial assistance, labour market information, career planning, personal & professional development, entrepreneurship, and programs and services.

Resources & Tools Available:

- Computers with Internet Access
- Printer & Photocopier
- Fax & Scanner
- Microsoft Word
- Career Cruising – Career Planning Website
- Winway – Résumé building software

There are four Career Information Centres across the Southeast. You can find one at Dieppe (200 Champlain St., Suite 302), Shédiac (342 Main St. #145), Richibucto (25 Blvd Cartier), and Sackville (170 Main St.). You can also visit their Facebook to find out more on the CICs by clicking on the following link: <https://www.facebook.com/CareerInformationCentres/>.

Employment Counseling Services

Do you know what an employment counselor is?

An employment counsellor assists, advises, coaches, and provides information to support a person that is seeking employment or that is currently underemployed and is looking to improve their current employment situation. Seeing an employment counselor can also be helpful for an individual who wants to launch a business.

Where can I find an employment counselor?

Lucky for you, there are plenty of them in the Southeast region of New-Brunswick! You can find them at the Post-Secondary Education, Training and Labour (PETL) regional office and Atlantic Human Services (AHS).

You may schedule an appointment with an employment counsellor to access the programs listed in the *Employment programs* section of this guide.

The NBCC, CCNB, and Université de Moncton also offer career counseling services.

Job Search

Finding work is a main priority for many newcomers. Getting a job that matches your qualifications and interests is one of the biggest challenges of settling in Canada. For many people, the first job in Canada may not be the most satisfying. It may take time to build your qualifications and gain Canadian experience before finding the job you really want.

To work in Canada, you will need a Social Insurance Number (SIN) issued by Service Canada on behalf of the federal government. You should apply for a SIN immediately after you arrive in Canada. For more information on the SIN and instructions on how to apply, see <https://www.canada.ca/en/employment-social-development/services/sin/reports/apply.html>.



Do you have an updated resume and cover letter?

Once you have identified a position that interests you, you will generally need to apply by sending a résumé (also known as a “curriculum vitae” or a C.V.) and a cover letter. A résumé is a formal list of your qualification sand work experience. A cover letter is a short description of what makes you a strong candidate for that position. You can find information on writing a résumé and cover letter, as well as preparing for an interview, by consulting www.workingincanada.gc.ca and www.jobsetc.gc.ca or by visiting a local immigrant-serving organization (Atlantic Human Services). CAFi also offers a resume writing service; please contact Charles Fournier at emploi@cafi-nb.org for more information.

Are you prepared for an interview?

Based on your résumé and cover letter, the employer will decide whether to invite you for a job interview. A job interview gives the employer a chance to meet you and ask questions to see if you are right for the position. The interviewer may ask questions about how you dealt with specific work situations in the past. To prepare for these questions, think about examples of how you solved problems, achieved results and worked with others in your previous jobs. In addition to asking about your qualifications, an interview is an opportunity for employers to see how you communicate and present yourself (these are known as soft skills).

- The **Interview Preparation** workshops will help you prepare for a job interview, learn how to answer difficult questions, and identify any type of discrimination. For more information, please contact Charles Fournier by email at emploi@cafi-nb.org or by visiting Atlantic Human Services.

Are you interested in volunteering?

Volunteering is also an excellent way to get involved in your new community, improve your network, and help people in need. For more information on volunteering, visit www.volunteergreatermoncton.com.

Did you know...? Approximately 80% of job openings are never posted publicly.



Do you know how to search for a job?

As every other good guide, this one will list the various ways an individual can search for a job both in the community and at home.

First, some employers still post their job ads in newspapers. You can also look for “Help Wanted” signs and don’t hesitate to utilize your network! CAFi offers a workshop on networking in order to help you broaden your network. For more information, please contact Charles Fournier by email at emploi@cafi-nb.org or by phone at (506)382-7494 ext. 2, AHS at (506) 838-9033, or MAGMA at (506) 858-9659. Here are a few examples of free networking sources you can visit: 3Plus Corporation, Hub City, and the Moncton Public Library, or you could visit Business & Professional Women - Greater Moncton Inc., Chamber of Commerce of Greater Moncton, Rotary International, Venn Innovation Inc, and Moncton Cyber Social for paid services.

Did you know that your ethno-cultural associations could help you with your networking?

In fact, since Moncton has a population from all over the world, there are a wide variety of ethno-cultural associations. The list below is not a comprehensive one. For additional information, please visit the New Brunswick Multicultural Association website: <http://www.nb-mc.ca/>.

- Alliance française de Moncton
- Armenian Association
- Association Haïtienne des Maritimes
- Belgo-Canadian Association
- Brazilian Association
- Caribbean Association
- Congregation Tiferes Israel
- Congolese Association
- Greater Moncton Chinese Cultural Association
- Greater Moncton Scottish Association
- Hungarian Association
- Intercultural Heritage Association
- Italian Association
- Moncton Muslim Association
- Moncton Korean Association
- Ukrainian Club of Moncton
- Viva Moncton



Are you familiar with the hidden job market?

Not all potential jobs will be posted on boards or in newspapers, the vast majority of jobs opening will never be advertised. Consequently, it is important to not limit your options and efforts to only job boards. You can speed up your job search process by using many methods to find job openings such as:

- Connecting with search firms and placement agencies.
- Searching companies' websites: Companies are now advertising available positions through their own company web site and providing job seekers the opportunity to apply for the position or even create a profile for further recruitment needs.
- Attending job fairs: Job fairs or career expos provide a large number of candidates to employers & they give job seekers the opportunity to explore many employers at the one event.
- Creating a profile on LinkedIn: This professional networking site allows you to connect with none less than the world! Get yourself known, start sharing your expertise and ask questions to those working in your target industry. Recruiters and employers have inundated social networking sites to find talent. Be aware that any sensitive personal information you list will be all over the web. Ensure you protect your privacy
- Joining societies, organizations and clubs associated to your career: Check out the Directory of Business and Trade Associations / Organizations <http://www.ic.gc.ca> and other online directories to see what is available, then network with these people.
- Developing your personal network: The people you already know are also part of an effective network. They can provide you with information, leads and referrals.

Everyone's job search is different. You will want to decide what combination of strategies/methods suits your personal needs. But using a variety of methods will definitely increase your likelihood of finding employment. Accessing both the advertised and unadvertised job markets is a good place to start.

The Internet is also a valuable tool as it is user friendly and easy to have access to job offers in your region. Here is a list of job boards:

- www.nbjobs.ca
- www.careerbeacon.com
- www.careerowl.ca
- www.ere.gnb.ca/competition.aspx
- www.jobs-emploi.gc.ca
- www.jobbank.gc.ca
- www.jobboom.com
- www.jobshark.ca
- www.jobbank.gc.ca
- www.monster.ca
- www.newbrunswickjobshop.ca
- www.servicecanada.gc.ca
- www.workopolis.com
- www.indeed.com
- www.kijiji.ca

Labour Market Information

Hiring Demand Bulletins

Hiring Demand Bulletins are custom analyses prepared by Post-Secondary Education, Training and Labour using information from Wanted Technologies Inc. This information is based on current new job postings which are advertised using on-line media. For more information, please visit:
<https://www.nbjobs.ca/lmi>.

Job Market Trends and News

Click on the following link to access the job market trends and news of New Brunswick.
<https://www.jobbank.gc.ca/>. Following the labour market trends is key to helping job seekers understand where the opportunities might be in your local community.

Information on the Canadian labour market

<https://www.jobbank.gc.ca> is a website that contains detailed information on all aspects of working in Canada. It includes the *Working in Canada* tool which provides specific information (about skills and qualifications requirements, license and certification, wages, job opportunities and much more) on over 500 occupations available in Canada.

Job Fair

Greater Moncton Sector Specific Newcomer and International Student Employment Fairs

The City of Moncton and immigration stakeholders hold regular sector specific newcomer and international student employment fairs. Some of the sectors include but are not limited to: **Health/Human Services, Trucking, Logistics, Manufacturing, Business Service Centre/ Customer Service , Information Technology and Health.**

The purpose of these employment fairs is to expose immigrants/ international students to the wide array of available career opportunities that exist in the Greater Moncton Area and to allow them to meet local recruiters directly. For employers, this initiative helps them fill their workforce needs with access to top-tier international talent from our region

For more information contact: immigration@moncton.ca or 389-5937.

Placement Agencies

Do you know what a placement agency is?

A placement agency can help you find a job, by connecting you, a job seeker, to a potential employer. Some placement agencies work only in a certain sector, so you might want to keep that in mind if you ever go seek the help of a placement agency. Here is a list of placement agencies available in the Southeast:

1. Universal Staffing Inc.
2. Drake International
3. Kelly Services
4. MaxSys Staffing and Consulting
5. Concept Staffing Inc.

6. Advantage Personnel
7. Integrated Staffing Limited
8. Knightsbridge Robertson Surrette
9. Stage Crew
10. Maritime Temp Service
11. Protrans Personnel Services Inc
12. Moncton Employment & Training Services
13. CCRW Employment Services. Only for person with a physical disability.
14. Community Employment Agency
15. Employment and Social Development Canada

Employment programs

Youth Employment Fund (YEF) – PETL

The Youth Employment Fund (YEF) provides an entry point to long term employment for unemployed individuals between 18-29 years of age who require a work experience opportunity as identified through their employment action plan. By placing an individual with an employer, the youth may gain work experience and develop skills through basic workplace training, mentoring and coaching (from the employer). This program is only available to permanent residents and Canadian citizens.

Workplace Essential Skills Program (WES) – PETL

Workplace Essential Skills (WES) training is aimed at helping adults who are employed or seeking employment and require additional essential skills to succeed. It is also available to employers who are experiencing skilled labour shortages and in need of recruitment support. Courses are offered free of charge for adult residents of New Brunswick.

Learning activities focus on the specific tasks associated with either an individual's current job or desired occupation. Training is customized to respond to the specific needs of the work environment.

Additionally, WES training can be designed to support apprentices who have experienced difficulties with taking certification exams. Training is adapted to help apprentices prepare for tests such as the Essential Skills Assessment, Block tests or Red Seal Certification exams.



Individuals and employers interested in these courses may contact the Regional Office in their area.

Safety Start Program – PETL

When looking for a job, you need an edge; something that will make your résumé stand out from all the others. By taking the Safety Start course, you are showing a potential employer that you are taking the initiative to educate yourself about safe work practices before even being hired.

The Safety Start Program is a 2 days training. The first 7 hours is dedicated to Occupational Health and Safety training, which includes legal rights and responsibilities for safety, causes of accidents, and the primary skills of identifying and managing workplace risks and the other 7 hours is dedicated to First Aid and CPR training. This program is only available to permanent residents and Canadian citizens.

For more information, please visit <http://www.safetyservicesnb.ca/safetystart.php>.

Student Employment Experience Development (SEED) – PETL

The Student Employment Experience Development (SEED) program provides funding to create summer job opportunities for post-secondary students. The program provides selected students with a summer job of up to ten weeks in duration with a New Brunswick employer between May and September. This program is only available to permanent residents and Canadian citizens.

Bridging to Work Programs – PETL

In the Southeast, there are employment bridging programs for professionals in certain sectors. These programs help newcomers gain Canadian work experience, learn workplace English or French and understand work place culture. They also help newcomers understand how to get their credentials recognized and get professional licenses. Ask about these programs at an immigrant-serving organization (AHS) or contact your regional PETL office.

Training and Employment Support Services (TESS) – PETL

Provided as part of the Employment Services Program, the purpose of TESS is to offer training and employment support options to persons with permanent physical, intellectual, psychiatric, cognitive, or sensory disabilities who need to develop marketable skills in order to assist them to enter the labour force. These services are provided in full collaboration with the person with a disability in accordance with his/her needs and abilities.

It is not the intention of TESS to support training activities for individuals who already have marketable skills to enter the labour force, nor is it the intention of TESS to place persons with disabilities in a preferred position to that of persons without disabilities. By its nature, the process is also time-limited in that provision of goods and services is aimed at attaining self-sufficiency.

This service is only available to permanent residents and Canadian citizens.

Transition to Work – AHS

Transition to Work is a work search support program that helps clients seek, obtain and maintain employment. Job seekers will receive a professional resume to pursue their career path, group based sessions regarding Work Search Basics, Interview Preparation and Employment Maintenance. Other work search help will be given depending on barriers of the individual. Job seekers in this group will have regular meetings (approximately once per week). This program is only available to clients who have been referred by either PETL or SD.

Equal Employment Opportunity Program - PETL

The objective of the EEO Program is to provide a more balanced representation of qualified designated group persons in the public service by helping individuals find meaningful employment with opportunities for advancement. For more information on the program, please visit <http://www2.gnb.ca>.

Professional Mentoring Initiative - MAGMA

MAGMA is launching a professional mentoring initiative that aims to bring together skilled immigrants and experienced professionals in order to help newcomers better integrate into the local workforce in their fields. The approach also provides a platform for employer partners and individual mentors to share knowledge, support cross-cultural learning, and create positive change in immigrant integration and

retention locally leading to a stronger labour market and economic growth within the region. For more information please contact Nicole Falardeau, Program Coordinator, at mentorship@magma-amgm.org.

Entrepreneurship

Is your lack of self-confidence preventing you from launching your own business? Perhaps it's your need of funding that is holding you back from achieving it? If so, here is a list of organizations that might be able to help you open your business in the Southeast region of New Brunswick. They will offer you counselling, training, resources, information, and funding/finances services. This list is not all-inclusive.

Did you know...? Moncton was in the “Top 10 Best Places to do Business in Canada for five consecutive years” - Canadian Business Magazine.



New Brunswick Association of Community Business Development Corporation (CBDC)

CBDCs are not-for-profit companies working to meet the needs and to help in the development of small businesses. They can also assist individuals with the modernization and expansion of their already existing businesses by providing them with financial and technical services.

- **Self-Employment Benefit (SEB) Program** is a program which provides various types of support to eligible unemployed New Brunswickers during the initial phase of their business, including financial assistance, counselling and technical advice.

For additional information on the organisation and to see a comprehensive list of their programs, please visit their website at www.cbdc.ca.

Greater Moncton Economic Development 3+



We are the economic development corporation for Dieppe, Moncton and Riverview, leveraging our regional assets to foster new job creation, to enhance our prosperity and to improve our overall competitiveness.

We use our expertise to promote our region and attract investment, to help expand our existing businesses and key sectors, and to help build and attract the workforce needed for our new and existing businesses to thrive. Here is a program specifically designed to help newcomer entrepreneurs:

- **Business Immigrant Mentorship Program (BIMP)** allows immigrant entrepreneurs to learn from successful and experienced members of the Dieppe, Moncton and Riverview business community. Mentors guide immigrant entrepreneurs through a 6-month process of developing a network and establishing a business venture.

For more information on this corporation, please visit: <http://3plus.ca/>.

Opportunities New Brunswick

Opportunities NB (ONB) is New Brunswick's lead business development organization driving economic growth and job creation in the province. Whether you're currently operating in the province or considering us as part of your expansion plans, ONB invites you to get in touch at www.onbcanaada.ca.

Atlantic Canada Opportunities Agency (ACOA)

The ACOA's mandate is to successfully develop businesses and job opportunities in the Atlantic province. You will find all of their programs and initiatives on their website at <http://www.acoa-apeca.gc.ca/Fra/Pages/Accueil.aspx>.

Business Development Bank of Canada (BDC)

The BDC is the only financial institution dedicated exclusively to entrepreneurs. Our mission is to help create and develop strong Canadian businesses through financing, advisory services and indirect financing, with a focus on small and medium-sized enterprises.

Through our subsidiary—BDC Capital, we also offer a full spectrum of specialized financing, including venture capital, equity as well as growth and business transition capital.

For additional information, visit <https://www.bdc.ca/en/pages/home.aspx>.

Greater Moncton Chamber of Commerce

The Chamber of Commerce is a great resource that helps strengthen your business as well as your community through advocacy, networking, participation, member services, and leadership. You can visit their website at www.gmcc.nc.ca.

Canada Revenue Agency

It offers information booklets and services such as seminars to better understand taxation and tax requirements. You can visit them at www.cra-agc.gc.ca.

Resources and Contacts

Public Libraries

Public libraries are an excellent source of free information for newcomers. Most offer Internet access and a variety of resources on many different topics. Many libraries also have book and newspaper collections in a variety of world languages. Staff can help you find the information you need. For more information on what your regional public library offers, please visit: <http://www2.gnb.ca>.

Toastmasters International

Toastmasters International is the world's largest public speaking organization. Through its clubs, Toastmasters International helps men and women learn the art of public speaking, listening, and thinking – essential skills for reaching one's full potential.

For more information, please visit www.toastmasters.org and you'll find a list of the clubs in the Greater Moncton Area.

Post-Secondary Education, Training, and Labour

Place 1604

Room: 320 Floor:

200 Champlain Street

Dieppe, New Brunswick

E1A 1P1

Reception: (506) 869-6944 **Fax:** (506)869-6608

Hours: Mon. to Fri.: 8:15a.m.-4:30 p.m.

Website: <http://www2.gnb.ca>



Atlantic Human Services

Moncton DES Office

Moncton Office

51 Highfield Street, Suite 101

Moncton, NB

E1C 5N2

Phone: 506-383-9033

Toll free: 1-855-383-9033

Fax: 506-388-2243

Website: <https://www.theahsgroup.com>



GROUPE / GROUP

Atlantic Human Services Inc.
Services humains de l'Atlantique Inc.

Multicultural Association of The Greater Moncton Area

22 Church Street

C170

Moncton, NB

E1C 0P7

Telephone: (506) 858-9659

Toll-Free: 1-800-980-1740

Fax: (506) 857-9430

E-mail: info@magma-amgm.org

Emergency Client After-Hour Phone Number: (506) 875-0676

Website: www.magma-amgm.org



City of Moncton

City Hall

655 Main Street

Moncton, New Brunswick

Canada E1C 1E8

Tel: 506-853-3333

Fax: 506-389-5904

Email: info@moncton.ca

Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Website: <https://www.moncton.ca/>



Le Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick

Le CAFi
236, rue St. George, suite 119
Telephone: (506) 382-7494
Email: emploi@cafi-nb.org
Hours: Monday to Friday, from 8:30am to 5:00pm
Website: www.cafi-nb.org/



CAFi

Centre d'accueil et d'accompagnement
francophone des immigrants
du Sud-Est du Nouveau-Brunswick

3+ Greater Moncton Economic Development

3+ Main Office **3+ Business Services Centre**
1273 Main St. 735 Main St.
Suite 250 Suite 202
Moncton, NB Moncton, NB
E1C 0P4 Canada E1C 1E5 Canada
Telephone: (506) 858-9550 **Toll Free:** 1 888 577-0000 **Fax:** (506) 859-7791
Website: www.3plus.ca/accueil



**Greater Moncton
Economic Development**

Community Business Development Corporations

337, rue Main
Shediac, NB E4P 2B1
Telephone: (506) 532-8312
Fax: (506) 532-1373
Website: <http://www.cbdc.ca/en>



Southeast Regional Adult Learning Board

Mailing Address:
PO Box 566
281 St George St
Moncton, NB, E1C 8L9
Telephone: 506-857-9912
Email: info@opendoorsged.ca
Website: <http://opendoorsged.ca/>



Apprentissage pour adultes Sud-Est inc. - APASE

42, rue Therrien
Dieppe (N.-B.) E1A 2E6
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Email: phyloemene.zangio@apase.ca
Website: www.apase.ca



COMMUNITY
ADULT
LEARNING
NETWORK

RÉSEAU
COMMUNAUTAIRE
D'APPRENTISSAGE
POUR ADULTES