Photo (left to right): Skills Canada NWT, GNWT (HSS), Skills Canada NWT, Skills Canada NWT

SKILLS 4 success

Performance Measurement Plan

for the 4-YEAR ACTION PLAN 2016-2020

Government of
Northwest Territories

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Photo: A. Gzowski

Introduction

On behalf of the Government of the Northwest Territories (GNWT), the Department of Education, Culture and Employment (ECE), developed the *Skills 4 Success 10-Year Strategic Framework* (Framework), with the vision, ***"NWT residents have the skills, knowledge and attitudes for employment success".***

The Framework identifies four fundamental goals with priorities designed to develop NWT residents' skills through education and training, close education and employment gaps through streamlined supports, address recruitment and retention challenges, and provide reliable labour market data for informed decision making. These goals and strategic priorities will be pursued over the 10-year life of the Framework.

Reliable and up-to-date labour market information for the territory is essential to make informed decisions and enable people to make important life choices. As part of the Skills 4 Success initiative, the GNWT partnered with The Conference Board of Canada to produce the *Northwest Territories Labour Market Forecast and Needs Assessment.* This information is the first of its kind in the NWT and provides valuable labour market information that identifies what jobs will be in demand in the territory over the next 15 years.

The 15-year forecast tells us there will be between 28,500 and 36,700 job openings in the NWT. This represents a major challenge, but this foresight provides an opportunity to prepare so that NWT residents have the skills to be first in line for these future job openings.

The Skills 4 Success initiative is designed to prepare for the future. It is about improving employment success for NWT residents by closing skill gaps for in-demand jobs, and more effectively responding to employer, industry and community needs. It is part of the GNWT mandate and addresses the Legislative Assembly's strategic priority to foster lifelong learning, skills development, training and employability.

Photo: GNWT (ECE)

On November 4, 2016, the Minister of Education, Culture and Employment (ECE) tabled the *Skills 4 Success 4-Year Action Plan 2016-2020* in the Legislative Assembly.

The Action Plan supports the Framework's four goals and contains 24 actions that the goals and priorities will achieve. Additionally, it provides the Skills 4 Success initiative with a foundation for implementing evidence-based actions that will help NWT residents succeed in adult and postsecondary education and skills training pursuits that lead to employment.

Understanding the success of our efforts is where performance measurement brings value. We want to be sure that the actions we take are achieving system-wide improvements for better employment outcomes for NWT residents.

This document, the *Skills 4 Success Performance Measurement Plan,* includes twelve broad measures of success, to which specific performance indicators have been selected and will be measured up to the year 2020.

Monitoring the Action Plan's implementation will determine if any adjustments to the actions may need to be made to achieve the Skills 4 Success goals and priorities.

ECE will report on the results of its performance measurement annually over the duration of the Action Plan's implementation.

*The *Skills for Success Performance Measurement Plan for the 4-Year Action Plan 2016-2020* supports the future development of the overarching Monitoring, Evaluation and Accountability Plan.

Photo: Aurora College

Skills 4 Success Key Performance Indicators

The *Skills 4 Success Performance Measurement Plan* is deliberately focused on performance indicators that associate with the broad measures of success in the Skills 4 Success Action Plan. For many of the selected performance indicators, there exists reliable data sources from which information can be collected and analyzed over time. For some other performance indicators, data systems will either need to be developed or modified to provide the level of detail and analysis needed to measure success. These are identified in this plan and ECE will be working over the four-year time frame to complete this work.

In the cases where ECE has developed or will be developing new strategies for priority areas such as apprenticeship, immigration and small community employment, performance measures will be developed through their own accompanying performance measurement plans which will be used to measure success and link back to the *Skill 4 Success Performance Measurement Plan.* These have been noted in the relative sections of this plan.

Where there is reference to "*NWT Jobs in Demand*" throughout this plan, it relates directly to the *Skills 4 Success NWT Jobs in Demand: 15-Year Forecast* and the Top 120 Job Categories in Demand in the NWT, which represent six different skill levels, including:

1) Management level of experience and education;
2) University degree level of education;
3) College diploma level of education;
4) Skilled trades and occupational certification level of education;
5) High school level of education; and,
6) Less than high school level of education.

The Skills 4 Success Vision is: *"NWT residents have the skills, knowledge and attitudes for employment success".* The following key performance indicators have been selected to report on the NWT's overall employment and available labour supply from 2016 to 2020, to measure annual employment and labour market availability of NWT residents. Measures that relate to skills, knowledge and attitudes will also be monitored and analyzed through the relevant Skills 4 Success goals, which follow this section.

It is important to note that changes in employment rates are directly attributed to the level of economic development activity and opportunity in a geographic area. Employment will fluctuate as economic development and opportunities change.

Photo: Tait Communications and Consulting

Key Performance Indicators	Data Source	Data Collection Responsibility
A) NWT Annual Employment Number of NWT residents 15 years of age and over that are employed and the NWT employment rate	Statistics Canada's Labour Force Survey	Statistics Canada, distributed through NWT Bureau of Statistics
B) Employment in *NWT Jobs in Demand* Number and percent of NWT residents 15 years of age and over that are employed in *NWT Jobs in Demand*	• National Census *(every 5 years, last Census 2016)* • NWT Community Survey *(when available, last Survey 2014)*	Statistics Canada, distributed through NWT Bureau of Statistics NWT Bureau of Statistics
C) NWT Available Labour Supply Number and percent of NWT residents 15 years of age and over that are unemployed and looking for work	National Census *(every 5 years, last Census 2016)*	Statistics Canada, distributed through NWT Bureau of Statistics
D) NWT Available Labour Supply Number and percent of NWT residents 15 years of age and over that are not looking for work but want a job	NWT Community Survey *(when available, last Survey 2014)*	NWT Bureau of Statistics

Photo: B.Braden

Goal 1: Increase skill levels through relevant education and training

Development of a strong NWT workforce is a critical pillar of the GNWT's vision for a strong territorial economy. The GNWT's career, employment, adult and postsecondary education programs will be more effective in leading to employment for NWT residents if they are more closely aligned with the current and future needs of the NWT labour market.

Goal 1 supports connecting NWT residents with adult and postsecondary education and skills training programs and pathways that lead to employment. The goal's priority is to ensure that the skills and postsecondary education programs are aligned with NWT labour market demands. Adult and basic education programs should lead to employment, and programs offered should support employment as well as build long-term capacity for existing and emerging northern economic opportunities.

The measures of success for the actions listed in Goal 1 support alignment of programs and training to the NWT's in-demand labour market needs.

Photo: B.Braden

1. Measure of Success:

Publicly-funded NWT postsecondary institutions offer programs that respond to NWT labour market needs

GOAL 1

Performance Indicator	Data Source	Data Collection Responsibility
a) Percent of NWT postsecondary programs and/or courses that directly support *NWT Jobs in Demand*	• NWT postsecondary institution program and course information	• NWT postsecondary Institutions • ECE Labour Development and Standards Division
b) Percent of students enrolled in programs and/or courses that directly support *NWT Jobs in Demand*	• NWT postsecondary institution student information systems	• NWT postsecondary Institutions • ECE Labour Development and Standards Division

2. Measure of Success:

NWT residents have increased opportunities for in-demand employment or further adult and postsecondary education and training through upgrading, retraining, and ongoing skills development that links to employment

GOAL 1

Performance Indicator	Data Source	Data Collection Responsibility
a) Percent of learners who register in upgrading, retraining, and ongoing skills development programs and/or courses that directly link to *NWT Jobs in Demand* employment opportunities	ECE Administrative Data and/or Federal Data	• ECE Service Centre Regional Superintendents • ECE Labour Development and Standards Division

3. Measure of Success:

NWT high school students receive credits for completion of external programs and dual credits for completion of postsecondary courses and/or programs

GOAL 1

Performance Indicator	Data Source	Data Collection Responsibility
a) Number of NWT high school students that receive credits for completion of external programs and/or courses and the name of the programs and/or courses (e.g. Schools North Apprenticeship Program or SNAP, Early Childhood Development Program)	PowerSchool/Student Records	ECE Education Operations and Development Division
b) Number of NWT high school students that receive dual credits for completion of postsecondary courses and/or programs and the name of the courses and/or programs	PowerSchool/Student Records	• ECE Education Operations and Development Division • ECE Teaching and Learning Division

4. Measure of Success:

NWT employers have more resident journeypersons working with apprentices

GOAL 1

Performance Indicator	Data Source	Data Collection Responsibility
a) Percent of NWT apprentices working with resident journeypersons	Case Management and Administration System (CMAS) and Business Intelligence Tool	ECE Labour Development and Standards Division

Photo: Dominion Diamond Corporation

Goal 2: Bridge education and employment gaps through targeted supports

There is an ongoing need for targeted supports to help underrepresented segments of the NWT labour market to overcome barriers to education and employment. People want labour market programs and services that are easy to access regardless of what government or organization is responsible for delivering them. A more coordinated system between service delivery agents in the NWT can reduce duplication, address gaps in service, and expand the reach of services to employers and individuals needing supports.

Goal 2 supports bridging education and employment gaps through targeted supports. The measures of success for the actions listed in Goal 2 are linked to providing increased access to supports and incentives that are relevant, effective and aligned with the NWT's labour market needs.

Photo: Skills Canada NWT

5. Measure of Success:

GOAL 2

Support systems exist for NWT residents to successfully obtain in-demand jobs and/or pursue further postsecondary education

Performance Indicator	Data Source	Data Collection Responsibility
a) Percent of career development clients that are employed in *NWT Jobs in Demand*	ECE Administrative Data and/or Federal Data	• ECE Service Centre Regional Superintendents • ECE Labour Development and Standards Division
b) Percent of career development clients that are pursuing further postsecondary education or training that directly support *NWT Jobs in Demand* with a 3 month follow up, by job category and location of work	ECE Administrative Data	• ECE Service Centre Regional Superintendents • ECE Labour Development and Standards Division
c) Percent of community learning centre clients enrolled in programs and/or courses that directly support *NWT Jobs in Demand*	Aurora College Student Information System	Aurora College Student Services

Photo: Aurora College

Performance Indicator	Data Source	Data Collection Responsibility
d) Percent of Student Financial Assistance clients that are in postsecondary education and training programs that directly support *NWT Jobs in Demand*	Case Management and Administration System (CMAS)	ECE Income Security Programs Division
e) Number of students and recent graduates hired in *NWT Jobs in Demand* through wage subsidies	ECE Administrative Data	• ECE Service Centre Regional Superintendents • ECE Labour Development and Standards Division

6. Measure of Success:

Learning technology and platforms exist and increase accessibility of postsecondary learning

GOAL 2

Performance Indicator	Data Source	Data Collection Responsibility
a) Number of distance learning courses and the name of the courses offered through NWT postsecondary institutions	NWT postsecondary institutions distance learning program calendars	• NWT Postsecondary Institutions • ECE Labour Development and Standards Division

Photo: B.Braden

Goal 3: Grow the NWT workforce through partnerships

Growing the NWT workforce and population benefits the economy and businesses and also helps to secure a better quality of life for all residents. Research from the *Northwest Territories Labour Market Forecast and Needs Assessment* has identified that there are ongoing recruitment and retention challenges within the NWT, with an aging workforce, a declining population, and increasing competition for skilled labour across Canada. The lack of an available job-ready workforce can limit economic growth and competitiveness in the NWT. We want NWT employers to be able to recruit a capable workforce that expands and capitalizes on residents' skills, attracts newcomers to fill shortages, and retains people in the NWT to contribute to the ongoing growth of the economy. To enable this, we must work in partnership to provide opportunities for more NWT residents to develop their skills to fill in-demand jobs and progress throughout their careers.

Goal 3 focuses on a partnership approach to ensuring that NWT residents are provided opportunities for postsecondary education and skills training to enter and advance in the workplace, while at the same time targeting outside recruitment for in-demand and hard to fill positions.

The measures of success for the actions in Goal 3 are linked to growing the NWT workforce through strengthened partnerships with all stakeholders involved in postsecondary education and skills training.

Photo: Aurora College

7. Measure of Success:

Partnerships exist that support substantive skill development for NWT residents to obtain in-demand jobs

Performance Indicator	Data Source	Data Collection Responsibility
a) Establishment of a Territorial Forum to streamline training programs	Territorial Forum Terms of Reference and Reports	ECE Labour Development and Standards Division
b) Number of employed persons and employment rate for NWT residents living in smaller communities	• National Census *(every 5 years, last Census 2016)* • NWT Community Survey *(when available, last Survey 2014)*	• Statistics Canada, distributed through NWT Bureau of Statistics • NWT Bureau of Statistics

8. Measure of Success:

Pathways exist for high school students to successfully exit the NWT's secondary education system and transition to further education or employment

Performance Indicator	Data Source	Data Collection Responsibility
a) Number and percent of students who receive services from a Career and Education Advisor	ECE Administrative Data	ECE Labour Development and Standards Division
b) Number and percent of schools that use LMI in career and program planning	• Survey of School Principals • Annual Reports of Education Bodies	ECE Education Operations and Development Division

9. Measure of Success:

NWT postsecondary institutions offer programming for NWT jobs in-demand either directly or through partnerships with southern institutions

GOAL 3

Performance Indicator	Data Source	Data Collection Responsibility
a) Number of programs and/ or courses delivered through partnerships with southern institutions that directly support *NWT Jobs in Demand*	NWT postsecondary institutions' program information	NWT Postsecondary Institutions

10. Measure of Success:

In-demand jobs are filled with less need for recruitment efforts

GOAL 3

Performance Indicator	Data Source	Data Collection Responsibility
a) Number of job advertisements for *NWT Jobs in Demand*	NWT Administrative Data	NWT Bureau of Statistics
b) Number of Territorial Nominees that enter the NWT labour market in *NWT Jobs in Demand*	NWT Nominee Program Administration Data	ECE Labour Development and Standards Division
c) Number of Territorial Nominees moving from temporary to permanent residency	Federal data	ECE Labour Development and Standards Division
d) Number of Territorial Nominees who reside in the NWT 3 years after attaining Permanent Residence	Federal data	ECE Labour Development and Standards Division

Photo: GNWT (HSS)

Goal 4: Improve decision making with relevant labour market information

People make life changing decisions on a daily basis that impact their education, career and personal circumstances. Ensuring there is timely and relevant labour market information will enable students, job seekers and workers to make informed career and life choices. Employers will also benefit from access to program supports and information on forecasted trends and analysis to develop effective business and training plans to manage human capital in the NWT. With the proper information, education and training partners can also deliver programs that respond directly to NWT labour market demands.

The range of career development and labour market programs and services available and the criteria to access them can be overwhelming for the average person. The technology available today should allow for streamlined access to programs and supports that assist individuals to achieve their career goals and help employers find and develop the skills they need.

Goal 4 focuses on providing NWT residents, other prospective workers and territorial employers with easy access to relevant, accurate and timely labour market information to make informed career and business decisions.

The measures of success for the actions in Goal 4 support development of a new labour market information portal that is interactive and enables evidence-based and informed decision making.

11. Measure of Success:

A labour market information portal exists which multi-stakeholders use to make informed decisions

GOAL 4

Performance Indicator	Data Source	Data Collection Responsibility
a) Number and type of registered portal users such as students, parents, job seekers, employers, educators, trainers, counsellors and policy makers	LMI Portal	ECE Labour Development and Standards Division

12. Measure of Success:

Labour market information in the NWT is researched and provides relevant and reliable data for decision making

GOAL 4

Performance Indicator	Data Source	Data Collection Responsibility
a) Percent of portal users who indicate the portal has helped them connect to *NWT Jobs in Demand* or are pursuing further postsecondary education or training	LMI Portal User Survey	ECE Labour Development and Standards Division

Photo: B. Braden

Performance Indicators - At A Glance

It is important to note that while specific actions are being undertaken as part of the Skills 4 Success initiative to improve employment outcomes for NWT residents, it may take several years before any notable changes may be realistically observed. Additionally, there are many other factors that also contribute to an individual's employability that may or may not be associated with the Skills 4 Success actions.

Skills 4 Success Action Plan 2016-2020 focuses its first efforts on 24 actions to improve postsecondary education and skills development of NWT residents. The performance indicators appear on the following page - At A Glance - for easy reference.

PERFORMANCE INDICATORS AT A GLANCE

KEY PERFORMANCE INDICATORS
A) Number of NWT residents 15 years of age and over that are employed and the NWT employment rate B) Number and percent of NWT residents 15 years of age and over that are employed in *NWT Jobs in Demand* C) Number and percent of NWT residents 15 years of age and over that are unemployed and looking for work D) Number and percent of NWT residents 15 years of age and over that are not looking for work but want a job
1. Measure of Success: Publicly-funded NWT postsecondary institutions offer programs that respond to NWT labour market needs
a) Percent of NWT postsecondary programs and/or courses that directly support *NWT Jobs in Demand* b) Percent of students enrolled in programs and/or courses that directly support *NWT Jobs in Demand*
2. Measure of Success: NWT residents have increased opportunities for in-demand employment or further adult and postsecondary education and training through upgrading, retraining, and ongoing skills development that links to employment
a) Percent of learners who register in upgrading, retraining, and ongoing skills development programs and/or courses that directly link to *NWT Jobs in Demand* employment opportunities
3. Measure of Success: NWT high school students receive credits for completion of external programs and dual credits for completion of postsecondary courses and/or programs
a) Number of NWT high school students that receive credits for completion of external programs and/or courses and the name of the programs and/or courses (e.g. Schools North Apprenticeship Program or SNAP, Early Childhood Development Program) b) Number of NWT high school students that receive dual credits for completion of postsecondary courses and/or programs and the name of the courses and/or programs
4. Measure of Success: NWT employers have more resident journeypersons working with apprentices
a) Percent of NWT apprentices working with resident journeypersons
5. Measure of Success: Support systems exist for NWT residents to successfully obtain in-demand jobs and/or pursue further postsecondary education
a) Percent of career development clients that are employed in *NWT Jobs in Demand* b) Percent of career development clients that are pursuing further postsecondary education or training that directly support *NWT Jobs in Demand* with a 3 month follow up, by job category and location of work c) Percent of community learning centre clients enrolled in programs and/or courses that directly support *NWT Jobs in Demand* d) Percent of Student Financial Assistance clients that are in postsecondary education and training programs that directly support *NWT Jobs in Demand* e) Number of students and recent graduates hired in *NWT Jobs in Demand* through wage subsidies

6. Measure of Success: Learning technology and platforms exist and increase accessibility of postsecondary learning
a) Number of distance learning courses and the name of the courses offered through NWT postsecondary institutions
7. Measure of Success: Partnerships exist that support substantive skill development for NWT residents to obtain in-demand jobs
a) Establishment of a Territorial Forum to streamline training programs b) Number of employed persons and employment rate for NWT residents living in smaller communities
8. Measure of Success: Pathways exist for high school students to successfully exit the NWT's secondary education system and transition to further education or employment
a) Number and percent of students who receive services from a Career and Education Advisor b) Number and percent of schools that use LMI in career and program planning
9. Measure of Success: NWT postsecondary institutions offer programming for NWT jobs in-demand either directly or through partnerships with southern institutions
a) Number of programs and/or courses delivered through partnerships with southern institutions that directly support *NWT Jobs in Demand*
10. Measure of Success: In-demand jobs are filled with less need for recruitment efforts
a) Number of job advertisements for *NWT Jobs in Demand* b) Number of Territorial Nominees that enter the NWT labour market in *NWT Jobs in Demand* c) Number of Territorial Nominees moving from temporary to permanent residency d) Number of Territorial Nominees who reside in the NWT 3 years after attaining Permanent Residence
11. Measure of Success: A labour market information portal exists which multi-stakeholders use to make informed decisions
a) Number and type of registered portal users such as students, parents, job seekers, employers, educators, trainers, counsellors and policy makers
12. Measure of Success: Labour market information in the NWT is researched and provides relevant and reliable data for decision making
a) Percent of portal users who indicate the portal has helped them connect to *NWT Jobs in Demand* or are pursuing further postsecondary education or training

Working Together for Improved Outcomes

The Skills 4 Success Action Plan sets a 4-year course from 2016-2020 to work towards achieving the goals and priorities of the *Skills 4 Success 10-Year Strategic Framework.* This work will ensure that adult and postsecondary education and skills training investments lead to NWT residents with the skills, knowledge and attitudes for employment success. The Action Plan sets the direction that the Government of the Northwest Territories will take in partnership with all stakeholders and NWT residents.

Success of the Action Plan and the Framework as a whole depends largely on authentic engagement and commitment to collaboration among all partners within the NWT. This includes all governments and organizations, education and training partners, industry, business and non-governmental stakeholders.

Our overall success will be determined by how well we work together to implement Skills 4 Success.

If you would like this information in another official language, call us.
English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.
French

Kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.
Cree

Tłı̨chǫ yatı k’ę̀ę̀. Dı wegodı newǫ dè, gots’o gonede.
Tłı̨chǫ

ʔerıhtł’ís Dëne Sųłıné yatı t’a huts’elkër xa beyáyatı theɔ́ą ɔat’e, nuwe ts’ën yółtı.
Chipewyan

Edı gondı dehgáh got’ı̨e zhatıé k’ę́ę́ edatł’éh enahddhę nıde naxets’ę́ edahłí.
South Slavey

K’áhshó got’ı̨ne xədə k’é hederı ɔedı̨htl’é yerınıwę nídé dúle.
North Slavey

Jii gwandak izhii ginjìk vat’atr’ijąhch’uu zhit yinohthan jì’, diits’àt ginohkhìi.
Gwich’in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.
Inuvialuktun

ᑖᒃᑯᐊ ᑎᑎᖅᑲᐃᑦ ᐱᔪᒪᒍᕕᒋᑦ ᐃᓄᒃᑎᑐᓕᖅᓯᒪᓗᑎᒃ, ᐅᕙᑦᑎᓐᓄᑦ ᐅᖁᓚᔪᓐᓇᖅᑐᑎᑦ.
Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.
Inuinnaqtun

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