IMMIGRANT TRAINING AND EMPLOYMENT PROGRAMS AND SERVICES

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

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

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 workforce.
- 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.
Some learners may qualify for Alberta Works funding.

**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).
**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.

**Temporary Foreign Worker Integration**

Contact: Jessica Juen, Program Coordinator  
Ph: 403-290-5113  
Email: tfw@ccis-calgary.ab.ca

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

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

---

**Calgary Immigrant Educational Society (CI ES)**  
1723 – 40 St. SE, Calgary, AB T2A 7Y3  
[www.immigrant-education.ca](http://www.immigrant-education.ca)

**Computer Programs Training**

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

### Clerical Training
- 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
- Basic Computer Skills is a pre-requisite
- Open to citizens, Permanent Residents, Refugees and open work permit.
- Canadian Level Benchmark of 4 or higher.

### Accounting Courses
- Basic Accounting (up to 24 hours): the basics in manual accounting
- Simply Accounting (up to 24 hours): the General Ledger, Accounts Payable, Accounts Receivable, Payroll and Inventory Modules, Simply Accounting Software
- Advanced Simply Accounting (up to 24 hours): Advanced features and functions of General Ledger, Accounts Payable / Receivable, Payroll & Inventory Modules
- QuickBooks (up to 24 hours): Accounts Payable, Accounts Receivable, Payroll, The General Ledger, Inventory Modules, QuickBooks Software
Employment Skills Training (EST)
Contact Name: David Wright, Program Coordinator
Ph: 403-235-3666
Email: employment@immigrant-education.ca
Training Duration: 3 months
Mon-Fri (Full-time)
8:45 am - 2:30 pm
Ongoing Intakes

This full-time program is offered at no cost to participants and assists unemployed newcomers who would like to get a job in Canada with the essential employment training such as Computer Skills, Business Communication and Job Searching Skills.

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

Course Content:
- Computer Training Skills (up to 160 hours): MS Office Suite – Word, Excel, Access, Outlook and PowerPoint, Computer hardware and software, Internet and Website design, Online job searching techniques
- Business Communication (up to 80 hours): Business terminologies, building confidence, conversational skills and presentations, business meetings and writing
- Job Search Skills (up to 80 hours): Résumé and cover letter writing, Job interview skills, Career plan, Job searching skills
- Seminars: Guest speakers from corporate sector
- Optional volunteer job practicum

Funded by Citizenship and Immigration Canada.

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

Childcare Training for Low Literacy Immigrant Women
Contact: Farzana Mubashir
Ph: 403-263-4414 ext 128
Email: farzanam@ciwa-online.com

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

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

**Employment Skills Program**

Contact: Jyoti Agnihotri  
Ph: 403-263-4414 ext 155  
Email: jytia@ciwa-online.com

Vesna Petkovic  
Ph: 403-263-4414 ext 117  
Email: vesnap@ciwa-online.com

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

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

Group-Based Workshops Include:
- Labour Market Information
- Interview Skills
- Communicating with Confidence
- Internet Job Search
- Workplace Rights & Responsibilities
- Pre-Employment and Employment Enhancement Workshops
- Writing a Winning Resume
- Canadian Workplace Culture
- LinkedIn Training
- Career Planning and Job Search Strategies

Programs include:
- 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 resume and interview skills.
- Receptionist Training focuses on providing immigrant women with the necessary skills to search for, acquire and keep positions as receptionists or administrative assistants in corporate Calgary. This program was developed with the specific purpose of providing learners with the opportunity to gain expertise in a variety of technical and non-technical skill sets.
- Simply Accounting and Quickbooks Training provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.
**Employment Skills**

**Program – Pre-Employment and Employment Enhancement Workshops**

Contact:
- Jyoti Agnihotri
  Ph: 403-263-4414 ext 155
  Email: jyotia@ciwa-online.com
- Vesna Petkovic
  Ph: 403-263-4414 ext 117
  Email: yesnap@ciwa-online.com

**Programs include:**

- **Canadian Workplace Culture Workshop** provides information about cultural aspect of Canadian workplace and how 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.
- **Communicate with Confidence** provides immigrant women with the opportunity to increase their self-confidence, improve their assertiveness, learn strategies to help them showcase their unique qualities, practice skill presentations and interview scenarios and practice conversational English which will strengthen their employment skills.
- **Computer Training for Beginners, Intermediate and Advanced Users** provides immigrant women with the opportunity to enhance their computer skills through a series of customized courses.
- **Job Interview Skills** provide the opportunity for women to practice interview skills through safe and fun role-playing.
- **LinkedIn Training** provides information about emerging professional networking site, creating profiles, joining groups and exploring job opportunities.
- **Networking Breakfast Meeting** is an opportunity for immigrant women to meet with potential employers and corporate representatives to learn about networking and obtain job search advice and industry information. Participants must register for an orientation workshop prior to the event which covers how to make a good first impression, networking in Canada, as well as resumé and interview skills.
- **Receptionist Training** focuses on providing immigrant women with the necessary skills to search for, acquire, and keep positions as receptionists or administrative assistants in corporate Calgary. This program was developed with the specific purpose of providing learners with the opportunity to gain expertise in a variety of technical and non-technical skill sets.
- **Resumé Clinic** offers one-on-one sessions for women who would like to enhance their current resumé or obtain assistance with creating a new one. Cover letter writing is also available.
- **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.
- **Writing a Winning Resume** provides information about essential components of a resume, targeting resume and learning about latest trends in resume writing.

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

**Food Industry Training for Immigrant Women**

Contact: Jenny Krabbe
Ph: 403-263-4414 ext 118
Email: jennyk@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: Charlotte@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.

---

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

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

**Ethnicity Catering Program**

Contact: Ebtisam Temraz, Program Facilitator  
Ph: 403-536-8817  
Email: e.temraz@centrefornewcomers.ca

This is a 10-week part-time Canadian paid work experience program to promote integration and develop transferable skills to work in Canada. Participants will receive a Food Safety card from Alberta Health Services, training in life skills and essential skills along with hands-on training and 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 or underemployed and looking for a job
- Lack of Canadian work experience
- English CLB level of 3 and above
- 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 Alberta. Up to $10,000 may be borrowed for tuition fees, course materials, exam fees, qualification assessments, professional association fees, living expenses and other related costs. IAF’s vision is that skilled immigrants are equitably integrated into the workforce and contributing their expertise to Canada’s economic and social success. IAF loans are available to immigrants living anywhere in Alberta.

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

Some learners may qualify for Alberta Works funding.

Canadian English Language Benchmark Assessment for Nurses (CELBAN)
Contact: Mary Katherine Neal
Ph: 403-262-2656 ext 273
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@immigrantservicescalgary.ca

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

Integrated Mentorship Program
Contact: Jeremy Dutton
Ph: 403-705-3429
Fax: 403-538-8374
Email: jeremyd@immigrantservicescalgary.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: Cherwyne Del Rosario
Ph: 403-705-4381
Fax: 403-266-2496
Email: cherwyned@immigrantservicescalgary.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.
Immigrant Services Calgary - see Career and Employment Services (including Job Placement Programs)

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

Making Changes Association
6516 - 1A St. SW, Calgary, AB T2H 0G6
www.makingchangesassociation.ca

**Employment and Life Skills Program**
Contact: Elaine Lupul
Ph: 403-262-5776 ext 205
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.

Momentum - see Occupational Skills Training

Mount Royal University (MRU) - Communication Skills for Health Professionals
Language Institute, Room EB 3021, East B Building
4825 Mount Royal Gate SW, Calgary, AB T3E 6K6

**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.