IMMIGRANT TRAINING AND EMPLOYMENT PROGRAMS AND SERVICES

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

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

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**Alberta Ministry of Labour Employment and Training Services Directory**

Through the Ministry of Labour, the following link provides information about programs and services that are provided to help workers find and keep jobs, get training, and adapt to a changing labour market. [https://work.alberta.ca/documents/employment-and-training-services-directory.pdf](https://work.alberta.ca/documents/employment-and-training-services-directory.pdf)

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

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

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

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

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**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](http://www.bredin.ca)

**LINC 6+ Essential Skills Program**

Contact: Rashmi Bastola  
Ph: 403-261-5775  
Email: [rashmi.bastola@bredin.ca](mailto: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 their respective career path. This program will help to:

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

Focus is to:

- Enhance reading, writing, speaking, and listening.
- Enhance essential skills to make them suitable to enter the Canadian work
Develop a professional resume, cover letter and interview skills to find employment.
Increase understanding of the Canadian workplace, suitable training programs, and job search techniques.

Training:
Intake assessment and acceptance into the program. All students must be referred by Immigrant Language and Vocational Assessment – Referral Centre (ILVARC).
LINC 6+ language training, essential skills (includes TOWES testing) and employment preparation.

Eligible Clients must be:
Permanent residents and Protected Persons (IRPA Section 95) with minimum CLB levels of 7,7,6,6.
Ready, willing and able to complete the program.

Some learners may qualify for funding.

**Enhancing Refugee Employment Program**
Contact: Eden Weredu, Employment Counselor
Ph: 403-262-2012
Fax: 403-262-2033
Email: eweredu@ccisab.ca

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

**Oil & Gas and Power Engineering Training Programs**
Contact: Bob Khan, Director of Operations
Ph: 403-262-2006
Fax: 403-262-2033
Email: bkhan@ccisab.ca

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

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

**4th Class Power Engineering Training Program:** This 37-week training program was developed for immigrants and new Canadians who are marginally employed, unemployed or underemployed, in preparation for full-time employment as Power Engineers in Alberta. Clients receive Soft Skills Training, including Language Upgrading, Life & Work Management Skills and field trips to local power engineering sites. Clients will complete the SAIT Power Engineering Theory (Parts A & B) and 200 hours of hands-on training. It is followed by safety training at the ENFORM Training Centre in Calgary, including safety training in H2S Alive, Standard First Aid, Transportation of Dangerous Goods (TDG), Petroleum Safety Training (PST), Detection and Control of Flammable Substances, Workplace Hazardous Materials Information System (WHMIS), Fall Protection and Confined Space.

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

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

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

Drilling Rig Hand Program: This 15-week program prepares Clients for full-time employment as Floorhands in the drilling industry. They receive soft skills training, including Language Upgrading, Introduction to the Petroleum Industry, Life & Work Management Skills and field trips to local drilling sites. This training is followed by Occupational/Safety Training at the ENFORM Training Centre in Calgary, including safety training in H2S Alive, Standard First Aid, Transportation of Dangerous Goods (TDG), Petroleum Safety Training (PST), Workplace Hazardous Materials Information System (WHMIS), Light Duty Vehicles (LDV) and Air Brake Endorsement. The Work Experience component consists of hands-on technical training at the ENFORM Nisku Training site.

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

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

The program is designed to provide supportive framework for foreign nationals in possession of work permits and their dependents to foster self-reliance and adaptability while they live, study and work in Alberta, whether it is temporarily, or as they work towards becoming permanent residents. The program will work
collaboratively with government agencies, employers, educational institutions, communities and other relevant stakeholders to establish best practices and strategies to create working environment that are culturally competent in order to facilitate the integration of the workers into their job and into society as a whole. By understanding the barriers foreign nationals face, CCIS will serve as a bridge in creating solutions that will benefit the employment partnership and create a long-term workforce strategy.

This is a 34-week training program preparing clients to train as Inspection Technicians for the Pressure Equipment Industry. Clients receive Soft Skills Training, including Language Upgrading, Life & Work Management Skills and field trips to related sites. Key course components include Pressure Vessel and Equipment Types, Introduction to Codes (ASME sections 1, 2, 4, 6 and 8) and Regulatory requirements, and Introduction to Corrosion and Welding. Technical training on NDT training: Radiography, Ultrasonic, Magnetic Particle Inspection and Liquid Penetrant - Level 1 will be completed at SAIT. Safety Training and Certification Standard First Aid, Confined Space, Fall Protection, H2S Alive, WHMIS, and Transportation of Dangerous Goods will also be covered and necessary Personal Protective Equipment will be provided. The comprehensive training program encompasses Canadian regulatory needs and prepares trainees to write the Canadian General Standards Board (CGSB) and American Petroleum Institute (API) examinations for certification after being employed.

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

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

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

Basic Computer Skills is a pre-requisite.
Canadian Level Benchmark of 4 or higher

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

Includes computer terminology, keyboarding, MS Office (Word, Excel, PowerPoint, MS Access and Outlook email), the Internet, business communications, office practices and procedures, job search skills, resume writing and interview skills, up to 51 hours, as well as an 80-hour voluntary job placement. Classes In Evening or Saturday

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

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

The Advanced Computers training program helps students improve their computer skills in advanced Microsoft Excel, Word, and PowerPoint. Students will develop advanced computing skills with features of Microsoft Office that are not commonly known in order to increase their productivity with the software.

Our Clerical Training or Good knowledge of MS Office is a pre-requisite.

Open to citizens, Permanent Residents, Refugees and open work permit.

Canadian Level Benchmark of 4 or higher.

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**Calgary Immigrant Women’s Association (CIWA)**

#200, 138 - 4 Ave. SE, Calgary, AB  T2G 4Z6  
Ph: 403-263-4414  
Fax: 403-264-2914  
Email: employmentservices@ciwa-online.com  
www.ciwa-online.com

Some learners may qualify for funding.

- **Employment Skills**  
- **Preparation for the Retail Industry for Low Literacy Immigrant Women**

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

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

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

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

Program offers free one on one service (individual employment counselling, Resume critique and Mock interview) and group based services (Employment workshops and Networking Breakfast meeting) to assist immigrant women in their job search. Services focus on identification and exploration of employment opportunities, setting realistic career goals and working towards achievement of goals.

- One on one employment counselling includes needs assessment and developing action plans by identifying existing and required skills
- Employment workshops to support and provide pre-employment information. Topics include and are not limited to Resume writing, Preparing for interview, Canadian Workplace Culture, LinkedIn, Career Planning, Job Search and labour market information. How to market your transferable skills and Networking Orientation
- Resume Critique is a 30 min. session to get help critiquing resume and get constructive feedback
- Mock Interview is a 60 min session to practice behavioural based interview responses and improve non-verbal cues
- Networking Breakfast meeting provides the opportunity to network with potential employers and learn about best practices to get a job and successfully integrate in the Canadian workplace
Eligibility:
- Immigrant women with more than 12 years of education from home country

**Accounting Training Initiative**
Contact: Saifan Kosheryan  
Ph: 403-263-4414 ext 117  
Email: saifank@ciwaonline.com  
Vanessa Listana  
Ph: 403-263-4414 ext 230  
Email: vanessal@ciwaonline.com  
4 intakes every year

This is free training for immigrant women with accounting background from home country in Simply Accounting or QuickBooks. It provides professional immigrant women with the opportunity to upgrade their skills in the areas of accounting and bookkeeping for Canadian standards.

Eligibility:
- Permanent Residents and Canadian citizens (with barriers) with more than 12 years of education from home country  
- Accounting education and professional background from home country  
- CLB 6 and higher  
- Must attend Accounting information session at CIWA and pass basic accounting test prior to training

**Computer Training for Basic Computer Crash Course and Microsoft Office 2010 (MS Word, MS Excel, MS PowerPoint, MS Outlook & MS Publisher)**
Contact: Jyoti Agnihotri  
Ph: 403-263-4414 ext 155  
Email: jyotia@ciwaonline.com

(Refer to Category heading “Computer Skills Training” for more information)

Provides immigrant women (with more than 12 years of education from home country) with the opportunity to enhance their computer skills through a series of customized courses. Classroom-based instructions will help participants progress from studying basic computer then advancing consecutively to Microsoft Office 2010 from MS Word, MS Excel, MS PowerPoint, MS Outlook and MS Publisher.

**Food Industry Training for Immigrant Women**
Contact: Sue Collis  
Ph: 403-263-4414 ext 250  
Email: suec@ciwaonline.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

**Line Cook Training for Immigrant Women**
Contact: Jenny Krabbe  
Ph: 403-263-4414 ext 118  
Email: Jennyk@ciwaonline.com

Line cook skill preparation with embedded language training and job search support is provided for women with mid-level English language skills and little to no Canadian work experience. Training includes kitchen operations, food preparation and sanitation, as well as essential and employability skill training. Possible certifications include: Advanced Food Safety, First Aid and CPR and WHMIS.

Eligibility: Unemployed or underemployed immigrant and refugee women who are permanent residents with CLB 4-6.

**Fast Track Employment Training for Immigrant Women**
Contact: Jenny Krabbe  
Ph: 403-263-4414 ext 118  
Email: Jennyk@ciwaonline.com

Fast track employment skill preparation with embedded language training and job search support is provided for women with mid-level English language skills and little to no Canadian work experience. Participants enter one of 3 occupational training streams: Administrative Skills, Front Line Customer Service Skills or Protection Skills. Possible certifications include: Security Guard/ABST, ProServe and ProTect.

Eligibility: Unemployed or underemployed immigrant and refugee women who are permanent residents with CLB 4-6.
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: Debby Jones, Program Facilitator
Ph: 403-536-8817
Email: d.jones@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 and looking for a job
• Lack of Canadian work experience
• English CLB level of 3 to 5
• Commitment to a 10-week training and work experience program

Immigrant Access Fund (IAF)
www.iafcanada.org

Contact: Jahnavi Joshi, Administrative & Program Assistant
Ph: 403-228-9981 ext 221
Email: jahnavi@iafcanada.org

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

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

Some learners may qualify for funding.

Canadian English Language Benchmark Assessment for Nurses (CELBAN)
Contact: Mauricio Ochoa Alba
Ph: 403-262-2656 ext 336
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
ILVARC provides Enhanced Language Training Placement Assessment (ELTPA 6-10) to eligible newcomers who are applying for work-related
**Assessment (ELTPA 6-10)**  
Contact: Carmen Yu  
Ph: 403-538-8345  
Email: CarmenY@immigrantserviceescalgary.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.

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

**MAPLE 2.0 - Mentorship in Action (MIA)**  
Contact: David Marulanda  
Ph: 403-705-4381  
Fax: 403-266-2486  
Email: davidm@immigrantservicescalgary.ca

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

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

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

**Employment and Life Skills Program**  
Contact: Elaine Lupul  
Ph: 403-262-5776 ext 2  
Email: employmentlifeskills@makingchangesassociation.ca

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

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

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**Momentum - see Occupational Skills Training**

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

**Communication Skills**  
Pre- and post-assessment is through the Institutional CELBAN.

**Health Professionals**  
Ph: 403-440-5100  
Eligible Clients are internationally-educated health professionals who are trained in the fields of Medicine, Midwifery or Nursing. Clients may be:
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

- 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.