

2023 - 2024



ANNUAL REPORT

***SERVING NEWCOMERS
TOGETHER***

“Collaboration is the fuel that ignites innovation.”

• John C. Maxwell

www.ottawa-worldskills.org



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

Mission

To support the integration of newcomers into the Canadian labour market through:

- partnership(s)
- pre-employment supports
- employer engagement
- entrepreneurship

Vision

An inclusive Canada that values the skills and talents of new Canadians.

Core Values

- Partnership
- Respect for Diversity
- Empowerment
- Service Excellence
- Accountability and Integrity

Letter from the President and Executive Director

2023 was an incredible year of growth for World Skills Employment Centre. More than 4,500 clients came through our doors to access our programs and services, and more than 260 employer partners engaged with World Skills to hire job-ready clients in various sectors across Ottawa. Since 1997, our generous supporters and employer and community partners have helped us serve more than 42,000 clients.

We are inspired by our communities continued commitment to the integration of newcomers into the local economy. Together, we achieved exciting milestones, fostered new partnerships, strengthened existing community relationships, all while continuing on our 27 year journey of serving newcomers alongside our employer and community partners.

In October 2023, we moved to a new location allowing us to expand our in person service offerings and consolidate services. Utilizing our new office space has also allowed us to host more events to connect with clients, community partners, volunteers and employers. It is also the perfect setting for us to host international delegations from Germany, the Netherlands, South Africa and Romania, who were interested in learning about our diverse service offerings.

In addition, we continue to utilize new technology solutions to improve client services as we modernized our website, created digital learning resources for clients and launched a new database - enabling us to better track client service data,

manage employer and partner relationships and monitor changes in service demand and program outcomes. Launching the new database also allowed us to develop a strengthened understanding of our work processes and how they contribute to the achievement of our organizational goals and funder requirements.

Since our founding in 1997, partnership has been the hallmark of our work, and 2023 presented the opportunity to significantly expand partnerships with employers and community organizations to better support newcomers in integrating into the local economy.

Our new partnerships include:

1) IBM SkillsBuild: offering clients digital upskilling activities in a wide range of areas including data analysis, cyber security, customer service and project management fundamentals .

2) Ottawa Food Bank: partnership to offer additional support for wrap-around services at a variety of their locations.

3) RBC Foundation: continued support of the Project Management Professional Fundamentals training program.

4) Partnerships with trade organizations: focused on providing resources for clients interested in pursuing careers in the skilled trades.

5) Francophone Serving Organizations: To better serve French speaking clients, World Skills has expanded partnerships with francophone serving organizations including Conseil Economique et Social d'Ottawa Carleton (CESOC), Centre des services communautaires Vanier (CSC Vanier), College La Cite, and Societe Economique de l'Ontario (SEO).

As we reflect on the accomplishments of another year, we wish to thank the countless individuals and organizations who have contributed to our ongoing success. Thank you to our founding members and partners for their vision and commitment.

To our board of directors for their guidance and for strengthening us with steady leadership.

To our community partners, funders and project and program sponsors for their continued generosity and commitment to the growth and success of our programs.

To our employment partners for their engagement and commitment to hiring newcomer talent.

To our volunteers for their endless commitment and contributions to World skills.

We are grateful to our clients for continuing to put their trust in us. When we interact with our clients, we are filled with optimism for the future of our city. They are diverse, brilliant and uniquely qualified. They have the skills to create new opportunities that will positively impact our city and their lives and we provide the resources to support them as they do.

We are grateful to our staff for their commitment, enthusiasm and passion for the work that we do. Every year, they remind us that our mission is people-powered, and that anything is possible when we work hard collaborate together.

For 27 years, World skills has been driven by our core values and a unifying purpose to connect newcomers to employment opportunities. Our success is only possible because of the commitment of staff, volunteers, employers, community partners, funders and other individuals and organizations who have supported our mission. The work of accompanying newcomers on their employment journey is important work that we can only do together.

Thank you for your continued support.

Sincerely,



CARL NICHOLSON
President of the Board of Directors
World Skills Employment Centre



MENGIS TSEGAYE
Executive Director
World Skills Employment Centre

Lettre du Président et du Directeur Exécutif

L'année 2023 a été une année de croissance incroyable pour le Centre d'emploi Compétences Mondiales. En 2023, plus 4.500 clients ont franchi nos portes pour accéder à nos programmes et services et plus de 260 employeurs se sont engagés auprès de Compétences Mondiales pour embaucher des clients prêts à travailler dans divers secteurs à travers Ottawa. Depuis 1997, nos généreux donateurs ainsi que nos partenaires employeurs et communautaires nous ont aidés à servir plus de 42. 000 clients.

En 2023, l'engagement de notre communauté en faveur de l'intégration des nouveaux arrivants dans l'économie locale nous a une fois de plus donné des raisons de célébrer. Ensemble, nous avons franchi des étapes passionnantes, établi des nouveaux partenariats, renforcé les relations communautaires existantes tout en poursuivant notre parcours de 27 ans au service des nouveaux arrivants aux côtés de nos partenaires employeurs et communautaires.

En octobre 2023, Compétences Mondiales a déménagé vers un nouvel emplacement où nous avons pu élargir nos offres de service en personne et consolider nos services. L'utilisation de nos nouveaux bureaux nous a aussi permis d'organiser plus d'événements pour nous connecter avec les clients, les partenaires communautaires, les bénévoles et les employeurs. C'était aussi pour nous le cadre idéal pour accueillir des délégations internationales venues d'Allemagne, des Pays-Bas, d'Afrique du Sud et de Roumanie, qui étaient intéressées à en savoir plus sur nos diverses offres de service.

Bien plus, en 2023, Compétences Mondiales a utilisé des nouvelles solutions technologiques pour améliorer les services aux clients en modernisant notre site web, en créant des ressources d'apprentissage numériques pour les clients et en lançant une nouvelle base de données. La base de données nous a permis de suivre les données des services offerts aux clients, de gérer les relations avec les employeurs et les partenaires et de veiller sur les changements dans la demande de services et les résultats des programmes. Le lancement de la nouvelle base de données nous a également permis de mieux comprendre nos processus de travail et comment ils contribuent à la réalisation de nos objectifs organisationnels et aux exigences de nos bailleurs de fonds.

Depuis notre fondation en 1997, le partenariat est l'emblème du Centre d'emploi Compétences Mondiales, et 2023 a été l'occasion d'étendre considérablement les partenariats avec les employeurs et les organisations communautaires afin de mieux soutenir l'intégration des nouveaux arrivants dans l'économie locale.

Nos nouveaux partenariats incluent:

1) IBM SkillsBuild : offre aux clients des activités de perfectionnement des compétences numériques dans divers domaines tels que l'analyse de données, la cybersécurité, le service à la clientèle et les bases de la gestion de projet.

2) Banque alimentaire d'Ottawa: Compétences Mondiales a noué un partenariat avec la Banque alimentaire d'Ottawa pour offrir un soutien supplémentaire aux services complets dans plusieurs de ses sites.

3) RBC Fondation: soutien continu au programme de formation sur les Principes de base du Professionnel de la Gestion de Projet.

4) Partenariats avec des organisations dans les métiers spécialisés: ils visent à fournir des ressources aux clients intéressés à poursuivre une carrière dans les métiers spécialisés.

5) Organismes des services aux francophones: Pour mieux servir les clients francophones, Compétences Mondiales collabore avec des organisations servant les francophones, entre autres le Conseil Économique et Social d'Ottawa-Carleton (CESOC), le Centre des services communautaires Vanier (CSC Vanier), le Collège La Cité et la Société Économique de l'Ontario (SEO).

Considérant les réalisations d'une autre année, nous tenons à remercier les innombrables personnes et organisations qui ont contribué à notre succès continu. Merci à nos membres fondateurs et partenaires pour leur vision et leur engagement.

À notre conseil d'administration pour ses conseils et son leadership constant.

À nos partenaires communautaires, aux bailleurs de fonds et aux commanditaires pour leur générosité et leur engagement constant envers la croissance et le succès de nos programmes.

À nos partenaires employeurs pour leur engagement et leur détermination à embaucher des talents issus de nouveaux arrivants et à nos bénévoles pour leur contribution sans fin à Compétences Mondiales.

Nous sommes reconnaissants à nos clients pour la confiance qu'ils continuent de placer en nous. Lorsque nous interagissons avec nos clients, nous sommes remplis d'optimisme pour l'avenir de notre ville.

Ils sont variés, brillants, avec des qualifications uniques. Ils ont les compétences pour créer des nouvelles opportunités qui auront un impact positif sur notre ville et sur leurs vies, ainsi que les ressources pour les soutenir dans ce qu'ils font. Nous sommes reconnaissants envers nos employés pour leur engagement, leur enthousiasme et leur passion pour le travail que nous accomplissons. Chaque année, ils nous rappellent que notre mission est portée par des personnes, et que tout est possible lorsque nous travaillons dur et ensemble.

Depuis 27 ans, Compétences Mondiales est guidée par nos valeurs fondamentales et un objectif commun, celui de connecter les nouveaux arrivants aux opportunités d'emploi. Notre succès n'est possible que grâce à l'engagement des employés, des bénévoles, des employeurs, des partenaires communautaires, des bailleurs de fonds, d'autres individus et des organisations qui ont soutenu notre mission. La tâche d'accompagner les nouveaux arrivants dans leur parcours vers l'emploi est un travail important que nous ne pouvons accomplir qu'ensemble.

Cordialement,

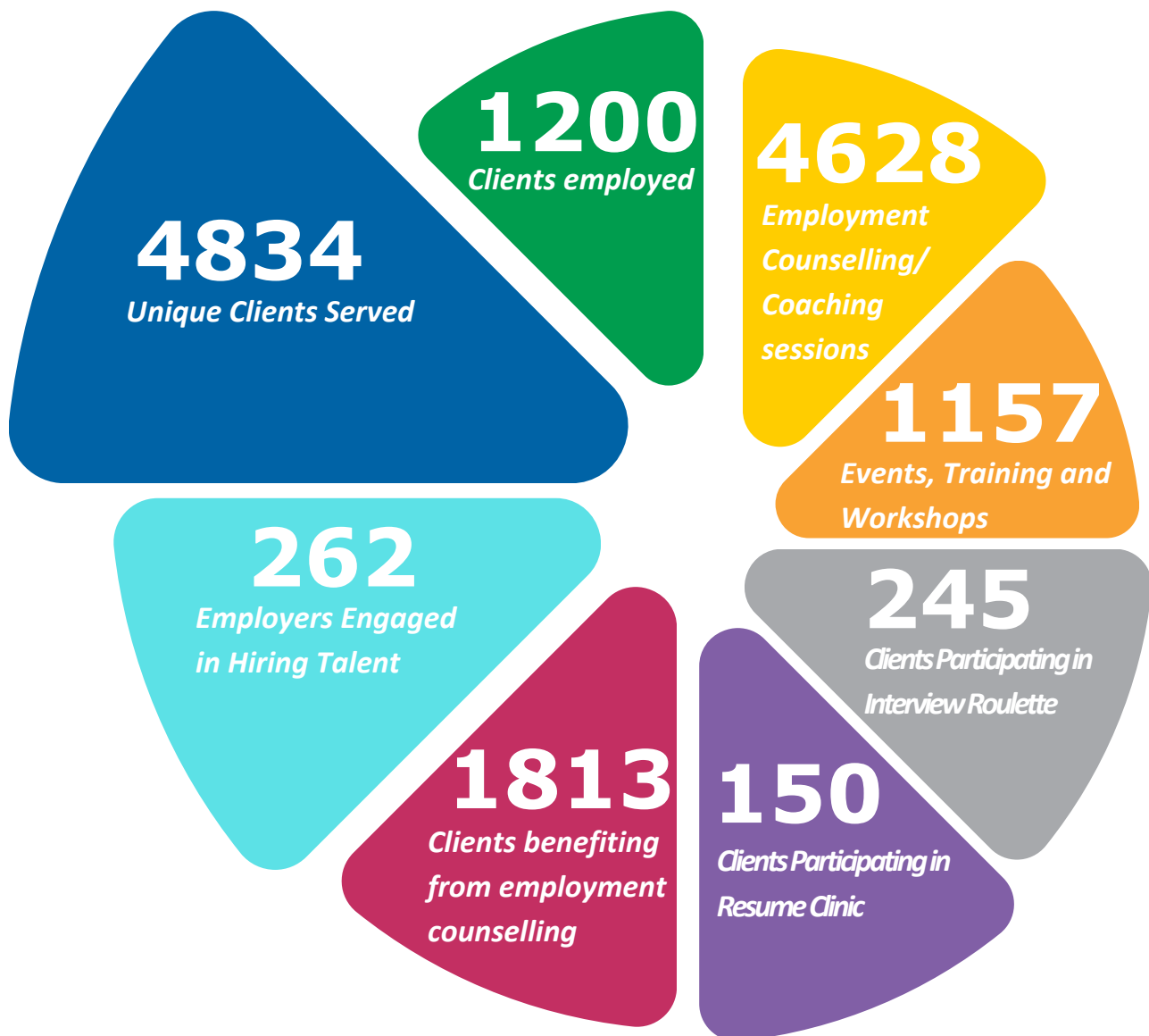


CARL NICHOLSON
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FISCAL YEAR 2023–2024 HIGHLIGHTS



World Skills Project Management and Business Analysis Toolkit for Success

The Project Management and Business Analysis Toolkit for Success initiative, supported by the RBC Foundation has made significant strides in aiding skilled immigrants over the past year. This comprehensive program enhances newcomers' employability and professional integration within Canada's competitive job market. The rising demand for Project Management Professional (PMP) certification and various business analysis credentials highlights their critical role, providing professionals with a competitive edge and potential for higher salaries.

A cornerstone of this initiative is the strategic partnership with the Project Management Institute (PMI) chapter in Ottawa, which focuses on deepening participants' understanding of the certification process, fostering cultural awareness, and enhancing workplace integration.

World Skills had the privilege of presenting at the PMRise 2023 conference, allowing participants to engage in two days of valuable insights into the future of project management and network with industry professionals across the National Capital Region and Eastern Ontario. This collaboration is instrumental in creating an inclusive support system for skilled immigrants.

The Project Management Toolkit for Success continues to equip newcomers with essential project management skills tailored for high-demand sectors. By bridging the skills gap through targeted training, the program expands access to valuable education via instructor-led sessions and networking opportunities. This comprehensive approach enhances participants' market competitiveness and prepares them to thrive in today's rapidly evolving job landscape.



This initiative is beneficial to all stakeholders:

- Participants gain enhanced employability and valuable connections
- Employers access a pool of certified project managers
- World Skills strengthens its capacity to support skilled immigrants
- RBC demonstrates its commitment to workforce development and diversity

World Skills Celebrates International Women's Day



The World Skills International Women's Day Celebration was a powerful event showcasing the resilience and accomplishments of women from around the world. The inspiring day was filled with impactful speeches, compelling success stories, and networking opportunities that emphasized the strength of women lifting each other up.

Mengis Tsegaye, World Skills Executive Director, opened the event with remarks on leadership and resilience. He was followed by Fatima Saadeddine, Manager of the Empowering Racialized Newcomer (ERNW) program at World Skills, whose heartfelt speech celebrated the strength and achievements of racialized newcomer women, emphasizing the theme of "Empowering Through Unity" and the transformative role of the ERNW Program. Notable speakers included Mercy Lawluvi, Executive Director of Immigrant Women Services Ottawa, who discussed creating supportive environments for women,

guest speakers Patricia Wallinger and Joanne Savoie Malone, who shared messages on empowerment and the importance of uplifting one another; and Magdalene Cooman, who offered the closing remarks and spoke on entrepreneurship. Each provided valuable insights into women's leadership and professional growth.

Participant, Ibtissem Belguedj, described the gathering as an extraordinary opportunity to meet inspiring professionals and share experiences.

The International Women's Day 2024 celebration was a testament to the strength and achievements of women. As World Skills continues to empower racialized women, breaking barriers and creating more space for their voices, we remain committed to providing the tools and opportunities needed for women to thrive and contribute positively to their communities.



The Credential Recognition Program (CRP), delivered in partnership through the Ottawa Community Loan Fund (OCLF), Lebanese and Arab Social Services Agency (LASSA), World Skills Employment Centre (WS) and Ottawa Community Immigrant Services Organization (OCISO), is designed to support internationally trained professionals in the regulated professions.

OFFER

Career Mentorship | Credential Assessment Support | Financial Literacy Workshops
Financing | Career Counselling

IN EARLY 2023

CRP was expanded to include support for trades licensing and equivalency. We support clients to submit their Trade Equivalency Assessment application to have their experience in a skilled trade recognized. We also guide them through the apprenticeship system if they are new to the skilled trades as a career option. Additionally, we offer low-interest financing to overcome financial barriers, if further training is needed.



CLIENT SUCCESS STORY

Biyagie Sakano's journey is a testament to the success of CRP and the skills and talents of newcomers. Originally from The Gambia, Biyagie immigrated to Canada one year ago where he previously worked as a Construction Materials Sales Representative. With our support, Biyagie successfully navigated the path to apprenticeship and completed the LIUNA Pre-Apprenticeship program, which is designed to equip participants with essential skills for the construction industry. Following this, he secured a position at Chinnani Construction in Ottawa. His story exemplifies the positive impact of our program and the contributions of skilled newcomers to Canada's workforce.

ZHIXIAO LIAO



“After being registered as client of World Skills, I was offered various service and information regarding to job hunting. I gained the skills and techniques that helped me to understand the employment environment of Canada, and to get myself prepared for the Market, exploring more professional possibilities and developing a support network. This feeling makes me feel reassured. I participated in the workshop, during which the facilitator explained about interview skills, Resume Writing, networking and the best job searching techniques. I gained a lot from this workshop, and it made me a person who is more confident to face the challenges. I was working part-time as Sales and Client Relation Representative, but I just got a full-time job offer as a Settlement Counsellor.”

GENEVIEVE KAMENI AYUK



“I’m currently looking for a new job and in my job search journey, I came across this wonderful organization World Skills Employment Centre helping Newcomers to Canada with their job search in the Ottawa area. I’ve also met wonderful people who are passionate and willing to help. Above all, I’ve learned a lot about the Canadian labour market, discovering or rediscovering important terms and concepts.

Coming from a culture where there is more emphasis on “We” than “I”, I also had to learn about talking about my accomplishments (even within the context of a team work) and how they made a difference to the business or the organization, using the STAR Technique. I’ve also learned to be more resilient and patient with myself, working towards my vision.”

Celebrating World Skills Volunteers

In June 2024, volunteers from World Skills gathered to share food and friendship. On this special evening, we paid tribute to the contributions our volunteers make: strengthening our programs and enriching our client's lives. Thank you to all of our volunteers for your inspiring contribution and support.

VOLUNTEER TESTIMONIAL

Volunteering at World skills has been incredible rewarding. Witnessing the direct impact on the clients' lives as they progress towards employment has show me how meaningful the work is. Being part of the clients' journey has given me a profound sense of accomplishment and inspiration, knowing that we're helping to shape a brighter tomorrow for them. With every resume I edit, I feel like I am helping a dad or mom reach their goal and create a better future for their kids.

- Jinane Tamim (World Skills Volunteer)



Partnership in Action: Alumni and Networking Event for the Federal Internship for Newcomers (FIN) Program

On March 14, 2024, the World Skills Employment Centre, OCISO, and WUSC united to host the Annual Alumni and Networking Event, part of the Federal Internship for Newcomers (FIN) and FIN-YESS Programs, with support from IRCC. The event brought together nearly 100 participants, including program staff, public servants, FIN alumni, and internationally trained professionals—both in person and online.



A special thanks to our dedicated staff and partners for making this milestone possible. Together, we continue to build a thriving community for newcomers.

This event, focused on empowerment and collaboration, provided a platform for newcomers to connect with key professionals. Highlights included inspiring words from the World Skills Executive Director, Mengis Tsegaye, and keynote speaker, Magdalene Cooman, who shared insights on the power of networking. A panel of professionals, including a FIN mentor, Kate Martynova, offered valuable guidance on navigating careers in the Canadian public service. The success of this event reflects the strength of our partnerships and the shared commitment to supporting newcomers' integration and success in Canada.

World Skills continues to coordinate the program nationally, proudly partnering with seven other delivery organizations across Canada:



Workplace Language Training Program

Our Workplace Language Training programs are about more than just language learning and using language to navigate the Canadian workplace. They are programs for people – offered to language levels CLB 3 - 5, and 6+. All programs incorporate sector specific language and skills critical to the Canadian workplace.



COURSES OFFERED

- Language for the Workplace CLB 3-5
- Communication for Success - Beyond Language! CLB 6+
 - Office Administration
 - Public Administration
 - Business and Project Management
 - Writing and Oral
 - Entrepreneurship

CLIENT TESTIMONIAL

“ A life changing experience! A program that goes beyond learning writing and oral English. As a newcomer, I’ve learnt many things related to the workplace and main components to succeed professionally in my journey. I noticed the difference in my writing and communication with clients after the first month of the program. “

- Safa Saki (World Skills Client)

Workplace Language Training 2023 Highlights

- WLT conducted 19 cohorts
- WLT served 214 Clients
- 98% of clients advanced at least one language level with their CLB exit assessment
- 61% of clients advanced more than one language level with their CLB exist assessment
- World Skills implemented the use of AVENUE – an online settlement language training software funded by IRCC. We are using AVENUE through:
- Introduction of new blended learning program called: Mastering Workplace Communication (CLB 5/6, CLB 6/7). This program offers flexibility for clients based on their availability. We are currently running pilots to further test the use of AVENUE in all Workplace Language Programs at World Skills

Partnering in Language Learning for Healthcare Professionals

World Skills is currently partnering with ISANS, CCI, Bow Valley College *Alberta), ISS of BC - to deliver the National Healthcare Language Program. The courses have been designed to help internationally educated healthcare professionals across Canada, develop the communication competencies they need to succeed in their fields.



- a) Professional Communication Skills for Nurses: helps Internationally Educated Nurses (IENs) communicate effectively with patients in a Canadian healthcare context.
- b) Strategies for CELBAN is a unique program that helps Internationally Educated Nurses (IENs) prepare for the CELBAN (Canadian English Language Benchmark Assessment for Nurses) test, as well as prepare for work in Canada. It covers a wide variety of nursing tasks that IENs might encounter on the CELBAN or while working.
- c) Communication Strategies for Patient Interactions (CSPI) helps International Medical Graduates (IMGs) and International Pharmacy Graduates (IPGs) develop and enhance the communication strategies and skills they need to pass the OSCE (Objective Structured Clinical Examination) licensure exams. Course content is based on the OSCE communication skills competencies.

Employer Engagement Activities

Talent to Employment Matching Service (TEMS) employment matching services designed for competitive, job-ready newcomer talent at World Skills. Each participant works closely with a Recruitment Specialist, implementing a 3-month model of targeted strategies designed to access job opportunities, increase employability and shorten the time to secure a job. TEMS recorded a hiring rate of 57-60 % for 2023.

“ Client Testimonials

“A year into my new life in Canada, I cannot overlook the immense support and guidance World Skills has provided me during my early days here. The organization offered invaluable resources and workshops that greatly enriched my understanding of the Canadian job market and enhanced my job search skills. More than the practical advice, it was the sense of community and belonging that World skills fostered that made a significant impact on me.” - A. Sagidula

World Skills Annual Job Fair



In 2023, World Skills hosted two job fairs. Emerging from the pandemic, the 5th Annual Job Fair, was a resounding success. The job fair effectively addressed the needs of newcomers, employers, and immigrant service providers. The theme, “Squaring the Circle: Integrating Newcomers into the Post-Pandemic Economy,” highlighted solutions to labour shortages and high unemployment among immigrants. Attendees gained insights into employment trends and challenges in the post-pandemic job market. Building on this success, it was followed by the November 2023 Fall Job Fair, themed “Gearing-up for 2024: Employer Perspectives on the Ottawa Job Market for Newcomers,” which featured key industry employers from various sectors. Both events brought more than 1,000 clients and 70 employers together.

EMPLOYER ENGAGEMENT FACTS FOR 2023-2024

32	13	262	761
TARGETED RECRUITMENT EVENTS	NETWORKING & COACHING SESSIONS	EMPLOYERS ENGAGED	JOBS MATCHED & REFERRED

Creating New Partnerships with Employers - National Capital Commission



On Tuesday, October 24, NCC CEO Tobi Nussbaum welcomed over 100 skilled immigrant to the organizations first-ever networking event, highlighting the NCC's commitment as a diverse and inclusive organization.

This event marked the inaugural partnership between NCC and World Skills, setting a new standard for promoting diversity and inclusion. Alisson Janota, Chief of HR Business Partnerships, led an inspiring gathering where managers from across the organization engaged with nearly 100 skilled immigrants. These job-ready newcomers, selected by the Employer Engagement Team at World Skills, had the chance to learn about various departments, discuss career options, and receive valuable networking advice. The dedication of NCC's HR Business Partners, many of whom volunteered their time, highlighted the organization's commitment to inclusivity.

TESTIMONIAL FROM NCC

"In today's competitive job market, partnering with World Skills is crucial for our talent acquisition strategy. World Skills' clients are highly skilled and ready to make an immediate impact. Our involvement in the World Skills career fair and this networking event led us to three outstanding candidates. One of these exceptional individuals is now an HR Coordinator in my division, bringing advanced data analytics skills and a collaborative spirit that have been invaluable. Her contributions have significantly enhanced our employee engagement and strengthened NCC's reputation as an 'employer of choice.' Her impact is critical to our success!"



World Skills Corporate Mentorship Program

The World Skills Corporate Mentorship Program has empowered over 1,500 newcomers in Ottawa through partnerships with local employers. Corporate partners help newcomers to integrate economically and advance their careers while fostering workplace diversity and inclusion.

TD - WORLD SKILLS MENTORSHIP PROGRAM



Since 2010, the TD – World Skills Corporate Mentorship Program has created a valuable talent pipeline for TD Canada and other employers. This three-month mentorship connects skilled newcomers with TD executives, aiding workforce integration and enhancing cross-cultural skills for managers. The program's success, with a peak employment rate of 74% within three months in 2019, has made it a model for future mentorship initiatives.

ACCENTURE - WORLD SKILLS MENTORSHIP PROGRAM



Since 2017, Accenture has partnered with World Skills to provide targeted events, mentoring, and workshops that equip mentees with essential IT skills, enhancing their job market competitiveness. In 2023, 52% of mentees were hired within 3-6 months, with 73% securing IT positions and 30 earning cloud technology certifications. This collaboration continues to drive successful newcomer career integration into the technology sector.

Empowering Newcomers Through IBM SkillsBuild

In 2023 World Skills expanded our partnership with IBM, enabling us to dedicate a resource specifically for promoting and facilitating access to the SkillsBuild program to our clients, with the goal of engaging 800 learners. To date, we have engaged over 650 learners, a 242% increase since expanding our partnership. This partnership highlights the growing impact of our program on workforce readiness in Ottawa's newcomer community and demonstrates how our strategies have helped to increase clients digital knowledge.

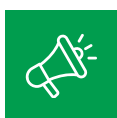
Key Focus Areas



Diverse Learning Pathways: promoting upskilling opportunities through tailored learning plans and cohorts, blending self-paced learning with live expert led sessions.



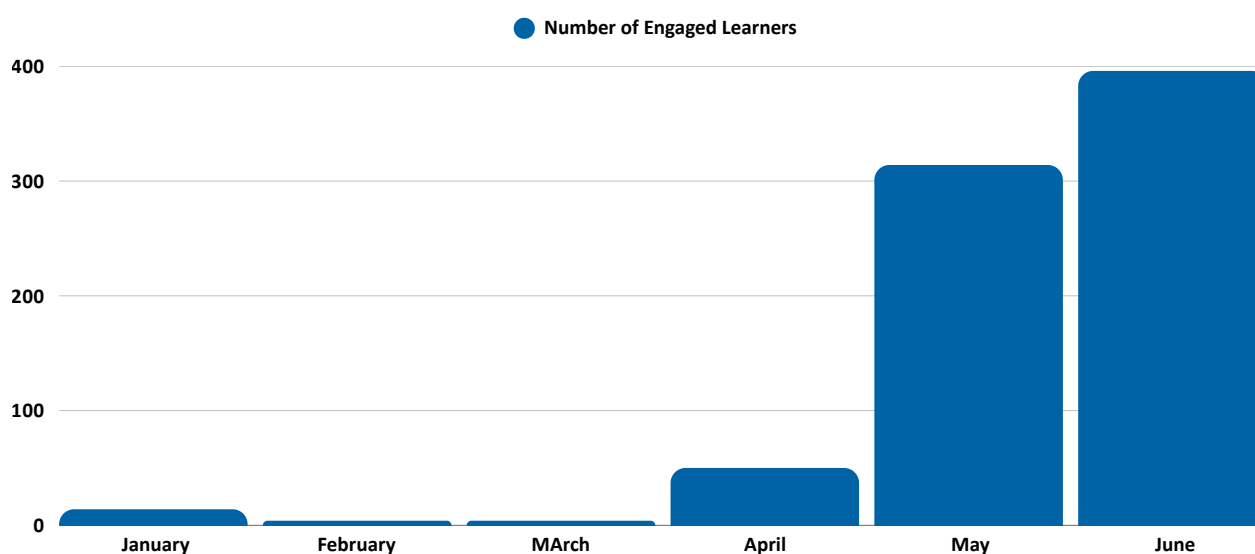
Personalized Training Experience: tailored learning plans offered based on clients professional background and career objectives.



Engagement and Support: Offering active learner follow-up, progress tracking, and creating client support materials to ensure success and satisfaction.



Learners can gain digital credentials from IBM and Credly, which recognize their completion for courses, increasing their employability across various sectors.



**THANK YOU TO OUR
PROJECT SPONSOR**



Empowering Racialized Newcomer Women Program

The Empowering Racialized Newcomer Women Program (ERNW) equips racialized newcomer women with the skills, confidence, and resources to thrive in the Canadian job market. Now proudly entering its seventh year, the ERNW program continues its transformative journey, addressing the unique challenges faced by this demographic through a holistic case management approach and personalized interventions.

Participants engage in two weeks of job preparation workshops focused on empowerment, personal branding, resume and cover letter development, interview skills from employer's perspective, resilience in action, and effective communications.

The ERNW mentorship program connects participants with Champions from their backgrounds for valuable guidance. Monthly employer-led coaching and recruitment events create opportunities to connect with potential employers.

Client Testimonial



When I arrived in Canada from Morocco in June 2023, I brought a PhD in Applied Economics and 15+ years of experience. Shortly after, I joined the ERNW program at World Skills, which significantly advanced my career.

The program taught me key job search skills, introduced me to networking events, and helped me secure my first Canadian role as a Public Engagement Officer at WUSC, leading to my current position at IDRC. I continue to benefit from the support of my World Skills' mentor and counselors, who connect me with relevant opportunities.

I'm deeply grateful to World Skills and the ERNW program for my successful integration into the Canadian workforce. My experience highlights how targeted support can help newcomers thrive and make meaningful contributions to their communities."

- Hajar lamhamedi



A five-year program funded by IRCC called ENRICH to support the social and economic integration of aspiring entrepreneurial newcomers. This program is developed in partnership with OCISO & OCLF with the support of our community partners Pinecrest-Queensway Community Health Centre & Vitesse Re-Skilling Canada

Services we offer

- ***Entrepreneurship Training***
- ***Business Coaching***
- ***Financial Planning***
- ***Business Mentorship***
- ***Incubation Program***



ONE Hub Incubation Program

The comprehensive 4-week Business Incubation Program is designed to provide immigrant and newcomer-owned small businesses in Ottawa with all-encompassing support and resources needed for success. Participants receive assistance in refining their business strategies, marketing plans, financial analysis, and legal and accounting requirements. Additionally, participants will have the opportunity to secure funding through a potential \$15,000 CAD loan from the Ottawa Community Loan Fund (OCLF), if the application is accepted.

Statistics for the Incubation Program:

- 31 Applications received
- 10 Applicants selected
- 8 Participants graduated

Client Testimonial

“I would like to thank you all for all the motivation, knowledge and skills that you shared with me. ONE Hub was an amazing program thanks to your efforts, kindness and humanity”

ONE Hub Pitch Night Highlights

ONE Hub hosted a dynamic Pitch Networking Event, showcasing pitch presentations from seven inspiring immigrant entrepreneurs who recently completed the four-week incubation program.

Over 70 attendees attended the event to support our entrepreneurs who presented their first ever pitch to investors and business experts.

A heartfelt thank you to our four distinguished judges, including two esteemed investors for their valuable feedback and insightful contributions to the pitchers.



Due to the inspiring pitch presentations the investor expressed interest in five potential investments including offers for use of commercial space, sharing networking resources and funding opportunities.



Thank you to our judges for volunteering their time.

New Project Focused on Improving Workplace Diversity, Equity, and Inclusion (DEI)

As the Canadian labour market continues to become more diverse, the importance of creating inclusive and equitable workplaces will grow. At World Skills, our direct engagement with newcomers and employers positions us to play a convening role in efforts to reduce systemic employment barriers for newcomers, while also supporting employers in their DEI journeys.

In February 2024, World Skills was awarded a \$250,000 grant from Canadian Heritage to undertake a one-year project to engage employers, newcomers, community partners, and subject matter experts in research and interventions to improve workplace diversity, equity, and inclusion.

The Inclusive and Equitable Workplace for Newcomers (IEWN) project will:

- Conduct research on challenges experienced by newcomers during their job search and employment experiences
- Identify best practices, explore existing resources, and gather input from employers
- Develop tools and resources to assist employers in attracting, hiring, and retaining newcomer talent
- Provide direct support to employers to help review and update their policies and processes
- Develop and deliver workshops for newcomers on topics related to diversity, equity, inclusion, workplace culture, and employee rights
- Share research findings, resources, and lessons learned with the wider community

BY 2024:

- It is projected that around 52% of Canada's population will be immigrants or children of immigrants.
- Also, 2 in 5 Canadians will be part of a racialized group



Source: The Daily - Canada in 2041: A larger, more diverse population with greater differences between regions.

WLT Teacher Profile: Leslie Hamel, Ontario Certified English Language Teacher

Leslie Hamel is an English as a Second Language (ESL) teacher in the WLT program and over the last 8 years, she has been teaching English language skills in the context of the Public Administration – an area in which she has experience.

In 2015, Leslie retired from the Federal Public Service after over 30 years of service. During her career, she worked for Labour Canada, Natural Resources Canada and the House of Commons. Like many of her fellow retirees, when she first left the public service and was hoping to help and give back to the community, she volunteered by supporting ESL teachers in the classroom. There, she discovered how much she enjoyed “tutoring” English and realizing that she was not quite ready to completely “retire”. She decided to build on a B.A (Honours) in English Literature (University of Ottawa), a Masters of Library Science (University of British Columbia), and return to school to learn how to teach English as a second language. In May 2016, she graduated from Algonquin College’s TESL/FL program with a diploma and an Award of Excellence in TESL/TEFL. In completing her classwork, assignments and practicums, she had discovered that she absolutely loved teaching and had found her bliss in helping newcomers to develop their English listening, speaking, reading and writing skills.

In January 2017, Leslie began to teach at the World Skills Employment Centre. She started out by teaching the Office Administration program but then was offered the opportunity to develop the curriculum for the Public Administration course. Being able to combine her experience as a former Senior Public Servant, with her new knowledge and skills as an ESL teacher, was a highlight of her time at World Skills. In May 2017, the new course was launched, and the first cohort was completed in August 2017.



With each new session of the course, Leslie finds motivation in meeting tremendously talented, thoughtful and resilient individuals who have left their home, families, work and communities to come to Canada. With each new class, she aims to firstly, build rapport and connection with each client – one of her favorite moments in the classroom happens during “small talk” sessions at the beginning of each class; secondly, to create a supportive classroom learning environment for participants at all language levels; and last but not least, to prepare and deliver multi-level lessons that not only inform the participants about the real-world aspects of working in the public service through assignments, role plays and case studies but allow them to build supportive connections with each other as they work in groups and teams.

At the end of the 10-week session, it is Leslie’s hope that she will have helped each client to have gained understanding of the federal government processes, preparation of government documents and the Canadian public sector work culture. She also hopes that they will have gained more confidence in their written and oral communication skills and feel that they are able to participate fully in the federal government’s staffing processes.

Celebrating 10 Years with World Skills

NAZIANA CHUMMUN

ONTARIO INTAKE COUNSELLOR, SETTLEMENT ONLINE PRE-ARRIVAL PROGRAM

I initially joined World Skills as a client, began volunteering with the FIN Program and later transitioned into an employee role.

World Skills offers great opportunities to grow within the organization. I started working part-time as a Data Entry Reporting and now I am a full-time Intake Counsellor for the SOPA Ontario Program. I enjoy interacting with people from different countries and backgrounds every day, helping immigrants prepare for successful integration into the Canadian labour market. During these last 10 years, I have grown professionally by gaining new skills and experience. I have worked in different teams in multiple roles. I've facilitated workshops for newcomers and, in the past, was a member of the database support team where I ran reports, created SQL queries, prepared statistics, and helped staff navigate our database.



We are a wonderful team at World Skills and have an amazing Executive Director. World Skills truly values people on a personal level, which makes the challenging days just as great. I truly appreciate my coworkers and the ongoing support they provide.

Celebrating 5 Years with World Skills

RAGHAD AL SALIM

EMPLOYMENT SPECIALIST, ROADMAP TO EMPLOYMENT PROGRAM

My journey with World Skills began as a client. Soon after, I started volunteering, which led to a new role and eventually to my current position. I am inspired by World Skills because of its commitment to empower newcomers to not only adapt but thrive in their new environments. Helping clients enhance their skills and advance in their careers is a passion that continues to drive my work.

I am grateful for the professional growth I've experienced during my time here. The guidance and support from my colleagues and management have been invaluable. The continuous learning opportunities have allowed me to refine my skills and expand my expertise.



A key part of my role involves adapting our services to meet the diverse and evolving needs of our clients. Each client brings a unique story, background, and career aspirations. This requires a creative and thoughtful approach to ensure the support we provide is personalized and impactful. This adaptability has led to more tailored solutions and better outcomes for our clients.

What I find most rewarding is the opportunity to make a positive impact on our clients' lives. Seeing their achievements and career successes is incredibly fulfilling. I take great pride in being part of their journey and supporting them through the challenges they face. Additionally, the collaborative and positive work environment at World Skills makes every day both enjoyable and motivating, as I continue to give my best.

Celebrating 5 Years with World Skills

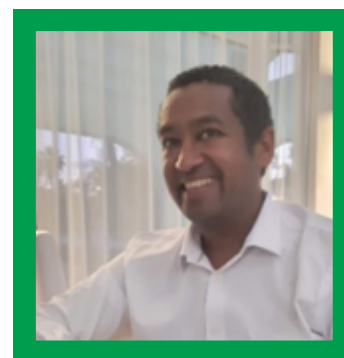
THEODROS AZBAHA HAILE

EMPLOYER ENGAGEMENT SPECIALIST, ROADMAP TO EMPLOYMENT PROGRAM

I first became involved with World Skills in 2018 as a client when I participated in the Workplace Language Training course for Office Administration. Completing this course opened the door for me to volunteer for four months, an experience that ultimately led to my employment with the organization.

Many clients in the Roadmap to Employment program face challenges due to lower English proficiency levels, as employers often favour candidates with stronger language skills. This situation can pose challenges when recommending candidates to employers who prioritize higher language abilities.

Despite these challenges, I have been deeply proud to see numerous clients secure meaningful employment after completing our programs. The positive feedback from both employers and clients makes my work not only rewarding but also enjoyable. The hybrid work environment and flexible hours at World Skills allow me to maintain a healthy work-life balance, which I greatly value. I also appreciate being part of a supportive and diverse team of colleagues.



NIVEDITHA BALABOMMALA

RECRUITMENT SPECIALIST, EMPLOYER ENGAGEMENT PROGRAM

The Federal Internship for Newcomers program was the reason I contacted World Skills in 2019. While waiting for my counsellor I was going through the other programs and registered for the Workplace Language Training program for Administration. Through this program, as a newcomer, there were many things I learned about the Canadian Labor Market.

This program led me to a three-month internship at the Employment Resource Center of World Skills. At the end of the internship, I applied to two positions and was hired as an Intake, Assessment & Referral Counsellor in September 2019.

Despite these challenges, I have been deeply proud to see numerous clients secure meaningful employment after completing our programs. The positive feedback from both employers and clients makes my work not only rewarding but also enjoyable. The hybrid work environment and flexible hours at World Skills allow me to maintain a healthy work-life balance, which I greatly value. I also appreciate being part of a supportive and diverse team of colleagues.

Being able to convince employers that international talent is definitely worth considering for opportunities in Canada is the most challenging part of my job.

Considering the 5 years I have spent with World Skills I feel the atmosphere is very friendly and my work schedule is very flexible. Being able to strike a work life balance is the best part of my job thereby helping me deliver my duties to the best of my abilities. The testimonials and appreciation received from clients who secure opportunities here in Canada gives such a feeling of satisfaction and keeps me going, every single day.



Celebrating 5 Years with World Skills

SKYE HINES

EMPLOYMENT SPECIALIST, FEDERAL INTERNSHIP FOR NEWCOMERS PROGRAM

I most enjoy the community that has been built with clients, colleagues, and community partners. When a conflict, war, or unimaginable situation happens, the community comes together, sees what is needed, and devises a creative and supportive solution. Even with limited resources, the newcomer community always shows up and helps out. I am so grateful to have been welcomed in with open arms since day one.

The other aspect I love about my job is the diversity of my colleagues and management. I have colleagues from all over the world that share openly about their lives and experiences and create space for me to do the same. It also means our potlucks are unrivalled.

I am most proud of the connections made with clients who later return and want to pay it forward after their experience with World Skills. They volunteer their time to talk to new clients and provide guidance and mentorship through the job search process.



“

**On behalf of the Board
and Management of
World Skills thank you
for your dedicated
service.**

”

Hosting International Delegations

In 2023, World Skills was proud to host international delegations from the Netherlands, South Africa, Germany and Romania; these organizations came to World Skills to learn more about our program and service offerings, our organization's history, and the process of integrating newcomers into the local economy. We are honoured to continue to be an organization of choice for visiting international delegations.



NETHERLANDS



SOUTH AFRICA



ROMANIA



GERMANY



FINANCIAL STATEMENTS

WORLD SKILLS EMPLOYMENT CENTRE

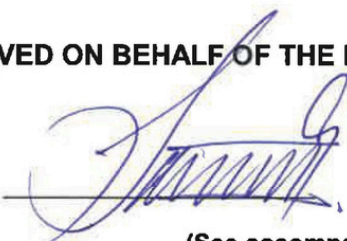
AUDITED STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2024

	2024	2023
ASSETS		
CURRENT ASSETS		
Cash and equivalents (Note 2a)	\$ 576,358	\$ 339,978
Accounts receivable	18,031	24,572
HST recoverable	47,899	23,831
Project receivables	257,123	621,723
Prepaid expenses	43,092	15,513
	<u>942,503</u>	<u>1,025,617</u>
PROPERTY AND EQUIPMENT (Notes 2b and 3)	<u>41,887</u>	<u>53,242</u>
TOTAL ASSETS	<u>\$ 984,390</u>	<u>\$ 1,078,859</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 131,027	\$ 311,224
Deferred revenue (Note 4)	145,578	58,228
	<u>276,605</u>	<u>369,452</u>
LONG-TERM LIABILITIES		
Deferred capital contributions (Note 5)	<u>41,887</u>	<u>52,931</u>
TOTAL LIABILITIES	<u>318,492</u>	<u>422,383</u>
NET ASSETS		
Internally-restricted for infrastructure	52,500	92,500
Internally-restricted for program development	19,500	19,500
Invested in property and equipment	0	311
Unrestricted	593,898	544,165
	<u>665,898</u>	<u>656,476</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 984,390</u>	<u>\$ 1,078,859</u>

APPROVED ON BEHALF OF THE BOARD:

Director



Director



(See accompanying Notes to Financial Statements)

FINANCIAL STATEMENTS

WORLD SKILLS EMPLOYMENT CENTRE

AUDITED STATEMENT OF REVENUE AND EXPENDITURE

FOR THE YEAR ENDED MARCH 31, 2024

	2024	2023
REVENUES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN, ENRICH, SDI/SSEE)	\$ 4,841,398	\$ 3,480,903
Ottawa Community Loan Fund (OCLF)	262,740	106,780
ISANS/CCI (Settlement On-Line Pre-Arrival)	371,190	350,984
Social Research and Demonstration Corporation (Career Pathways)	0	978,179
United Way Projects	101,116	109,601
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	150,851	138,732
Canadian Heritage (IEWN)	28,617	0
Donations	25,018	14,187
Fundraising	45,162	0
Other grants	42,101	18,534
Fees for service	5,334	37,350
Other revenue	23,469	6,754
Amortization of deferred revenue related to property and equipment	32,526	39,353
	<u>5,929,522</u>	<u>5,281,357</u>
EXPENSES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN and ENRICH)	4,841,398	3,480,903
Ottawa Community Loan Fund (OCLF)	262,740	106,780
ISANS/CCI (Settlement On-Line Pre-Arrival)	371,190	350,984
Social Research and Demonstration Corporation (Career Pathways)	0	978,179
United Way Projects	101,116	109,601
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	150,851	138,732
Canadian Heritage (IEWN)	28,617	0
Other expenses	131,351	65,364
Amortization	32,837	40,116
	<u>5,920,100</u>	<u>5,270,659</u>
NET REVENUE FOR THE YEAR	<u>\$ 9,422</u>	<u>\$ 10,698</u>

(See accompanying Notes to Financial Statements)

STAFF DIRECTORY

ZEASTH ADNAN

Digital Learning Specialist

RAGHAD AL-SALIM

Employment Specialist

ELMIRA ALIM

Ontario Facilitator, Job Search Strategies

MEJDI ALKHUSHI

Employment Specialist

FARAH AMMAR

Project Coordinator

THEODROS HAILE

Employer Engagement Specialist

ZAHRA AZIZI

Sector Specific Employment Specialist

NIVEDITHA BALABOMMALA

Recruitment Specialist

MC CARSON BLEDMAN

Employment Specialist

CHARITY CHAVEZ

Finance Manager

NAZIANA CHUMMUN

Ontario Intake Counsellor

GAIL CUTINHA

Stakeholder Engagement Specialist

JACK DEJONG

Employment Specialist

PIROUZ EBADATKAR

Recruitment Specialist

ROCKY EDOH

Data Reporting Specialist

JOCELYN EISSA

Bookkeeper

WIDED EL FESSI

Employment Specialist

AMIR ELAZHARY

Language Instructor

DARINE FAKHER AL DINE

Employment Specialist, Project Lead

GEMMA FOLLINI

Manager, Employer Engagement & Corporate Mentorship

MARIAM GHALI

Data Entry Specialist

ANDREEA GLAVAN

Program Manager, Settlement Online Pre-Arrival

SHYROSE GOODWIN

Recruitment Specialist

RANA GHANDOUR

Employment Specialist

SKYE HINES

Employment Specialist

BARB HOGAN

Program Manager, Credential Recognition & Roadmap to Employment

FATHY IBRAHIM

Recruitment Specialist

MICAH JOHN

Employment Specialist

ERIN REITKNECHT

Employer Engagement and Recruitment Specialist

LEDIANIS RIVERO SOSA

Director of Client Services

INES ADRIANA ROJAS RIOS

Program Support and Reporting Assistant

FATIMA SAADEDDINE

Program Manager, Empowering Racialized Newcomer Women

NADIYA SHCHERBENYUK

Employment Specialist

GRACE SHENG

Program Manager, Ottawa Newcomers Entrepreneurship Hub

ASMA SKALLI

Intake, Assessment and Referral Counsellor

CHRIS SONG

Job Retention and Corporate Mentorship Coordinator

ROSA MARIA TABOADA

Employment Specialist

MATIN TAMANNA

IT Support Specialist

SARA TAVASSOLI

Intake, Assessment and Referral Counsellor

BTISSAM TOUBANE

Skilled Trades Sector Specialist

DARSHANA TRIPATHI

Program Support and Reporting Assistant

MENGIS TSEGAYE

Executive Director

CHARLES TSHIMANGA

Employment Specialist

AMANDA WROBEL

Program Support and Reporting Assistant

PANTEA KABIRI

Program Support and Reporting Assistant

PEGGY KELLY

Program Manager, Workplace Language Training

DANIELLE KERR

Outreach and Engagement Specialist

JON MACDOUGALL

Operations Manager

MAYRELL MARIN GRANDAL

Data Analyst

FAHIM MAYAR

Program Support and Reporting Assistant

MELISSA MCGUIRK MCNEIL

Manager, Human Resources and Volunteer Services

AMY MONTIEL

Program Manager, Inclusive and Equitable Workplaces for Newcomers

JEANNE D'ARC MUKANGARAMBE

Intake, Assessment and Referral Counsellor

RACHID NIFA

Employment Specialist

DAVID NORTHCOTT

Employment Specialist

NASREEN NURADIN

Employment Specialist

OUALID OUADILA

Bilingual Receptionist/Administrative Assistant

CHRISTIAN PORTILLA

Learning and Engagement Specialist

ANUPAMA POTDAR

Employment Specialist

ANDY RAPOCH

Employer Engagement Coordinator

FOUZIA REGOUG

Employment Specialist

FUNDERS

Immigration, Refugees and Citizenship Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Employment and Social Development Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada

Department of Canadian Heritage



Canadian
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United Way
East Ontario

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for Family Services



LE CENTRE SOMALIEN
pour les services à la famille

Somali Centre for Family Services

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- Carl Nicholson - President
- Mary Roman - Secretary
- Myriam Mekni - Treasure
- Kenny Leon - Vice President
- Abdulrazak Karod - Vice President
- Sarah Caspi - Vice President
- Hassan Ezadahmad - Vice President
- Mercy Lawluvi - Vice President

With special thanks to past director Sharon Khan for her long standing service as a board member representing the Ottawa Chinese Community Service Centre.

COMMUNITY PARTNERS

- Accenture
- Algonquin College
- Chartered Professional Accountants of Ontario
- City of Ottawa
- Economic and Social Council of Ottawa - Carleton
- Export Development Canada
- Federal Internship for Newcomers Program
- Hire Immigrants Ottawa (HIO)
- IBM Canada
- Information and Communications Technology Council (ICTC)
- Invest Ottawa
- La Cite College
- Light Your Leadership Inc.
- Ontario Society of Professional Engineers (OSPE)
- Ottawa Board of Trade
- Ottawa Carleton District School Board
- Ottawa Community Loan Fund
- Ottawa Employment Hub
- Ottawa Local Immigration Partnership
- Ottawa Public Library
- Pincecrest Queensway Community Health Centre
- Recruiting in Motion
- Royal Bank of Canada (RBC)
- Service Integration Travail Outaouais
- Social Research and Demonstration Corporation (SRDC)
- The Ottawa Foodbank
- Toronto Dominion Bank
- United Way East Ontario
- YMCA/YWCA

THANK YOU!



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

CONNECTING IMMIGRANTS TO EMPLOYMENT



(613) 233-0453 | ws@ottawa-worldskills.org

