

**ICTC OFFERS A NEW WAY TO MATCH THE RIGHT PERSON WITH THE RIGHT SKILLS TO THE RIGHT JOB IN THE ICT INDUSTRY**

*ICT COMPETENCY PROFILES FRAMEWORK WILL HELP EMPLOYERS AND EDUCATORS RESPOND TO THE EVOLVING KNOWLEDGE AND SKILLS NEEDED BY ICT WORKERS*

“TO BE YOURSELF IN A WORLD THAT IS CONSTANTLY TRYING TO MAKE YOU SOMETHING ELSE IS THE GREATEST ACCOMPLISHMENT.”

RALPH WALDO EMERSON

The Information and Communications Technology Council (ICTC) is pleased to announce the development of a new tool that will have a significant impact on the effective delivery of qualified ICT workers to Canadian employers. The ICT Competency Profiles framework is an online resource that gives employers and educators the framework they need to identify required competencies for various ICT career clusters, create job profiles, target training and align curricula with current and emerging industry needs.

It is the first Canadian framework to lay out national occupation

profiles for employment in the ICT sector. The goal of the ICT Competency Profiles framework is to sharpen the precision with which companies are able to seek out and hire the best-prepared ICT professionals.

The ICT sector has been described by employers as the number one contributor to Canada’s productivity, and ICTC estimates that Canadian employers will need to fill between 126,400 and 178,800 ICT jobs over the period of 2008-2015. Workers with a mix of technology skills, industry experience and business skills are in high demand, but a lack of qualified

resources has caused many ICT employers to face recruitment difficulties.

“The ICT industry is going through a fundamental change where both technical and applied skills are essential,” says John Oxley, Director Audience Marketing and Community Evangelism at Microsoft Canada.

**Continued on Page 2**



**BUDGET DELIVERS FOR PIZZA GUY**

BY MINDELLE JACOBS

*Originally ran in the Edmonton Sun on February 3rd, 2009.*

It was an easily overlooked line in last week’s federal budget -- an extra \$50 million to boost Canada’s foreign credential recognition program.

But it could eventually mean the difference between a skilled immigrant staying in Canada or leaving for better opportunities elsewhere.

“Everybody knows a cab driver who has a PhD

in something and can’t find employment in their field,” says Paul Swinwood, president of the Information and Communications Technology Council (ICTC). If Canada doesn’t do a better job of integrating newcomers, they’ll just pack up and leave, he warns.

“What a tremendous waste. Somebody comes here and spends five or six years trying to get into their field, doesn’t get into it, and says, ‘My God, I can go back home and be a senior engineer again.’”

While it’s true that we’re in a terrible economic downturn and people are losing their jobs, especially in the battered manufacturing sector, we have to look to the future. And immigrants are going to save our butts.

There wasn’t much thought about actually integrating immigrants into the workforce in the past. We just brought them in and more or less left them to their own devices.

**Continued on Page 3**

## OTTAWA JOB MATCH NETWORK

The Ottawa Job Match Network (OJMN) program matches internationally trained individuals to employment opportunities commensurate with their education and experience.

OJMN is a partnership between LASI World Skills, Algonquin College and the National Capital Region YMCA-YWCA. There is a Job Match Specialist (JMS) at each of these locations.

The JMS specifically addresses the matching of eligible, job-ready internationally trained individuals with jobs in the Ottawa area.

Employers:

- Your job order is distributed to all three Job Match Specialists who in turn share your job orders within their respective organizations and programs
- The Job Match Specialists shortlist a pool of qualified candidates
- You are presented with a rich and diverse pool of internationally trained, job-ready candidates
- Ongoing support is available

Job Orders Manager:

ojmn@ottawa-worldskills.org  
 moniela@ottawa-worldskills.org  
 613-233-0453 ext: 366

*ICTC's Immigration Initiatives are aimed at improving the integration of IEPs into Canada's ICT workforce. The initiative is funded by the Government of Canada's Foreign Credential Recognition (FCR) program, one of the key components of the government's "Internationally Trained Workers Initiative" and Citizenship and Immigration Canada.*



## ICTC OFFERS A NEW WAY TO MATCH THE RIGHT PERSON WITH THE RIGHT SKILLS TO THE RIGHT JOB IN THE ICT INDUSTRY

*Continued from Page 1*

"The ICT Competency Profiles framework is an excellent tool in helping to support everyone during this transition. It ensures that we have the best workforce possible, and that we are delivering on the value of ICT," says John Oxley of Microsoft.

The ICT Competency Profiles address the full spectrum of

competencies required to meet the business, managerial, technological and interpersonal requirements of specific career clusters. Tied into the National Occupational Classifications (NOCs), the framework provided by the ICT Competency Profiles helps Canada's ICT sector strengthen itself strategically for a vital and successful future.

"This tool plays an essential role in bridging the gap between the knowledge and skills taught in the classroom and the needs of industry," said Paul D. Swinwood, President of ICTC. "We worked closely with educators and employers across the country to ensure that the Competency Profiles accurately reflect the reality of the market and the needs

of the industry. The various components of the framework, along with its user-friendly approach, will make it a valuable HR tool that will help increase the pool of highly qualified ICT professionals in this country and ensure Canada remains at the forefront of the knowledge economy."

### Links and Resources

#### LoonLounge

LoonLounge is a place to meet people and learn about life in Canada and the Canadian immigration experience. LoonLounge is a network of communities through which you can connect with people around the world, share experiences and advice, ask questions, make friends, find a job in Canada and create a settlement plan.

[www.loonlounge.com](http://www.loonlounge.com)



### OUR PARTNERS



# ANOTHER PERSPECTIVE BY I-HSUAN WU

## Clear communication is very important in a work environment

In my homeland, communication is not always verbal. All tasks are listed in documents and every meeting notice is always recorded. Task owners and meeting minutes are sent to team members in an email after each meeting. This way it is much easier to identify work responsibility and makes the long "To-Do" lists seem more manageable.

In Canada, email is frequently used in the workplace, and therefore email etiquette is very important. Following the email guidelines and "office culture" of your organization will help you in avoiding miscommunication or missing crucial deadlines.

In my office, I communicate in the same way for all

business related issues. I always record the results after discussing with my bosses or my co-workers to make sure what I heard and understood is what they want. When communicating cross-culturally, sometimes there can be discrepancies between what I think and what my colleagues think. Asking for clarification has been very useful for me in my first Canadian job.



Try to find your way towards clear communication, and it will be a great first step for success.

### Continued from Page 1

But word got out that life for skilled immigrants in Canada wasn't exactly as advertised -- as any foreign-educated professional delivering pizza will tell you. We have been doing a dismal job of helping newcomers get their education and skills recognized.

But there are signs Ottawa is serious about using the skills of immigrants -- not wasting them. The \$50 million announced last week is a top-up to the \$73 million allocated in 2003-04 for Ottawa's foreign credential recognition program.

And, little by little, it will help more immigrants get jobs in their fields. In Vancouver, for instance, the ICTC has set up a mentoring program to provide new immigrants with IT backgrounds with the business and cultural language skills necessary to get a job. Most newcomers know enough English or French to survive but don't necessarily have job-specific communications skills, says Swinwood.

The goal is to help foreign-trained IT professionals out of the pizza-delivery business and into satisfying jobs as, say, software designers or programmers.

### EXPAND THE PROJECT

ICTC wants to expand the pilot project across the country.

"We're hoping there will be more opportunities for this sort of thing -- and not only for our sector," says Swinwood. "Most of the knowledge sectors need to do this sort of thing."

The council has also developed online self-assessment tools to help prospective immigrants understand what kind of skills Canadian employers are looking for.

"Once they get through the immigration process, they get here with a set of expectations that is not always accurate," says Swinwood.

The Canadian ICT sector needs to recruit up to 180,000 workers by 2015, according to the council.

There are also shortages of engineers in parts of the country, especially in the West, says Deborah Wolfe, of Engineers Canada.

Her organization just got federal funding to review its licensing process to see if there's a more efficient way of licensing engineers without lowering standards. In Ontario, Wolfe notes, there are now more foreign-trained than Canadian-trained engineers applying for licensure. Engineers Canada has also asked for funding to develop a language assessment tool specific to engineering technology.

"An employer is not going to hire you unless you can communicate," she says. For immigrants, she adds, "it's a tough situation."

Copyright © 2009, The Edmonton Sun

### OUR PARTNERS

