



*“The one thing that matters is the effort.”*

– Antoine de Saint-Exupery, 1900-1944

## ICTC GETS READY TO LAUNCH CANADA READINESS TOOL

ICTC has developed a bilingual, online competency-based self-assessment tool for information and communications technology (ICT) internationally educated professionals (IEPs) that was piloted in 2009 in four national locations (Vancouver, Toronto, Ottawa, Montreal) and three international sites (India, China, Philippines). The purpose of the **Canada Readiness Tool** is to provide IEPs with valuable information which will help them to better understand and prepare for future work opportunities in the ICT labour market.

Anupama Rai recently graduated from the University of British Columbia (UBC) with a diploma in project management and participated in pilot testing of the **Canada Readiness Tool**. She already holds a Bachelor's degree in Computer Science from the United States and a Bachelor's degree in Economics from Nepal. At present, she is volunteering in her community as well as working as on-call interpreter for refugee families for school districts in Vancouver.

“My experience with ICTC and the **Canada Readiness Tool** was very helpful because I could better understand the ICT job market in Canada, as well as the Canadian culture,” says Anupama Rai. “I felt very satisfied contributing to the pilot testing because it is an indirect way to help other immigrants like me who are looking for a job in the ICT area. The pilot testing was, for me, a good chance for networking, as well as to realize that there's not only me in this search, but many other immigrants. What is really important in the **Canada Readiness Tool** is that we can do an evaluation of ourselves. I learned how helpful it is to assess yourself. This self-evaluation tool was the best overall benefit for me.”

On January 27, 2010, in collaboration with its Partners, ICTC is launching the **Canada Readiness Tool** and celebrating one of its Immigration Initiatives projects - the Internationally Educated Professionals (IEP) Integration Initiative in Ottawa. For more information, visit [www.ictc-ctic.ca](http://www.ictc-ctic.ca)

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### CORRECTION NOTICE

The Spotlight article that first appeared in the October 2009 issue of the Immigration Initiatives newsletter inadvertently omitted due reference to ICTAM's Work IT program and its instrumental role in leading to employment for Ghulam Mustafa Kharal. ICTC sincerely regrets the error and apologizes for any inconvenience this may have caused.

## **SPOTLIGHT: IT PAYS TO NEVER GIVE UP**

**ANNA MARANJYAN, SOFTWARE CONFIGURATION MANAGEMENT ENGINEER, ADP CANADA**



and confident about my knowledge and abilities.

Even though my English was good, I took a class. I did research on the job market. First of all, I posted my resume on Monster and Workopolis websites. I also asked my friends to pay attention if any jobs are announced in companies where they were employed. I found job fair announcements and went to <http://careerdoor.com/>. It was a great opportunity for networking and the on-location interviews were an interesting experience.

The next step was participation in Career Action for Newcomers (CAN) and Enhanced Language Training (ELT) programs at JobStart where I learned the proper style of writing a resumé, job search techniques, and interviewing skills. Moreover, I improved my English and found new friends.

I am proud to be employed at ADP Canada, a leading provider of payroll-related administration services, human resources management and outsourcing consulting. I

took the position of a Software Configuration Management (SCM) Engineer. I have been in configuration management since 2001 in outsourcing companies with headquarters in the US, so no major adjustments for me were needed for my current job. The only adjustment was taking a non-management position and moving back to use of technical skills. I am keeping myself up-to-date with SCM and software development news.

Overall, my Canadian experience so far is challenging and fun. I love the change I made to my life and my daughters' lives.

I recommend ICTC's Immigration Initiatives to my friends who have just moved to Canada. For me, it was very interesting to participate in the brainstorming of ICTC's **Workshops Online** tool in December 2008 as part of a focus group at JVS Toronto. I also remote-tested ICTC's **Canada Readiness Tool** through JobStart, which is launching soon in 2010. Both tools provide amazing knowledge for newcomers.

I have a Masters degree in Applied Mathematics and more than 15 years of work experience in IT. I have been in various IT fields such programming, network administration, web design and, during the last nine years, in software configuration management.

The idea of moving to Canada from Armenia arose from joining my brother and moving to a country of great opportunity. It was also important to move to the city where I had friends. I was very positive about my move

**If you are in the process of coming to Canada, or are already here and having difficulty finding employment, here are some tips:**

1. Make sure your English is good enough to pass the interview and be able to work.
2. Do research in a job market. Find your National Occupational Classification (NOC) code. It makes it easier to understand what position you can fit.
3. Find a place to live in advance.
4. Research ICTC's website to get very useful and invaluable information about initiatives and tools for IEPs, such as ICTC's **IEP Guide to the ICT Sector** and the **Workshops Online** tool.
5. Participate in a program for immigrants (such as through JobStart or JVS Toronto).
6. Take up a volunteering job or internship in a company where you think you can move up.

And the most important: Never give up!

~ Anna Maranjyan

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## ICTAM'S WORK IT PROGRAM PREPARES IEPs AND EMPLOYERS IN MANITOBA FOR INCLUSIVE RECRUITMENT AND LONG-TERM RETENTION

The Information and Communication Technologies Association of Manitoba (ICTAM) is a member-driven association representing the Information and Communication Technology (ICT) industry in Manitoba. In 2006, ICTAM launched a three-year pilot program, funded by the Government of Manitoba's Labour and Immigration Settlement Services, in response to identified needs of the Manitoba ICT industry.

Work IT is a comprehensive employer-focused program designed to support internationally educated professionals (IEPs) and match them with employers who are looking to fill vacancies.

Working closely with ICT employers and IEPs, Work IT provides:

- Opportunities for pre-employment and on- the- job training to identify and acquire the skills necessary to secure employment in Canada
- Opportunity to gain further knowledge about working in the ICT industry in Manitoba;
- Networking and mentoring to support the IEPs who are hired by local firms;
- Coaching and training for employers to increase their ability to better integrate IEPs into their workplace;
- Several technology tools, including an online skills identification application and e-learning delivery of skills development components.

As of December 2009, 110 IEPs have participated in the program, and many have found employment in the ICT sector in Manitoba. The

program is currently being funded by the Government of Manitoba's Entrepreneurship, Training and Trade Department and emphasizes corporate engagement. "Our focus is on educating companies on different ways to recruit," said Suzanne Winterflood, Work IT Project Manager at ICTAM. "Work IT widens the cultural lens to the point where companies are recognizing and valuing the need to review their recruitment process."

Employers who have adopted the Work IT approach to assessing and cataloguing their skills needs have said it has resulted in a more disciplined approach to their recruitment process. IEPs have reported that the Work IT skills framework gives them a logical approach for identifying their skills, as well as assessing whether or not they match posting requirements of available ICT positions and employer needs.

According to Winterflood, "If at the end of the day you have a good organizational fit right from the beginning, and as an employer you can support that, you will have an improved, harmonious workforce for the long-term."

If you are an IEP intending to settle in Manitoba, or an ICT employer in Manitoba, or a company with branches in Manitoba and ICT recruitment needs, please contact **Suzanne Winterflood**, Project Manager, Work IT, ICTAM by email at [swinterflood@ictam.ca](mailto:swinterflood@ictam.ca) or by phone at (204) 942-4153. More information about ICTAM and the Work IT program can be found at [www.ictam.ca](http://www.ictam.ca) . Work IT is now on Facebook . You can become a friend at Work IT Winnipeg.

*"Our focus is on educating companies on different ways to recruit. Work IT widens the cultural lens to the point where companies are recognizing and valuing the need to review their recruitment process."*

– Suzanne Winterflood, Work IT Project Manager, ICTAM

### OUR PARTNERS



## ***IN TANDEM:* INTERVIEW WITH JOHNNY CHENG, SENIOR PROJECT MANAGER, S.U.C.C.E.S.S.**

*BY: FAIRLANE INSO, ICT CLIENT COORDINATOR*

S.U.C.C.E.S.S. has been in the service of immigrants for the past 33 years with more than 170,000 clients served in British Columbia (BC). The organization's aim to innovatively improve the lives of internationally educated professionals (IEPs), as well as Canadians, is extending overseas. Their desire to fill service gaps has led to new locations in Taiwan and South Korea. The organization has been in partnership with ICTC for more than a year, developing and pilot testing **IWES** (Integrated Work Experience Strategy), a successful joint initiative piloted in Greater Vancouver, as well as pilot testing ICTC's **Canada Readiness Tool** in Vancouver and ICTC's **Workshops Online** tool in Taiwan and South Korea. Together, ICTC and S.U.C.C.E.S.S. have worked to offer information and communications technology (ICT) IEPs programs and tools to help them integrate into Canada's ICT sector.

**Q: What services does S.U.C.C.E.S.S. provide to assist IEPs before they come to Canada, and after they arrive in Canada?**

A: We provide a pre-landing service that includes orientation sessions about Canada on settlement, labour market, education, and even business. After the orientation, we have a one-on-one counselling with the IEPs to help them be able to create their own action plan and to supply them with the right information that they can use. By the time they arrive in Canada and if they are landing in Vancouver, we offer the C.A.N.N. or the Community Airport Newcomers Network. This program gives a warm welcome to newcomers and provides them with information on settlement in Canada and a referral to settlement and community organizations. In addition, given whichever province they prefer to settle in, our counselors communicate with them and give them a list of agencies and organizations that they can start begin consulting in their settlement, education, business, and job search.

**Q: What can be done to help overcome challenges faced by IEPs immigrating to Canada and seeking employment?**

A: They should enhance their language ability to be able to understand and be understood. In addition, we do have a problem solving model that assists clients and helps them understand their strengths and weaknesses. It also shows them the alternatives that they can take as a solution for them to be able to develop a good action plan. The



individual counselling will let them be able to make sense of information they find in different websites so that they will know and understand what sites they can search and use as a tool in employment, settlement, and even business.

**Q: What can IEPs do in order for them to be noticed and hired by employers in the ICT sector in Canada?**

A: With employment services, we have workshops that can develop the skills, the resume, and the interview questions that these IEPs can take advantage of and in effect they will be able to practice it. Job search, job tools, job banks, and checking of job postings can help them get noticed. They should also do more on networking and community work. We support them to be able to have community resources and encourage them to volunteer to integrate themselves in the community. This volunteer work can actually add to their "Canadian Experience" and will be able to catch the eyes of employers.

**Q: Specifically, what can IEPs do before they leave for Canada?**

A: We encourage them to develop a realistic action plan and enhance their language and skills. Likewise, we persuade them to research the companies that they want to apply to, and the positions that they want to have by the time they get to Canada. They should also develop their portfolio on their respective jobs and concentrate on their foreign credentials. Lastly, they should also do extensive research on community organisations and educational institutions that they can work with.

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## ***IN TANDEM:* INTERVIEW WITH JOHNNY CHENG, SENIOR PROJECT MANAGER, S.U.C.C.E.S.S.**

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**Q: Do you have any tips for Canadian employers on recruiting, integrating, and/or retaining talent in an increasingly competitive global marketplace?**

A: I would like to advise employers that they should know more about IEPs, not only their educational or professional background but their cultural background as well. Yes, we do assist clients to have them understand the workplace culture of Canada, but employers should also understand the culture of these IEPs to be able to have them integrated well

into the Canadian workplace. Furthermore, employers should give them more job opportunities or internships to facilitate better integration.

**Q: What unique value does the partnership between S.U.C.C.E.S.S. and ICTC provide to IEPs moving to Canada? To ICT employers in Canada?**

A: I think that though we work in different areas, we provide information and help to IEPs. We acknowledge our partnership with

the sector councils, especially with ICTC, since it can help provide IEPs information on how to work with almost the same job they had in their country of origin. The partnership with ICTC that has developed the IWES initiative has led to a very creative and unique program that provides not only job search preparation but also more opportunities for IEPs. With our different roles in helping IEPs, perhaps in the future, we will be able to provide more labour market sessions and employment-ready programs.

"My experience with ICTC and the **Canada Readiness Tool** was very helpful because I could better understand the ICT job market in Canada, as well as the Canadian culture. I felt very satisfied contributing to the pilot testing because it is an indirect way to help other immigrants like me who are looking for a job in the ICT area. The pilot testing was, for me, a good chance for networking, as well as to realize that there's not only me in this search, but many other immigrants. What is really important in the **Canada Readiness Tool** is that we can do an evaluation of ourselves. I learned how helpful it is to assess yourself. This self-evaluation tool was the best overall benefit for me."

– Anupama Rai



## LINKS AND RESOURCES

### Foreign Credentials Referral Office

[www.credentials.gc.ca](http://www.credentials.gc.ca)

FCRO of Citizenship and Immigration Canada provides information on foreign credential recognition, an essential workbook for newcomers, and more.

### IT Careers Canada

[www.it-careers.ca](http://www.it-careers.ca)

IT Careers Canada provides a list of ICT jobs, organizations and associations.

ICTC's Immigration Initiatives are aimed at improving the integration of IEPs into Canada's ICT workforce.

The IEP Integration Initiative is funded by the Government of Canada's Foreign Credential Recognition (FCR) program.

The Workshops Online: Immigration to Integration tool is funded by Citizenship and Immigration Canada.

**Canada**