

**CSLS Roundtable on Creating a More Efficient Labour Market in Canada
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Participants' Discussion

Session 3 Immigration and the Needs of the Canadian Labour Market

Moderator: Okay, thank you very much Wilma. Well now we can get around to the debate. I've been forming a list of speakers here so get my attention and I'll put you on the list. We'll start with David.

David Stewart Patterson:

Sure, let me just echo Howard Greenberg, it is a war out there. It's certainly something I've run into in discussions with our member chief executives and it runs across just about any industry. It's not just a high tech problem. I would agree, though, that you know immigration is not a substitute for the need to develop our homegrown talent. I mean that is where the vast majority of our labour force is and is going to come from and has to remain the top priority. However, I think immigration policy is also more than simply a short term stopgap, something to help us meet temporary fluctuations in labour market requirements such as the pilot program in terms of temporary immigration in high tech. I would suggest that if we're going to grow in this country, and whether we define growth in terms of GDP or in terms of broader measure of social excess, Canada's going to have to become a preferred based for companies that operate not just as domestic industries but as global companies. And to do that, to succeed - for any company to succeed globally it's got to have and build and grow its base of people with experience that goes beyond our borders. And there's two ways to do that. One is you take your homegrown talent, you move them around the world, you give them that experience and then you hope that they're still wanting to come home to take on the ultimate leadership roles and that has become a significant issue. Our members have certainly told me that their big problem isn't that they get poached, they get good employees poached, it's that when they move their own employees abroad to build that experience, it becomes a real challenge to bring them home, even when they're being offered top jobs.

So the other way of course to get global talent is you recruit it from abroad and I would agree with Alice Nakamura, I mean once somebody's demonstrated the willingness to cross a border once for a job, they're that much more likely to do it again. But that doesn't mean you shouldn't be competing for that talent. It's in many cases, especially when Canadian companies are moving into new markets, the talent doesn't exist domestically and you have to try and recruit from wherever that talent exists.

So one way or another, I mean I don't think we've got any choice in the matter, if we're going to get the talent we need, we have to work on how to develop better

talent domestically but we also have to build immigration policy into that as part of the equation. And I would suggest that our policy in terms of skilled labour is going to have to shift more broadly in the direction of the software pilot project. And shift the emphasis from one in which we're sort of looking at an application and looking for reasons to screen people out to one in which immigration policy is in fact part of an active marketing effort to sell Canada's virtues as a place to live and work to the people - at least to the people we need.

To do that, I mean part of that is making Canada attractive and again I would agree, Alice, I mean we need to look at what is it that's going to make Canada an attractive place for Canadians to want to stay and to live and to work and all of that. But the same things that make it attractive to Canadians should be making it attractive to the kind of skilled immigrants that our enterprises are after as well so that builds in everything from the investment that creates the leading edge opportunities in any field, the compensation question, the taxation question, the whole quality of life reputation as well.

Second though, aside from simply making Canada attractive, I mean more specifically we do need to make it easier for skilled people to get in and to stay. When an employer is trying to recruit, the last thing a potential employee cares about is bureaucracy. If there is any bureaucracy, if there is anything that's going to get in the way, well that's fine, I'm not interested. It's the employer's problem to take care of. And if the employer can't do that easily, then that's a potential loss, a lost employee. But I think I certainly agree with some of the recommendations the expert panel on skills made in terms of making access easier for skilled people and they specifically referred to offering permanent status to international students who complete their degrees here. I mean that's one way. You've already got an attachment there when somebody's come to stay for a few years, in a very formative part of their lives. I think that's a good time in people's lives to be recruiting them and to bring them into our labour force.

I think at a process level we do have to, as Howard Greenberg was suggesting, make it as easy as possible for employers. I mean it's one thing if you want to put the onus on employers to do the recruiting but of course with all respect Mr. Greenberg, we shouldn't have to have companies spending vast amounts of money on immigration consultants and immigration lawyers to help people through the system. It should be simple enough to deal with directly. Part of the problem of course is the multiple layers of government that get involved. And here we can deal, not just with the sort of barriers in terms of getting the permission to get into the country, but some of the irritants that can flow from changing a workplace. I was at another roundtable a few weeks ago where a high tech company gave the example of a person he'd managed to recruit from Hong Kong, senior level executive. They got over the fact that hey, this is a place where you can work on the leading edge, they got over the compensation question, they got over taxation and the additional compensation required to make up for the tax burden. He took the job, came in, bought the house, bought

a couple of cars and then discovered that the first thing that was going to happen was the Ontario government would make him write a driver's license exam all over again and take away his license until they could get around to scheduling a practical test and even then it might be the graduated license and he'd have to sort of be prohibited from driving on the highway and things like that. If you didn't grow up in the Don Valley, well, you know, you're going to have to learn all over again. That kind of thing doesn't do much for - it's not that it prevented that person from coming to Canadian enterprise but it's the kind of message that sends back to that person's contacts abroad and what that does to our reputation, even little things like that can affect subsequent abilities to recruit from abroad.

On a more serious note, credential recognition's been brought up already again. That tends to be handled at a provincial level and within self-governing bodies within the provinces in some cases. I think that's an issue that needs to be looked at.

And that brings me to my final point which is let's not forget about internal barriers to mobility that come into play here. I've run into circumstances where Canadian companies - a Canadian company has on the one hand been denied the ability to recruit from abroad because there's a sufficient supply in Canada and yet been unable to fill those vacancies within Canada because of barriers to mobility or discouragement to mobility within the country. So that, too, I mean when we talk about immigration we shouldn't forget about the domestic impact of that and things like the agreement on internal trade.

Moderator: They were all good points. Andrew Jackson, did you have some comments?

Andrew Jackson:

Well just very briefly. I just wanted to pick up and commend Wilma for her remarks and presentation and just to sort of underscore that - I mean when we look at the income and employment experience of particularly visible minority immigrants to Canada in the '90s it's really an incredibly depressing sight when you really work through the data in terms of the income and employment gaps. I mean there's some excellent material in the handout. We've done some of this work ourselves recently for the Canadian Race Relations Foundation. But I mean if you control for everything, including university level of education, and in the gaps between recent visible minority immigrants, particularly black south Asians are just absolutely dramatic, I mean the low income poverty rates are incredible. And they're very, very difficult to explain I think solely by reference to structural obstacles. I mean credential recognition is clearly there as a fact and no doubt there is a whole issue of matching of credentials. But I mean I think if you really work through the data and some of the recent work by Ormstein and others that there is quite compelling evidence in there of racial discrimination in employment in Canada. And I think that really has to be squarely on the public

agenda if we're talking about "inefficiencies" in the labour market. I mean I don't think there's much doubt there's very significant under-utilized skills on the part of the recent visible minority immigrant population. If we're not careful in this country, I think we will produce a racially defined underclass. I mean we don't know at this point to what extent those groups are sharing in the recovery. We know that they weren't getting much out of it from '95 through '98. Perhaps things have begun to improve. But I mean if that improvement doesn't start feeding through very soon, you know, we will have seen people that came to Canada in the '90s, early in the '90s go through a decade often very precarious employment, long periods of unemployment. So I think this really is an incredibly serious labour market issue that should be addressed. So I mean I really appreciate the comments that were made and just wanted to reinforce them.

Moderator: Okay, thank you. There seems to be a - on one hand we have Howard recruiting people from India for high tech jobs and on the other hand many of our visible minority immigrants have done poorly on the labour market. Seems to be two stories of the 1990s. Who'd like to speak next?

Unidentified Male Speaker:

It's not a question perhaps so much as a comment on Andrew's reference to the report which think the report that you mentioned referenced a study about half a dozen times, a study we did and reported a year ago based on census data. What it didn't point out was that, at least on my reading of it, was that we - we were looking at the relationship between credentials and labour market outcomes, we were looking at university graduates but we were particularly looking at a variation of cost, fields of study and we were looking at relationships between field of study and area in the labour market in which people sought employment. And the quick point is that we were looking at visible minority and immigrant status and comparing that to the reference group on wages, employment, job satisfaction and membership in a profession. The interesting part I think was that the greatest gaps, lowest satisfaction and the greatest employment instability occurred in the commerce area, in other words by employees in the private sector. The converse was the case in the professions. So it would appear that they are, perhaps, more sensitive to equity principles and practices than the private sector.

We did a subsequent analysis of the data looking, although it's an imputed variable, at place, where did these people get their degrees, and as you indicated our preliminary analysis is that both place and work experience are critical mediators of outcomes and so too is gender and of course they interact. And it's really complex but I think the argument perhaps was made that once you get out of employers' ways in their attempts to attract immigrant - highly educated, highly skilled immigrants, perhaps some attention has to be paid in the private sector to the treatment of these employees once they're here. Just an observation based on the data.

Moderator: Okay, Sherri, did you have a -

Sherri Torjman:

I agree with you Andrew. I think there really are two stories here and my question has to do with the people who are here and who can't find employment. But I think professional associations clearly have an important role to play with respect to accreditation but they also have a vested interest in keeping people out and keeping the supply very tight and I'm wondering how, you know, what steps can be taken from a policy perspective to break that stalemate. I don't know whether sector councils would have a role to play in this regard in terms of identification of core areas of knowledge and skill or somebody mentioned this morning the red seal approach. The sector council with some clout from employer organizations may be able to move beyond the current situation that we're facing.

Moderator: Okay, Bruce.

Bruce Baldwin:

Looking at what the barriers are to accelerating the integration of foreign-trained workers' credentials is certainly an important piece. Information is an important piece as well. I think there is - this is one of the areas where the federal government might play a more productive role, particularly in making sure that visa offices not only provide information about labour market demand, what kinds of jobs are in high demand but also in sharing some of the information about what kind of steps somebody might anticipate in how they would bring their credentials into play, language training, job experience, these are all specific barriers and I think successful efforts have to sort of group these things together.

We've introduced a credential assessment service in Ontario. It is a voluntary service. Its success will depend on the credibility of the assessments that are carried out. It does not force occupational bodies or employers to give any particular weight but it does hopefully provide a credible assessment of what somebody's learning somewhere else means translated to Ontario standards. We have also just signed contracts to introduce two bridging programs that are sort of pilots in how we bring these things together, one for foreign-trained nurses, and one for foreign-trained pharmacists. I think Centennial's involved - Centennial College is involved in the foreign-trained nurses program. These pieces combine, providing work experience, providing language training. There's a fair bit of counselling involved to look at what the specific barriers and problems are and try to provide a process for assisting the people working through the program to bring their skills into play more quickly. It is a very complex issue. I don't think there's an appetite right now to legislate or force occupation bodies to - I guess to give up any of their current legislative responsibilities and in the

meantime it's trying to put all the pieces in place to provide that kind of assistance.

Moderator: Thank you. David.

David Slater:

I'd like just to remind people of a couple of background features in all of this. The first one is what a high price we paid for John Crow. I mean that very seriously, that we in this country pursued almost a savage reduction of inflation policy at a very inopportune time and we had unusually slow growth and out of that slow growth came a lot of these spillovers we've been talking about. In situations like this it is the least well educated, the least well equipped who get hurt much more than other people. I think I should also note that Alice has suggested that HRDC should engage in certain tax changes. Well I should remind you that through much of the 1990s we had actually increasing taxation, not decreasing taxation. It was defended on the ground that we got ourselves into such a terrible box with debt and debt service and so on, partly again reflecting John Crow's influence, but nevertheless it is a fact that we ended up before the (inaudible) in budgets with higher taxation in this country rather than lower. And again, that has acted as a deterrent in the economy and so some of these things that are appearing in discussions of labour market problems, yes, there are - I'm sure there are specific labour market problems and issues but we should not put all the blame onto the people concerned with labour market policy. I think a great deal of the difficulty we've had in this country is a by-product of an absolutely dreadful, atrocious macro economic policy through much of a decade.

Moderator: Thank you David. Are there any other - who would like to speak? Derwin.

Derwin Sangster:

Two points. One a question, one a comment. I think in about four months time, on July the 1st, 2001, I think that's a date, if I'm not mistaken, where a deadline has been set for the removal of - or for the rationalization I guess of professional and credential organizations inter-provincial differences to, in the context of the agreement on internal trade. I have a sense from conversations I've had that come July the 2nd there will still be quite a number of organizations who won't have done that and we'll still have built in to a lot of our credentialing assessment processes a number of continuing inter-provincial differences in terms which obviously will affect inter-provincial mobility. I guess a question there strikes me and that is organizations have had a long time, a fair amount of time I guess to address these issues and the question might be what will - what sanctions, if any, might governments be considering to deal with the situation that I think has generally been recognized as not a conducive one in an era of greater labour market mobility. So just sort of a general question for how governments might,

both federal and provincial, might be looking to that potential development of that situation.

Another point I'd make and that is that it seems to me that as one - that in terms of assessing the credentials of whether people moving across provinces or indeed into Canada, assessing the paper credential, assessing the degree or the diploma is certainly one aspect of the process and we do have provincial credentials assessment agencies that do that but it seems to me another part of the process of assessing credentials writ large is something that relates to assessing those aspects of experience or knowledge gained through simply working, foreign experience. And I'm not sure yet that we've got - that we fully addressed the question of the tools that we may want to use to address the non-paper aspects or the non-paper credentials aspects of the broader panoply of credentials that people bring. And I think we may have to give some attention to - pay some more attention to the kinds of tools we use, whether it's prior learning assessment kinds of tools or other kinds of tools to dealing with that kind of capacity of credentials recognition.

Moderator: There's a question over there. Yes, go ahead.

Jorge Garcia-Orgales (Representative, Research Dept., United Steelworkers of America):

I've been listening to the conversation and it's kind of very close to home and as one of the newcomers in this country. And I want to make a couple of points, and in relation mainly to the different categories of immigrants or newcomers. I came here as a refugee and I know that most of the people that come to this country are refugees or family class. And then when we listen to all this conversation about people coming in and the best and the brightest and high quality, I hope myself that I will be considered by all of you high quality and best and brightest but I know, I know clearly that if I did not come into this country as a refugee I won't be allowed here. I didn't have language. Didn't speak English or French when I came here. And even more interesting, if an employer interviewed me as a committed unionist in my own country, probably I wouldn't be hired. Then when you look at the package that I brought to this country it was not exactly as the (inaudible) that we hear around.

Now today I speak the language. I'm learning my third language trying to learn French in Quebec. I manage a very decent job, same as my spouse. We pay, okay, taxes. I work with computers all day long. My job is in the research department and I have to write essays, I have to research data, I have to do costing. I learned the language here. I learned computers here. I learned everything here and what's even more interesting, without going to any school through the support of my employer.

Then I look around and I say okay, Jorge, if you listen to the proposal of labour market that you are hearing in this room you wouldn't get here and a lot of people like you who are good Canadians who do the right thing and are very proud of living here, wouldn't be into this country.

The second thing that kind of bothered me is the use of the word war because there is no one war. There are many wars out there and people like me get here because of the wars. When people get killed, when people get tortured, when people get put in jail and you combine that with somebody going to fight for who gets the best programmer and you compare both things, the people like me (inaudible) because it's a lot deeper when you talk about war.

The third thing that I want to mention is more or less in the same line of Andrew. I'm not a visible minority but I'm an audible minority. If I walk in a room, I don't open my mouth, I'm okay. Now as soon as I introduce myself as Jorge, then you get the George, you get this, you get all kind of thing but then you have to spend the next five minutes understanding that you have a lot of problems myself pronouncing many of your names. Then you go through a process of educating people on the sound of "J" because they don't have it in French or in English. But then when Andrew's saying that there are two classes among newcomers, it's completely right. Most people that are coming from other countries ended up in low pay jobs, service, part-time, several jobs, two partners working and barely making it. Then that's the picture that we need to address when we are thinking about the labour market. And I understand - and I understand that there are plenty of companies in this country that need well-trained people in different areas but even on that it's not just software. Most of the trades need people. We need bricklayers. In my neighbourhood in Toronto, a Portuguese neighbourhood, there is an incredible number of newcomers that are getting very, very well paid jobs because there are no bricklayers and they are coming from the Azores, okay, getting unionized jobs, very well paid and nobody's talking about we need bricklayers. There is not a war out there getting bricklayers.

And the last piece that I want to talk about is the reduction of EI. I think something that really impressed me when I came to this country was the welfare system and the UI system. I didn't enjoy either one of the two but I could see the potential if you need it. Then in the last while I see those things kind of evaporating, disappearing in the middle of my hands or I can see it from the point of view of the person that loses their job or the cases that were mentioned before, you get separated, you are a widow and you are a woman, again, I suppose that everybody has some kind of neighbour who came from another country. If you have a neighbour who came from another country where they do not speak English or French, what you find there is that probably the man in the family will get an opportunity to go learn the language and get a job and chances are that the woman of the family will end up cleaning houses, maybe doing sewing in some kind of textile company or something but they didn't learn the language. They didn't have a steady job and then they ended up as it was said

earlier, divorced, widowed, with no language, with no skills, with no EI or welfare to help them to build those skills.

Then, I don't know, maybe kind of changing completely, at least in my head, I think there is another labour market issue there that we need to address and that is a need to welcome, invite and help all these newcomers to build and to grow with this country. One of the concerns that I hear is people that come that easily will leave that easily. If you are treated with respect, if you are allowed to grow and you are allowed to grow your family, you don't leave and I can tell you, I hate the winter, I hate the language. I came just waiting for when I could go back home and now my grandson is Canadian. That picture I think is an important picture to keep in your head. But the other picture is one of the million people that are unemployed. Those people need the same as the new immigrants; with the proper encouragement and the proper support they can grow to be the workers that are needed in this country. Thank you.

Moderator: Okay, thank you very much. (Inaudible) you had a comment I believe.

Unidentified Male Speaker:

Briefly. I just really appreciated the presentation that we got this afternoon and in particular the recommendation from Alice. Being from CFIB I'm very much in favour of lower payroll taxes and also on doing the proposed changes to the EI, but I would like to focus more on the immigration side. Just a couple of comments there. Howard talked about the delay in getting people processed and I was alarmed by the same sort of finding. I got mine from the auditor general. In 1999 apparently it took 25 months to bring a skilled worker in Canada on average and that's as opposed to 13 months in 1996. I think it reflects a problem and I'm not sure exactly what's behind it. I suspect some of it is resources but it's something that needs to be addressed and it's something that has to be more visible. We need more accountability on that front. I think we all need that.

Just a final comment that has to do with the issue of poaching, we heard this afternoon, and recruiting. Poaching is when people find our people talent here and bring it abroad and recruiting is when we do the opposite and it's a bit like an intelligence officer is our spy abroad and a spy here is a spy, right? That's it.

Moderator: Thank you. There was a question down there. Yes, go ahead.

Richard Johnston (President, Centennial College):

Sorry I'm late and I won't speak to the issues of the skilled trades because that's in the next session but as the head of a college in Toronto I just wanted to talk to the good side of what's happening as well as the negative. There's a huge

access problem still and I think that's been identified well. But if you look at the four major Toronto colleges, at that level a college like Centennial has 80 different languages spoken and George Brown, Seneca are very similar, Humber slightly less but not that far off. And our ratio for successful placement of students six months afterwards, after graduation is almost identical to that of all the other colleges in the system. We're about a percentage point or two apart. But we're talking 91, 92%, in that kind of range. So for those that get in, in spite of language issues that they have to overcome, it's amazing the success rates. But there are two things I'd say. One is that the doors are still closed to a lot of people because there's no culturally sensitive PLA available. It's a huge need and the only place I know that's dealt with it is the First Nations Technical Institute in Tyendinaga and it's a model that should be borrowed and used throughout. And I think that's an enormous issue that we've got to try to deal with.

And the other is that for the applied institutes, whether they're community college or private enterprise operations, it seems to me we need some mechanism for counter cyclical funding. Our numbers always rise during those periods and yet we don't have the resources to be able to provide the additional support that people need and those that are most vulnerable that have already been identified tend to get the short shrift in that in terms of getting access to it. So whether that's through a more generous approach to EI or other kinds of methods, we need some means to recognize that those people are better off in an institution like that preparing for the upswing, whenever that takes place, rather than being unemployed and out of the picture. But across the country we've never found a method of dealing with that issue.

Moderator: Okay, thank you very much. I'm going to give the speakers an opportunity at the end but first I wanted to make sure everyone had an opportunity to speak. Is there anyone who hasn't spoken yet who would like to have an opportunity? Yes?

Les Linklater (Acting Dir., Strategic Policy, Planning & Research, Citizenship and Immigration):

To address some of the points that have been raised in terms of processing times, yes, they are longer. Program review 1997, 1998 was when we started to feel the full effects and you'll note that in the background information landings went down as a result of the reduction of overseas positions by 33%. In terms of immigration as a tool in the skills agenda, I think it plays a key role and we've seen the various perspectives today. There are three objectives of the immigration program as were mentioned earlier. And we have to try and strike the balance between those three key objectives. And I think yes, there is a role to play on economic development. But we can also - we should not also forget that there are very many people who come through other categories who do enter the labour force, who do have skills and assets that can contribute to our

economic development and that the key for CIC with partner departments and with the provinces and with the professions, is to develop strategies to be able to exploit those qualifications of the people who come through other categories and who are here already.

Moderator: Okay, thank you. Is there any other person who would like to express themselves? Yes?

Unidentified Male Speaker:

I'd just like to make a couple of points about the temporary foreign worker program and some of the comments that were made about how it should be used to exploit workers. We totally agree but only in the sense that while the comments made there's a war out there, it's not a war we're always going to win and so you've got to have a backup plan which is basically combining the entrance of temporary foreign workers into the high skilled type industries combined with some sort of an apprenticeship program to make sure that we've got Canadians coming up behind that can fill some of those jobs and we've entered into some sectoral agreements with the tool and die makers in Ontario for example whereby in the first year, and we've almost given them a carte blanche as far as the number of individuals they wish to bring in, that in the first year they bring in one individual, one person goes into apprenticeship. The second year they bring in two individuals, or bring in one individual, two people go into apprenticeship because the fact of the worldwide shortage of certain skills means that we're not going to win every war so we've got to have backup plans and the backup plan is the development of the Canadian labour force.

Moderator: Okay. Any other comments? Okay. Well I'd like to give the lead speakers an opportunity if they have any comments to make. Why don't we start in the reverse order? Wilma, is there anything you'd like to say at this point?

Wilma Vreeswijk (Acting Dir. Gen., Labour Market Policy, HRDC):
(Inaudible, mic not activated)

Moderator: Your point was taken.

Alice Nakamura:

Yes, I wanted to say first of all that I agree totally with what Howard said. I am not against immigration. I am very much in favour of us having short-term visas. I see that the United States and Australia turn around a tremendous number of short-term permits very quickly. I agree that it would be very helpful if we could do that. I'm also very aware of the huge cutbacks which CIC has sustained and how they really devastated their frontline workers, made it very difficult for them to keep up with the flow and I see the pressures within HRDC of people who are

unemployed and saying well why are you letting others in while we don't have this, why are you giving training to these people who are coming in from outside who haven't paid taxes when, as was pointed out, for your worker who's mid-career and has lost their job and is not on unemployment insurance, they don't necessarily get any help or have anything they can access for anybody except for the fact that they don't have to pay the full cost of universities or colleges if they get in. So I do agree with that and I agree very much with the things that Wilma said.

In particular it seems to be that we'll be a long ways ahead if we recognize that there really are two separate issues here. One is we have immigrants who have come in, some of them even who have software skills but cannot find a job. In the office that the faculty have got now for running the internet service we have, we actually have a Russian immigrant who's recently arrived here with all sorts of software and statistical skills but no job offers. We're hoping she'll get one soon because we don't have any money to pay her. She's working as a volunteer and I feel very guilty about it. So there are - there is - what Wilma is saying is very real in terms of people who come here and they can't find work and at the same time I'm in a business faculty and I'm very aware that it's very real that we've got companies out there trying hard to bring in people and then encountering barriers which equal high taxes, greater administrative hurdles in terms of the visa turnaround and then various other things which cause immigrants to choose somewhere else other than here. So I think that if we keep those two discussions separate and in the future if we have an immigration section we clearly identify them as different, even have different sessions on it we would really be a great long way ahead.

The very last thing I'd like to say, to pick up on what David Slater said, at the time that John Crow was pursuing his policies I had colleagues in monetary economics who argued passionately for both sides. It's very much easier with hindsight to see that it didn't work out well for us. But the fact of the matter is it didn't work out well for us and having higher taxes than much of the rest of the world didn't work out very well for us either so it seems to me that one of the real values of forums like this which HRDC is having now is that they allow people to openly express views of different sorts. That's the same thing which having our data available does.

If you go back to the remarks that were made about how we have these dream makers or dream seekers, dream sellers in the private and/or the public universities and colleges, the reality is we're all hostage to the fact that we don't know -- (tape change) -- 18% response rate. So for all the concerns about privacy we have, at the same time individuals across this country have a need to know and they also in many cases have a need to have their own credentials validated.

If we go back to the case of new immigrants again, if you try being a person in this country who does not have your bank account with a pay cheque going into it from a regular employer, you find banks hold, even a certified cheque, for more than a week often before they will release that money. If you take the business of trying to get into anything, whether it's an education program at our university or almost anything else, you need to establish who you are. That means you have to be able to have validation of some sort. When we're talking about credentialization of immigrants what we're really talking about is that there's two sides of information and in many cases it's the individual themselves who needs to be able to provide information in a believable form and in other cases like what do we do with our skills programs, or our education programs, we need to know collectively. We need to know collectively what the outcomes are. So that's a place where HRDC has played a big role in leadership and data over time. Statistics Canada has a reputation that's well deserved for being a real leader within the world. I think that if we can go ahead with trying to get access to data in forms that do not cause problems for individuals, we'll be a long ways ahead and if we can have open discussions like this where people can simply say what they see works and doesn't work without it becoming politicized or name calling, that also puts us a long ways ahead.

Moderator: Thanks very much Alice. Paul, do you have any final comments? You'll pass. Okay, great. Well again we've been very efficient. We're 10 minutes early but I think we deserve a long break because we've been at it since 1:00. So we're going to convene until 4:00 when we'll have our final session on apprenticeship. Thank you very much.