



2012 - 2013 Annual Report

For the period ending
March 31, 2013

Foreword

NALD's honorary chair introduces Annual Report

Many workers in Canada need to develop new skill sets or improve their existing skill levels in order to compete in today's job market. For others who are even less fortunate, basic literacy poses a major challenge and prevents them from entering the workforce in the first place.

Roch Carrier understands these challenges and has been a long-time supporter of literacy causes.

In addition to being an iconic novelist, playwright and short story writer, Mr. Carrier has been the honorary chair of Canada's National Adult Literacy Database (NALD) since 2005.

As a champion of literacy and an ambassador for NALD over the years, he has emphasized how vital literacy and workplace essential skills are to businesses and their bottom line. Without these skills, productivity is diminished; health and safety suffer; and worker morale is negatively affected, he says.

"It's important for Canadians to realize that NALD is available to assist them in their efforts to boost their skill levels," Mr. Carrier said.

"The website gives visitors easy access to a treasure trove of pertinent, well-researched documents in its online library. NALD also provides up-to-date information about literacy, learning, workplace essential skills and the labour market on its news-oriented front page. By keeping current and connecting with knowledge and expertise from across Canada, it's no wonder that NALD is visited by multitudes each year."



Roch Carrier
Honorary Chair
NALD Board of Directors

About NALD:

- NALD is the lead network that Canadians rely on to connect them with information, tools, resources, knowledge and expertise to enhance life-long and life-wide learning.
- NALD is an experienced, connected and respected national bilingual network that is focused on learning.
- NALD has over 20 years of experience in a technology-based environment with a business model providing services across the country.
- With over 6,000 documents, NALD is a steward of Canada's largest digital library dedicated to learning, literacy and workplace essential skills.

The National Adult Literacy Database dedicates this report to adult learners – specifically those in the workplace who, in the face of learning challenges, must strive to improve themselves and their employment circumstances in a rapidly changing economy.

Message from the Board Chair and CEO

It's about learning

This past year has been one of seeing change come to life at NALD. A year ago we started to lay out a new path for our organization as we adjust to changes in our field all across Canada.

We looked at who we are and what we do. We looked at our user base – our customers – and asked them about their needs. We turned our attention inward toward ourselves to see what is important to us, what NALD values in a time of change.

We quickly came to the conclusion that it is all about learning. Life-long and life-wide learning are at the heart of everything we do, or want to do, going forward.

Whether we are talking about adult literacy, workplace learning or essential skills, it's really all about learning. Formal learning, informal learning, in the classroom, on the shop floor, wherever or whenever it is happening, we can help play a role.

Change can be exciting, challenging, frightening, invigorating, refreshing and unnerving all at the same time; 2012-13 has certainly been all of that for NALD.

In the past year we've developed a new Vision and a new Mission Statement. We've also reaffirmed our core Values and Guiding Principles. We've begun to implement our plan to transition out of website support and maintenance. And we are in the middle of an exciting new branding initiative to help bring our new mandate to life.

We are about to launch two new products: *Modus*, an essential skills directory online, and *Studio*, a directory of workplace learning case studies. These products will feature new interactive functions, including the ability to comment on resources, share ideas, and rate the effectiveness of assessment tools. They are platforms on which NALD will build as we move forward, and both will be accessible through the main NALD website. The projects were funded by the Government of Canada's Office of Literacy and Essential Skills whom we would like to acknowledge for their support.

At the centre of it all though is our role in connecting Canadians in learning. Connecting people with tools, resources, knowledge, expertise and each other, with a focus on learning, has always been, and always will be, at the heart of what we do.

Of course it is the staff members at NALD who are bringing these changes to life. We want to thank everyone at NALD for their support, their contributions and their willingness to rise to the challenge. All of the new plans, new directions, and new products would not be possible without the professional team we have at NALD who make it happen.

Thank you.

Sincerely,



Anna Kae McIvor-Todd
Chair, NALD Board of Directors



Bill Stirling
Chief Executive Officer, NALD

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National Adult Literacy Database (NALD)

Vision

NALD will be recognized as an innovative and valued contributor to advancing learning in Canada.

Mission

We are the lead network that Canadians rely on to connect them with information, tools, resources, knowledge and expertise to enhance life-long and life-wide learning.

Values and Guiding Principles

As an organization, NALD holds the following core values and guiding principles:

1. Learning, in all its forms and at all stages of life, is at the centre of everything we do.
2. We value independence and self-reliance, both as an organization in what we do, and in the transformational impact that improved literacy skills have on the lives of those whom we ultimately seek to support.
3. We play a leadership role in knowledge exchange and mobilization, information dissemination and using the latest technology to support those whom we serve. We freely share information as a communications hub and seek to build capacity in the field.
4. We seek to work collegially with others, in partnership and collaboration, with mutual trust and support, to achieve our common objectives.
5. We value excellence in customer service, with a focus on understanding our customers' needs and offering them valuable solutions.
6. We value our relationships with our partners, stakeholders, clients, suppliers and other members of our network in the learning community.
7. We are proud to offer services in both of Canada's official languages from Canada's only bilingual province.
8. We work as a professional team in a learning environment, accountable to each other, our funders, and to those who rely on our services.



NALD Board of Directors 2012-2013

Roch Carrier

Honorary Chair
National Adult Literacy Database (NALD) Inc.

Anna Kae McIvor-Todd *

Vice-President, Learning
Bow Valley College
Calgary, AB
Chair, NALD Board of Directors

Bill Stirling *

Chief Executive Officer
National Adult Literacy Database Inc.
Fredericton, NB

Helen Balanoff

Executive Director
Northwest Territories Literacy Council
Yellowknife, NT

Sue Emson

Librarian
Saskatoon Public Library
Saskatoon, SK

W. David Ferguson *

Expert Adviser
Fredericton, NB
Vice-chair, NALD Board of Directors

Byron James

Deputy Minister
Clerk of the Executive Council and Secretary to the Cabinet
Executive Council Office, Government of New Brunswick
Fredericton, NB

Yvon Laberge

Executive Director
Collège Éducacentre
Vancouver, BC

Margaret Lipp

Expert Adviser
Regina, SK

Scott Murray

President
DataAngel Policy Research Inc.
Kanata, ON

Sylvia Sioufi *

Education Officer
Canadian Union of Public Employees (CUPE)
Ottawa, ON

Yvette Barriault

Secretary to the Board
National Adult Literacy Database
Fredericton, NB

* Member of NALD Board Executive Committee

NALD Board member honoured

Helen Balanoff, a member of the NALD Board of Directors, was honoured in 2012 with a Queen Elizabeth II Diamond Jubilee Medal.

Executive Director of the Northwest Territories Literacy Council, Helen was recognized for her numerous contributions to the quality of early childhood education, health education and literacy in the North and Canada.

"Her considerable achievements have been characterized by respect for traditional knowledge and local autonomy as well as the ability to recommend measures which are culturally appropriate and workable within the skills and aspirations of residents," the citation reads.

Staff members 2012-2013



Bill Stirling
Chief Executive Officer

Yvette Barriault
Office Manager

Christy English
Editor/Stakeholder Liaison

Richard Hatch
Systems Administrator

Rick Hutchins
Workplace Essential Skills Consultant

Earl Letts
Web Development Manager

Jeremy McDermott
Web Designer/Developer

Andrew McNamara
Document Conversion Specialist

Lorette Melanson
Acquisitions Manager

Marie-Claire Pître
Research and Communications Officer

Sandra Ward
Web Designer/Developer



NALD staff members enjoyed a staff development afternoon at Kings Landing Historical Settlement on a sunny summer day in 2012. In front row, from left are: Lorette Melanson, Yvette Barriault and Michelle Lepage, summer student. In back from left are: Jeremy McDermott, Richard Hatch, Marie-Claire Pître, Earl Letts, Christy English, Bill Stirling, Sandra Ward and Andrew McNamara.

User feedback

"Just to let you know I have spent hours scouring the Net to find what I found on your site. I can stop looking now. I am writing my Level 4 Wastewater Exam in May and the material I have found (in the NALD library) will help me study. It is easy for me to follow. Thank you so much for putting this out there. I can't find anything like this from Western Canada."

Ed Tack, Plant Operator III
Northwest Langley Wastewater Treatment Plant
Langley, BC

"I've used resources on your website for years. What a wonderful site... Thanks for being there with the BEST compilation of resources and research information regarding literacy."

Linda Thorsen, Instructor
Annapolis Valley Campus, Nova Scotia Community College
Middleton, NS

NALD helps host first New Brunswick Essential Skills in the Workplace Learning Event

As a member of the New Brunswick Adult Literacy and Essential Skills Partnership, NALD was among the hosts, in April 2012, of the first Essential Skills in the Workplace Learning Event.

Held in Moncton, N.B., the day-long activities brought together close to 100 employers, literacy and essential skills practitioners and government representatives, who had the opportunity to network and share information about their best workplace learning practices.

Sylvano Tocchi, Director General of the Office of Literacy and Essential Skills (OLES), Human Resources and Skills Development Canada, delivered the day's keynote address. An afternoon panel discussion explored the concept of creating and building a learning culture.

The learning event also captured on video the five case study presentations that were delivered during the day. They illustrate real examples of literacy, essential skills and learning strategies that have been put to the test and implemented in New Brunswick workplaces.

"Collaboration among key partners and a firm commitment to promoting education programs in the workplace paid off for members of our partnership and for New Brunswickers," said NALD CEO Bill Stirling. "They are also a big part of what NALD does on a regular basis."

The New Brunswick Adult Literacy and Essential Skills Partnership is committed, through collaboration, to strengthening services, strategies and awareness related to adult literacy and essential skills. In addition to NALD, its members include the Literacy Coalition of New Brunswick, la Fédération d'alphabétisation du Nouveau-Brunswick, Laubach Literacy New Brunswick, and the Department of Post-secondary Education, Training and Labour.



Members of the New Brunswick Adult Literacy and Essential Skills Partnership, including NALD, took part in the first Essential Skills in the Workplace Learning Event in April 2012. From left to right are: Bill Stirling, NALD; Natasha Bozek, Literacy Coalition of New Brunswick; Deanna Allen, Laubach Literacy New Brunswick; Dianne Léger, Department of Post-secondary Education, Training and Labour; and Patrick Jeune, Fédération d'alphabétisation du Nouveau-Brunswick.

NALD's reach –



Our cross-Canada connections

- ABC des Portages
- ABC Life Literacy Canada / ABC alpha pour la vie Canada
- Aboriginal Financial Officers Association of British Columbia
- Action for Family Literacy Ontario
- Action Read Community Literacy Centre
- Adult Basic Education Association (Hamilton, ON)
- Adult Basic Education Association of British Columbia
- Adult Learning Association of Cape Breton County
- Alberta Correctional Education Association
- Alberta Workforce Essential Skills Society
- Alexandrie-FGA
- Alpha Iota
- AlphaPlus
- Alpha-Toronto : Centre de formation pour adultes
- Apprentissage pour adultes Sud-Est
- Association canadienne d'éducation de langue française (ACELF)
- Association franco-yukonnaise
- Association of Canadian Community Colleges (ACCC) / Association des collèges communautaires du Canada
- Association of Teachers of English of Quebec (ATEQ)
- Association of Workplace Educators of Nova Scotia (AWENS)
- Association québécoise des intervenants en formation générale des adultes (AQIFGA)
- Barrie Literacy Council
- BC Coalition of People with Disabilities
- BC Social Innovation Council
- Best of the Reader
- Born to Read New Brunswick / Le goût de lire N.-B.
- Bow Valley College
- Brigid Hayes Consulting
- BuildForce Canada / ConstruForce Canada
- Canadian Apprenticeship Forum/Forum Canadien sur l'apprentissage
- Canadian Association for Prior Learning / Association canadienne pour la reconnaissance des acquis (CAPLA)
- Canadian Automotive Repair and Service (CARS)
- Canadian Career Development Foundation/ Fondation canadienne pour le développement de carrière
- Canadian Centre for Financial Literacy
- Canadian Chamber of Commerce / Chambre de commerce du Canada
- Canadian Commission for UNESCO / Commission canadienne pour l'UNESCO
- Canadian Education Association / Association canadienne d'éducation
- Canadian Gaming Centre of Excellence
- Canadian Library Association / Association canadienne des bibliothèques
- Canadian Literacy and Learning Network (CLLN)
- Canadian Manufacturers and Exporters (CME) / Manufacturiers et Exportateurs du Canada
- Canadian Research Institute for Social Policy
- Canadian Society for the Study of Education
- Canadian Task Force on Social Finance / Groupe d'étude canadien sur la finance sociale
- Canadian Tourism Human Resource Council / Conseil canadien des ressources humaines en tourisme
- Canadian Trucking Human Resources Council / Conseil canadien des ressources humaines en camionnage
- Canadian Union of Public Employees (CUPE) / Syndicat canadien de la fonction publique (SCFP)
- Canucks Family Education Centre
- Capilano University
- Centre Alpha Papineau
- Centre Collégial de Développement de Matériel Didactique (CCDM)

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Connections

- Centre d'alphabétisation Huronie
- Centre de documentation sur l'éducation des adultes et la condition féminine (CDÉACF)
- Centre de formation Huntington Learning Centre
- Centre de formation pour adultes francophones (CFAF)
- Centre de Lecture et d'Écriture, CLÉ-Montréal
- Centre facilitant la recherche et l'innovation dans les organisations, à l'aide des technologies de l'information et de la communication (CEFARIO)
- Centre FORA
- Centre for Canadian Language Benchmarks/Centre des niveaux de compétence linguistique canadiens
- Centre for Education and Work
- Centre for Workplace Skills / Centre pour les compétences en milieu du travail
- Centre interdisciplinaire de recherche et développement sur l'éducation permanente (CIRDEP)
- Centre Moi, j'apprends
- Centre régional d'éducation des adultes
- Chilliwack Learning Community Society
- CIBC
- Citizenship and Immigration Canada / Citoyenneté et Immigration Canada (CIC)
- City of Moncton / Cité de Moncton
- Clear Language and Design (CLAD)
- Coalition ontarienne de formation des adultes (COFA)
- Colchester Adult Learning Association (CALA)
- Collège Acadie Î.-P.É.
- Collège communautaire du Nouveau-Brunswick / New Brunswick Community College
- Collège Éducacentre College
- Collège Frontière au Québec - Bulletin provincial
- Collège Frontière de l'Université de Montréal
- Collège Frontière de l'Université du Québec à Montréal (UQAM)

- Collège Mathieu
- Columbia Basin Alliance for Literacy (CBAL)
- Comité sectoriel de main-d'œuvre de l'industrie textile du Québec
- Commission scolaire de la Région-de-Sherbrooke (CSRS)
- Commission scolaire de la Rivière-du-Nord
- Commission scolaire des Hautes-Rivières
- Community Learning Association North of Smokey (CLANS)
- Community Learning Network
- Community Literacy of Ontario
- Comox Valley Adult Learning Centre
- Compétences Montréal
- CONNECT Strategic Alliances
- Connecting the Dots
- Conseil consultatif de l'alphabétisation du Grand Moncton / Greater Moncton Literacy Advisory Board
- Council of Ministers of Education, Canada / Conseil des ministres de l'Éducation (Canada) [CMEC]
- Dalhousie University
- Deaf Literacy Initiative
- Debra Huron Writing, Editing, Training, Plain Language
- Decoda Literacy Solutions
- Department of Post-Secondary Education Training and Labour (N.B.) / Éducation postsecondaire, Formation et Travail (N.-B.)
- Directory of Canadian Adult Literacy Research in English
- Douglas College
- East Parry Sound Literacy Council
- Emploi Québec
- Enhancing Pathways
- ESL Literacy Network / Bow Valley College
- Essential Skills Ontario
- Eye on Literacy
- Fédération d'alphabétisation du Nouveau-Brunswick (FANB)
- Fédération des syndicats de l'enseignement (CSQ)
- Fédération franco-ténoise



- Festival of Literacies
- Financial Consumer Agency of Canada / Agence de la consommation en matière financière du Canada
- Fondation des bibliothèques publiques du Nouveau-Brunswick / New Brunswick Public Libraries Foundation
- Fondation Lucie et André Chagnon / Naître et grandir
- Frontier College / Collège Frontière
- Frontier College-Concordia University
- Further Education Society of Alberta
- Gateway to Learning Program / Thames Valley District School Board
- Get Set Learn
- Government of Alberta
- Government of New Brunswick / Gouvernement du Nouveau-Brunswick
- Government of Nova Scotia
- Grass Roots Press
- Great Plains College
- Guysborough County Adult Learning Association
- Halifax Community Learning Network (HCLN)
- Halton Industry Education Council
- Hants Learning Network Association
- Health Literacy in Rural Nova Scotia Research Project
- Healthy Aboriginal Network
- Institut de coopération pour l'éducation des adultes (ICÉA)
- Internet Time Alliance
- jennyhorsman.com
- Kingston Literacy & Skills
- Kitikmeot Heritage Society
- Kneehill Adult Learning Society
- L'Association québécoise des troubles d'apprentissage (AQETA)
- L'Écrit Tôt de Saint-Hubert
- La Boîte à Lettres
- La Clé des mots
- La Pirouette
- Laubach Literacy Fredericton
- Laubach Literacy New Brunswick
- Laubach Literacy Ontario
- Le regroupement des Frères Unis
- Le Tour de lire
- Le Tremplin des lecteurs
- Le vent dans les lettres
- Learning and Violence
- Learning Disabilities Association of New Brunswick / Troubles d'apprentissage - Association du N.-B.
- Learning Disabilities Association of Prince Edward Island
- Lettres en main
- Lifelong Learning for Literacy Practitioners (LLLP)

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Connections

- Literacy Alberta
- Literacy Basics
- Literacy Coalition of New Brunswick
- Literacy Council of South Temiskaming
- Literacy for Life Foundation
- Literacy in Action
- Literacy Link Eastern Ontario (LLEO)
- Literacy Link South Central
- Literacy Network Northeast
- Literacy Network of Durham Region (LiNDR)
- Literacy Newfoundland & Labrador
- Literacy North Halton
- Literacy Northwest
- Literacy Nova Scotia
- Literacy Nova Scotia eCampus
- Literacy Now South Okanagan-Similkameen
- Literacy Partners of Manitoba
- Literacy Plus-Renfrew County
- Literacy Victoria
- Literacy Volunteers of Quebec (LVQ)
- Literacy Volunteers: Value Added
- Metro Toronto Movement for Literacy
- Mi'kmaq/Maliseet Bachelor of Social Work Program
- Mid North Network for the Coordination and Development of Adult Learning
- Midland Area Reading Council
- Ministère de l'Éducation du Loisir et du Sport
- Miramichi Literacy Council
- National Adult Literacy Agency (NALA)
- National Reading Campaign / Campagne pour la lecture
- New Brunswick Adult Literacy and Essential Skills Partnership / Partenaires provinciaux du N.-B. en littératie et compétences essentielles
- New Brunswick Home Support Association / Association de soutien à domicile N.-B.

- New Brunswick Social Policy Research Network (NBSPRN) / Réseau de recherche sur les politiques sociales du Nouveau-Brunswick (RRPSNB)
- Newfoundland and Labrador Laubach Literacy Council
- Ningwakwe Learning Press
- NorQuest College
- Northeast Edmonton Literacy Network
- Northwest Territories Literacy Council
- Nova Scotia Community College
- Nunavut Literacy Council
- Observatoire compétences-emploi
- Office of Literacy and Essential Skills (OLES) - Human Resources and Skills Development Canada / Bureau de l'alphabétisation et des compétences essentielles (BACE) - Ressources humaines et Développement des compétences Canada
- Ontario Native Literacy Coalition
- Option consommateurs
- Organisation for Economic Co-operation and Development (OECD) / Organisation de Coopération et de Développement Économiques (OCDE)
- Orillia and District Literacy Council
- Ottawa Community Coalition for Literacy
- Ottawa Community Loan Fund / Fonds d'emprunt communautaire d'Ottawa
- Parent-Child Mother Goose Program
- Partnerships in Learning
- Peel Halton Dufferin Adult Learning Network
- PEI Literacy Alliance
- PGI Nova Scotia Golf Tournament for Literacy
- PGIs for Literacy / Tournois PGI pour l'alphabétisation
- PLS Consulting
- Pluri-elles (Manitoba) inc.
- Port Hawkesbury Literacy Council
- Portail linguistique du Canada / Language Portal of Canada

- Prince Albert Literacy Network
- Program for Adult Learning (PAL)
- Programme CET Péninsule-Acadienne
- Project Literacy Kelowna Society
- Project READ Literacy Network
- Public Health Association of BC
- Quebec English Literacy Alliance (QUELA)
- Quebec Literacy Working Group
- Queens County Learning Network
- QUILL Learning Network
- Rabbittown Learners Program
- READ Saskatoon
- READ Society
- Read To Me!
- Regroupement des groupes populaires en alphabétisation du Québec (RGPAQ)
- Réseau de développement économique et d'employabilité du Canada (RDÉE Canada)
- Réseau pour le développement de l'alphabétisme et des compétences (RESDAC)
- Richmond County Literacy Network
- Robertson College
- Rose Hip Press
- Saskatchewan Aboriginal Literacy Network
- Saskatchewan Literacy Network
- Saskatoon Literacy Coalition
- Simcoe Muskoka Literacy Network
- Sioux-Hudson Literacy Council
- SkillPlan
- Social and Enterprise Development Innovations / Canadian Centre for Financial Literacy
- Société de formation à distance des commissions scolaires du Québec (SOFAD)
- Stardale Women's Group Inc. Foundation
- Statistics Canada / Statistique Canada

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- Taber & District Community Adult Learning Association
- Table des responsables de l'éducation des adultes et de la formation professionnelle des commissions scolaires du Québec (TRÉAQFP)
- TD Economics
- Teacher of Adults: Literacy Educator Certificate Program
- Teachers on Wheels
- The Alliance of Sector Councils / Alliance des conseils sectoriels
- The Centre for Literacy
- The Conference Board of Canada / Conference Board du Canada
- The European Centre for the Development of Vocational Training (Cedefop)
- The Learning Circles Project
- The Learning Exchange
- The Learning Factor
- The Moose Jaw Literacy Network
- The Yarmouth County Learning Network
- Thot Cursus
- Tools for Community Building
- Toronto Public Library
- UNESCO
- Université du Québec à Montréal
- University of Guelph
- University of Ottawa
- University of Regina
- Vancouver Island University
- Widening Access for Adult Literacies
- Workplace Education Manitoba (WEM)
- Workplace Essential Skills (WES) - New Brunswick / Compétences essentielles au travail - N.-B.
- Workplace Learning Prince Edward Island
- Writing Out Loud
- Yamaska Literacy Council
- Yukon Department of Education/Advanced Education Branch
- Yukon Learn
- Yukon Literacy Coalition

Key stakeholders of NALD



CDÉACF wins NALD Innovative Technology Award for its website Compétencesessentielles.ca

The [Centre de documentation sur l'éducation des adultes et la condition féminine](#) (CDÉACF) won the 2012 NALD Innovative Technology Award for its online repository: [Compétencesessentielles.ca - 9 Compétences Essentielles pour apprendre, travailler et vivre](#).

The new resource is the result of a collaborative effort, serving all aspects of the francophone literacy field in Canada and meeting the particular needs of each community.

As CDÉACF says, “The vocabulary used was intended to be understood by everyone.”

Compétencesessentielles.ca is the first French-language website that offers a collection of essential skills resources organized in kits. Each of the kits contains multi-support documents, interactive animation and videos.

They are designed primarily for use by adult educators in the fields of literacy, education and workplace training but, in addition, they are suitable for anyone working in adult skills development. Many of the resources can also be used directly by learners.

The website’s content was gathered as part of a project spearheaded by CDÉACF entitled *Maîtriser les compétences essentielles pour aller plus loin* (mastering the essential skills to go steps further). The project partners included six organizations from four provinces and one territory.

“CDÉACF has won the award for addressing a gap with respect to French resources in the field and making those resources available through efficient and accessible technology,” said the award selection committee comprised of members of the NALD Board of Directors.

“The website will no doubt contribute to the expansion and improvement of French adult education opportunities while supporting digital literacy development.”

[Compétencesessentielles.ca](#) is funded by the Office of Literacy and Essential Skills (OLES) at Human Resources and Skills Development Canada.

About the award

NALD established the Innovative Technology Award in 2010 to recognize outstanding achievement and bring greater visibility to an exemplary or innovative technology product, project or service that benefits the field of adult literacy and essential skills.



From left to right at the award presentation in Montreal: Isabelle Coutant, project manager, CDÉACF; Bill Stirling, CEO of NALD; Geneviève Dorais-Beauregard, executive director, CDÉACF; René Saint-Pierre, former project manager, CDÉACF; and Roch Carrier, honorary chair of NALD.

The Conference Board of Canada: Insights you can count on

NALD places great value on the strategic partnership it has cultivated with The Conference Board of Canada since 2008.

Recognized for being the foremost independent, not-for-profit applied research organization in Canada, the Conference Board is known for its expertise in conducting, publishing and disseminating research; helping people network; developing individual leadership skills; and building organizational capacity.

NALD has acted as an external expert reviewer for some Conference Board case studies and has helped get the word out about important Conference Board news, research and resources. In turn, the Conference Board has given NALD advice and assistance with various projects.

In the past year, the Conference Board has partnered with NALD on the development of its new *Studio* website, providing insightful feedback on content and sharing information about specific best practices in Canadian workplace education.

"Case studies are about lessons learned," said Alison Howard, Principal Research Associate, Organizational Effectiveness and Learning, with The Conference Board of Canada.

"They tell the story of particular workplace education initiatives. What was happening that prompted the effort? What were the challenges? How did the program address the initial issues? How can others learn from this example?"

Sharing such models helps others to understand their own situations and assess how best to tackle skills and learning issues in the workplace, Ms. Howard said. "Our partnership with NALD is instrumental in allowing us to share models of good practice with a wide range of employers and their learning partners."

NALD is the lead network that Canadians rely on to connect them with information, tools, resources, knowledge and expertise to enhance life-long and life-wide learning.

"By collaborating with organizations such as the Conference Board," NALD CEO Bill Stirling says, "we are well positioned to reach our own vision – being recognized as an innovative and valued contributor to the advancement of learning in Canada."



The Conference Board of Canada
Insights You Can Count On



Modus: A new directory of assessment tools from NALD

Over the past year, NALD created *Modus*, a searchable, interactive directory of essential skills assessment tools.

In Latin, *modus* has many meanings, including: measure, manner, method, mode and way.

The *Modus* website includes free diagnostic tools as well as links to fee-for-service agencies. It allows you to browse tools by essential skill, location, audience and cost, when applicable.

Assessment is an integral component of building workplace learning programs and strategies for essential skills training.

Labour market issues faced by today's employers include the need to assess and understand the complexities of learning and adapting to changes such as modernization and the need for higher-skilled employees.

Modus was designed to be a "one-stop" database of tools to assist employers and practitioners in choosing the appropriate tool for their needs.

A learning assessment tool can help organizations and businesses practise learning in a sustainable manner. Educators and practitioners will find on *Modus* tools they can use to help them measure the level of literacy and essentials skills of the adults in their programs. Some tools and services may help educators determine student placement.

Provincial and national benchmarks or skill levels are aligned to provincial, territorial or national standards. For this purpose, *Modus* includes the location where the tool or service originated.

Another key feature of *Modus* is the "rate and review" component. This feature allows those accessing the site to provide and view feedback on specific assessment tools with the understanding that sharing information helps others get a better sense of what works in the workplace.

Home About Search Assessment Tools NALD Website Help Contact Us Français

Welcome to Modus

Sign Up Log In

Rate and review the assessment tools.

An online directory of essential skills assessment tools

Use these assessment tools to:

- better understand essential skills needed for the workplace
- help identify essential skills strengths and areas to consider for improvement
- ensure workers have the essential skills to get the job done
- inform training and career decisions

Modus is NALD's searchable and interactive directory of essential skills assessment tools.

The Latin word *modus* has many meanings, mainly: measure, manner, method, mode, way.

The website includes a listing of free diagnostic tools as well as links to fee-for-service agencies. It allows you to browse tools by essential skills, location or where the tool is relevant, audience and cost, when applicable.

Please note that the assessment tools listed on this site are the property of their respective authors and/or publishers.

Assessment is an integral component of building workplace learning programs and strategies for essential skills training. The labour market issues faced by today's employers include the need to assess and understand the complexities of learning and adapting to changes such as modernization and the need for higher-skilled employees.

Why join Modus?

- *Modus* is your toolbox. Becoming a member will help you build your own collection of assessment tools. You simply have to click on the words "Add to my resources."
- Connect, become a member to rate and review resources, and share your ideas on the usefulness of an evaluation tool.
- Suggest and submit your own resources.

Why use these assessment tools?

- **Employers:** Assessment tools will help you determine the skill levels of your employees.
- Assessment tools are also needed to identify essential skill gaps in order to focus on workplace learning strategies.
- "A learning assessment tool can help organizations and businesses practise learning in a sustainable manner," says Vancouver's Tracy Defoe, an adult education consultant and researcher, and president of TLFI - The Learning Factor.
- **Educators and practitioners** will find tools they can use to help them plan their education programs. Some tools and services may help educators determine student placement.
- As an individual, you will find tools to assess your skill levels individually or with assistance from learning organizations and services.
- **Provincial and national benchmarks** or skill levels should be aligned to provincial, territorial or national standards. For this purpose, *Modus* includes the location where the tool or service originated.

Assessment tools

- Browse All Tools
- by Audience
- by Availability/Cost
- by Essential Skill
- by Keyword
- by Location
- by Organization
- by Resource Format

Last reviewed

- Assess and Build Your Skills - Ontario Skills Passport - for learners 2 weeks 23 hours ago

More information

- How to Use This Site
- The 9 Essential Skills
- About Assessment
- About NALD
- Privacy Policy

Studio: Another new addition to the NALD family of websites

NALD has produced *Studio*, a searchable bilingual directory devoted to workplace education case studies.

Several leading Canadian organizations have conducted research and produced case studies that showcase successful workplace education programs. However, until now, there has been little awareness among the various industry sectors of the scope of the work that has been done in this field and no central directory that provides easy access to the documented case studies.

That's where *Studio* comes in. National in scope and crossing various industry sectors and geographic regions, the website serves as a base from which employers and practitioners are able to access exemplary models on which to base their own workplace education programs.

It is NALD's hope that visitors to *Studio* will see the website as a work room, a resource centre, a meeting place and a connection to knowledge and expertise in the field of workplace learning and essential skills.

- Browse the collected resources and review case studies of best practices in workplace education programs from across Canada.
- Find a case study that works for you and helps to meet your workplace needs.
- Use the Conversation Corner as a comments/feedback section to share your findings with others who could benefit from your experience with a particular resource.

Beyond the resources already posted on *Studio*, NALD has compiled a list of other Canadian organizations that have produced case studies of workplace education programs. Information about these resources will be added to *Studio* regularly. If you're wondering how you or your organization can become a contributor to *Studio*, please contact us by writing to studio@nald.ca.

The screenshot shows the homepage of the Studio website. At the top, there is a navigation bar with links for Home, About us, Case studies, Criteria/Topics, Glossary, and NALD website. A Canadian flag icon is also present. Below the navigation, there is a section titled "Studio at a glance:" with a bulleted list of features: Your work room, Your resource centre, Your meeting place, Your connection to knowledge and expertise in the field of workplace learning, and National in scope, crossing various industry sectors and geographic regions. To the right of this list is a photograph of four people in professional attire (three men and one woman) working together around a computer monitor in an office setting. Below this, there are several sidebar sections: "Case studies" (links to Search case studies, Browse case studies, Host organization, Keyword, Location, Program subject area, Sector/Industry, and Target audience); "More information" (links to Key benefits of Studio, What is a case study?, Guidelines for writing case study reports, Workplace education programs: Getting started, and Workplace training strategies); "Conversation corner" (links to About the resources, Helpful hints, Upcoming research, and Workplace education issues); "Recently added" (links to Up to the Certification Challenge: A Study of Education Initiatives to Support CUPE Members, Up to the Certification Challenge: Study Highlights, Evaluation of the Canadian Union of Public Employees Literacy Program, Payroll: Making it Clear, Building Workplace Education, and a "More" link); "Welcome to Studio" (text stating it is NALD's new website devoted to workplace education case studies); "Notice board" (a yellow sticky note icon); "Featured study 1" (link to Injecting Quality into Production: Excellence at Abbott Point of Care, featuring a thumbnail image of a document); "Featured study 2" (link to Union-Led Work-Related Learning: Profiles of Effective Practices, featuring a thumbnail image of a document); "Guidelines for writing case study reports" (by Maurice Taylor, Professor, Faculty of Education, University of Ottawa, with a thumbnail image of a person); and a "Read more" link at the bottom right.

NALD's Feature of the Month: One outstanding example

In February 2013, NALD shone the spotlight on an important event hosted by the [Ontario Native Literacy Coalition](#).

I DO BUSINESS: National Summit and Tradeshow supports current, emerging Aboriginal entrepreneurs

Great messaging and a spirit of Canada-wide community dominated activities at the [I DO BUSINESS National Summit & Tradeshow](#) – Success for Aboriginal Entrepreneurs. The event, which was held March 4-6, 2013, in Toronto, offered participants an outstanding venue in which to learn, network and conduct business.

The goal of the summit/tradeshow was to bring together businesses and literacy to support current and emerging Aboriginal entrepreneurs from across Canada.

It was also intended to emphasize the importance of connecting economic development and adult literacy to support Aboriginal business development.

“Literacy is such an important element in terms of an individual’s socio-economic situation, and most certainly in terms of being a successful entrepreneur,” the organizers said.

“For Aboriginal entrepreneurs, business and financial literacy, along with communications, are critical skill areas that are often in need of development.”

Themes of the three-day event included:

- Awareness of best practices
- Business development
- Business literacy
- Financial literacy
- Financial support
- Soft skills for business
- Successes and challenges
- Community and culture in business

In addition to the tradeshow, I DO BUSINESS featured speakers, workshops and a panel discussion involving leading experts in business development from a variety of locations and contexts.

NALD CEO Bill Stirling took part in the summit and was a member of the experts' panel.

The event was expected to be the launch platform of an “effective, ongoing business development initiative at the grassroots level across the country” and the foundation for future I DO BUSINESS Community Ambassador Mini-Summits to be held in Aboriginal communities across Canada.

To view other Features of the Month from 2012-2013, go to <http://www.nald.ca/feature> and scroll down to view the Archive.



The screenshot shows the homepage of the I DO BUSINESS website. At the top, there is a large "I DO BUSINESS." logo with a trademark symbol. Below it is a "Thank You!" banner. The main content area contains text about the event, logos for Founding Partners (Nishnawbe Aski Nation and John Economic Development Institute), and links for Stay Connected (Facebook, Twitter, Pinterest, LinkedIn) and News Update. On the right side, there are sections for Media Partners (Socialized! and SEVEN).

A year of transition: Some NALD web services discontinued

As a result of changes in funding, NALD is no longer able to offer website maintenance and updating services to literacy organizations across Canada.

Over the past year NALD has worked closely with its web development clients to transition their websites from a NALD-developed/maintained/hosted model to its new hosted-only service.

NALD assisted all clients who were previously hosted under the NALD domain name with obtaining their own unique domain name for their organizations. The sites were moved to NALD's cPanel-based server to give organizations the access and tools to maintain and update their own websites.

In order to help clients with the transition, NALD also launched a self-help support website which provided more information and links to helpful resources.

NALD would like to thank all of its current and former clients for their understanding and cooperation in this endeavour, and for their hard work in helping NALD successfully achieve this necessary transition milestone.

By the numbers:

- A total of 148 websites utilized NALD's web services prior to the transition.
- Of the 148 sites, 31 left NALD to be hosted elsewhere or have chosen to discontinue their websites.
- Currently 117 websites are hosted by NALD, the majority being housed on the cPanel server.

The NALD hosting advantage:

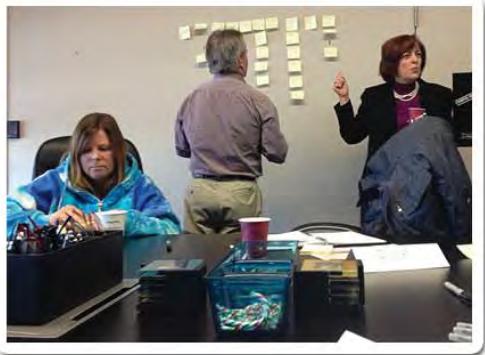
- No bandwidth limits – meaning no limit to the amount of traffic you can get
- Full control of your own site through a user-friendly web connection (cPanel)
- Free technical support from NALD's experienced and knowledgeable team
- No limit on storage and number of email accounts
- Access to NALD's media server, meaning you can post videos, webinars and more with no size or traffic restrictions
- The ability to install WordPress, Moodle, Drupal, Joomla and most other content management systems that are available online
- Service that is free of charge

Websites

Hosted
by NALD



A year in pictures: Board members, staff and friends



NALD 2012-13 financial statements

<u>NATIONAL ADULT LITERACY DATABASE INC.</u> <u>STATEMENT OF OPERATIONS</u> <u>(for the 12 months ended March 31, 2013)</u>						Year over Year Change
	2013			2012		
Revenues :						
Contributions - Government of Canada	\$	697,259	75.5%	\$	753,897	69.1% -7.5%
Contributions - Government of New Brunswick		59,125	6.4%		115,933	10.6% -49.0%
Donations in kind		148,796	16.1%		155,391	14.3% -4.2%
Other Generated Revenues		18,630	2.0%		65,117	6.0% -71.4%
Total		923,810	100.0%		1,090,338	100.0% -15.3%
Expenses :						
Salaries and Benefits		647,997	65.7%		756,148	67.0% -14.3%
Facility fees		90,109	9.1%		93,540	8.3% -3.7%
Computer hardware and software maintenance		14,259	1.4%		25,751	2.3% -44.6%
Communications Costs		24,810	2.5%		25,463	2.3% -2.6%
General Project Expenses		208,702	21.2%		228,397	20.2% -8.6%
Total		985,877	100.0%		1,129,299	100.0% -12.7%
Surplus (Deficiency)		(62,067)			(38,961)	
<p>2012-13 Revenues</p> <ul style="list-style-type: none"> ■ Contributions - Government of Canada ■ Contributions - Government of New Brunswick ■ Donations in kind ■ Other Generated Revenues 						
<p>2012-13 Expenses</p> <ul style="list-style-type: none"> ■ Salaries and Benefits ■ Facility fees ■ Computer hardware and software maintenance ■ Communications Costs ■ General Project Expenses 						

<u>NATIONAL ADULT LITERACY DATABASE INC.</u> <u>STATEMENT OF FINANCIAL POSITION</u> <u>(as of March 31, 2013)</u>			
ASSETS		LIABILITIES, DEFERRED CONTRIBUTIONS AND NET ASSETS	
Current Assets		Current Liabilities	
Cash	63,747	Accounts Payable	47,428
Contingency Account	154,069	Total Current Liabilities	47,428
Other Current Assets	8,868		
Prepaid Expenses	39,773		
Total Current Assets	266,457	Deferred Contributions	59,788
Capital Assets	74,820	Unrestricted Net Assets	234,061
Total Assets	341,277	Total Liabilities, Deferred Contributions and Net Assets	341,277



NALD is funded in part by the Government of Canada's Office of Literacy and Essential Skills, and is also supported by a significant in-kind contribution from the Government of New Brunswick. The firm of Shannon & Buffett, LLP, Chartered Accountants, has audited the financial statements of the National Adult Literacy Database Inc., for the fiscal year ending March 31, 2013. The Audited Financial Statements are available upon request from the NALD office.



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Ce rapport est aussi disponible en français.