



ANNUAL GENERAL REPORT

2022 / 23

nscda
NOVA SCOTIA
Career Development Association

Board of Directors

Carley Gloade
CHAIR

Millbrook First Nation
Truro, NS

Marcus Jamieson
VICE CHAIR

TEAM Work Cooperative
Halifax, NS

David Chipp
DIRECTOR

Dept. of Emergency
Medicine, Dalhousie
University
Halifax, NS

Tricia Crease
DIRECTOR

College of Physicians &
Surgeons of NS
Halifax, NS

Tyler Gould
DIRECTOR

Mi'kmaw Economic
Benefits Office of NS
Membertou, NS

Linden Mattie
DIRECTOR

Strongest Families
Institute
Halifax, NS

Chika Chiekwe
DIRECTOR

Cox & Palmer
Halifax, NS

Angelique LeBlanc
DIRECTOR

Western Regional
Enterprise Network
Yarmouth, NS

TABLE OF CONTENTS

2022 AGM Minutes.....	1
Message From the Board Chair.....	3
Governance.....	5
Financial.....	6
Learning and Professional Practice.....	8
Training.....	9
Projects.....	11
Membership.....	12
CD School.....	13
Certification.....	14
Communications.....	15
IT.....	15
Conference.....	16

Staff

Kathy McKee

Executive Director

Chantelle Marshall

Finance Manager

Connie Corse

Training Manager

Sehaj Kaur

Assist. Training Mgr.

Michael Bohan

Team Lead

Caitlin Parkinson

Content Developer

Junior Moaku

Training Developer

Mitchell Temprow

Training Developer

Kayla Borden

Training Administrator

Lindsay Guitard

Certification Manager
and Registrar

Tara Deveau

Certification
Program Assessor

Victoria Colley

Certification
Program Advisor

Cathi Stevenson

Communications
Coordinator

Chris Shupe

Project Manager

Teresa Francis

Director of Learning
and Professional
Practice

Lisa Strong

Career Services
Specialist

Ashley Halverson

Administrator and
Event Coordinator

Shila Hamilton

Executive Assistant

Isaac Lungu

IT Support Specialist

Leah Vidito

Student Intern

AGENDA

1. Welcome by Chair: Carley Gloade
2. Minutes of the AGM September 22, 2022
3. Consideration of the Annual Report
4. Consideration of the Financial Report
5. Appointment of the Auditor
6. Presentation of Directors for 2023 / 24
7. Adjournment

VIRTUAL AGM 2022 / 23

Thursday, September 21, 2023

2:00 pm - 4 pm VIA ZOOM

nscda
NOVA SCOTIA
Career Development Association

nscda
L'Association de développement de carrière
de la Nouvelle-Écosse

Image Credits: Cover graphics and
infographics by Cathi Stevenson, NSCDA.

Bedford Tower | 302-1496 Bedford HWY
Bedford, NS | B4A 1E5 | 902-832-0334

2022 AGM MINUTES

Thursday, September 22, 2022

4:00 p.m. to 5:00 p.m.

Hampton Inn & Suites by Hilton, 65 Cromarty Drive, Dartmouth, NS, B3B 0G2, Bedford, Banook Room

PRESIDING: Carley Gloade, Chair

BOARD MEMBERS: Carley Gloade, Linden Mattie, Marcus Jamieson, Angélique LeBlanc

STAFF: Kathy McKee, Connie Corse, Chantelle Marshall, Teresa Francis, Mitchell Tempro, Kayla Borden, Victoria Colley, Sehaj Kaur, Ashley Halverson, Shila Hamilton, Caitlin Parkinson, Michael Bohan, Chris Shupe, Isaac Lungu, Lisa Strong, Lindsay Guitard, Tara Deveau, Cathi Stevenson

MEMBERS: Andy Cutten, Chris Hornberger, Alida Mitchell, Dragana Cooper, Dawn Howe-Power, Holly Rye, Hannah Hefler, Rhonda Zasiatko, Elaine Piper, Dan McFaul, Connie McFaul, Phil Cantrill, Ernie Chan

Call to Order by Carley Gloade at 4:14 pm.

WELCOME/INTRODUCTION

Opening remarks started with a welcome from Kathy McKee who spoke about NSCDA values: Inspire, Elevate, Create and what they mean. Carley Gloade followed with a welcome and introduction of two new board members, Chika Chiekwe and Angélique LeBlanc.

AGENDA

MOTION TO APPROVE THE AGM OCTOBER 29, 2021 MINUTES

Moved: Marcus Jamieson Seconded: Shila Hamilton
All in Favour: Yes Contrary Minded: None

Motion Carried

CONSIDERATION OF FINANCIAL REPORT

Alida Mitchell from Baker Tilly presented the Auditor Report / Financials in draft form because they were approved by the BOD today and will be finalized at a later date. She stated financials are consistent with last year and are a clear representation of the organization. She covered the Statement of Operations and Changes in Net Assets for the year ending March 31, 2022, and the Statement of Financial Position as of March 31, 2022. The financial health of the organization showed the balance sheet was strong and the organization is in good financial health.

MOTION TO APPROVE FINANCIAL REPORT AS PRESENTED

Moved: Shila Hamilton Seconded: Teresa Francis
All in Favour: Yes Contrary Minded: None

Motion Carried

MEMBERSHIP REPORT

Chantelle Marshall showed a video about the benefits of membership and gave an update on membership. There are 801 NSCDA members, of those members 431 are from Nova Scotia Works, with 159 of those being CCDPs. There are 32 other members with the CCDP designation. There were enhancements to membership benefits such as webinars, ATOM courses, Johnsons Home and Car Insurance and reduced rates for Cannexus. Membership increased by 29% and there was also an increase with membership engagement on the Member Hub. Chantelle went over the features of the Member Hub, introducing the new French workspace.

LEARNING AND PROFESSIONAL PRACTICE

Presented by Teresa Francis. Introduced team members Lisa Strong and Leah Vidito. Explained that the purpose of Learning and Professional Practice (L&PP) is to embed learning principals into NSCDA's programs and services. A key activity mentioned was the Dalhousie University & NSCDA co-branded microcredentials to be offered. The first is Needs Assessment and will be presented to those who complete Module 3 of Case Management.

OFFICE OF THE REGISTRAR REPORT

Lindsay Guitard presented the certification report by introducing herself and the members of her team and talked about the restructure of the Office of the Registrar (OOR). She talked about the improvements to the certification program process and the learning plans within the Training Hub. There are 97 candidates in process of earning their CCDP designation as of March.

TRAINING REPORT

Connie Corse presented the training report, spoke about how the Training Department continued providing quality training to members and shared a training résumé. The number of members engaged in training has been maintained at a high level. Ninety webinars were offered in the last year, with 1207 participants. The Training Department continued to build partnerships to continue to develop training. Sehaj Kaur and Michael Bohan presented highlights, and Connie concluded the report by speaking about the NSCDA Virtual Conference and thanking staff.

NSCDA DIVERSITY & INCLUSION COMMITTEE

Kayla Borden and Isaac Lungu presented for the D&I Committee and spoke about the goal to bring funds to the community through the UBUNTU and Helping Hands funds. The two funds totaled \$60,000 which was presented to organizations within the community.

On behalf of the Board of Directors, Carley thanked all NSCDA staff for their hard work over the past year.

Presentation of the Directors for 2022 / 23 read by Carley Gloade

Slate of Directors:

Carley Gloade – Chair

Marcus Jamieson – Vice Chair

David Chipp – Director

Tricia Crease – Director

Tyler Gould – Director

Linden Mattie – Director

Chika Chiekwe – Director

Angelique LeBlanc – Director

ADJOURNMENT: 5:11p.m.



MESSAGE FROM THE BOARD CHAIR

Nova Scotia Career Development Association (NSCDA) is proud to be a part of the support system for career practitioners and employment services in Nova Scotia. Working closely with provincial partners and taking advantage of national and international work has allowed NSCDA to explore new and exciting ways of working and delivering projects, training, and certification. NSCDA has:

- knowledgeable staff. The company culture is to “inspire, elevate, create;”
- goals of embedding Recognition of Prior Learning (RPL) with consistent learning philosophy across all work;
- curiosity about and engagement with expertise and knowledge from around the world;
- great relationships built over years, and is continuously building new ones;
- detailed knowledge of NS labour market priorities;
- an understanding of employment programs and services as they relate specifically to Nova Scotia career services delivery;
- a robust and engaged Board of Directors and Governance.

The focus of work has been to grow the profession. We have seen membership grow 63% since 2020 with over 800 members working in Nova Scotia Works centres, Indigenous groups, the post-secondary education sector, not-for-profit organizations, the health sector, and the private sector. NSCDA is the primary navigator, promoter, marketer, educator, and champion of professional career development in Nova Scotia.

NSCDA is leading change by example and by helping identify leading practices and sharing resources with its membership. This includes a focus on building diversity and inclusion as part of a journey of partnership that involves everyone from service users, their network of supporters, service providers, office staff, team managers, key leaders, and volunteers. It requires a careful review of how systems and services are designed and delivered. Success does not come from seeing diversity as a program element or human resource issue but by seeing diversity as a cross-cutting issue woven throughout organizational practices, services, and partnerships. As part of our service commitment, NSCDA established an improved experience for Francophone members by providing the option to engage all of our services and supports in English and French. Over 150 existing documents and training materials have been translated. NSCDA regularly consults with Francophone members to seek guidance and assistance in our work.

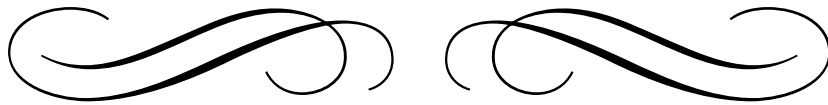
Nova Scotia Indigenous communities have proposed establishing a Career Navigator position within the Mi'kmaw Kina'matnewey (MK) High Schools. This position will assist students and their families by providing career support, labour market information, and by connecting the dots between big-picture educational and employment endeavours. NSCDA, as a partner, will support Career Navigators by providing training, enrollment in the Certified Career Development Practitioner (CCDP) program and provide access to Dalhousie University's Certificate of Professional and Leadership Studies for Career Practitioners.

NSCDA continues to support the role of Mental Health Champions (MHC) in Nova Scotia Works centres. The system has approximately 46 Champions whose role is to guide staff on resources available within the community and support and facilitate internal discussions around mental health and recovery.

With dozens of partnerships and projects underway, I thank the staff of NSCDA for their work and for their commitment to being the best and most progressive career development association in Canada. I also thank the Board members for guiding the organization to ensure we support the field in accountability and oversight. We have welcomed two new board members this year: Angelique LeBlanc, CEO of the Western Regional Enterprise Network and Chika Chiekwe, Lawyer with Cox & Palmer in Halifax.

The Board of Directors are incredibly pleased to work with NSCDA to ensure that resources are in place to support career development and that these supports are current, robust, and meet the needs of stakeholders, funders, and the sector.

Carley Gloade,
Board Chair



GOVERNANCE

Nova Scotia Career Development Association (NSCDA) Board operates under the Cortex Model, a results/outcomes-based model. The Board's main job is to clarify and set the outcomes measures of success. To do this, the Board must truly seek to understand the value their organization provides to the community. Finally, the Board creates an Accountability Framework around the outcomes measures and identifies who is responsible for leading/taking action in each area: Board, ED, staff or a third party.

Board members have been chosen based on their knowledge and skills as well as personal capabilities. Board members also bring attributes that diversify the perspectives that they draw from and the lenses through which they approach the world.

Conflict of Interest / Loyalty

The most important responsibility of any board is to ensure that it always acts in the best interest of the organization it governs. Likewise, board members have a duty to act in the organization's best interest. There are specific policy statements and procedures that have been adopted by the NSCDA Board of Directors and put into place to deal with conflict of interest/loyalty issues.

Board Education

The Chair of the Board and the Executive Director are members of the Institute of Corporate Directors. The Chair and three members of staff obtained a certificate for the completion of the ICD-Rotman Governance Essentials Program (GEP), an intensive two-day program focused on the key accountabilities, responsibilities, and critical skills of board directors. Board education is formally scheduled for once a year. The 2023 topic will be: a five year vision for the NSCDA.

Activities

- The 2018-2022 Strategic Plan's activities and benchmarks were fully achieved within 3 years and the decision was made to develop a new "living" plan with no particular end date that is updated as needed.
- An in-depth Executive Director Evaluation took place in 2022. Andy Cutten of Halifax Global was asked to coordinate and participate in the review that included board member and senior staff surveys.
- A business plan to research the viability of administering a national certification program is underway.
- There is a quarterly review and update of the Risk Register completed with the Executive Director, Project Manager and Board.
- Two new board members were added: Chika Chiekwe, a lawyer with Cox & Palmer in Halifax and Angelique LeBlanc, CEO of the Western Regional Enterprise Network.

Respectfully submitted by Andy Cutten, Business Advisor, Halifax Global Inc.



FINANCIAL

The Nova Scotia Career Development Association (NSCDA) began the year with \$756,528.00 in retained earnings and will end the year with net assets of \$971,459.00.

Revenue was generated during the year through project funding, membership fees, conference sponsorships, course fees, certification program fees, and provincial funding. Total revenue for the year is \$4,363,806.00.

Expenses are attributed to five (5) main areas: administrative, certification program, conference revenue, training program, and external projects. Total expense for the year is \$4,148,875. Year end assets are a \$32,105.00 cashable GIC as security against the organizational credit cards. Monies are kept in low-risk bank accounts accruing as much interest as possible while ensuring that funds are secure.

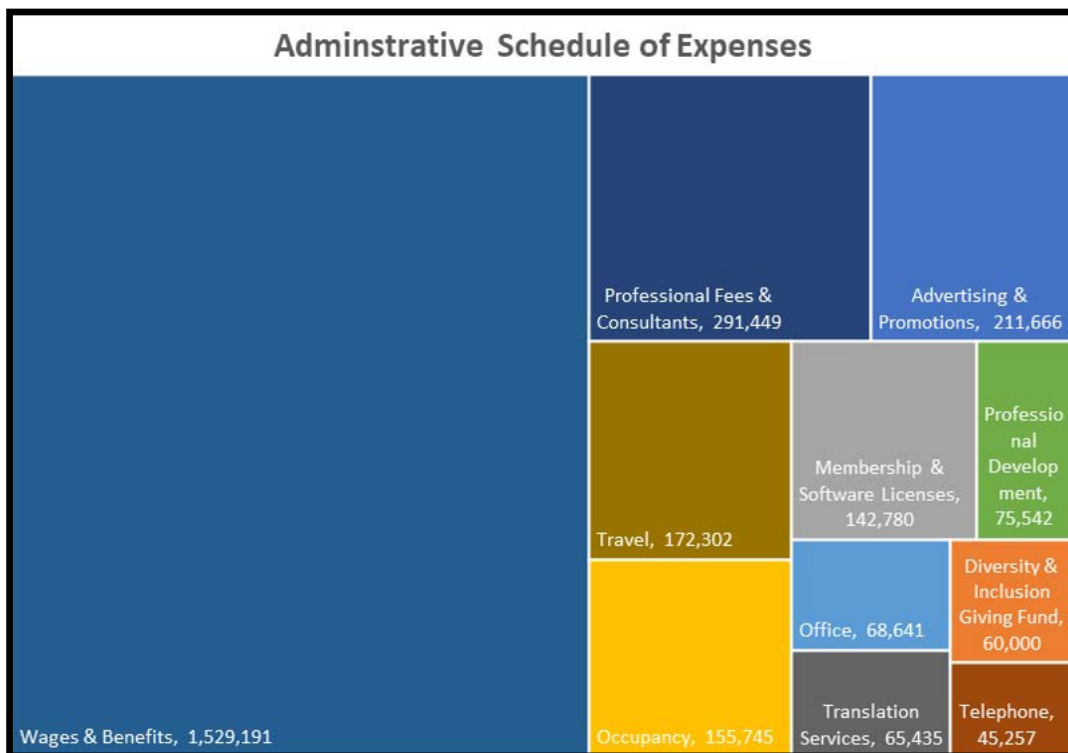
The NSCDA was fortunate to receive a three-year funding contract on April 1, 2023. We continue to be committed to providing value to our membership by growing all parts of the organization through increasing membership and providing opportunities for professional development such as the certification pro-

gram, case management training, online and in person training opportunities (webinars and additional training opportunities) and regional conferences.

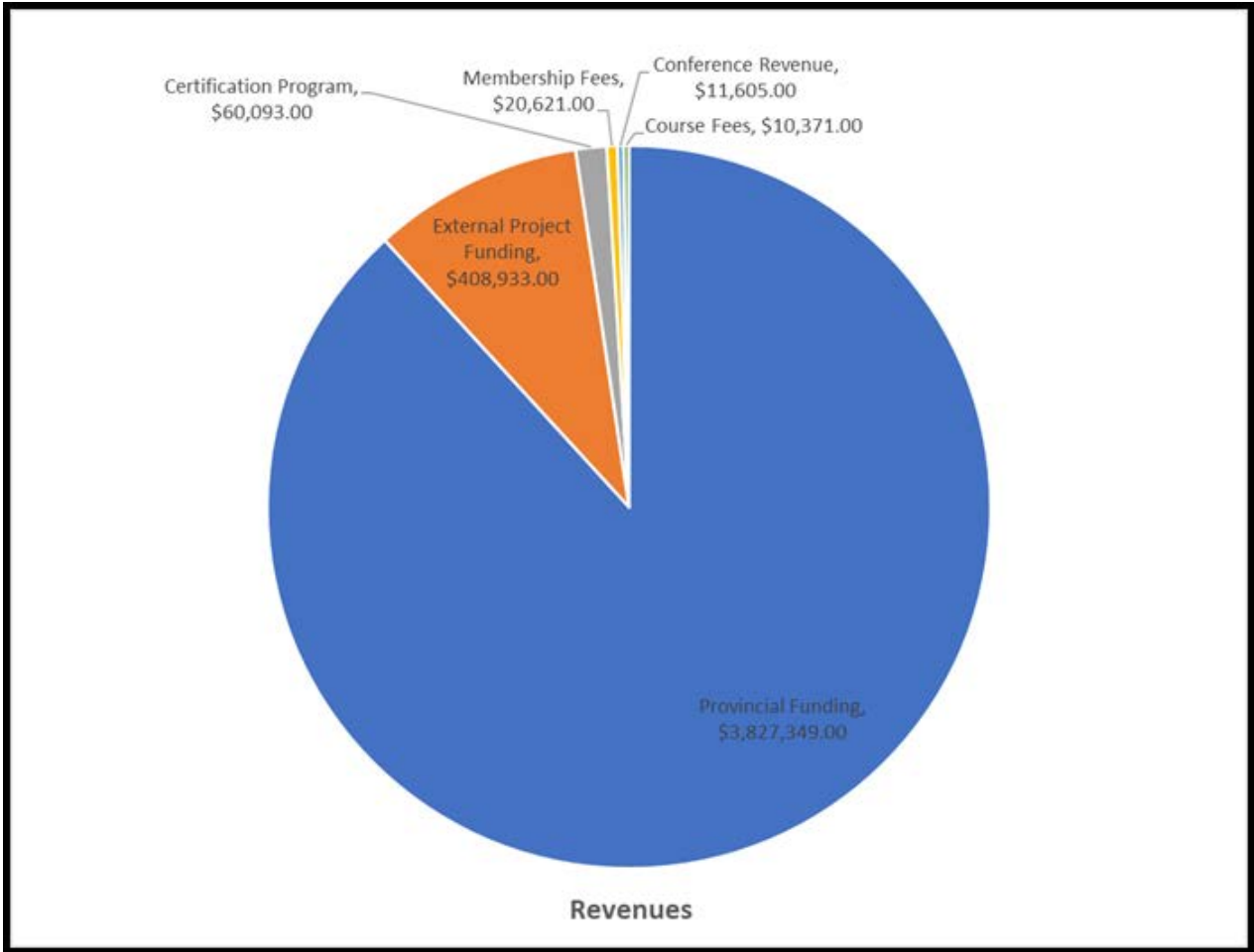
The NSCDA is committed to leveraging revenue received for ongoing projects to further the professionalism of the career development sector through projects such as Career Practitioner Certification (RPL): Leveraging Success to respond to new opportunities, national certification program, Field Guide: A resource for those considering employment in the career development field and creating a path forward in the sector by focusing on diversity, inclusion and belonging.

The NSCDA has completed our financial audit undertaken by Baker Tilly, Chartered Professional Accountants. All financial transactions have been handled appropriately with the goal of protecting our assets, increasing revenue, and meeting our contractual commitments. Printed and pdf copies of the statements are available upon request.

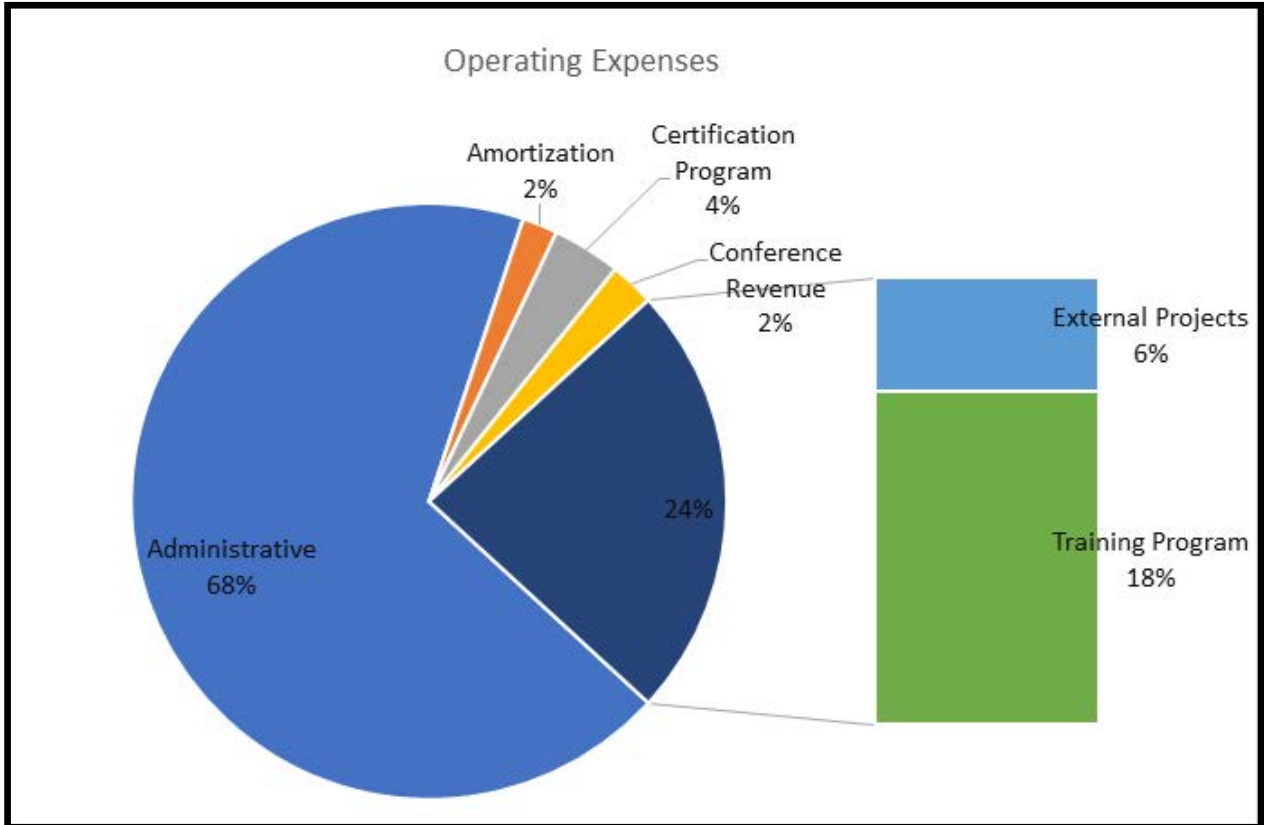
Respectfully submitted by Chantelle Marshall.



Graphic by Chantelle Marshall



Graphic by Chantelle Marshall



Graphic by Chantelle Marshall

LEARNING AND PROFESSIONAL PRACTICE

Learning and Professional Practice (L&PP) works to embed principles and practices such as Recognition of Prior Learning (RPL) across programs and services to align our offerings and connect the dots for practitioners. Our goal is to consistently reflect best and current practices; be nimble, inclusive, and learner-centred; and model the approaches we promote. Given current labour market trends, we will need to find new ways to meet career practitioners' (and their clients') needs and help them prepare for roles and responsibilities that don't yet exist.

L&PP is one pillar of NSCDA's commitment to growing the profession and encompasses areas that can be broadly applied across our organization and in the career development community, including:

- RPL and Portfolio
- Microcredentials
- Diverse Forms of Learning
- Staff Career Development Knowledge and Skills
- Application of the new Pan-Canadian Competency Framework for Career Development Professionals
- The Future: Industry Trends and Developments

Achievements in fiscal 2022 / 23 included:

- Career Development School (p. 13)
- 13 site visits to NSW and other career centres
- Foundational Career Development Training for NSCDA staff

Microcredentials

- First co-branded Dalhousie-NSCDA microcredential launched: Needs Assessment Foundations
- 100 Needs Assessment Foundations microcredentials awarded to those who have successfully demonstrated the required competencies for Module 3 of NSCDA's Case Management training

Recognition of Prior Learning

A new, two-year project, supported by funding through the Recognition of Prior Learning and Labour Mobility unit of the Nova Scotia Department of

Labour, Skills and Immigration, will allow us to adapt Certification tools and processes to align with the new Pan-Canadian Competency Framework for Career Development Professionals. Completing this work will ensure that our program remains current and reflects the national standard.

Competency Mapping Framework Project

Phase 1 of this project was completed between January and March of this year. In Phase 1, we defined the NSCDA's learning philosophy and introduced all staff to the principles and practices of Universal Design for Learning, Competency-Based Assessment and Competency-Based RPL. In Phase 2, we will learn how to map our training and programs to the national standards for career development practice using the new Pan-Canadian Competency Framework,

Digital Portfolio/Summer Student Intern

Student Intern Leah Vidito prepared the Digital Portfolio course for release to members. It is now available as an online offering.

National Initiatives

L&PP contributed on NSCDA's behalf to several national initiatives:

- Career Development Professional Centre Advisory Committee
- National Certification Steering Committee
- Challenge Factory's Career Development Steering Committee

L&PP will continue to foster the development of NSCDA staff knowledge and competencies that reflect our learning philosophy, support NSCDA's core functions of training and certification, and contribute to the growth of the profession.

Respectfully submitted by Teresa Francis.



TRAINING

Design and delivery of training continues to be a priority of Nova Scotia Career Development Association (NSCDA) with training offered in person, via webinars, and in an eLearning format. Self-directed eLearning training plans continued to be revised and developed over the last year. Extensive work in the design of On-Boarding, Youth Employability Skills courses, redesign of Case Management, and Foundations of Belonging occurred and will continue into the next year. NSCDA also worked on the Nova Scotia Works Level One Assessment Training, as well as the coordination of webinars for Nova Scotia Early Childhood Education training.

Over 50 webinars were offered during this year, with approximately 420 participants. Webinars included wellness and mental health and a partnership with Flo Meditation continued. These webinars are focused on supporting members with self-care and mental wellness. These included topics such as meditation, fitness, budgeting, healthy eating, journaling, investments, yoga, etc.

Additional webinars focused on topics like: Implicit Bias, Listening to Understand Innovation, Time Management, Digital Portfolio, Motivational Interviewing, Conflict Resolution, Active Listening, Generations: Capitalizing on Differences, and so much more. In-person training was offered with regard to mentorship, facilitation, and Let's Talk Careers. NSCDA also partnered with the Canadian Mental Health Association's Nova Scotia division to provide in-person Community Suicide Awareness training for some of the Mental Health Champions around the province.

Partnerships continued to be both strengthened and created over the last year. Autism Nova Scotia's training enterprise, Exploring the Spectrum, delivered a third round of Autism and Employment Training to Nova Scotia Works centres across the province. This training was offered in two formats, both in-person and online and provided attendees with a comprehensive curriculum on Autism Spectrum Disorder and best practices for supporting individuals with autism in employment service settings. The Department of Community Services collaborated in the delivery of their Case Management Certificate as well as the

development of mental health and addictions training. The Department of Education collaborated on the Let's Talk Careers program for School Liaison staff and we partnered with Labour Initiatives to make a labour market learning plan on our training HUB.

NSCDA continued their partnership with Workplace Initiatives and Debbie Lawrence Consulting, to offer HR Fundamentals training, and Business Basics training for Employer Engagement Specialists within the Nova Scotia Works system. This partnership has led to the development of fully self-directed online learning plans for each of these topics, which will be delivered in 2023/24.

The delivery of Digital Nova Scotia training continued with training being provided through online learning plans for each new release of the digital platform. There are currently 419 individuals who have completed or are engaged in this training.

Autism Nova Scotia is proud to work with NSCDA and we are excited about the opportunities this partnership has given to many individuals across Nova Scotia to learn more about autism and how to support Autistic individuals. We have partnered with NSCDA to provide training to employment support staff across the province and have also been a guest speaker at their regional events. We look forward to continuing this partnership and providing more training and education opportunities to build a more inclusive workforce.

— Billy Gillis, Education and Training Mgr.

In response to the increased need for high-quality self-directed online learning, NSCDA continued integration of the Articulate program. This program allows designers to develop and design interactive, engaging, and effective online training. Training development covered a variety of topics, from general knowledge of local programs to critical skills and competencies necessary for career practitioners.

The shift in design and delivery also meant recogniz-

ing the need for fully developed policies and procedures, including learner agreements, training evaluations, and quality assurance practices. These policies and learner agreements will be released into the HUB in the 2023 / 24 fiscal year.

NSCDA's training continues to be developed and designed mainly based on stakeholder feedback. Member surveys, focus groups, feedback forms, and evaluations are conducted to ensure that training is current and robust and aligns with provincial mandates. In the past, training was based on the Canadian Standards and Guidelines for Career Practitioners and the Nova Scotia Career Development Practitioner's Core Competency Profile but with the development of the new Pan-Canadian Competency Framework for Career Practitioners, the NSCDA will move our training to be in alignment with this new nationally adopted framework.

With stakeholder input, NSCDA contracts consultants who are subject matter experts to research, design, develop and deliver training. Subject matter experts are well-known within their respective industries and are recognized for their contributions. These experts work closely with NSCDA training to ensure training materials are valuable, applicable and current within the career development industry.

Because NSCDA recognizes professional development as integral to success and growth, it prides itself on being a learning environment. Team members are involved in professional development that will better enable them to fulfill their roles.

Some of the training that has been completed by staff includes:

- Leaders in Learning
- Instructional Design
- Writing Skills for Instructional Design
- Articulate Storyline Training
- LaMPSS Training

The ability to offer training and education to individuals within or newly entering the career development industry will directly impact and increase the level of services offered to Nova Scotians who are seeking career and employment support.

Respectfully submitted by Connie Corse.

Cultivating relationships and building strong networks are essential to working effectively in the career development field. NSCDA, with its multi-faceted platform, offers many opportunities to foster informal relationships, whether mingling at an NSCDA conference, socializing at their annual open house, or asking a NSCDA team member a question. One should never underestimate the value of an informal relationship as it can enrich new or existing formal connections.

In 2019, I had the opportunity to partner with NSCDA in the development and implementation of training for Employment Support Services caseworkers and their supervisors. This project was a perfect example of how partnerships built on a strong foundation of mutual respect, shared accountabilitys, and teamwork lead to the best outcomes. I look forward to our continued collaboration in the years ahead.

— Gisele Gallant, ESS Specialist,
Employment Support Services, Department of Community Services



PROJECTS

Nova Scotia Career Development Association's (NSCDA) project management goal is to strengthen the organization's ability to track and manage the health of projects, and to develop and implement improved organizational and workflow management practices. This will support NSCDA as it grows and expands into new avenues of service and ensure our ability to maintain an elevated level of accountability to our members and other clients.

Project Management

NSCDA's Project Inventory is tracking 91 projects and activities of various sizes, complexities, and levels of completeness. These projects are distributed across our Training, Certification, Learning and Professional Practice, and Administration teams. The status of projects housed within the Inventory is reported on by managers and updated monthly at the projects review meeting. This information is also delivered to NSCDA's BOD as part of the quarterly report.

We continue to drive forward with the development and movement of projects through to completion, and delivery to our members and clients. Our current project inventory is reporting on 91 projects and activities of various sizes, complexity, and levels of completeness. These projects include 22 active and ongoing projects, 11 inactive or cancelled projects, and 60 completed projects.

Across NSCDA's teams, staff have been engaged in numerous, larger, strategic, priority projects. These priority projects are schedule-driven and require a higher level of internal and client management, resource commitment and reporting. Such projects come with a higher level of exposure to risk for NSCDA and often span numerous fiscal years and require long-term support from staff and management.

Of the 14 ongoing priority projects, five are more than 80% complete and will be concluded by the end of summer 2023.

Examples of priority projects:

- Department of Community Services Mental Health
- National Certification
- Employer Engagement Specialist Learning Plans

- Microcredentialing & Industry Partnership with Dalhousie University
- Career Pathways
- Mentorship in Career Pathways
- Disability Management Learning Plans
- Foundations of Belonging in the Workplace
- NSW Onboarding Learning Plan Development
- National Competency Framework Mapping Project
- School Liaison's Onboarding Learning Plan

Risk Management

The Board and staff of NSCDA have turned their attention to identify critical risks, their mitigation steps, and assessing potential impacts from an operational, and services (internal and external) perspective. To understand the critical risks we face, and how to deal with them, NSCDA has established a Risk Framework Policy.

Standards, Best Practices, and Policy

Although the goal of accountability is addressed through proper project and risk management, these tools, and others, are guided using standards, best practices, and policies. We use organizational policies that govern how we manage our day-to-day activities and operational policies that guide the development and quality review of our training, certification, and support services. Accountability cannot be achieved unless we are constantly evaluating, improving, and documenting how we work.

In addition to project and risk management policies and procedures, NSCDA has moved forward with developing standard practices and policies around several activities. This includes, but is not limited to, a standardization of data management and storage practices, eLearning training development processes, and the improved support of our Francophone members through the inclusion of a French language option on all products and services. Additionally, an overarching, operational set of policies is being developed to govern the way we interact with and support clients through our training and certification services.

Respectfully submitted by Chris Shupe.

MEMBERSHIP

Nova Scotia Career Development Association (NSCDA) offers educational resources, advocacy for sector-specific opportunities and membership benefits, including online training, event access, wellness sessions, job boards, and certification. NSCDA is committed to providing its members with the necessary resources to build a solid professional foundation and make career development a career of choice. With over 800 members, including 430 Nova Scotia Works centres members, there are opportunities for future growth, including developing French services, corporate partnerships, and student membership to foster interest in career development.

Satisfying existing members is crucial for attracting new ones. We prioritize increasing membership value through innovative opportunities and sector-specific support. Current options include encouraging communication, first access to training, flexible eLearning, event calendars, group benefits, wellness sessions, job boards, recertification platforms, professional and leadership studies certificates, and workspaces for sharing best practices.

Future Growth

Based on the current growth rate of the membership, NSCDA will likely surpass the 1000-member mark by 2026.

Opportunities for engagement include:

- development of French services;
- corporate partnerships and benefits such as discounted pricing on office supplies, travel, and accommodations;
- career advice and support by including a page on the HUB where members can easily access resources and publications;
- providing an online platform for members to conduct mock interviews to prepare for taking exams and preparing for interviews;
- providing a library of online eLearning opportunities focused on wellness;
- continued support of bursaries for young professionals with CERIC .

Introducing student membership helps predict the growth of the career development profession and identify areas where education is needed. Early exposure to career development can inspire interest in the field. In 2023, there were 55 student members, most of whom were employed at Nova Scotia Works centres through the Summer Intern Program funded by the Nova Scotia Department of Labour, Skills and Immigration. These students had full access to learning opportunities through their membership. They gained exposure to the profession through their employment at the centres.

Respectfully submitted by Chantelle Marshall.

CAREER DEVELOPMENT SCHOOL

Nova Scotia Career Development Association (NSCDA) launched Career Development School (CDS) fall 2022 to provide professional development in career development for NSCDA staff and then to support onboarding within the career development community.

CDS Semester 1 (July 2022 to January 2023) for NSCDA staff comprised of:

- 13 site visits to Nova Scotia Works and other career centres;
- a full day, in-person session to debrief site visits and explore foundational career development concepts and frameworks;
- a half-day in-person session to reflect on the learning, revisit core concepts and brainstorm future possibilities for CDS;
- completion of online courses developed/selected for CDS including: The Role of a Career Centre; The Client Perspective; Introduction to Career Development Theory.

The site visits were eye-opening. We learned about differences among the various organizations depending on location (rural, urban), community and client needs and labour market. We learned about the scope of service offerings and saw that centres go to great lengths to support clients, adapting as needs and circumstances require. We recognized the importance of



Chris Shupe, Isaac Lungu, Shila Hamilton, and Kayla Borden participating in NSCDA's Career Development School training.

community connections and how those connections might look different for each centre.

A full unit for the NSW Onboarding Training has been developed from the Career Development School content and will be available to NSW staff.

CDS Semester 2 is in the planning stages and will begin in late spring 2023.

Respectfully Submitted by Teresa Francis and Lisa Strong.

CERTIFICATION

Nova Scotia Career Development Association's (NSCDA) Office of the Registrar (OOR) is comprised of a team of professionals dedicated to supporting Career Development Practitioners (CDPs) in obtaining and maintaining their CCDP designations. Since the introduction of NSCDA's Recognition of Prior Learning (RPL) competency-based assessment program, 285 CDPs have successfully met all eligibility requirements and have obtained designations.

Delivering a successful certification program is the result of ongoing professional development, tracking of industry standards, and supporting best practices for both career development professionals and RPL models. Committed to the highest level of industry standards, NSCDA's Certification Program is the only program in Canada facilitating two distinct routes to designation. The first, Assessment, is facilitated through a series of competency-based assessment tools mapping to The Canadian Standards & Guidelines for Career Development Practitioners. The second route to designation is through Career Pathways. Career Pathways supports the candidate in gaining the necessary skills and competencies through mentorship to successfully move to Assessment and designation.

The OOR's many successes contributed to NSCDA's commitment to develop training, services and programs that are sustainable, relevant, and rooted in leadership. Such successes include:

1. restructuring of the OOR to include staff positions modelling RPL best practices;
2. mapping Assessment tools to The Canadian Stan-

dards & Guidelines for Career Development Practitioners competencies;

3. collaboration and completion of a three-year research study titled, Certification: Does it Really Improve Practice with St. Francis Xavier University Centre for Employment Innovation (CEI);
4. collaboration and completion of a two-year project titled, Diversity and Inclusion: Black Mentors and Mentees with CEI, supported by the NS Department of Labour, Skills and Immigration.

Statistics (as of March 31, 2023)

- 285 candidates conferred designation
- 203 CCDPs maintaining designation
- 13 candidates processing through assessment
- 40 candidates processing through Career Pathways

Yearly Activities

Through process development, collaboration, stakeholder engagement, and partnerships, a strong foundation has been established to support growth of the career development field. We support this by participating in ongoing professional development, understanding trends, listening to our members, and continuing to be leaders in this field. The establishment of a successful competency-based RPL assessment program has led to NSCDA being recognized by the Canadian Career Development Foundation (CCDF) as the natural choice to be service providers of a national certification program. This recognition has been supported by the greater career development community.

Respectfully submitted by Lindsay Guitard.

Certification Statistics as of March 31, 2023

203

CCDPs
maintaining
designation

40

Candidates
in Career
Pathway

13

Candidates at
Assessment
stage

285

Total
CCDPs
Designated

COMMUNICATIONS

Communications activities for Nova Scotia Career Development Association (NSCDA) remained consistent throughout the 2022/23 fiscal year.

Communication with Members

Membership email updates were done by Chantelle Marshall and the Mental Health Champions newsletter was produced and published by Kayla Borden. Social media was managed by Mitchell Tempo.

Communications Coordinator Duties

Duties of the designated Communications Coordinator included website management, editing and formatting of courses and documents as required, announcements, and design and layout of infographics and documents for internal use, members, and partners, both print and digital. Editing of materials and creation of graphic assets for the regional conferences was also done.

Plain Language and Design

The focus on plain language, design, and accessibility was increased through training from Simon Fraser University and a training presentation to NSCDA staff.

There are plans to make the Plain Language and Plain Design for Accessibility training presentation available to members.

Artificial Intelligence

A chatbot is being developed for use on NSCDA website. It is anticipated that the chatbot will save time in answering commonly asked questions and help users find information faster.

Website

NSCDA website was maintained with changes and additions being done as needed.

Magazine Article

In the fall of 2022, NSCDA ran an advertorial with photos in Atlantic Business Magazine announcing the \$60,000 in funding provided to several groups and organizations throughout NS. The article was useful in making people within NS and outside the province aware of our projects and possibly opening a conversation for partnerships.

Respectfully submitted by Cathi Stevenson.

INFORMATION TECHNOLOGY

The IT Department at Nova Scotia Career Development Association (NSCDA) continues to thrive and remains an essential support for both employees and stakeholders. We have maintained a stable hybrid work environment and continued to explore avenues for growth and development. NSCDA remains committed to ensure employees have a seamless work environment and that our services are buttressed by the functional, up-to-date equipment.

In 2022 / 23:

- NSCDA has continued to utilize The Microsoft Office 365 environment via OneDrive. Technical issues

have been limited and we have seen a substantially reduced number of cyber attacks.

- NSCDA COMMON (Intranet), continued to be a reliable file storage and support for each department with no reports of critical data loss or corruption.
- IT360 has continued to provide a site to report tech issues and order equipment.
- An automated IT Inventory was maintained, keeping track of the multiple new devices ordered in 2022/23.
- NSCDA implemented new office IT infrastructure including presentation and training equipment in our training and board rooms. We have been able to offer highly professional, accessible hybrid training sessions online and in person.
- In coordination with the Certification Team and after extensive beta testing, NSCDA's Field Guide

was rolled out offering a framework to help both career development professionals and job seekers.

- Staff with obsolete equipment dating 2020 or earlier received upgraded equipment and their machines were recycled for community usage.

The IT Department has shown tremendous flexibility negotiating the ever-changing environment. Moving

forward we intend to continue to assess, up-date and improve our IT infrastructure. We intend to continually make proactive changes that will elevate us as an organization as we prepare for 2024 and beyond.

Respectfully submitted by Isaac Lungu.

CONFERENCE

In 2022 and 2023 Nova Scotia Career Development Association (NSCDA) offered four, one-day events in Cape Breton, South Shore/Valley, Northern and HRM/Central regions. The events had 80 to 110 people per event. The theme of “Inspire, Elevate, Create” invited members from across the province to come together to learn from a variety of amazing presenters. Session speakers included Tyler Simmonds who spoke openly about living with mental illness and reminded people that recovery is possible, emphasizing the importance of vulnerability, mindfulness, and achieving your “flow state” through creativity and meditation.

Sefin Stefura from The Youth Project focused on gender diversity and how to be more welcoming and inclusive to our ever-changing population. He explained the difference between gender identity and sexual orientation, did some myth-busting about the trans community and provided examples of ways to support and accommodate while becoming a better ally to the 2SLGBTQ+ community.

In 2017, the Provincial departments of Education and Early Childhood Development (EECD) and Labour and Advanced Education (now Labour, Skills & Immigration) launched the Nova Scotia Works School Liaison pilot project. The vision was to use the services and support of Nova Scotia Works Employment Services centres to empower students in their career development journey. It was perfect timing to reflect on the growth and expansion of the program to date, explore the labour market challenges facing youth today, and to share our experiences delivering career development services in the school system.

With so much changing in career development provincially, nationally and globally, Sareena Hopkins and Tannis Goddard, shared what is happening right now in the world of career development. Participants learned about the latest research and findings from



the International Symposium on Career Development and Public Policy, as well as the latest national and international initiatives.

The Association of Industry Sector Councils who represent the interests of small and medium-sized businesses across Nova Scotia, discussed people, workforce development, and recruiting/training with an overview of what they do. We were able to meet Sector Council Executive Directors who dove deeper into their sector councils.

Our final keynote, Eddie LeMoine, wrapped up our fourth event with a session focusing on where we are now that we have emerged from the pandemic. He spoke on how businesses will face a new challenge: a shortage of human capital. This shortage will affect all sectors and require employers to find new ways to attract and retain employees. The competition for top talent will become global, with employers needing to compete not just locally but also with employers worldwide.

Work and the job market will differ from pre-pandemic times. Employers and employees will need to adapt to these changes to succeed. This session covered:

- the latest trends in the labour market;
- the impact of the pandemic on the way we work;
- the effects of the hybrid workplace on global competition for talent;
- how to increase capacity with your current team,
- the importance of employee engagement for attraction, retention, and productivity;

- the reasons why people join, stay, and leave their employers; and
- the necessary leadership characteristics for navigating today's challenging times.

These were just a few of the amazing and impressive sessions that took place over four days. The success of these events has led us to once again offer four regional one-day events in September, November, February and April of 2023/24.

Respectfully submitted by Connie Corse.

