

# 20

# 21

résumé

# 22

---

## Mission Statement

*To provide leadership and support to members and the broader career development community in Nova Scotia.*

## Vision Statement

*Career development is recognized as a career of choice in Nova Scotia, CCDPs are recognized as professionals, and NSCDA is recognized as the leader in the career development sector.*

---

Copyright © 2022 Nova Scotia Career Development Association and licensors.  
All rights reserved. No portion of this material may be reproduced or distributed  
through any means without prior written consent.



*La NSCDA tient d'abord à souligner que nous nous trouvons en Mi'kma'ki, le territoire ancestral non cédé du peuple micmac. Ce territoire est visé par les « traités de paix et d'amitié » que les Micmacs, les Wolastoqiyik (Malécites) et les Passamaquoddys ont d'abord conclus avec la Couronne britannique en 1725. Les traités en question ne comportaient pas de clause relative à la cession des terres et des ressources, mais reconnaissaient de fait le titre des Micmacs et des Wolastoqiyiks (Malécites) et définissaient les règles quant à ce qui devait être des relations durables entre les nations. La Nouvelle-Écosse comprend également de nombreuses communautés afro-néo-écossaises, dont la culture, le patrimoine et l'histoire ont contribué et continuent de jouer un rôle essentiel dans le développement de notre province depuis plus de 400 ans. Nous devons garder à l'esprit que nous sommes tous des personnes visées par un traité. Nous avons des responsabilités entre nous et envers cette terre.*

*NSCDA would like to acknowledge that we are in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People. This territory is covered by the "Treaties of Peace and Friendship" which Mi'kmaq, W'last'kwiyik (Maliseet), and Passamaquoddy Peoples first signed with the British Crown in 1725. The treaties did not deal with the surrender of lands and resources but instead recognized Mi'kmaq and W'last'kwiyik (Maliseet) titles and established the rules for an ongoing relationship between nations. Nova Scotia is also home to many African Nova Scotian communities, whose formative culture, heritage, and histories have contributed and remain a key part of the development of our province for more than 400 years.*

*We must not forget that we are all treaty people. We have responsibilities to each other and this land.*

# CONTENTS

<b>CERTIFICATION</b> .....	<b>1</b>
Certification Statistics .....	1
Tool Refinement.....	3
Diversity & Inclusion Mentoring Program.....	4
French Availability.....	5
Research Study .....	6
National Certification .....	7
<b>ACHIEVEMENTS</b> .....	<b>8</b>
Achievements Overview.....	8
Awards .....	23
Communications and NSCDA Website .....	24
<b>COMMUNITY</b> .....	<b>25</b>
Connect 4 Community.....	25
Mental Health Champions .....	26
Embracing the 4th Industrial Revolution .....	28
French Language Services.....	30
Services en français.....	30
NDIC Report .....	31
Mental Health Champions 2021/22 .....	34
NSCDA Lifetime Achievement Awards .....	35
Lifetime Achievement Award 2020 .....	35
Lifetime Achievement Award 2021 .....	37
Workspaces .....	37
Bursaries.....	38
Two Bursary Recipients Share their Stories.....	38

<b>TALENT .....</b>	<b>39</b>
Governance .....	40
Consultants .....	43
Student Interns .....	44
<b>PROFILE .....</b>	<b>45</b>
What is NSCDA? .....	45
Qu'est-ce que la NSCDA? .....	47
Membership .....	49
A Focus on Risk Management.....	50
Office of the Registrar .....	51
Doing What We Do Better .....	52
Learning and Professional Practice.....	53
Formation et pratique professionnelle .....	54
Project Management.....	55
Gestion de projet .....	55
Training Overview.....	56
Aperçu de la formation.....	58
<b>PROFESSION .....</b>	<b>61</b>
Why Do I Need a Framework? .....	62
Member Survey Report .....	63
Career Development School.....	65

## CERTIFICATION



**From left:** Victoria Colley, Certification Program Advisor; Ashley Halverson, Administrator and Event Coordinator; Lindsay Guitard, Certification Manager and Registrar; Tara Deveau, Certification Program Assessor.

# Certification STATISTICS

The NSCDA Certification Program was introduced in 2015. Since then, it has evolved and progressed and now includes the Office of the Registrar (OOR). This dedicated four-person team continues a tradition of flexibility designed to meet the specific needs of career developers throughout Nova Scotia.

Gone are the days of a paper-based process dependent on in-person exams, third-party proctors, and translators. Today's candidates enjoy

state-of-the-art digital services, trained mentors, and tools available in English and French.

We are in our seventh year of the program and have awarded hundreds of career developers the Certified Career Development Practitioner (CCDP) designation. Each day, we strive to improve, streamline, and provide consistency for new and experienced career practitioners.

There have been 279 career practitioners who have received their CCDP designation through

NSCDA. This means they have all met stringent requirements, including a minimum of three years of paid work experience (approximately 5,400 hours) in the field within the last five years, a thorough, Structured Interview process, a work assessment, reference checks and successful completion of the exam.

The OOR has 193 active CCDP members. To remain active, CCDPs must be members of NSCDA in good standing and complete 60 hours of professional development every three years starting from the date their CCDP status was conferred. This ensures CCDPs maintain their skills over the full spectrum of practice as they move forward in their careers. Professional development hours are submitted through NSCDA's Membership Hub and are reviewed by the OOR.

There are 67 candidates either interested in or enrolled in the certification process.

Based on the Recognition of Prior Learning (RPL) model, candidates may take two routes to certification: Career Pathways and Assessment.

There are 36 candidates assigned the Career Pathways Learning Plan, designed for practitioners who do not meet the required minimum of three years (approximately 5,400 hours) of relevant paid work experience in the career development field within the past five years. If a practitioner is currently working in the field but has not accumulated sufficient experience and/or they have com-

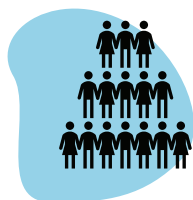
petency gaps, they will be paired with a mentor to assist them in acquiring hours and skills.

Seven candidates out of the 67 are in the Assessment Route to certification. The Assessment Route occurs when candidates meet all eligibility requirements. Candidates in Assessment must submit a Work Experience Assessment (WEA) to the OOR, which is reviewed to determine the required competencies submitted based on the NS Profile. Once approved, the candidate moves on to complete the proctored online exam and, if successful, moves ahead to the Structured Interview performed by trained Assessors who must also be CCDPs. If successful, the candidate's name is brought forward to the Board of Directors, and the candidate is conferred at a board meeting.

We have 25 practitioners registered for the certification process who have not yet chosen their route. These candidates have submitted self-assessment forms and are in the process of meeting with advisors.

As we continue to develop our tools to ensure we have the best data available, the OOR will start gathering information on candidates to better understand needs, address inequities, and attract people to the field. It is critical to recognize and track trends as we move forward with helping more practitioners become certified, which will help enhance the professionalism of the career development field in Nova Scotia.

## Candidate Statistics 2022



**193**

Active CCDPs



**36**

Candidates are assigned to the Career Pathways Learning Plan

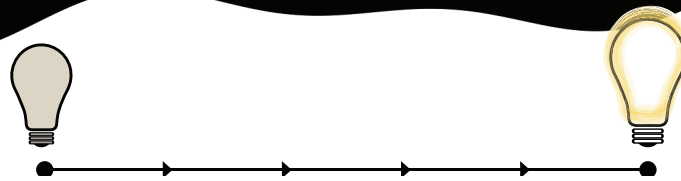


**67**

Candidates are enrolled in or interested in starting certification program

# TOOL

# REFINEMENT



Developing and maintaining effective assessment tools are necessary to operate a successful RPL competency-based certification program. Since 2015, when NSCDA piloted the first assessment group of CCDPs, the tools created for both the Assessment Route and Career Pathways have been continuously updated to meet the ever-changing field of career development. Assessment tools should be reviewed every three years to ensure they are still within industry standards and successfully measure a candidate's competency. The OOR has incorporated advice from career practitioners, partners, industry stakeholders, and consultants to develop the best and most up-to-date assessment tools for those seeking to become CCDPs. The following is a first-hand account of the rigor of maintaining assessment tools.

## **Evolution of the Certification Program: A Point of View**

*by Ashley Halverson, Administrative Assistant and Event Planner*

I joined NSCDA in 2017, two years after we partnered with the provincial government to provide training and certification to career practitioners, ensuring consistent employment services throughout Nova Scotia.

The original certification program and exam was paper-based, and testing involved third-party

proctoring. Everything was managed by the Registrar and other NSCDA team members taking on some administrative tasks.

Five years later, the Career Development Practitioner Certification (CDPC) program has evolved to include a state-of-the-art digital delivery system for training and testing, all managed by a team of four at the NSCDA Office of the Registrar.

The revised program took two years to develop and included extensive evaluations of the original system, making changes to improve the tools and delivery of the courses and content, and identifying and fulfilling the roles of the positions needed to run the program.

It has been a privilege to witness the new program develop. The NSCDA Certification Program has raised the bar and set a higher standard in the profession of career development. I believe those working in the field view certification and the CCDP designation as a symbol of pride and validation.

The natural next step is to offer certification on a national level, which NSCDA is exploring. I am excited to see the continued evolution of the program, to see that validation and recognition grow, and to have that standard, not only in our province but across the country.

# Diversity & Inclusion Mentoring Program

NSCDA, the Centre for Employment Innovation (CEI) at St. Francis Xavier University, and the Government of Nova Scotia are developing the Nova Scotia Works Diversity & Inclusion Program to establish formal mentoring relationships between a designated group of new Nova Scotia Works (NSW) employees and experienced Career Development Practitioners.

These new employees will also be new to the career development field and enter the Career Pathways route within the NSCDA Certification Program. Career Pathways assists those new to the career development field in obtaining the skills and knowledge to pass the assessment process and successfully obtain their Certified Career Development Practitioner (CCDP) designation. Each new employee will be supported by their assigned mentor, members of the OOR, and the NSCDA Training Team.

## **Perspectives from two people involved:**

### **Training Perspective**

*by Junior Moaku, Training Developer*

The Diversity & Inclusion Program has been implemented to further develop and support Diversity & Inclusion (D&I) within the NSW employment services system. The project included hiring and positioning 15 Black individuals in NSW centres. The mentorship program was established to develop and maintain a community of practice that would support, advocate, network, and advise the newly hired individuals. Selected mentors received a well-balanced range of training to best support their mentees, including training on communication skills, vulnerability, the mentor-

ship model, dealing with racism in the workplace, trauma-informed care, and more.

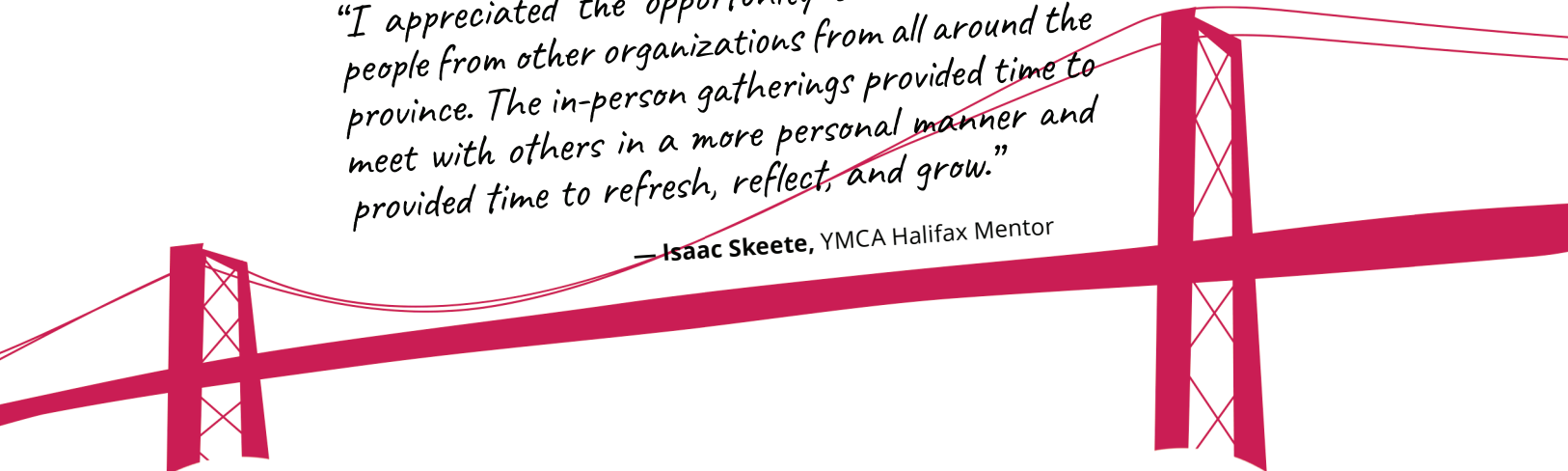
The mentorship program proved to be an integral piece of the D&I program, as it strengthened the African Nova Scotians (ANS) and People of African Descent (PAD) community within the employment services system across the province. The role of mentor goes beyond providing guidance, it also includes providing hope, empowerment, independence, and care to individuals who once had limited experience related to career development.

### **Certification Perspective**

*by Victoria Colley, Program Advisor*

The NSW Diversity & Inclusion Program is a two-year initiative to support PAD and ANS who work in NSW centres. Thirteen organizations within the NSW system have taken part in this project by hiring 15 people and supporting them on their journeys to become CCDPs. Each new hire was matched with a Career Development Practitioner who self-identified as an ANS or a PAD to provide support as mentors throughout the program. Even though the project will end in December 2022, those hired as a part of this initiative will continue to improve the experiences of other ANS and PAD seeking employment services in NS.





*“I appreciated the opportunity to connect with people from other organizations from all around the province. The in-person gatherings provided time to meet with others in a more personal manner and provided time to refresh, reflect, and grow.”*

— Isaac Skeete, YMCA Halifax Mentor

# French Availability

Nova Scotia has a thriving Acadian French community and recognizes the importance of offering services in French. Over the past two years, certification documents, tools, and resources have been translated into French, and Francophone CCDP candidates can take both their exams and Structured Interviews in French. By the end of 2022, all certification plans will be available in French.

## **A Perspective Regarding Translation of Certification Documents into French**

*by Victoria Colley, Program Advisor*

Demand for the certification program to be offered in French was identified and met as part of NSCDA’s commitment to diversity and inclusion. A team of staff members was appointed as document managers for the French translation project in December 2020. They were tasked with identifying existing documents that needed to be translated and managing the process. NSCDA

outsourced the translation to eSource Events. The first submissions for certification translation were made in February 2021 for the exam and Structured Interview.

To ensure that the translated documents were effective for the French community that the certification program serves, NSCDA arranged for a group of French-speaking CCDPs to review and provide feedback on the translated documents. The translator then made corrections based on the suggestions of this team. The first French Structured Interview was offered in September 2021, and the first French exam was offered in November of that same year. All documents associated with the certification program are now in English and French. Exams and Structured Interviews are now available in French, and upon successful completion of program requirements, candidates receive the trademarked French designation of *professionnel en développement de carrière certifié* (PCDC).

# Research Study

Participating and collaborating in research is an important element of NSCDA's mission to provide leadership and support to its members and the broader career development community. Ongoing research with the Centre for Employment Innovation (CEI) provides valuable feedback that NSCDA then uses to identify opportunities to improve our organization's service and delivery methods.

## **Certification Perspective**

*by Victoria Colley, Program Advisor*

A three-year research project titled Capacity and Credentialing: The Evidence Base for Career Development Training and Certification in NS has been undertaken by the CEI and NSCDA. The research focuses on the impact of going through the certification process in either the Career Pathways or Assessment Routes on day-to-day CDP practice. It also informs the NSCDA Certification Program. NSCDA asked current candidates, CCDPs, EDs, and mentors to participate in a one-on-one virtual interview with one of the CEI's research staff. The first invitations to participate were sent in December 2020, and to date, 43 interviews have been conducted. The NSCDA Certification Program is unique in Canada, so the findings will help to inform certification processes both in NS and nationally.

## **Learning and Professional Practice Perspective**

*by Teresa Francis, Director of Learning and Professional Practice*

This study is the first of its kind and will help to fill a gap in research on the impact of certification. It will begin to build an evidence base for provincial funders, national and provincial career development associations, and other researchers.

Two-thirds of the way through this project, preliminary results are positive. Participants report that certification brings pride and a sense of accomplishment, professionalism, and credibility. They note that certification changed how they saw themselves and their work, increasing their confidence and belief in themselves as career practitioners.

At a time of great need and opportunity in the career development field, this study can shed light on the value of certification for career practitioners, clients, and the public.

# NATIONAL CERTIFICATION

The concept of a centralized model for Canadian career practitioners seeking professional designation has been discussed for many years. In 2018, the Canadian Career Development Foundation (CCDF) began developing a new national competency framework. The project, called Supporting Canadians to Navigate Learning and Work, was supported by several committees that included Career Development Practitioners (CDPs), subject matter experts, and external consultants.

The outcomes of this project produced a comprehensive competency framework, code of ethics, and the beginning of a competency-based model for assessing those interested in obtaining the designation.

## **NSCDA Proposal and Outcomes**

Hundreds of professionals have invested thousands of hours in this project. In the spirit of leadership and collaboration, NSCDA reached out to CCDF early in 2022 to ask how we could collaborate and share our certification expertise for the continued support of the career development field in Canada. The CCDF and NSCDA presented the “partner” approach to national stakeholders in March 2022. During these discussions, we outlined how NSCDA could take the lead to complete the development and delivery of a national certification program, provide administrative support, and deliver a national certification by building on the extensive work and systems already in place in Nova Scotia. Many rich conversations and many valid questions were asked. Collected



input was collated and a FAQ sheet and circulated May 2022. There was broad support for the NSCDA's proposal, and all stakeholders expressed that continued cooperative and collaborative engagement would be vital to the success of such a program.

## **Moving Forward**

NSCDA will meet with each provincial association. The first meetings will be with associations facilitating provincial certification programs and then membership associations. NSCDA sees this as an important first step toward our commitment to collaboration. It will also allow us to gather details unique to each association. The next step will include exploring potential business models, obtaining access to the tools developed by CCDF, creating an inventory of outstanding tools needed, and establishing a timeline.

The impact of a national certification system for CCDPs will raise the standard of the profession and create opportunities for labour mobility. Recognizing the importance of labour mobility has allowed us to secure additional funding through the Recognition of Prior Learning and Labour Mobility Unit of the Nova Scotia Department of Labour, Skills and Immigration.

There are many key components in the delivery of a national program, such as governance, sustainability, career development advocacy, professional development, and costing models. These are essential to building a unified force supporting the career development field and professional recognition for those working within it.

## ACHIEVEMENTS



© banusevim | stock.adobe.com

# Achievements OVERVIEW

The Nova Scotia Career Development Association's mandate is to promote career development as a career of choice, provide a valued professional certification for Career Development Practitioners, and lead the career development sector.

The accomplishments of NSCDA are reflected in our growing membership and support services, the broad recognition for the certification of career practitioners, high quality, diverse training opportunities, and the growth of community

partnerships. We deliver projects, programs, and services that support and build the career development sector in Nova Scotia.

Our achievements highlight the depth of our stakeholder partnerships that enable the delivery of our project work. These achievements strengthen NSCDA's mission and values and provide support for the continued professional development of career practitioners. NSCDA involves all sectors to "move the needle" on employment services in Nova Scotia.

# Career Development Standards and Competencies Certificate for Department of Community Services

NSCDA, in collaboration with Department of Community Services (DCS), designed a 10-module certificate learning plan for DCS Caseworkers and Supervisors respectively. These learning plans are customized as per the needs of DCS and are based on the NSCDA Case Management Specialization Certificate.

The purpose of this certificate is to build the specialized skills needed to be an effective Caseworker/Supervisor and a key contributor to client success. As the profession evolves, the role of caseworkers is becoming a distinct specialization. This certificate was developed by NSCDA in response to this emerging need.

The certificate includes 10 modules, each made up of various courses. The modules are as follows:

Module 1: Introduction to Case Management in Career and Employment Services

Module 2: Communication Skills and Building a Working Alliance

Module 3: Needs Assessment

Module 4: Caseworker Essentials

Module 5: Writing Skills for Caseworkers

Module 6: Additional Skills for Caseworkers

Module 7: Job Search

Module 8: Follow-Up and Case Closure

Module 9: Final Assignment

Module 10: Collection of courses upskilling Caseworkers/Supervisors in their profession

The NSCDA Training Team, along with the subject matter experts, designed these learning plans in consultation with DCS; the pilot modules were released to a focus group before the phased release to actual participants. The feedback from the DCS focus group made the learning plan more robust and aligned it with the job requirements of DCS staff.

The learning plan, built over the course of two years, is in the final leg of completion and has been rolled out to all the designated DCS staff in a phased approach.

## Diversity, Equity, Inclusion & Belonging Learning Plan

In the winter of 2021, NSCDA, in collaboration with Placemaking 4G (P4G), committed to the development and distribution of a multi-module, self-guided learning experience. This training would focus on addressing the huge gap in today's workplaces regarding understanding the importance of diversity, equity, inclusion, and belonging (DEIB) in a healthy, prosperous work environment. The program will represent the first steps in a lifelong journey that requires organizational and individual commitments to growth and betterment. The justification for this project comes from our workplaces, boards and committees, colleagues, and communities.

The program will deliver a mix of traditional DEIB learning with a host of innovative concepts, approaches, activities, tools, and strategies. Made up of 11 self-directed modules, the content will focus on current key topics driving the DEIB conversation today. These conversation topics include:

- Disrupting Bias
- Privileged Aggression
- Stereotyping
- Creating Accessible Workplaces
- Becoming a Leader in Diversity and Inclusion
- Creating a Culture of Belonging at Work
- and more

After completing this 11-module course, participants will have a better understanding of:

1. Nova Scotia's colonial and discriminatory past and how it reflects in our province's current workforce.
2. The terms, definitions, and history of diversity, equity, and inclusion within the context of Nova Scotia.

3. How stereotypes, biases and privileged aggressions are created, and how to identify and challenge them in the context of oneself, organization, or community.
4. The significance of intersectionality and the fluidity of identities and experiences.
5. The social forces that impact power, privilege, and oppression.
6. How we can make a workplace more accessible for everyone.
7. Intercultural diversity and employment equity, common misconceptions and how to champion equitable practices in workplaces.
8. The four principles of Intercultural Communication.
9. How to adopt active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with purpose.
10. The importance of body language, both our own and that of others, and recognize its importance in interpersonal communications.
11. Psychological safety in the workplace.
12. Adopting equity and inclusion frameworks to create more welcoming spaces in Nova Scotia.
13. The steps individuals should take to acknowledge a conflict, analyze the situation, and take appropriate action.
14. The process an organization must follow to receive and respond to a complaint and then create mechanisms to prevent or reduce repeat situations.
15. How to resolve conflict or misunderstandings in the workplace and develop a support system to manage the resolution process.
16. Have a greater understanding of newcomers and racialized individuals' experiences in the workplace (included in all modules by personal stories and anecdotes woven throughout).
17. Workplace strategies that help remove barriers and encourage diversity in the workplace.
18. Practical tips for challenging preconceptions and biases regarding class, privilege, and

identities — a vital step in bringing constructive change to society.

19. The resources to adopt and implement inclusive terms and language in the workplace.

The collaborative project team is in the process of content creation and instructional design. This much anticipated and needed learning opportunity is currently scheduled to be released by March 31, 2023.

## **Disability Learning Plans (Management and Support Practitioner)**

Employment is a critical cornerstone of social inclusion, and people living with disabilities are facing high unemployment rates. Although people want to work and are able, employment remains an elusive goal for many, contributing to material deprivation, poverty, exclusion, isolation, and lessened self-esteem.

In partnership with Teamwork Cooperative, NSCDA is developing comprehensive training to ensure that career service workers, working across the spectrum of job titles and descriptions, are trained to provide case management support services to people with disabilities and to those employers who can employ people with disabilities.

The learning plans will cover a variety of topics, including disability management, assessment, program planning, transition to employment, job carving, disclosure, documentation, resource allocation, program planning, and workplace competency and employment crisis management. They are currently in development, with the first learning plan to roll out in late spring 2023.

## **Early Childhood Education Training**

In October 2020, Pre-Primary, a free, universal early learning program for every four-year-old in Nova Scotia, was introduced after initially being launched for some starting in 2017. Since then, there has been an increasing labour market need

for early childhood educators for both pre-primary classrooms and regulated childcare programs. Over the next three to five years, the childcare sector will seek to fill positions with trained staff screened to work directly with young children.

The Department of Education & Early Childhood Development, Labour, Skills and Immigration, and NSCDA partnered to invite career practitioners from Nova Scotia Works to learn more about the labour market outlook, training requirements, classification, background check requirements, wage scales, and job opportunities for early childhood educators. Sessions were developed to ensure career practitioners had the knowledge to better support early childhood educators who may access case management services within a Nova Scotia Works Centre.

## Employer Engagement Training and Learning Plan Development

The need to support employers in obtaining and maintaining staff has never been higher, and the Employer Engagement Specialist plays a key role within Nova Scotia Works centres to support employers with this need. Workplace Initiatives and Debbie Lawrence of Abundant Living, Inc., partnered with NSCDA in delivering virtual training across the province to Employer Engagement Specialists.

This training included Business Basics, Human Resources (HR) Fundamentals, and Client Relationship Management. It covered topics such as The Business Plan, Strategically Positioning a Business for Success, Developing Marketing Strategies, HR Management, Job Analysis, Employee Retention, HR Best Practices, and Client Relationships and Management. This virtual training is currently being developed into three specific learning plans, enabling individuals working with employers to access the training in a self-directed e-learning format.

## Introduction to Recovery-Oriented Practice Learning Plan

---

***Has anyone noticed that more people are disclosing their mental health challenges?*** — Betsy Payne

---

NSCDA has been involved in mental health initiatives for many years, starting with the research and production of the Career Services Guide in partnership with CERIC. NSCDA made extensive use of the material. Since 2015, more than 30 career practitioners have been trained in Recovery-Oriented Practice and have supported mental health discussions within their employment services centres as part of the Mental Health Champions initiative. NSCDA is again moving forward in the development of a Recovery-Oriented Practice Learning Plan, where career practitioners can learn more about supporting their clients who disclose mental health challenges.

This learning plan comprises six modules around hope, community, and support. The training will give an overview of the guiding principles of recovery-oriented practice. Introducing valuable tools such as the Mental Health Commission of Canada's Recovery-Oriented Guidelines and the Careers Service Guide, this NSCDA training will start the discussion on thinking about recovery-oriented practice and building community and stakeholder collaboration.

## ARC of Empathy Learning Plan

In partnership with Dr. Cindy Hamon-Hill, the Nova Scotia Career Development Association designed a comprehensive, self-directed learning plan on empathy. A common question today is, what makes us different from computers, from Artificial Intelligence (AI) platforms? Our human skills — our skills for monitoring interpersonal relations, emotional intelligence, and empathic

responses to others — distinguish people from computers and never depreciate over time. Career Development Practitioners know the importance of these skills. You rely on emotional intelligence constantly in your daily practice. Whether recruiting for employers, interacting with job seekers, or helping managers increase productivity, understanding a client's needs is critical to your daily success. Recognizing the unspoken response of others supports the essential connection you make with that client.

Admittedly, however, a gap in that connection sometimes occurs. What causes the disconnect, and how do you overcome it? Comprehending how connections occur and learning when, why, and how a disconnect happens is the way to bridge that gap. Empathy is the basis of understanding others and is critical for social connection and successful communication.

In this training, we explore the ARC of Empathy: we delve into and dissect the multidimensional construct of empathy. We examine the psychological underpinnings of several types of empathy, raise awareness of and gain greater insight into our empathic tendencies, and learn skills for recognizing, managing, and modifying those responses. So that, even when the connection is not readily apparent, you will have skills for bridging the gap and strengthening your ability to recognize and respond appropriately to your client's needs and ultimately forming and strengthening a connection!

You train to improve technical skills for your profession. Training to improve your interpersonal skills remains critical — they never depreciate!

Written by Dr. Cindy Hamon-Hill, the ARC of Empathy outlines increased awareness of your empathic response, recognition of your response so that you can monitor and adjust your response and, finally, establishes a connection with your client. This six-module learning plan consists of the following: The Social Detective, Empathy and Social Understanding, Raising Awareness of Empathic Processes, Learning to Listen, Social Perception, and Brain Fitness.

## Autism Nova Scotia Training

In January 2020, the Nova Scotia Career Development Association (NSCDA) contracted Autism Nova Scotia's training enterprise, Exploring the Spectrum, to deliver Autism and Employment Training. This training offers a robust and customizable training curriculum for NSCDA members on using best-practice pedagogical strategies for supporting persons with Autism Spectrum Disorder (ASD) in employment support services. The success of this training meant that it was offered again for a new group of learners in 2021/22.

The COVID pandemic resulted in a full lockdown in late March 2020, causing a significant pivot from the initially contracted in-person delivery format to an online format. Trainers adapted the training to be more than a webinar of information and maintained robust group work and continual participation from trainees. Trainers utilized breakout rooms in the Zoom video platform, ensured case studies and group discussions were maintained, and worked to facilitate trainee participation.

## Attendee Feedback

*This training is important for societal growth. Helping others understand shifting the perspective and showing how acknowledging the way people learn changes how they perform, not that they cannot perform.* — Cape Breton Attendee

*Thank you for adapting the training to be provided virtually. It was great to still have access to this training despite our current situation. Great job! I appreciated the personal experiences you brought as examples, as well as the videos which made the information more relatable.* — Southern Attendee

*I had a meeting with a client the day after we finished training, and my approach to that meeting significantly changed due to the training. I realized I needed to slow down and break down the information into small bits to not overwhelm the client.* — Attendee



*A huge thank you to the presenters and the funders who made this training possible. It has allowed me to feel less anxious when encountering someone on the spectrum in my field of employment services. I also feel much more confident that I can assist these individuals in a productive and positive manner.* — Attendee

*Terrific workshop. I would highly recommend it to everyone, especially in the public sector.*  
— Attendee

*Thank you again for this informative autism session. Hannah and Chris were exceptional instructors who have paved the way for me to understand what autism is and the various levels of challenges an individual may face, and what we can do to assist our clients better. Sharing the knowledge with others within our agency to support clients, co-workers, and employers. Autism is awareness for me and knowledge to provide.* — Attendee

## Canadian Immigration Webinar Series and Learning Plan

It is predicted that by 2035, Canada's population growth will increase primarily through immigration and that immigrants will be the primary source of labour market increase and economic growth in Canada (Conference Board of Canada, 2020). This shift has placed increasing importance on the integration needs of immigrants, which can be addressed by ensuring adequate services and programs are available and service providers know how to access them.

NSCDA partnered with Placemaking 4G (P4G) to develop and deliver a 12-module online learning plan and a webinar series. This 12-module learning plan was developed to introduce participants to the immigration system in Canada. Each module consists of written information, the recorded webinar series, and links to external resources that can be used to support immi-

grants. This learning plan is designed to be the go-to resource for accessing information about the available programs and services while working with employers, individuals, and newcomers navigating the immigration system in Canada.

Webinars are led by Sylvia Abdelgawad, Research, Innovation and Immigration Manager and Certified Immigration Consultant (ICCRC) at P4G. Sylvia brings expertise and allows key stakeholders to share their services, expertise, and stories related to the specific topics in each session.

### Webinar guests include:

- Paul Rukidi, Financial Advisor/Pro Banking, Scotiabank
- Joyce Liu, Owner and Founder of Lumi Studios
- Ding Fan, Start-Up Visa Program Coordinator at Innovacorp
- Mary-Jo MacKay, Manager of External Relations for the Nova Scotia Office of Immigration
- Al Tek, Account Executive for the Atlantic Immigration Pilot at the Halifax Partnership
- Ifeanyi Emesih, Chief Executive Officer and Head of Brand at NICOD HOLDINGS
- Cem Hicyilmaz, Project Manager at North 45 Orchards

### The learning plan consists of 12 modules:

1. Understanding the Immigration System in Canada
2. Terminology Wiki, Glossary, and Resources
3. Overview of Immigration in Canada
4. Economic Class
5. Federal Immigration Streams
6. Federal Immigration Streams (continued)
7. Nova Scotia Immigration Streams
8. Atlantic Immigration Pilot and Quebec Immigration Stream
9. Refugees
10. LMIA's and Employment and Social Development Canada
11. Special Processes
12. Closing

## Case Management Learning Plan, Training, and Evaluation

Career Development Practitioners (CDPs) require the knowledge, skills, and abilities to provide effective case management to ensure clients receive consistent quality career support services. In the absence of a comprehensive training program in the case management specialization, there is a risk the client will receive substandard services. Ineffective case management practices also place undue strain on administrative mechanisms within career services. This can result in inefficient processing of program funding applications and referrals to services, which have the potential to undermine the quality of services and impact client outcomes.

Recognizing the importance of training, the Case Management Specialization (CMS) Learning Plan was released in 2018. More than 300 individuals have completed or are enrolled in this training both provincially and nationally. Versions of this training have been customized for the Department of Community Services and the Nova Scotia Apprenticeship Agency, and have been translated into French. The CMS training consists of nine modules including communication skills, building a working alliance, needs assessment, writing case notes, file management, follow-up procedures, file closures, and action plan development.

After several years of offering this training, an evaluation was conducted. This evaluation was completed to determine if the training program is leading to the desired behaviours among Case Managers working in the province and enhanced efficiencies as system-level outcomes. It was also intended to identify any required changes in the design and delivery of the program. This evaluation was designed with alignment to the best practice Kirkpatrick Blended Training Evaluation approach, which focuses on reaction, learning, behaviour, and results. It was completed by Scott Christian of Insight Consulting and Evaluation.

Most learners who completed the training found it a worthwhile experience. Interviewed learners confirmed the training program was effective in shaping the way they perform day-to-day activ-

ities in their workplace. The CMS training was noted to be appropriate as both a refresher for long-time professionals, and as an introduction for new Case Managers. Overall, learners indicated an increased level of confidence in their abilities to practice concepts and skills covered in the CMS training. Findings also demonstrate a perceived importance of, and commitment to, adopting the program's approach to case management.

---

***I have been in the field of career development for over 15 years. I found the training very relevant to my job as a career practitioner. It gave me an opportunity to examine how I work with clients and ways to improve. I feel the training is something that should be ongoing for all Case Managers to stay up-to-date and current.***

— Surveyed Learner

---

There was a strong sentiment from interviewed learners that the approach presented in the CMS training was relevant, beneficial, and manageable to use. Learners noted the CMS approach is especially helpful for those early in their case management careers. Interviewed learners discussed the importance of having an industry standard, and that the CMS approach presented in the training establishes greater consistency in their work, particularly as it relates to reporting requirements. Many learners described how the CMS approach helped them better understand an area of their jobs they found challenging or unclear and caused them to rethink how they were performing work activities to adopt more effective approaches.

---

**81% of surveyed learners agreed they would recommend this training to a colleague.**

---

Several learners identified areas of their jobs they had struggled with before taking the CMS training. They said the explanations provided in the training helped them understand what they had not been doing correctly before and how to

approach these areas differently following the training. One learner talked about how the training has helped their office improve communication by holding more meetings to check in and support one another. Some interviewed learners noted that their writing skills had improved after the training as it established a standard to follow to ensure quality and consistency. In interviews, various learners described the process of completing the training and receiving recognition for the time they put into the course as a confidence booster that they were qualified to do their jobs.

---

**97% agreed they were committed to practice case management using the process taught throughout the course.**

---

The Case Management Specialization Learning Plan is currently being revised to offer both the supervision training as well as the incorporation of virtually led sessions to help further apply skills and knowledge gained during the training in a practical setting.

## Level One Assessment Tool

NSCDA has partnered with the Department of Labour, Skills and Immigration (LSI) and Davis Pier Consulting to redesign and update the Level One Assessment tool for staff at Nova Scotia Works centres. The tool was developed to help career practitioners collect critical information to help them determine interventions and actions when working with case-managed clients. This project will support the revision of this tool to ensure that it continues to meet this purpose.

A consultation-driven evaluation has been conducted by Davis Pier of the tool, including gathering input from stakeholders, practitioners, and clients and developing recommendations for amending the assessment. This consultation validated the use of the device and how it supports career practitioners in better understanding client needs. Further evaluation was conducted on how the tool was used to determine employment services “streams” and predict client outcomes.

Based on this work, fine-tuning of the assessment tool was completed to ensure appropriate language, clarity, and relevancy. The updated version was released in January 2022.

## Nova Scotia Apprenticeship Agency Training

In the winter of 2020, the Nova Scotia Apprenticeship Agency (NSAA) contracted NSCDA to facilitate, through customized training development and instruction, an improved state of business readiness for their staff, as they moved from an analog process to a digitally based, client/case management system. The goal was to better prepare the NSAA’s Industry Training Consultant (ITC) and Custom Service Specialist (CSS) staff to make this transition and to conduct their business more efficiently and successfully after the up-and-coming release of their new digital case management platform. This project also introduced 25 or more new industry-based members to NSCDA and facilitated opportunities highlighting the rewards and benefits of NSCDA membership.

In 2021, NSCDA developed a customized case management learning plan for the NSAA’s ITC staff. This plan consisted of seven self-directed e-learning modules and several instructor-led virtual sessions. The content explored topics such as case management in career and employment services, communication skills, assessing client needs, career development essentials, and processes for managing and closing case files. The designed instructor-led sessions reinforced the module lessons and facilitated conversation around role-specific concerns.

A second learning plan was created to provide resources to the NSAA’s Customer Service Specialist staff. This learning plan consisted of a curriculum extracted from NSCDA’s existing library of e-courses. Key business readiness topics such as communications and proficiency in the Microsoft Office suite of tools were identified as topics of interest.

## Nova Scotia Works Online Training

NSCDA, in partnership with Employment Nova Scotia (ENS) and Davis Pier Consulting, has been developing training for the Nova Scotia Works (NSW) Online service. This project, designed to integrate existing NSW services with an online delivery model, expands the range and scope of services the staff offers to serve more clients.

Course material centres around the distinct functions of the service and how to use them with clients to facilitate service delivery. Ahead of each service release, training is developed with our partners. Alongside the life of the service, revisions will occur to ensure an accurate training experience. To date, 20 e-learning courses and one instructor-led course have been developed and delivered to over 360 NSW staff.

In summary, this NSW Online training included two unique learning plans; one for all staff and one targeted for Employment Engagement Specialists (EES). With over 350 staff enrolled in the training, there is 95 staff current with these 20 unique courses. The EES-focused training offers eight courses with nine staff enrolled and five currently in their training.

Release Five of the project, launched in July 2022, introduced the latest changes to the Job Posting and Job Search feature for Nova Scotia Works Online. These new changes were designed to augment and support the function of Job Matching, which was released in September 2022.

## NSCDA French Translation Process

NSCDA developed a French translation process to generate appeal among a wider audience by offering our training materials in multiple languages. We want to provide our French-speaking clients with the opportunity to learn and communicate in their native language.

Since this process was developed and implemented in 2021, NSCDA has translated over 125 training documents. Notable projects such as the Certified Career Development Practitioner

(CCDP) Training and Exam, Nova Scotia Works Level 1 Assessment Training, and Labour Market Information Training are some that have been fully translated.

We work closely with a talented external translator, Rémi Lefebvre, who manages a small team of translators here in Nova Scotia. We are fortunate to have an excellent relationship with Rémi, who was also involved in the production of our virtual conferences in 2020 and 2021. He has many skills that range from graphic design and translation to voiceover work.

NSCDA will continue to translate new and existing training material through this process to grow and diversify the training materials we offer.

## School Liaison Support from NSCDA

### Let's Talk Careers!

In 2019, the NS Department of Education partnered with NSCDA to update the Parents as Career Coaches program to Let's Talk Careers. NSCDA developed four new workshops to make up the program.

Once created, NSCDA hosted an in-person Train the Trainer session with the pilot School Liaisons to introduce the new program and materials and ensure they were equipped to facilitate the program. With several new additions of these positions over the past two-plus years, each new School Liaison participated in an online Train the Trainer session on Let's Talk Careers hosted by NSCDA. NSCDA also developed a self-paced online course for new School Liaisons that serve as the Train the Trainer workshop to introduce the program, the purpose and the goals, and the materials available to them.

NSCDA is currently developing an onboarding learning plan comprising three modules, each with several courses. The modules will be Team Building, Working with Youth, and Career Development. This learning plan aims to bring about a Community of Learning/Practice, allow the School Liaisons to come together as a team, and identify training required to enhance the role moving forward. An in-person summit has been

implemented to accompany the learning plan. It brings the School Liaisons together with key stakeholders from the Department of Education, Department of Labour, Skills and Immigration, Nova Scotia Works, and NSCDA. The first edition was held on August 29 and 30, 2022, at the NSCDA office.

## Conference 2020

NSCDA's Show on the Road conference aimed to create opportunities for professional development, self-care, and networking during a global pandemic. This inaugural virtual conference took place in the PheedLoop system over five days and was a testament to the organization's success as



a leader within the career development community. More than 500 user logins were generated, with 439 individuals logged in to experience the

53 sessions of content. The individuals also could engage with 19 different exhibitor spaces that were live on the platform.

From its beginnings as an ambitious concept to its successful execution as an engaging virtual conference, NSCDA's Show on the Road created valuable opportunities for dedicated professionals and loyal stakeholders that spoke to the unlimited possibilities of our current times. The NSCDA team managed registration for the Show on the Road using their in-house ticketing system. Individuals registered for the event and received a confirmation before their invitation was sent.

Attendees accessed the event via PheedLoop, a leading virtual conference platform headquartered in Toronto. The system was set up and managed by the ZedEvents team. It allowed attendees to access live and prerecorded content, public/exhibitor chats, private networking, and an exhibit hall featuring event sponsors. PheedLoop also featured a gamification component that encouraged the exploration of event content and interaction with sponsors and exhibitors. Attendees reported a positive experience with the virtual conference, with a large volume of praise for the daily welcome videos and speaker

introduction segments filmed by the NSCDA team. Attendees loved the energy and felt they had the opportunity to get to know the individuals who make up the NSCDA team.

The conference lineup for the Show on the Road featured content by presenters ranging from local industry experts to world-famous keynotes. Industry topics were complemented by an assortment of engaging presentations on the time-relevant subject matter, such as the impact of COVID-19 on the Nova Scotia Labour Market, Diverse Hiring for Inclusivity, the Black Lives Matter movement, and more. Keynote presentations included talks by world-famous author and Black activist Ijeoma Oluo, a panel on the Future of Work and Workers moderated by Jaime Smith, literary artist Sheree Fitch, leading Indigenous culture and transgender-health expert Dr. James Makokis, and Her Excellency, the Right Honourable Michaëlle Jean.

The conference provided attendees with lunchtime entertainment pre-recorded musical performances from Emma Stevens, an up-and-coming Mi'kmaq artist, and Nova Scotia's beloved Reeny Smith. More than 40 additional speakers were involved in filling the conference's concurrent sessions.

## The Intersectionality of Experiences Webinar Series

The Intersectionality of Experiences webinar series gave organizations insight into how to approach community relationships through the lens of sustainability and accessibility. Because oppression is very complex and looks and feels different for different groups of people, it was essential to hear from an array of marginalized leaders. This series helped participants understand the community's needs while addressing their challenges and barriers.

In the discussions, facilitators helped expand the scope of anti-oppressive, anti-racist, diversity, equity, and inclusion lenses, supporting the oppressed communities' needs while opening room for a more comprehensive dialogue around these issues in the hope of building trustworthy and sustainable relationships. These leaders are

trailblazing the conversation of anti-oppression and anti-racism work in Nova Scotia. NSCDA, their partners, and members benefitted from the insight of grassroots advocates, activists, directors, and facilitators. Each facilitator brought their perspective based on their background and experiences.

## **Sessions included:**

### **Session 1, Facilitator Nivie Singh: The Spectrum of Hierarchy**

Throughout the session, they referenced definitions and language, anti-racist and anti-oppressive frameworks, and theologies by queer Black scholars. Participants unpacked the matrix of domination; the intersections of colonialism, patriarchy and capitalism & intersectional feminism; the intersections of gender, race and class.

This strategy session explored:

- the layers of our experiences and privilege;
- how our placement in this political world participates in and often benefits from the oppression of Black, First Nations, Inuit, and Métis people and land;
- how this translates into anti-capitalist, anti-racist frameworks;
- individual responsibility in the workplace;
- our placement on the spectrum of hierarchy.

### **Session 2, Facilitator Kate MacDonald: Anti-Oppressive Concepts and Frameworks**

This session began with exploring anti-oppression and anti-racism concepts and frameworks in a real-time way. Beyond theory, individuals talked about how to navigate these ideas in this messy, complicated world. Kate MacDonald facilitated this conversation, but it was a collective and shared learning space. We can all learn from each other. We can all encourage.

Topics included capitalism, colonialism, patriarchy, white supremacy, justice, failure, harm, accountability, anti-oppression, activism, anti-racism, and other topics, stories, and anecdotes.

### **Session 3, Facilitator Carmel Farahbakhsh: Systemic Inequalities of Institutional Power Systems**

This workshop, Building the Futures We Deserve, was a space to:

- reimagine the world;
- examine the systemic inequities of institutional power systems;
- discuss current calls to action in response to global injustice;
- further awareness of anti-racist practice through a queered framework; and
- map tangible organizationally oriented anti-oppressive responses to this workshop.

Although people participate and contribute to artistic, community-centric, and/or educative spaces, they are no less inclined to perpetuate and mimic systems of power and domination in our workspaces and personal practices. We hope this dialogue catalyzed further personal and organizational work to (re)imagine anti-oppression in tangible, sustainable, and impactful ways.

### **Session 4, Facilitator Raven Davis: Truth, Solidarity, and Reconciliation**

What do people need to understand as they begin the journey of learning about untold histories embedded in genocide, gendered violence, assimilation, and colonialism? Where do people start, and how are they personally responsible for the truth and reconciliations calls to action?

Raven Davis, human rights speaker, community organizer, and facilitator, collectively navigated a critical discussion and workshop about how we stand and support in acts of solidarity, the truth and reconciliation calls to action. Participants were provided with a better understanding of the calls to action, their responsibilities, government updates since 2015, how organizations, government departments, businesses, and community social justice movements can support and contribute to the calls to action, and how we measure our efforts.

### **Session 5, Facilitator Awar Obob: Implicit Bias, Intersections, and Self Reflection**

This workshop, hosted by Awar Obob, an African-Indigenous queer person, focused on implicit biases, examination of personal intersections, and self-reflection. Participants examined parts of the world through their lenses, showing how different yet similar we all are.

### **Session 6, Facilitators Jesse “Nathanael” Nervais and Tonya “Sam’Gwan” Paris: How NOT To Be Racist**

How NOT to be Racist was an unexpected, frank, yet empowering conversation about the subtle ways in which the roots of racism persist in our world today. Through a series of case studies and discussions, this workshop explored what racism looks like and sounds like in 2021. Moreover, it left listeners with tangible ways to be better allies, wherever they are, for the BIPOC (Black, Indigenous, and People of Colour) community.

### **Session 7, Facilitator Ann DeVine: Inclusive Leadership**

This workshop explored why it is essential to embed an inclusive work environment in order to have a productive, creative, innovative workforce. A place where individuals feel they belong. Organizations cannot achieve diversity and inclusion without inclusive leadership capabilities. Leaders are required to set the tone. However, studies have shown that people are reluctant to bring their best selves to the workplace because of their differences and lack of understanding of intersectionality. Therefore, they continue to feel marginalized.

### **Session 8, Facilitator Gola Taraschi-Carr: 7 Steps to Building Community at Work**

At its heart, excellent communication always helps build community. Sometimes groups experience changes, challenges, or conflicts that inhibit solid and trusting relationships. This is unfortunate because trusting relationships, resiliency, inclusion, and respect require a high-functioning, effective, and prosperous team. Restorative practices offer a straightforward and empirically proven path to follow when building or rebuilding community at work. Gola refined and distilled her

restorative practice framework into seven simple steps. Used successfully in schools, workplaces, organizations, universities, justice, and community settings, Gola’s seven steps, when applied, have shifted climate, strengthened relationships, and helped build a solid supportive culture by creating an inclusive environment for everyone.

### **Session 9, Facilitator Megan Neaves: What Do You Mean I Have White Privilege?**

What white privilege looks like in our society and how it can be used to create change was the focus of this session by Megan Neaves. Megan addressed unconscious bias and how to become conscious of our biases before they become actions.

## **Training Policy and Standard Operating Procedures Projects**

Core to the work that NSCDA does is to support and identify the necessary skills and competencies required for career practitioners, as well as identify gap-filling/professional development opportunities. Since 2016, the NSCDA Training Team assumed responsibility for the coordination, development, and delivery of training programs as skill gaps are identified within the community of career development professionals in Nova Scotia.

The NSCDA Training Team is a primary supportive resource to meet the emerging training and development needs of the community of career practitioners. The profile of the Training Branch has also grown, leading to incoming requests for training development and delivery from various other jurisdictions engaged in the career development field, and related client-service fields (such as community and social supports). This has presented an opportunity to generate revenue, and expand the work of NSCDA, but also carries a range of liabilities for the organization.

Because of this, extensive work has been undertaken to develop both training policy and processes for e-learning development and design. Scott Christian of Insight Consulting was engaged to support the development of the needed foun-

dational training policies. The policy manual developed provides a basis to ensure the ongoing quality of training products and processes, protection against potential threats and liabilities, and the efficient operation of the Training Branch of NSCDA. The policies contained in this manual stand as a source of authority and clarity for reference as required.

Together with the core foundation of training policy, a formal process for e-learning standard operating procedures for design and delivery were completed internally by NSCDA staff.

Standard operating procedures (SOPs) act as step-by-step instructions that guide an employee, or team through common work processes. SOPs are commonly presented as numbered steps or a formatted flow chart. Their purpose is to outline the predetermined “best practice” for a process; taking the guess work out of how an employee or team should proceed through the various process phases and their associated task(s).

The e-learning process manual will outline a standardized operating process (SOP) for how NSCDA initiates, plans, executes, and closes training projects in which the key deliverables are e-learning products. These steps, or phases, are often referred to as the “Project Life Cycle.” This SOP will outline the phases and tasks that make up the process of successfully navigating an e-learning project’s life cycle. As well, it will identify the project roles and the phases and tasks each are responsible for.

The implementation of both a foundation of policies and standard operating systems recognizes the importance and benefits of standardization. When an employee or team follows a guiding SOP, they predictably produce consistent, quality work that reflects well on themselves, their team, and the organization. This results in satisfied clients and organizational success and growth.

## Conference 2021

NSCDA’s 2021 virtual conference, (up)RISING, delivered quality content in an accessible online format. More than 400 attendees participated in the three-day event with overwhelmingly positive feedback.



Keynotes included Sarah Kay, speaking about her journey as a writer, teacher, and performer. Diversity and inclusion expert Risha Grant helped delegates gain awareness of their biases while providing the tools to navigate bias in all its forms. Risha then welcomed three local activists from

the Youth Project, Calen Sack, Chris Cochrane, and Teo Ferguson, to discuss the importance of using a person’s preferred pronouns. Sinead Bovell sent attendees forward to the year 2030 by showing a glimpse of what is to come from the world of artificial intelligence. Dr. Afua Cooper delivered the final keynote, From Tolerance to Acceptance: Combating Islamophobia with Diversity, Equity, and Inclusivity.

A charitable giving activity was on the agenda, where delegates could vote for one of three charities with a financial contribution to each. The charities were: Healthy Minds Cooperative, The Youth Project, and LOVE Nova Scotia.

(up)RISING hosted several musical events. The opening welcome featured the world premiere of Resilience by Mi’kmaq artist Morgan Toney. Breagh Isabel, Dave Sampson, Jah’Mila, MAJE, Morgan Toney, and Keith Mullins were also showcased throughout the conference.



## Youth Employability Skills Learning Plan

The Youth Employability Skills learning plan was created to help support the Labour, Skills and Immigration's (LSI) Youth Initiatives program. The learning plan provided training for student summer employees and employers participating in the program.

Preparing youth for the future of work is important as they are the future labour force. Often, they get their first working experience through a summer employment opportunity which can create an opportunity to build foundational skills and provide meaningful growth for students participating in the program.

NSCDA has developed training to address and elevate a summer student's employability skills and comfort in four key areas identified by employers participating in the program. The training helped ensure that students have a solid foundation in the skills required to be successful during their working term.

The four key skill areas of focus are:

- Communication
- Teamwork and collaboration
- Time management
- Problem-solving

In conjunction with the online self-directed training, instructor-led sessions were offered to solidify the learning and provide student employees with an opportunity to share and discuss their own experiences and what they have learned. An instructor-led session was also developed and made available to employers participating in the program. This session covered some challenges and solutions to working with and supporting "Gen Z" employees in their workplaces.

In the summer 2021 employment season, 62 students were registered for the Youth Initiatives program by their summer employers. In 2022, the Youth Initiative program had almost 80 students registered. Many worked through the four self-directed e-learning modules, re-offered for the 2022 summer employment season. NSCDA will develop three additional e-learning modules covering key employability skills: Accountability,

Adaptability, and Presentation Skills. These modules will be added to the existing learning plan and made available to summer employees participating in the program during the summer of 2023.

## Working with Employers Learning Plan

In partnership with Placemaking 4G (P4G), NSCDA developed a learning plan designed to provide employers, and advisors to employers, with some key "Dos and Don'ts" of what P4G likes to call Human Dynamics (traditionally called Human Resources). All organizations have a human component, and frequently it is the most complex system to navigate. The human dynamics component of every business runs through every department, every boardroom, and every production floor. This three-module learning plan supports the development of the following skills:

- Working with a company that has no HR Department
- Workforce planning
- Recruitment, retention, and training
- Job ads
- Career and job fairs
- Payroll compliance and disclosure
- Diversity, equity, and inclusion
- Discrimination
- Bullying and harassment
- Mental health in the workplace

## NSCDA and the Recognition of Prior Learning

NSCDA recognizes that learning takes place in many forms, at any time and in any place. Learning happens formally through classroom study, non-formally through workshops, mentoring, and on-the-job training, and experientially through work, hobbies, interests, and the activities of everyday living.

Recognition of Prior Learning (RPL) tools and programs help individuals identify and provide evidence of the knowledge, skills, and competencies they have acquired via any means. They can use their new understanding of "what they

know and can do” to seek employment, identify a new career path, apply for credit or advanced standing in a program of study, or to help attain a credential.

NSCDA’s RPL-based Certified Career Development Practitioner (CCDP) program is the first and only one of its kind in Canada. NSCDA is committed to the principles of RPL and recognizes the positive impacts of RPL on employability, mobility, lifelong learning, social inclusion, and self-esteem.



There is more to be done, and it begins at home. We are exploring ways to expand our RPL reach to benefit members, job seekers, and employers.

## Co-Branded Microcredentials Recognize Skills in Demand

Through our partnership with Dalhousie University, NSCDA can now offer co-branded microcredentials. The first microcredential, Needs Assess-

ment: Foundations, will be awarded to those who fulfill the requirements for Module 3, Needs Assessment, of the Case Management training.

A microcredential is proof of having demonstrated a specific skill or set of skills. They are competency-based, which makes microcredentials a good match for NSCDA’s Case Management training.

When you earn a microcredential, you receive a digital “badge” representing your demonstrated skill(s). The badge includes critical information about the microcredential; you can click on various parts of the badge. It will reveal information about the skill or competency it represents, how it was earned, and the required proof.

In the case of Needs Assessment: Foundations, the proof is the Needs Assessment video, which a learner submits to be evaluated by an instructor. Passing the assessment means that you have demonstrated the necessary skills to carry out the initial stages of a Needs Assessment interview.

Microcredentials can be linked on your LinkedIn profile, included in a digital portfolio, posted on your website, or added to your electronic resume or any other digital space where you would like them to be visible. Additional co-branded microcredentials are being developed.





# Awards



*The career development field is filled with professionals continuously working to improve the way they work and providing ongoing, top-notch services. Recognizing the individual and collective contributions to the field is one of the ways NSCDA seeks to uplift and support the profession of career development. NSCDA would like to recognize the following awards and their recipients for 2020 and 2021, respectively:*

## *NSCDA Lifetime Achievement Award*

This Lifetime Achievement Award is issued to an individual who has had an established history of distinguished service in the field of career development with the bulk of that service occurring in Nova Scotia. They also must have made a lasting contribution to career development practice and exhibited leadership and inspiration to others in the field. The recipient will have had a positive influence on career development on a provincial, and possibly on a national and/or international level.

**Recipient for 2020:** Betsy Payne; 2021: Cathy Casey

## *NSCDA Excellence in Career Development Award*

This award is issued in two categories, individual and organizational. Seeking to find those that are making a difference in their community, workplace, and practice, this award is intended to identify those who have gone beyond the intended scope of their role and/or mandate. These recipients are innovators, lifelong learners, removers of barriers, create inclusive workspaces, and make a positive difference to the communities they service.

**Individual category recipients for 2020:** Ann Botross, Janice Ainsworth;  
2021: Jason MacDonald

**Organizational category recipients for 2020:** Futureworx;  
2021: Links Club Project, Prescott Group

## *LSI Award for NS Works Service Providers*

Labour, Skills and Immigration Service Innovation (LSI) seeks to give recognition to those fellow service providers that find “unique, effective, and creative service delivery approaches”. These innovative approaches will inform improvement in policy, create opportunities to fund initiatives with the greatest impact, promote knowledge sharing, and develop strong community partnerships.

**Recipients for 2020:** PeopleWorx; 2021: NSW, Digby Disabilities Partnership Committee

## *CEI Collaboration Award*

Centre for Employment Innovation (CEI) works diligently with many partners to enhance DEI (Diversity Equity and Inclusion) initiatives, foster exemplary career development practices, and conduct collaborative research. This award is intended for either an individual or an organization that exemplifies collaboration and partnerships promoting open, honest, inclusive, and accessible environments that leans towards meaningful employment for all members of society.

**Recipient for 2021:** Member Information Support Space Inclusive Online Network (M.I.S.S.I.O.N)

# Communications and NSCDA Website

The Communications team of one is always busy writing copy, editing, preparing documents, or creating graphics. There have been a few highlights for the 2020 – 2022 years, including this publication.

NSCDA's website has expanded to approximately 40 pages over the last two years, with several sections available in both French and English.

## Website

Website development included:

- the creation of a project section to share information about the variety of work NSCDA produces in partnership with other organizations and government departments;
- ongoing French translation of pages and sections accessible by clicking "FR" in the upper right hand corner;
- the addition of a seven-page Certification section;
- the addition of the Nova Scotia Career Development Association Diversity & Inclusion Committee webpage, with graphics and text supplied by the committee;
- a course catalogue was added featuring training provided by NSCDA.

## Accessibility

The decision was made to focus on website accessibility using Government of Canada Guidance on Implementing the Standard on Web Accessibility, as a framework. Preliminary tests show the site received a high rating in many areas, and is written at an academic 12th grade level. The installation of new software will assist in further development in this area.

## Online Articles and New Releases

Throughout 2022, NSCDA published several articles in online editions of *Atlantic Business Magazine*.

The first group of articles focused on several career developers who won bursaries for the Dalhousie University/NSCDA microcredential of Professional and Leadership Studies for Career Practitioners

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.

A new release was also published on social media to announce the funding recipients.





## COMMUNITY



The group of NSCDA staff behind the podcast from left: Isaac Lungu, Editor and Tech Support; Mitch Tempro, Editor and Social Media Manager; Victoria Colley, Host and Project Lead; Chris Shupe, Project Manager; Kayla Borden, Host and Guest Outreach.

# CONNECT 4 COMMUNITY

Connect 4 Community is an NSCDA podcast that aims to spread awareness and celebrate the experiences of individuals from underrepresented groups by highlighting their stories through conversation. We talk to people in the community who are working to make a positive impact.

These individuals are carving the path for younger generations, and doing the courageous work needed to make impactful change for us all. The first episode was released in February 2022. Episodes are available wherever you listen to podcasts.

# Mental Health Champions

## WORKPLACE WELLNESS IN ACTION

*Published in CareerWise by CERIC, November 2021*

by Kathy McKee, Executive Director, NSCDA;  
Connie Corse, Training Manager, NSCDA;  
and Chris Hornberger, Executive Coach,  
Management Consultant and founding  
partner of Halifax Global Inc.

---

***There can be no health without mental health.*** — Prince et al., 2007

---

In the course of a day, career development professionals (CDPs) hear many stories from their clients — stories of joy and hope, and stories of pain and sorrow. The emotional highs and lows these stories provoke are part of the job, but they take their emotional toll. While workplaces can lend support and empathy to CDPs, they can also be places where compassion fatigue runs rampant, and where CDPs struggle with their own mental health issues while in service to others.

Recognizing that our members were becoming more and more susceptible to compassion fatigue, burnout and stress, and based on a needs assessment undertaken in 2016, NSCDA embarked on an ambitious new initiative. We set out to create a network of Mental Health Champions throughout Nova Scotia Works (NSW), a province-wide system of job search and career advice centres.

### Where We Started

Employment is considered one of the foundational pieces supporting positive mental health. The corollary is that workplaces can be unhealthy and contribute to mental illness in the workplace. It is no different for CDPs and the places they work. Origins of the Mental Health Champions

(MHC) concept are grounded in the experiences of client-facing workers, who anecdotally report that their clients are increasingly presenting with multiple and complex barriers, and with these barriers come stories of mental health and addiction issues, homelessness, abuse, poverty, discrimination, marginalization, and more.

Inspired by the Mental Health Commission of Canada's (MHCC) Guide to Recovery-Oriented Practice and a CERIC project we had been working on, Charting the Course: Mapping the Career Practitioner Role in Supporting People with Mental Health Challenges, we developed the Career Services Guide: Supporting People Affected by Mental Health Issues. This body of work formed the foundation of our thinking.

Integral to the program is an understanding of recovery-oriented practice, which promotes the notion that appropriate employment is good for mental health. It is a gateway to social and economic inclusion. People do not need to be free of mental illness symptoms to be successfully employed. CDPs have vital skills and access to resources that can support work-based recovery through partnerships with their clients and community. They inspire hope and provide guidance for a way forward.

### Who are Mental Health Champions?

The MHC role is performed by CDPs on a volunteer basis. Their role is to ensure: Awareness of and engagement with their co-workers around the recovery-oriented and career services guides; Knowledge of mental health supports and resources available in the community, online and elsewhere; and access to support for both their

co-workers' mental health needs as well as those of their clients.

MHCs are not qualified to provide mental health counselling, nor any kind of therapeutic intervention. They are a resource to point their co-workers and/or their co-workers' clients to resources and supports and to lend a supportive and compassionate ear when needed. In short, their role is to ensure raised awareness around mental health within their centre and to help navigate co-worker and client needs. Today, 36 volunteer MHCs are distributed across the 50+ NSW locations.

## **Building Engagement**

Elizabeth Fitzner, Program Co-ordinator of the Future Ready Program at TEAM Work Co-operative, an NSW Centre, has been an MHC since the program's inception. Liz notes that "The more we talk about it, the more people are comfortable talking about their own mental issues. They realize they are not alone."

She initiated an online Bingo game on Blue Monday in January of this year for co-workers and clients, where the Bingo cards had mental health messages and resources written on them. The value of this and subsequent online Bingo games was that they were light, fun, and offered a social outlet at a time when many people had been locked down due to the pandemic. The emotional impacts from such activities became obvious. One client wept, and when asked why, she said they were tears of joy because she was engaging socially, having fun, and was with people who understood the issues she was facing.

---

***The more we talk about it, the more people are comfortable talking about their own mental issues.***

---

NSCDA brings the MHCs together in person once a year (in non-pandemic times) to learn from each other, to offer training, and to showcase best practices. Kayla Borden, MHC Lead Support at NSCDA, meets with the MHCs monthly to facilitate communication and collegiality. She also

authors the Mental Health Corner feature in the monthly NSCDA newsletter, where she offers tips and techniques and shares relevant resources and community events.

When asked about best practices across the NSW network, Borden pointed to The Love Box, where one centre offers gift cards to clients who need a boost, and events that include featured speakers and workshops such as art, music, and horse therapy to promote confidence building and well-being.

Wellness Wednesdays and live webinars, such as the current series on the Intersectionality of Experiences, are intended to offer a wide range of supports and training to promote wellness and understanding. "Wellness starts from within. People need to feel safe at work and learning is key," noted Borden.

## **What We've Learned**

Ten years ago, people with mental health issues were often excluded from the workplace. In fact, policy may even have dictated that CDPs actively disengage from serving anyone who disclosed with mental health issues and to immediately refer them to another service provider. Today, we know that employment is intrinsically linked to recovery. CDPs, armed with the right supports and resources, are the perfect partners to help their clients achieve their goals and at the same time, be supportive co-workers.

What has become clear over the past five years is that everyone needs mental health support – clients and employees alike. It has also become clear that a program of this nature needs to be intentional, which means time, money, resources and investment in ongoing learning are essential.

When asked about impact, Rob Casey, Program Coordinator for Career Link at TEAM Work Cooperative and a recent MHC, noted, "It can be huge for clients. It enables them to keep their jobs." And for Rob, the payback is the "personal satisfaction and enjoyment I get from supporting my clients and co-workers."

# Embracing the 4th Industrial Revolution

## CAREER DEVELOPMENT IN A BRAVE NEW WORLD

*Published in CareerWise by CERIC March 2021*

by Kathy McKee, Executive Director, NSCDA;  
Connie Corse, Training Manager, NSCDA;  
and Chris Hornberger, Executive Coach,  
Management Consultant and founding  
partner of Halifax Global Inc.

The world has experienced three industrial revolutions, but none as disruptive as the fourth is about to be. Many of us have been largely oblivious to the magnitude of the technological changes going on around us. We've been slow to adapt to technology in our workplaces and resistant to entering a virtual world. That changed instantly around the globe in March 2020. Suddenly, not just the "techie" were working from home; we were all logging in from our kitchen tables, home offices or living rooms.

This is just the beginning; the implications for what is to come are enormous in a way that we cannot yet begin to imagine. As career professionals, it is essential that we get ahead of the curve.

### Where We've Been

This is far from the first time our societies have faced monumental change as a result of technological advances. Between the mid-18th and early 20th centuries, two revolutions brought about by steam power and later electricity, leading to mechanization and mass production. These revolutions caused massive social upheaval as society was thrust from an agrarian to an urban, industrial economy. This laid the foundation for the career development profession, driven by social justice advocates in the United States and elsewhere in the early 1900s.

The post-Second World War period witnessed the third industrial revolution with the dawn of the computer era and the age of automation, provid-

ing fertile ground for what is now underway as we enter the Fourth Industrial Revolution. This shift is powered by increasingly sophisticated technologies such as artificial intelligence, blockchain, virtual and augmented reality, biotechnology, the Internet of Things, robotics, and more.

### Where We Are

COVID-19 highlighted several challenges for career development services. With the elimination of in-person services, practitioners, and clients were suddenly obliged to communicate via email, texting, and phone, with the most jarring change being the adoption of videoconferencing platforms. Difficulty reading body language and other non-verbal cues, time lags in communications and unseen distractions all diminish the ability of a practitioner to build trust and rapport with a client. Practitioners accustomed to face-to-face client interactions will need to find new ways to develop a working alliance with clients, which may require different skills and training.

The pandemic also highlighted changes for individuals seeking retraining, re-entering the workforce, or accessing post-secondary education. They too were forced online to conduct job searches or labour market investigations and apply and interview for jobs.

Suddenly, societal disparities and inequalities were at staring us. Our demographic inconsistencies became glaringly obvious — younger versus older workers, urban versus rural dwellers, and those with barriers (such as disability and language) versus those without. Traditionally underserved and underrepresented groups were now at greater risk of being left behind, underscoring the need for fully accessible services and universal access to the Internet and technology.



The Nova Scotia government is rolling out a new digital platform for career services.

---

***The implications for what is to come are enormous in a way that we cannot yet begin to imagine. As career professionals, it is essential that we get ahead of the curve.***

---

## **Where We Need to Go**

Our COVID-19 experiences are a precursor of what's to come. Imagine an era where psychological traces from a person's social media posts can match them with their ideal job or AI provides a client's primary source of career information and guidance. How do our governments, our society, and our profession not only respond to such prospects, but get ahead of them?

Let's start with basics, such as universal access to high-speed Internet, timely and accurate labour market information (LMI), equity, and equality.

- The Nova Scotia government is currently rolling out a new digital platform, meaning that clients can access career services when and where they want using the device of their choice. This also means they need to know how to use these devices and have access to them and to the Internet. The government has promised to get high-speed Internet access to 99% of homes and businesses by the end of 2023. Not only is this long overdue, it is also essential for us to move forward.
- Timely and accurate LMI and a better marriage of workforce supply and demand are critical tools in our field. The pandemic highlighted the need for accurate workforce data. Imagine the day when technology like blockchain and AI systems addresses current gaps and provides "live" access to LMI at the sub-provincial level and greater precision as to what skills are needed in the workforce. Democratizing the use of this information so it is no longer held primarily by government will be significantly impactful as it puts power back into our communities.

- The pandemic has highlighted the need for a system of Universal Basic Income to ensure equitable, humane, and fair treatment of all citizens. Generations of citizens may be displaced and locked out of the labour market in the next 10–20 years due to lack of education and skills. Society ignores these people at our peril. Governments and career-related organizations will have to redesign support systems and services not just for workers but for employers as well.

As we transition into this new paradigm, both practitioners and clients will need to consider the emerging skill sets required to succeed in the future. While technology skills are increasingly in demand, new soft skills are becoming equally important. According to a study carried out by SHRM, the Society for Human Resource Management, the top missing skills are: problem solving, critical thinking, innovation and creativity; the ability to deal with complexity and ambiguity; and communication.

To thrive in this emerging environment, our profession needs to be strong and resilient. Career practitioners must be able to embrace a blended model of knowledge transfer and service delivery that encompasses a variety of modalities and new technologies. Having an engaged, diverse workforce better positions our workplaces to be creative, innovative and supportive; to think outside the box; to connect to our communities and to the world; to build strong organizational cultures; and to be both flexible and robust.

Having a world view with a local focus will be imperative. Understanding the interconnectedness of the planet and the leading practices in other jurisdictions globally should naturally lead to collaboration, networking and learning from each other, no matter where we work and live.

Continuous or lifelong learning has always been at the heart of the career development profession. Zabeen Hirji, Executive Advisor on the Future of Work at Deloitte, says that "learning is the new currency in the future of work." This will be more critical as we step into this brave new world.

# French Language Services

As part of our service commitment, NSCDA established an improved experience for our Francophone members by providing the option to engage all our services and supports in Canada's official languages: English and French. Starting in November 2020, NSCDA began the process of designing, testing, and implementing a translation protocol, leaping forward in making this goal a reality. NSCDA will adopt a bilingual approach to developing all products, services, member supports, and communications where possible. Over 150 existing documents and training materials have been translated. Translation is now also a key task in the standardized e-learning training development process. NSCDA regularly consults with Francophone members to seek guidance and assistance in our work.

# Services en français

Dans le cadre de notre engagement de service, la NSCDA a établi une expérience plus enrichissante pour nos membres francophones en leur offrant l'option d'engager tous nos services et soutiens dans les deux langues officielles du Canada : l'anglais et le français. En novembre 2020, la NSCDA a lancé le processus de conception, de contrôle et de mise en œuvre d'un processus de traduction, marquant ainsi un saut en avant dans la réalisation de cet objectif. Dans la mesure du possible, la NSCDA adoptera une approche bilingue pour le développement de tous les produits, les services, les soutiens aux membres et les communications. À ce jour, la NSCDA a traduit plus de 150 de ses documents et son matériel de formation actuels. La traduction est également devenue une tâche essentielle dans le développement de la formation en ligne standardisée et la NSCDA consulte régulièrement ses membres francophones pour obtenir des conseils et un soutien dans son travail.

## MK Career Navigator

The Nova Scotia Indigenous communities propose establishing a Career Navigator position within the Mi'kmaq Kina'matnewey (MK) High Schools. Like the School Liaison role in Nova Scotia Works, this position will assist students and their families by providing career support, labour market information, and connecting the dots regarding big-picture educational and employment endeavours.

This initiative hopes to recruit, train, and place Certified Career Practitioners in each MK High School across the province. It will provide Indigenous students with services similar to those offered in public schools, and with more robust resources.

NSCDA, as a partner in this endeavour, will support the Career Navigators by providing training (e.g., Case Management), enrolment in the Certified Career Development Practitioner (CCDP) program and access to Dalhousie University's Certificate of Professional and Leadership Studies for Career Practitioners. Each Career Navigator in this project will be connected to a mentor to ensure their successful integration.

# NDIC Report

In 2022, as part of our strong commitment to increase reach and support into underrepresented communities within Nova Scotia, NSCDA formed its Diversity & Inclusion Committee (NDIC). NDIC's mission is to celebrate differences, and to advocate for equitable accessibility to resources, while fostering purpose, growth, and empowerment.



**NDIC from front left: Mitchell Temporo, Training Developer; Shila Hamilton, Executive Assistant; Kayla Borden, Training Administrator; Sehaj Kaur, Assistant Training Manager; Victoria Colley, Certification Program Advisor. Back row from left: Lindsay Guitard, Certification Manager and Registrar; Junior Moaku, Training Developer; Chris Shupe, Project Manager; Michael Bohan, Training Team Lead; Isaac Lungu, IT Support Specialist.**

The Nova Scotia Career Development Association Diversity & Inclusion Committee (NDIC) is a diverse, representative group within NSCDA. We work with local communities through collaboration and engagement to challenge the narrative. We use funding and outreach to directly support Nova Scotians that need it the most.

In 2022, the NDIC launched its first initiative in the form of two funding programs: Ubuntu Giving Fund and the Helping Hands Community Fund. Both funds were designed to support initiatives, large and small, that would maximize community potential throughout the province's urban and rural areas. This funding was open to applicants

representing all non-profit, grassroots, and community-focused groups and organizations across the province.

In June of 2022, \$60,000 in funding was awarded across nine selected applications submitted by a diverse representation of community-based interest groups and organizations.

## Ubuntu Giving Fund

### Recipients included:

- Diversity of Nature (DoN) received \$20,000. DoN is a scientific outreach organization dedicated to increasing BIPOC representation in the natural sciences. Funding will support cost-free, immersive monthly STEM workshops and annual overnight workshops for the next two years.
- Potlotek First Nations Community received \$20,000. Funding will be used to create a “Food Forest” within the Potlotek First Nation Community in Cape Breton. The Food Forest will complement the community’s existing food security site, which includes greenhouses, a field garden, and an apiary with over 30 hives. The funds will be used to construct access roads, plant fruit trees, and purchase new honey-making equipment.



## Helping Hands Community Fund

Helping Hands Community Fund, an event-based fund of \$10,000, was shared with multiple organizations. To be eligible, applicants had to be non-profit, grassroots, and located in Nova Scotia.

### Recipients included:

- Descendants of African American Enslaved Living in Nova Scotia received \$3,000 to support the completion of a documentary film focusing on issues of violence against Black women.
- Immigrant Parents Network received \$2,500 to support their annual Parent Circle. This event

is focused on supporting immigrant and newcomer parents as they prepare their children for school in their new country.

- Independent Living Nova Scotia received \$3,000 to help re-establish the Art of Disability Festival. This hybrid online and in-person festival allows artists who identify as disabled to showcase their art.
- The Mauya Tribe received \$1,000 to support a safe space painting event.
- The New Glasgow Black Gala Homecoming received \$500 to support this year’s event.

NSCDA also contributed an additional \$10,000 to support two organizations that presented outstanding applications. Both the Blk Women in Excellence BLK Business Baddies Program and the Chebucto Connections Community Produce Packs program received \$5,000.

In 2021, NSCDA partnered with the Dalhousie University Faculty of Open Learning & Career Development and introduced a bursary program for people from African Nova Scotian, Indigenous, or new-to-Canada communities. Ten bursaries were awarded, giving recipients the opportunity to complete the Dalhousie Certificate of Professional and Leadership Studies for Career Practitioners.



**From left: Ubuntu Giving Fund recipient Suchinta Arif, Director of Diversity of Nature (DoN) and Victoria Colley, NDIC member.**



**Potlotek Greenhouse Crew from left: Lucas Marshall, Indigenous Youth Intern; John Lameman, Project Manager; Tahirih Paul, Economic Development Officer, Potlotek First Nation; Kiersten Paul, Indigenous Youth Intern.**

# M.I.S.S.I.O.N

Throughout the full scope of NSCDA membership, career practitioners identified a gap in available communication and the sharing of best practices. As a result, Member Information Support Space Inclusive Online Network (M.I.S.S.I.O.N), an online workspace, was created to ensure a consistent place for all to collaborate and share things that come across their desk but perhaps do not come across everyone's desks.

M.I.S.S.I.O.N aims to bring career practitioners together who want to feel part of a much larger profession beyond their organization, despite Nova Scotia's vast geographical space between members. The inclusivity of the forum allows all who wish to participate access to the information providing peer-to-peer learning with a grass-roots approach. Career practitioners have a safe space to share best practices, be able to break down silos, and ask and answer questions.

Three administrators representing various stakeholders across the province provide and make available content to the larger audience. Ann Botross (ISANS), Heather Clarkson (Employment Solutions) and Aaron Devine (Futureworx) are the moderators for the M.I.S.S.I.O.N space. There are currently 227 NSCDA members participating in the collaborative workspace.

# Mental Health Champions 2021/22



NSCDA (Nova Scotia Career Development Association) continues to support the role of Mental Health Champions (MHC) in Nova Scotia Works centres. There are approximately 46 Champions whose role is to guide staff on resources available within the community and support and facilitate internal discussions with peers around mental health and recovery.

Over the past few years, NSCDA brought in facilitators to support the continued development of the Mental Health Champions. One guest speaker was Tracy Hiltz from the Canadian Mental Health Association Nova Scotia Division (CMHA NS). She joined the regional check-ins to discuss their At-Home Program, peer support programs, employer wage and rent subsidy program, and GEO (Get Everyone Online) Program. Champions were interested in sharing information with co-workers and building a partnership or collaboration with CMHA NS.

Floria Aghdamimehr of Recognize Your Potential facilitated a six-week group session titled The Mindset of Champions. The sessions helped create new mindsets, skills, habits, and

behaviours through engaging conversations and reflectional pieces for participants' mental health, wealth, and well-being. Attendance was high from the Champions and other NSCDA members, with many sessions going longer for more discussion.

NSCDA offered an Introduction to WRAP (Wellness Recovery Action Plan) twice to Champions that did not previously attend a WRAP course. Facilitated by Self-Help Connection and the Copeland Center for Wellness and Recovery, WRAP was a four-week interactive session to share insight and awareness around one's WRAP and improve life and workplace wellness.

Shaping Self, a six-week workshop, continued the conversations and values around how to use your Wellness Recovery Action Plan. This workshop, facilitated by Kayla Borden, NSCDA, and Dana Pettipas, YMCA/NSW Port Hawkesbury, was exclusively for the Mental Health Champions. It was delivered to observe further the power of shaping support around one's wellness and how we can help others if our well-being is taken care of first.



# NSCDA Lifetime Achievement Awards

NSCDA Board of Directors and those who support the organization and career development in Nova Scotia believe it's important to recognize outstanding contributions in the field. These contributions may be in the form of:

- an innovation;
- volunteer service to NSCDA or other areas of career development within the province;
- the development of new knowledge; or
- developing ways to improve professional practice.

A list of eligibility requirements was made that candidates must have demonstrated over a significant period of time. These included:

- an established history of distinguished service in the field of career development, with the bulk of that service occurring in NS;
- having made a lasting contribution to career development practice;
- exhibiting leadership and inspiring others in the field;

- positively influencing career development on a provincial level and possibly on a national and/or international level.

In addition, nominees must have:

- made a positive impact on the career development field at a provincial, and possibly a national or international level;
- at least 20 years of sustained service to career development;
- earned recognition by other industry, training, education, funder or employer groups;
- the respect of professional peers;
- general acknowledgment as having reached a pinnacle of the profession;
- demonstrated, over an extended period, a contribution including either research, industry achievement, professional leadership and/or service to the career development community in NS;
- personal integrity.

## Lifetime Achievement Award 2020



The Lifetime Achievement Award is presented to an NSCDA member to acknowledge a long and notable contribution to career development in Nova Scotia. The recipient of the 2020 NSCDA Lifetime Achievement Award was Betsy Payne.

For 25 years, Betsy worked in the community to help better the lives of citizens in Hants County and beyond. She moved to Windsor in 1969 and married a teacher who taught there for 43 years. With their four children, the Paynes became a bit of a staple at sporting events in town. Betsy's welcoming and approachable manner is one of her secrets to success!

After working inside the home for 20 years doing volunteer work such as teaching nursery school art classes, Betsy realized she wanted to use her skills to give back to the community. She took a small business entrepreneurial course that created Fairchild Educational Services, offering assessment and remedial sessions for school-aged children. This led to the completion of her Adult Education Diploma from StFX University.

In 1996, a small community-based organization, the Job Resource Centre, started up in Windsor. Betsy was employed as a Trainer and focused on mentoring people in job searching. The centre joined with Open for Business and moved to a larger facility called the Enterprise Centre of Hants County. It was with this centre that Betsy helped formulate the 4E Service Delivery Model: employment, education, entrepreneurship, and economic development.

Over the next many years, Betsy was the first with her hand up for training. Always thirsty for knowledge, she would engage in conversation with everyone to discover how her community worked, where the hidden job market was, and how people could trust, in essence, their very lives with her.

She was one of the first, outside the Prior Learning Assessment (PLA) Centre, trained to deliver Portfolio Development. She became a Certified Myers Briggs Type Indicator (MBTI) Level 2 facilitator, delivered the Strong Interest Inventory, Train the Trainer, Appreciative Inquiry, and was a counsellor for the self-employed.

Betsy's emotional intelligence training led to her interest in psychology and how to make people aware of the power of words and attitudes and how to reframe these into positives. Betsy patented her "Job Search Equation." It means that what people really want, regardless of age, is employment that provides connection, community, money, stimulation, learning, and meaning.

When the economy experienced a downturn in 2008, Betsy started learning about the stresses that affect people and researching compassion

fatigue. She wanted to stay in the profession but wanted to find a way to help career practitioners maintain their balance while effectively helping the unemployed. Since then, Betsy has continued to be a strong advocate for awareness and training about compassion fatigue.

Betsy had many heroes that influenced her work, Lynne Bezanson of CCDF (Canadian Career Development Foundation); Nick Corcodilos, Ask the Headhunter; Lea Brovedani, Emotional Intelligence; Francoise Mathieu, Compassion Fatigue; Judy MacKay, Job Junction; and NSCDA's Cathy Casey.

In terms of professional development, Betsy has always been the voice for the value of professional networking and continuous learning. She attended the first NSCDA conference in Shearwater and has strongly supported professional certification, sitting on focus groups to develop the program and tools. Betsy was the second career practitioner to gain her CCDF designation, and the second practitioner to become a certified Assessor as part of the first group of assessors in NSCDA Competency Assessment training.

Betsy was the impetus for NSCDA's interest and work in mental health. The creation of the Mental Health Champions initiative started when she asked in 2009, "Is it just me? 80% of my clients disclose mental health issues, and I am not sure I am equipped to deal with this. What can we do?"

After retiring from the Job Resource Centre in 2015, Betsy continued to work as an Assessor for the certification program, helped NSCDA develop and deliver services for older workers, and travelled the province delivering compassion fatigue workshops. She helped NSCDA frame training through learners' eyes and continues to inspire us with her connection with people.

When asked why she did it, Betsy says she always wanted to encourage people to say yes to themselves. Say yes to their dreams and find a process that will lead them forward. That's what career development is, isn't it?



# Lifetime Achievement Award 2021



Cathy Casey was the recipient of the 2021 NSCDA Lifetime Achievement Award, given to a member who has made a long and notable contribution to career development in Nova Scotia.

Cathy has a 25+ year history in the field of career development, starting with People Plus Consulting, where she developed and delivered employment-related workshops. She was instrumental in developing and managing Job Junction, a career resource centre in Halifax. As the Chair of the Career Resource Centres Manager's Group for

eight years, Cathy believed in sharing best practices and enhancing consistency in employment service delivery in the province.

While still with People Plus, Cathy was seconded by Labour and Advanced Education (LAE) to provide subject matter advice in the design and development of Labour Market Programs Support System (LaMPSS) for case management. From there, Cathy became part of the Nova Scotia Works (NSW) transformation team to provide subject matter advice for the launch of NSW in 2016.

Cathy was involved with NSCDA since its inception. She started as a volunteer, then a Board member, and then formally joined NSCDA as a staff member in 2018 as a Career Development Advisor. Cathy continued to liaise with LAE on several projects in this role, including NSW implementation, Youth Employability Skills, Employer Engagement, and more.

Cathy always valued the excellent working relationships she had over the years with her colleagues in the NSW centres and LAE. She felt so fortunate to have had the privilege to work with such a wonderful group of professionals.

## Workspaces

NSCDA provides online workspaces to give career developers the opportunity to network and learn. Set up through NSCDA's Member HUB, these digital meeting and sharing areas provide another means for cross-sector communication.

### Activities include:

- Sharing best practices between career practitioners provincially through M.I.S.S.I.O.N (Member Information Support Space Inclusive Online Network) offering a platform for peer-to-peer learning. It is a safe space to share best practices, break down silos and have career sector questions answered.

- Opportunities to share information and resources between career practitioner employment positions. These workspaces target individual employment positions within Nova Scotia Works centres. They provide School Liaison workers or Employer Engagement Specialist spaces to collaborate, share creative ideas, resources, and upcoming events. There is a workspace for all French-speaking career practitioners, les espaces de travail aux membres.

The Association of Industry Sectors Councils (AISC) and the Nova Scotia Works HUB are a discussion forum and repository to strengthen the connection between sector councils and NSW.

# Bursaries

In the fall of 2021, NSCDA, in partnership with the Dalhousie University Faculty of Open Learning & Career Development, introduced a bursary program to award 10 people from African Nova Scotian, Indigenous, or new-to-Canada communities the opportunity to complete the Dalhousie Certificate of Professional and Leadership Studies for Career Practitioners.

The certificate included six 12-week courses, offered online. Courses were designed for anyone employed in the career services field. Learners gained a better understanding of how to support people through career transitions, job loss, and grief, and explore the concepts of Diversity and Inclusion by reflecting on their own unique experiences.

## Two Bursary Recipients Share their Stories

### **Maria Viniegra**

Maria Viniegra arrived in Canada 20 years ago from Mexico. Maria has a Bachelor's degree in Hotel and Tourism Management and has completed a teacher assistant program. She works as a Workshop Facilitator for the Employment Solutions Society, a Nova Scotia Works Centre in Lunenburg County.

As a facilitator, Maria provides instruction and guidance to job seekers through workshops and webinars. With her help, people gain a better understanding of the skills they need to find employment. "I like people to tell me about themselves. I like assisting them in finding the best ways to reach their goals," she says.

Maria believes Dalhousie's career practitioner training could benefit any career development professional working directly with clients by enhancing their understanding of the role, helping them improve their decision-making skills, and increasing their resources.

### **Tanika Seabrook**

Tanika Seabrook was one of the recipients, and her journey to the field of career development began when she moved to Yarmouth, Nova Scotia from London, Ontario in 2008.

"I was a single teenage mother and we struggled hard," says Tanika. "I was looking for funding to return to school and eventually received approval to attend a two-year human services program." After graduation, Tanika spent eight years working in various roles at the Tri-County Women's Centre, at a homeless shelter for youth, and assisting people with disabilities in Yarmouth.

In 2020, she was hired as an Information Resources Specialist at Southwest Employment Services, a Nova Scotia Works Centre in Yarmouth, formerly the Black Employment Resource Centre, where she had done her work-study many years before.

## TALENT

In the ever-evolving landscape of career development, the Nova Scotia Career Development Association (NSCDA) stands out as a beacon of excellence thanks to its exceptional staff talent. NSCDA has consistently demonstrated its commitment to advancing the competencies and knowledge of career practitioners across the province. Through outstanding training programs, membership support and opportunities, and professional certification, NSCDA has played a pivotal role in strengthening the career development industry in Nova Scotia.



**Front row from left: Ashley Halverson, Administrator and Event Coordinator; Shila Hamilton, Executive Assistant; Teresa Francis, Director of Learning and Professional Practice; Victoria Colley, Certification Program Advisor; Mitchell Temprow, Training Developer. Middle: Tara Deveau, Certification Program Assessor; Lisa Strong, Career Services Specialist; Lindsay Guitard, Certification Manager; Cathi Stevenson, Communications Coordinator; Connie Corse, Training Manager; Caitlin Parkinson, Content Developer; Kathy McKee, Executive Director; Sehaj Kaur, Training Team Lead; Chantelle Marshall, Finance Manager. Back: Junior Moaku, Training Developer; Michael Bohan, Training Developer; Isaac Lungu, IT Support Specialist; Chris Shupe, Project Manager; Kayla Borden, Training Administrator. Not in photo: Student Interns Emerald Thompson, Antonio Kostakos, Leah Vidito, Jedidiah MacIntyre.**

---

***Our organization has been working hard over the past few years to ensure that we are leaders within the career development field. With continued support and hard work we will propel NSCDA, Nova Scotia, and our practitioners to the top within career development.***

— Carley Gloade, Chair, Board of Directors

---

# Governance

## Board of Directors

NSCDA has a maximum Board size of 10 members. At the end of 2022, there were eight directors:

**Carley Gloade (Chair)**, Millbrook First Nation, Truro, NS

**Marcus Jamieson (Vice Chair)**, TEAM Work Cooperative, Halifax, NS

**Tricia Crease (Secretary)**, M&J Developments, Halifax, NS

**David Chipp**, Dept. of Emergency Medicine, Dalhousie University, Halifax, NS

**Tyler Gould**, Mi'kmaw Economic Benefits Office of NS, Membertou

**Linden Mattie**, Strongest Families Institute, Halifax, NS

**Chika Chiekwe**, Cox & Palmer, Halifax, NS

**Angeliq LeBlanc**, Western Regional Enterprise Network, Yarmouth, NS

## Changes in the Board of Directors over the past three years

**Resignations:** Jane Orrell, Amrita Hazra, Jennifer Baker

**Additions:** Tricia Crease, Chika Chiekwe, Angeliq LeBlanc

Desired personal Board competencies outlined in the Board Policies Manual include Accountability, Achievement Orientation, Change Leadership, Collaboration, Community Orientation, Information Seeking, Innovative Thinking, Complexity

Management, Organizational Awareness, Professionalism, Relationship Building, Strategic Orientation, Talent Development, and Team Leadership.

## Specific attributes of the current Board of Directors

**Gender:** Female: 4; Male: 4

**Regions of Nova Scotia represented:** Western, HRM/Central, Northern, Cape Breton

**Cultural Diversity:** Acadian/French as first language, Indigenous First Nations, African Nova Scotian

**Skills and Specific Knowledge Base:** Career development, Economic development, Financial, Legal

## Annual Board Member Education Initiatives

Topics covered in Board education over the past three years:

- Diversity and Inclusion, presented to the Board by staff members;
- Team Training, presented to the Board by staff members;
- Non-Profit Governance training (Board Chair and Executive Director) developed by the Institute of Corporate Directors and delivered by the Rotman School of Management, University of Toronto;
- *Passion Capital* book: The premise of this book is that while Financial Capital, Intellectual Capital, Social Capital, etc., are valuable assets, none are as valuable as Passion Capital, an attribute strongly embraced by NSCDA.

## Diversity and Inclusion Policy

At the June 2021 Board meeting, the Board approved and adopted a formal Diversity and Inclusion Policy.

It is incumbent on all organizations to do their part in making the world a better place. This policy addresses what NSCDA will do to make Nova Scotia a better place and to make NSCDA a better workplace. This policy will push NSCDA past the notions of cultural celebrations and internal education to the next level, which requires us to act — to invest in the community.

NSCDA created the NSCDA Diversity & Inclusion Committee (NDIC) for two specific purposes:

- to introduce the spirit of philanthropy;
- to make a difference in diverse communities and to truly become an inclusive partner in those communities.

NDIC is composed of any staff members at NSCDA that show a commitment and willingness to address societal inequities. This committee will focus on targeting existing organizations within our community that serve or promote diversity, equality, or related civil or human rights agendas.

## Executive Director Performance Review

The Executive Director's (ED) annual performance review is the responsibility of the Chair of the Board of Directors, and in most years, this review is undertaken by the Chair. For the 2021/22 fiscal year, the Chair chose a more comprehensive review, outlined below:

The ED completed a self-assessment document which they submitted to the members of the Board of Directors.

Andy Cutten, Halifax Global Inc., undertook a confidential survey. Responses were received from each Board Member and each member of the ED's senior management team. The ED's performance evaluation review took place on February 23, 2022.

The review committee consisted of the Chair of the Board of Directors, a Member of the Board of Directors, and Andy Cutten. The review covered the following:

- Analysis of strengths and weaknesses
- Decision-making capabilities
- Communication skills
- Leadership capabilities, especially during the COVID-19 pandemic
- Board reporting and relationships
- Professional development for both the ED and the senior management team
- Strategic Plan implementation
- Support and feedback to the senior management team members

### Based on the input documents and the in-person review:

NSCDA and its staff members continue to grow and become stronger.

NSCDA's culture is centred on vitality, positivity, and support for each other and stakeholders, members, and funders.

The ED's inspirational leadership is reflected in the growth of NSCDA's revenue and assets, sustainability, and respect within the sector both in Nova Scotia and nationally.

## Board Meeting Efficiencies

At the June 2021 Board meeting, the Directors approved the adoption of Consent Agendas for all future Board meetings.

A Consent Agenda is a Board meeting practice that groups routine business and reports into one agenda item. There is no discussion of items included in the Consent Agenda, and all items are approved in one action. A Consent Agenda moves routine items along quickly, allowing the Board to discuss more pressing issues. The following items have been included in the Consent Agenda:

- reports covering certification, training, projects, professional practice, staffing, and the risk framework;
- the Board information packages are forwarded to Directors a week before each Board meeting, providing time for the Directors to review and be comfortable with all Consent Agenda items.

The following items are not included in the Consent Agenda and are presented and discussed at the Board meetings:

- New policies and changes to existing policies
- Financial updates
- Strategic Plan progress
- New activities
- Agenda
- Minutes from the previous meeting

### Succession Planning

The Board has adopted a Succession Planning Policy for NSCDA. A long-term succession plan and a short-term emergency plan were prepared for each senior staff member.

### Strategic Plan

A new strategic plan was prepared and accepted by the Board of Directors during the year. The plan is built upon the successful implementation of the previous plan.

### Mission Statement

To provide leadership and support to members and the broader career development community in Nova Scotia.

### Vision Statement

Career development is recognized as a career of choice in Nova Scotia, CCDPs are recognized as professionals, and NSCDA is recognized as the leader in the career development sector.

### Goals

The four goals that will define the success of this strategic plan:

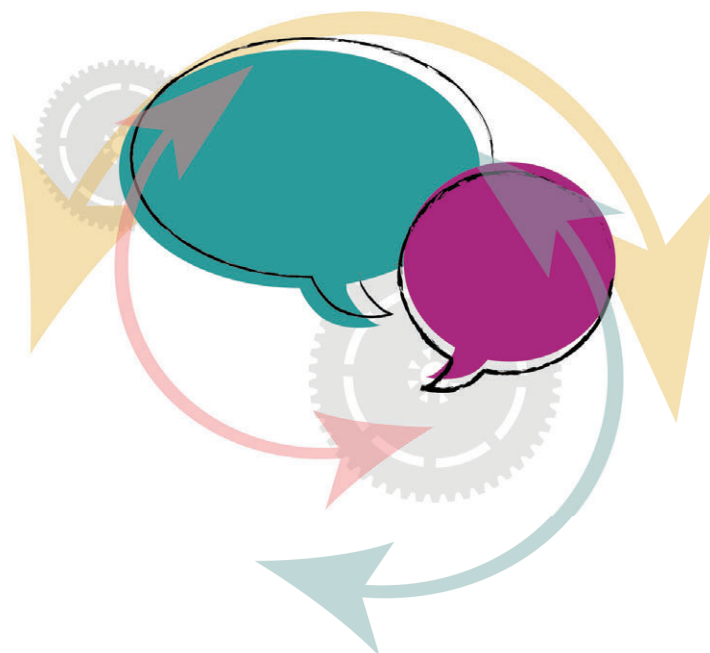
1. Continue to build upon the foundation expansion
2. Grow and retain members
3. To be and to be seen as a leader in the career development industry
4. Human resource sustainability

### Strategies

There are five strategies put into place to ensure the achievement of the goals:

- Expansion
- Membership Values
- Building Awareness
- Human Resource Development
- Revenue Diversification

The strategies will be successfully implemented by the 35 action items outlined in the Strategic Plan. Action items are publicly displayed in NSCDA offices, and the process is charted.



# Consultants

## HR & Training

### P4G

Placemaking 4G (P4G) was founded to improve lives, livelihoods, and futures in Atlantic Canada. They set out to transform the region by helping organizations build stronger and inclusive teams through socially conscious recruiting. They lead subject-matter expert teams in areas of immigration, DEIB, and employer relations.

## Governance & Professional Practice

### Halifax Global Inc.

Halifax Global works in public, private, and not-for-profit settings to develop, implement, and execute strategic, business, and operational plans that deliver practical and sustainable outcomes. HGI has worked with NSCDA since 2016 to help build and support governance and to undertake professional research in the career development sector.

## Certification

### North Pacific Training & Performance Inc.

North Pacific develops and revises competency standards for NSCDA's Career Development Certification Program. They create and revise examinations and practical assessments to support the development and growth of the Certified Career Development Practitioner designation (CCDP).

## Instructional Design

### The Learning Rooms

The Learning Rooms is a digital learning services company that helps organizations deliver technology-based training solutions. They design and build online learning experiences that deliver key skills through active engagement and experiential learning.

## Evaluation & Project Oversight

### Insight Consulting & Evaluation

Insight CE believes that evaluation practice is done best when the approach is evidence-informed and when evidence is drawn from mul-

iple sources. Research findings from academic studies, best practices from professional settings, and the perspectives of individuals who access services inform research design, program evaluation, and policy development.

## Organization & Team Building

### Imaginal Ventures

Creating robust solutions that will ensure that teams work together to create impact efficiently and with passion. Imaginal supports NSCDA's growth by creating clarity, alignment, and an energized culture of self-responsibility.

## Training

### Abundant Living

Abundant Living provides coaching, facilitation, and teaching for learners and corporate clients in various areas of professional self-development and career planning. Abundant Living designs and delivers customized training to meet a wide range of organizational need.

## Professional Practice

### Rachel Hermiston

Rachel, an experienced and respected Career Development Practitioner and counsellor, transformed her work and life experience into the provision of career-related content creation, instruction, and subject matter expertise. Rachel co-developed case management training, developed supervisor training, and is the master trainer of the case management instructors.

## Instruction

### Jane Karrel, Darlene Porter, Holly Rye

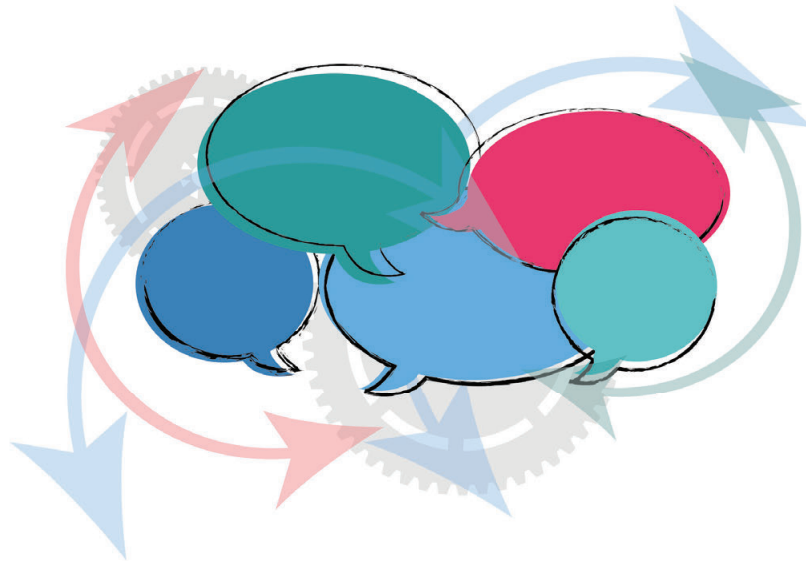
Jane, Darlene, and Holly have many years' experience providing direct services to clients in the career development field, in not-for-profit organizations, post-secondary institutions, and government. They lend their expertise to the instructor role for the case management training, reviewing assignments, and providing feedback to support learner growth and development.

## Events and Translation

### Rémi Lefebvre

Tasked with producing NSCDA's first ever virtual conference, Rémi drew inspiration from the arts and entertainment industry to create an engaging

virtual experience for participants. Rémi is a versatile consultant working on a variety of projects including creative concept development, strategic planning, graphic design, illustration, English and French voiceover recording, and translation between English and French.



## Student Interns

### Develop Digital Portfolio Course

In the summer of 2021, Student Interns Leah Vidito and Jed MacIntyre developed an online course to help career practitioners and job seekers build their own digital portfolios. Inspired by two Nova Scotia Works Career Development Practitioners who created their own digital portfolios, this course is a step-by-step guide to building a digital portfolio from start to finish. The course explains and demonstrates each step using screenshots, recordings, demonstrations, links, and a sample portfolio.

In their second summer with NSCDA, the two interns worked with the Training team to build the course in Articulate and presented the final product to enthusiastic NSCDA staff at the end of the summer. In November 2021, Leah introduced

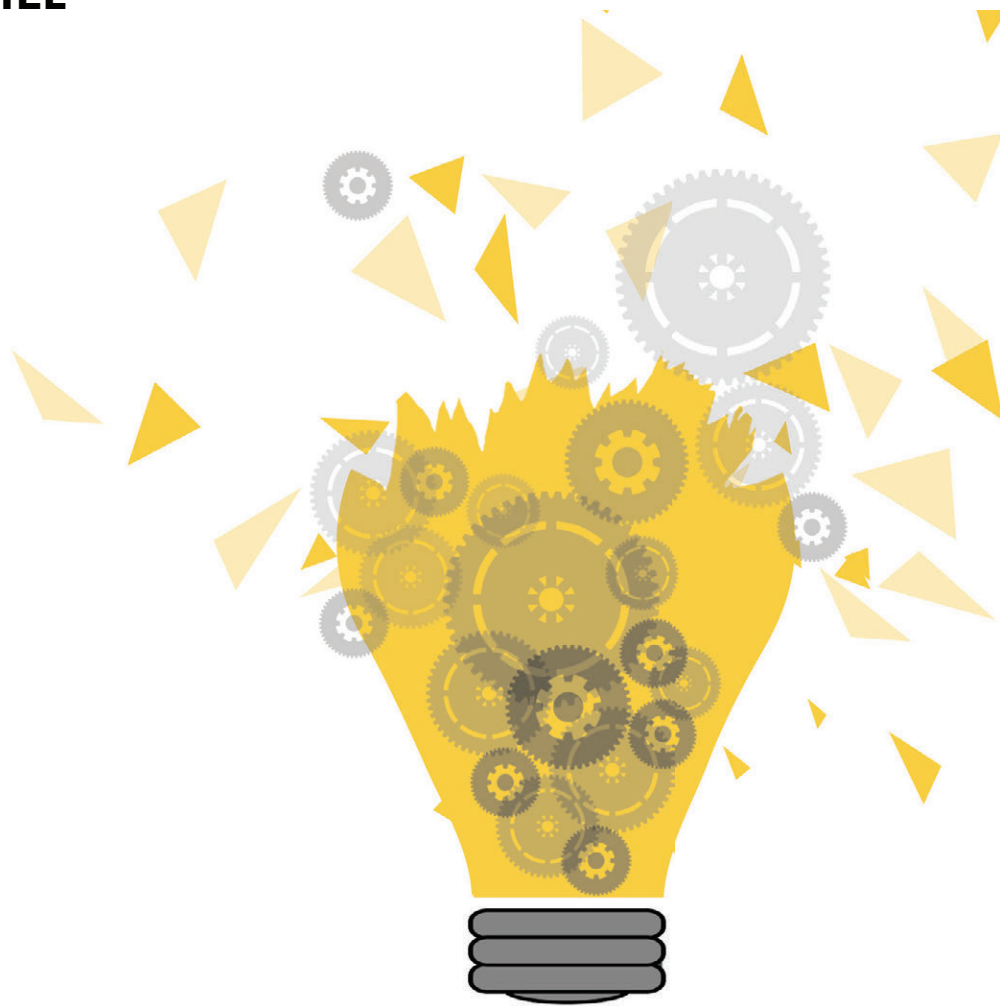
the Digital Portfolio course as a co-presenter at our annual conference.

In her third work term with us this summer, Leah updated, revised, and finalized the "Building Your Digital Portfolio" course, making it available to members. She also built herself a digital portfolio! She used both in delivering a webinar to members and, as well, presented as part of a symposium for student interns.

A digital portfolio is a space where you can document and prove your skills using evidence. The digital format improves portability and allows you to add proof of new learning easily, so you can ensure your portfolio is up to date. Whether you're seeking employment, challenging academic credits, or just looking to catalogue your skills, a digital portfolio can benefit you.



## PROFILE



# What is NSCDA?

The Nova Scotia Career Development Association is a not-for-profit organization that has been built over the last 25 years to represent the interests of the career development sector in Nova Scotia. First meetings were designed to bring together like-minded professionals to network. That grew into an annual conference for the profession that is currently in its 25th year.

In the early 2000s, membership explored the development of a professional certification for career practitioners and a pilot project was launched in 2014. In 2016, as part of the development of a new model of employment services for Nova Scotia, certification (CCDP) for case manage-

ment positions in Nova Scotia Works centres was made mandatory. This helped cement the certification program and allowed for the development of Career Pathways which provides mentors and supports for new entrants to the profession on their way to full certification. The NSCDA program is based on a Recognition of Prior Learning (RPL) model which recognizes competency achieved over time as its foundational concept.

From 2016 on, NSCDA was envisioning and then achieving the core function of what it is today. The organization represents and supports the profession across all its expressions in Nova Scotia. Everyone working to support people to move into

jobs, employment, careers, and business across the full lifespan, is eligible for membership, can access training, and help develop the profession.

The need for standardization and professionalization of the sector is great. Over the past six years, NSCDA has grown both in resources and in the breadth and depth of the projects it undertakes. In 2011 NSCDA recognized the importance of mental health as a factor in delivery of employment services. CERIC commissioned a study and subsequent tool kit to help career service workers in their practice. This work, along with certification, began to open the door of possibilities for NSCDA to lead training in the sector through the thoughtful design and delivery of training and supports that respond to identified needs and gaps that existed in the training landscape for the profession.

From 2017 on, NSCDA grew to deliver a system of professional supports for the career development sector that is leading the nation in its ability to provide state of the art, industry-standard, and leading products. Since 2017, there have been over 100 initiatives spread across the functional areas of NSCDA. These have included the development of a competency-based professional governance board to provide oversight and accountability, a flexible and agile training department to respond quickly to sector needs, a certification group that continuously improves, monitors, and delivers a trademarked RPL-based designation, a learning and professional practice focus that looks closely at how and why we do the work and an administrative arm that sets foundational, policy and procedural actions to ensure that we meet contractual, operational, risk management, and accountability outputs.

NSCDA is a learning organization. It supports both the ongoing development of staff to provide service and products to meet the needs of partners, but also it strives to engage with the world of learning to discover the latest research and methods of delivering programs to better meet the needs of our members and funders.

NSCDA is proud to be a part of the Nova Scotia Employment Services System. Working closely with provincial partners and taking advantage of national and international work has allowed the exploration of new and exciting ways of working and producing. We have:

- knowledgeable staff: company culture is to “inspire, elevate, and create;”
- goals of embedding 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, continuously building new ones;
- detailed knowledge of NS labour market priorities;
- understanding of employment programs and services as they relate specifically to Nova Scotia career services delivery.

Together with stakeholder input, NSCDA works closely with experts to ensure that the results of our work are valuable, applicable, and current within the career development industry. The skills, knowledge, and perspectives of everyone on NSCDA team ensure that our work will be robust, current, and applicable to the career development sector.



# Qu'est-ce que la NSCDA?

L'Association pour le développement de carrière de la Nouvelle-Écosse (NSCDA) est une organisation à but non lucratif construite au cours des 25 dernières années pour représenter les intérêts du secteur du développement de carrière en Nouvelle-Écosse. Les premières rencontres visaient à réunir des professionnels partageant les mêmes idées pour établir un réseau. Cette initiative s'est transformée en congrès annuel pour la profession, actuellement dans sa 25e année d'existence. Au début des années 2000, les membres ont exploré le développement d'une certification professionnelle pour les praticiens en développement de carrière et le premier projet pilote a été lancé en 2014. En 2016, dans le cadre du développement d'un nouveau modèle de services d'emploi pour la Nouvelle-Écosse, la certification (PCDC) pour les postes de gestionnaires de cas dans les centres Nova Scotia au Travail a été déclarée obligatoire. Cela a permis de solidifier le programme de certification et a permis le développement du Parcours de carrière qui fournit des mentors et des soutiens aux personnes nouvellement entrées dans la profession et qui sont en route vers une certification complète. Ce programme est basé sur un modèle de reconnaissance des acquis qui reconnaît les compétences acquises au fil du temps comme son concept fondamental.

À partir de 2016, la NSCDA a conçu et réalisé la fonction principale de ce qu'elle est aujourd'hui. L'organisation représente et soutient la profession dans toutes ses expressions en Nouvelle-Écosse. Toute personne travaillant à soutenir les personnes à se déplacer dans les postes, les emplois, les carrières et les entreprises tout au long de la vie, est admissible à l'adhésion, peut accéder à la formation et aider à développer la profession.

Les besoins de normalisation et de professionnalisation du secteur sont importants. Au cours des six dernières années, la NSCDA a accru ses ressources ainsi que l'ampleur et la profondeur des projets qu'elle entreprend. En 2011, la

NSCDA a reconnu l'importance de la santé mentale en tant que composante de la prestation des services d'emploi. Le CERIC a commandité une étude suivie d'une trousse à outils pour aider les prestataires de services d'orientation professionnelle dans leur pratique. Parallèlement à la certification, ce travail a permis à la NSCDA de guider la formation dans le secteur par le biais de l'élaboration et de la mise en œuvre de formations et de soutiens qui répondent aux besoins identifiés et aux lacunes qui existaient dans la formation professionnelle.

À partir de 2017, la NSCDA s'est développée pour offrir un système de soutien professionnel au secteur du développement de carrière qui mène la nation quant à sa capacité à fournir des normes industrielles de pointe et des produits de premier plan. Depuis 2017, plus de 100 initiatives ont été lancées dans les secteurs fonctionnels de la NSCDA. Celles-ci ont inclus le développement d'un conseil de gouvernance professionnelle basé sur les compétences pour assurer la surveillance et la responsabilisation, un service de formation flexible et agile pour répondre rapidement aux besoins du secteur, un groupe de certification qui ne cesse de s'améliorer, de surveiller et de fournir une désignation basée sur le RAC, une concentration sur l'apprentissage et la pratique professionnelle qui examine de près la façon et la raison pour laquelle nous faisons le travail et une branche administrative qui établit des actions fondatrices, politiques et procédurales pour s'assurer que nous respectons les résultats contractuels, opérationnels, de gestion des risques et de responsabilisation.

La NSCDA est une organisation apprenante. Elle conçoit à la fois le développement continu du personnel pour fournir des services et des produits adaptés aux besoins des partenaires, et elle s'efforce de s'engager dans le domaine de l'apprentissage pour découvrir les recherches et les méthodes actuelles de mise en œuvre des programmes afin de mieux répondre aux besoins de nos membres et de nos bailleurs de fonds.

La NSCDA est fière de son appartenance au système des services d'emploi de la Nouvelle-Écosse. Le fait de travailler en étroite collaboration avec des partenaires provinciaux et de tirer parti des activités nationales et internationales a permis d'explorer des méthodes de travail et de production nouvelles et passionnantes. Nous avons :

- un personnel compétent — la culture de l'entreprise consiste à « inspirer, élever et créer »;
- des objectifs d'intégration du RAC avec une philosophie d'apprentissage uniforme dans l'ensemble du travail;
- une curiosité et un engagement à l'égard des compétences et des connaissances du monde entier;
- d'excellentes relations construites au fil des ans, et la construction continue de nouvelles relations;

- une connaissance approfondie des priorités du marché du travail de la N.-É.;
- une compréhension des programmes et des services d'emploi dans la mesure où ils se rapportent particulièrement à la prestation de services de carrière en Nouvelle-Écosse.

Avec l'apport des parties prenantes, la NSCDA travaille en étroite collaboration avec des experts pour s'assurer que les résultats de notre travail sont importants, applicables et actuels au sein de l'industrie du développement de carrière. Les compétences, les connaissances et les perspectives de tous les membres de l'équipe de la NSCDA veillent à ce que notre travail soit solide, actuel et applicable au secteur du développement de carrière.

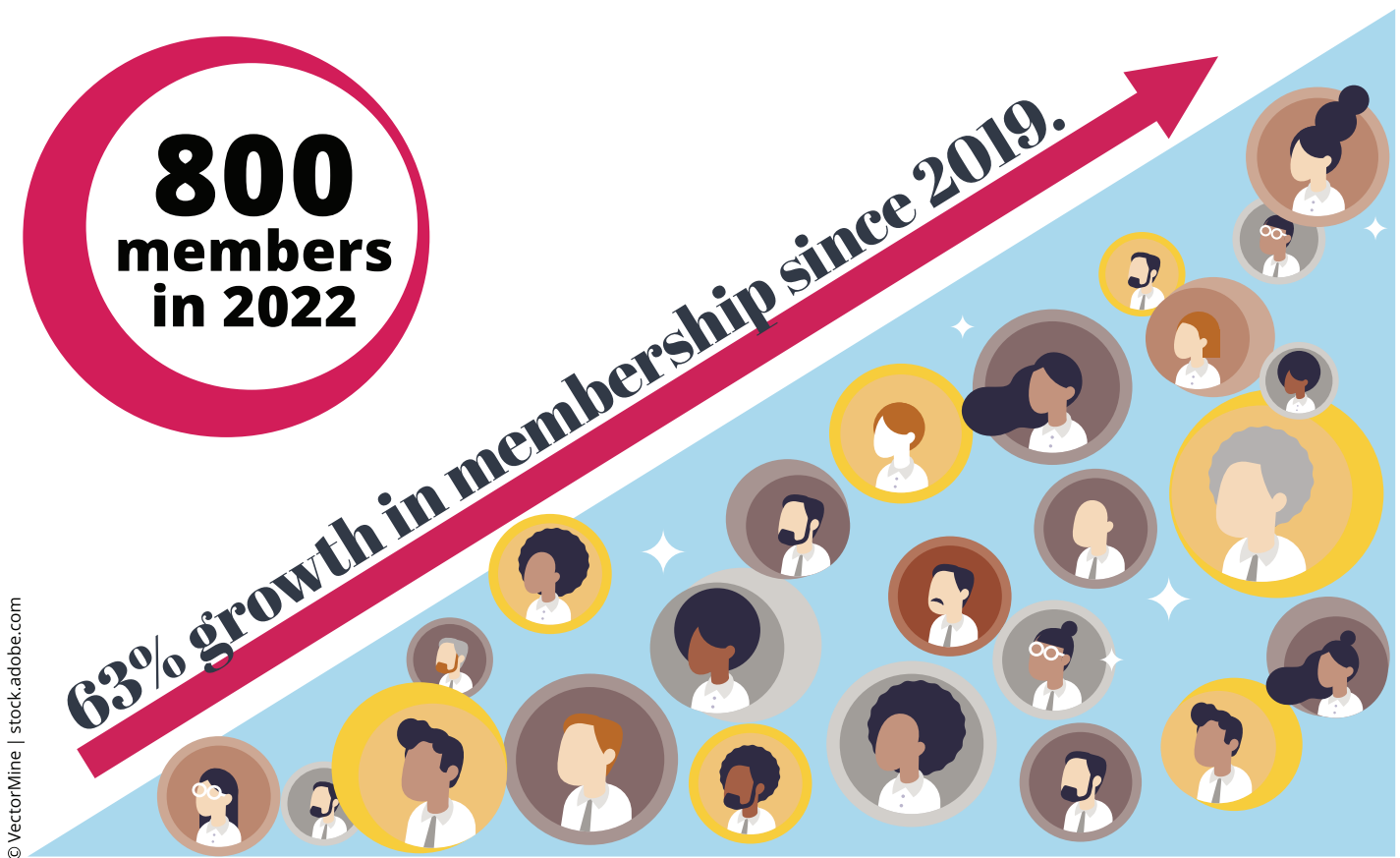
---

*Cultivating relationships and building strong networks are essential to working effectively in the career development field. The Nova Scotia Career Development Association (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 accountabilities, 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

---

# Membership



Nova Scotia Career Development Association (NSCDA) is the leader and advocate of the career development profession in Nova Scotia. Over the last three years, NSCDA has increased by 300 members. As of March 31, 2022, there are over 800 members from Nova Scotia Works (NSW) centres, Indigenous groups, the post-secondary education sector, not-for-profit organizations, and the private sector. We are the primary navigator, promoter, marketer, educator, and champion of professional career development in Nova Scotia. NSCDA is committed to providing members with information and access to the educational resources necessary to build a solid professional foundation and make career development a career of choice.

## **Growth in the Profession**

NSW employees comprise the largest portion of the membership, with 431 active members. In 2022, NSCDA welcomed 16 new sector council members and 31 new members from the Nova Scotia Apprenticeship Agency.

## **CCDPS and Commitment to the Profession**

A strong indicator for the future of career development as a recognized profession is the continuously increasing number of certified career development professionals dedicated to maintaining their professional status each year by obtaining and maintaining their certification status, professional development, and NSCDA memberships. There were 191 certified career develop-

ment members in 2022, an 80% increase in the last three years. The most significant number obtained their certification through employment and Nova Scotia Works, funded by the NS Department of Labour, Skills and Immigration.

### **Actively Contributing to the Growth of the Profession**

NSCDA supports the growth of the career development profession by sponsoring academic bursaries in partnership with Dalhousie University's Faculty of Open Learning and Career Development and youth bursaries through Canexus. Members' professional growth is supported by opportunities to network with professionals in their chosen field to share best practices and engage in social media. Professional competency is supported by ensuring members receive access to high-quality professional development opportunities and online webinars, workshops, and training. Access to over 3,000 self-directed online courses is included with NSCDA membership. NSCDA also supports the sector's growth and personal succession management by providing a sector-specific job board offering current listings for career professionals.

### **Future Growth of the Profession**

NSCDA's introduction of student memberships helps predict how the career development profession might grow. Early exposure to career development as a profession may foster interest in career development as a career of choice. There were 55 student members in 2022, most employed at NSW centres through a summer intern program funded through the NS Department of Labour, Skills and Immigration. The students were provided full access to learning opportunities through membership and benefited from exposure to the profession through employment at NSW centres. The addition of the summer student memberships demonstrates the organization's continuous dedication toward providing Nova Scotia youth with access to training and education to support and increase future employment opportunities. The youth in this program, while not active student members, still experienced many benefits of membership and exposure to the growing field of career development.

# A Focus on Risk Management

Although our current Project Inventory shows NSCDA has successfully moved projects through to completion, we must recognize the increasing number of "priority" projects underway or soon to be underway and the associated risks that come with them. By definition, a risk would include any uncertain conditions that could yield negative impacts on NSCDA and the work we do.

Over the past few years, the Board and staff of NSCDA have turned their attention to the process of identifying critical risks, mitigation steps, and assessing potential impacts from an operational and enterprise (internal and external) perspec-

tive. To fully understand critical risks, NSCDA has established a Risk Framework Policy which provides a management process on how risk will be kept within acceptable boundaries within the organization. It also integrates with NSCDA's governance and strategic planning processes. The Risk Framework Policy will evaluate risks through a lens of acceptable risk tolerance and accountability. The top 10 risks identified by NSCDA's staff and Board are managed and tracked within the Risk Register. Each risk, internal and external, is identified along with its potential impact, key indicators, and suggested mitigation steps.

# Office of the Registrar

Welcome to the Office of the Registrar (OOR)! Here you will find a team of competent professionals providing exemplary services supporting the process of certifying career development professionals in obtaining the Certified Career Development Practitioner (CCDP) designation.

## Meet the Team

### Victoria Colley, Program Advisor

Advising potential and new candidates to the program is a primary function of Victoria's work. Reviewing Self-Assessment submissions, Victoria will schedule a one-on-one meeting to guide a potential candidate through the processes available to obtain the CCDP designation. There are two routes to certification: assessment and Career Pathways. The advisor's role is to assist the candidate in choosing the route that supports their success in becoming a CCDP.

In conjunction with this work, the advisor helps to facilitate and obtain all the necessary documents associated with the certification process, including follow-up advising sessions and check-ins with candidates and mentees in Career Pathways.

Victoria is passionate about supporting and bringing awareness to marginalized communities in Nova Scotia, is an active member of the NSCDA Diversity & Inclusion Committee (NDIC) and is co-host and content creator for the Connect 4 Community Podcast.

### Tara Deveau, Program Assessor

Assessing candidates' work history to determine whether they meet all the requirements of the Assessment Route is the primary function of Tara's work. This is standardized by mapping the Canadian Standards & Guidelines for Career Development Practitioners (S & Gs) against the candidate's Work Experience Assessment (WEA)

As candidates obtain their CCDP, they are moved into a three-year recertification cycle requiring 60 hours of professional development. Tara helps

to track these cycles and validate professional development submissions.

Tara is an experienced CCDP and has brought a wealth of knowledge to NSCDA and the certification team. She is dedicated to supporting many initiatives and active projects, such as the Field Guide and Career Development School.

### Ashley Halverson, Administrative Support

Ashley has a unique role with NSCDA. She provides administrative support to both the corporate office function and certification. As a pivotal and integral member of the Certification team, she is often the first point of contact for the OOR.

Ashley helps potential and new candidates navigate NSCDA website, Member and Training Hub, assigns Learning Plans, collects data, maintains the list of CCDPs, creates schedules for exams and Structured Interviews, and is an important knowledge keeper for the evolution of NSCDA and the official creation of the Office of the Registrar.

Dedicated to lifelong learning, Ashley continues to take on more responsibilities with the OOR while still supporting many corporate functions such as conferences and staff gatherings.

### Lindsay Guitard, Manager and Registrar

Supporting a dual function as both the Manager for the certification team and the Registrar for the official list of CCDPs, Lindsay's role is unique, blending leadership and program oversight.

Reporting to the Executive Director, it is Lindsay's responsibility to ensure that the Certification team has the resources and supports to be successful in their roles and ensure the success of the CCDP program. It is within the scope of her responsibilities to supply the necessary reports to the Board and develop new ways to streamline the certification's operational processes.

An advocate for experiential learning, Lindsay enjoys sharing her knowledge with others and seeking opportunities to mentor others. She is a member of the NDIC and enjoyed the opportu-

nity to help with the funding opportunities supported by them this year.

## Sharing the Responsibilities

The Certification team meets weekly to collaborate on important projects, share updates, exchange information, and discuss unique requests received from current CCDPs and potential candidates. These weekly meetings are vital to the team's success, encourage collaboration, generate new ideas and build trust. Due to the nature of our work and the services provided within certification, we are often called upon to share responsibilities and functions.

Some of these functions are:

- Facilitating webinars
- Proctoring exams
- Assigning Learning Plans
- Writing reports
- Creating content
- Updating data collection
- Speaking with potential candidates
- Connecting with mentors and mentees
- Supporting training initiatives
- Coordinating assessors for Structured Interviews



# Doing What We Do Better

In addition to our member and client-focused service and support-oriented projects, NSCDA has remained keenly focused on service improvements and organizational growth and development. Over the past three years, many initiatives have come to life whose sole purpose is to bring depth, diversity, and accountability to what we do at NSCDA. Some examples include:

- formation of the NSCDA Diversity & Inclusion Committee;
- creation of the Connect 4 Community Podcast series presented by NSCDA;
- the continued evolution of NSCDA's Annual Conference;
- formation of NSCDA's Black Peer Support Committee;
- the continued development of standardized procedures and processes;
- continued support by NSCDA's Mental Health Champions Community Engagement Initiative;

- the ongoing commitment to providing services in both official languages, English and French;
- the continued focus on and development of project costing, risk management, and resource health practices.

As we move into a new period or reality of reduced pandemic restrictions, NSCDA will continue to grow and effectively engage our member needs through our inventory of projects. Lessons learned around "the new way of working" over the past few years have only made us a more driven, collaborative, effective, and efficient project team. Many new projects and opportunities are already starting to materialize for the 2022/23 fiscal year and beyond. Projects and opportunities will facilitate further growth in our vision, influence, services, and dedication to the members, clients, and communities we support every day. It's what we do.



# Learning and Professional Practice

As NSCDA grows and evolves, so does the need to identify and consistently embed learning principles and practices across programs and services to build capacity and meet the learning needs of staff, members, and the larger career development community.

With this objective in mind, the division of Learning and Professional Practice was established in July 2021, with a mandate encompassing areas such as:

- Recognition of Prior Learning (RPL) and Portfolio
- microcredentials
- staff career development knowledge/expertise
- application of the new Pan-Canadian Competency Framework for Career Development Professionals
- instructor training and support
- recognition of diverse forms of learning

## Accomplishments in the first year included:

- establishing the first co-branded Dalhousie University/NSCDA microcredential;
- implementing a training program for Case Management instructors;

- building a Digital Portfolio course;
- developing Career Development School, a program to enhance career development knowledge and understanding for NSCDA and new NSW staff. This program was launched with NSCDA staff in November 2022;
- involvement in several other projects, including an initiative to introduce career navigators in Mi'kmaw Kina'matnewey (MK) schools.

Building on this work, we are looking at how we embed RPL principles and practices more broadly and how we connect the dots among the components of our work, with a continued focus on inclusive practice. Our goal is to ensure NSCDA programs and services reflect best and current practices as well as excellence in building and maintaining professional practice in career development. Additional areas of relevance include Universal Design for Learning, Principles of Adult Learning, and Quality Assurance practices.

Staff of the Learning and Professional Practice division include Career Development Specialist Lisa Strong, Learning Assistant (former Student Intern) Leah Vidito, and Director Teresa Francis.



# Formation et pratique professionnelle

La croissance et l'évolution de la NSCDA s'accompagnent de la nécessité d'identifier et d'intégrer les principes et les pratiques d'apprentissage dans tous les programmes et services afin de renforcer les capacités et de répondre aux besoins de formation du personnel, des membres et de l'ensemble de la communauté du développement de carrière.

**C'est avec cet objectif en tête que la division de la Formation et de la pratique professionnelle a été créée en juillet 2021, avec un mandat englobant des domaines tels que :**

- La reconnaissance des acquis (RAC) et le portfolio ;
- les microcrédits ;
- Les connaissances et l'expertise en matière de développement de carrière du personnel ;
- l'application du nouveau Cadre pancanadien de compétences des spécialistes du développement de carrière ;
- la formation et le soutien des instructeurs ;
- la reconnaissance des diverses formes d'apprentissage.

**Les réalisations de la première année comprennent :**

- la création du premier microcrédit co-marqué Université Dalhousie/NSCDA ;
- la mise en œuvre d'un programme de formation pour les instructeurs en gestion de cas ;
- la création d'un cours sur le portfolio numérique ;

- le développement d'une « école de développement de carrière », un programme visant à améliorer les connaissances et la compréhension du développement de carrière pour la NSCDA et le nouveau personnel de la Nouvelle-Écosse au Travail. Ce programme sera lancé avec le personnel de la NSCDA en octobre 2022 ;
- la participation à plusieurs autres projets, notamment une initiative visant à introduire des navigateurs de carrière dans les écoles Mi'kmaw Kina'matnewey (MK).

En nous appuyant sur ce travail, nous examinons la façon dont nous intégrons les principes et les pratiques de la reconnaissance des acquis en général et comment nous relier les points entre les composantes de notre travail, avec un accent continu sur la pratique inclusive. Notre objectif est de veiller à ce que les programmes et services de la NSCDA reflètent les meilleures pratiques actuelles ainsi que l'excellence dans l'élaboration et le maintien de la pratique professionnelle en développement de carrière. D'autres domaines pertinents comprennent la conception universelle de l'apprentissage, les principes de l'apprentissage chez les adultes et les pratiques d'assurance de qualité.

Le personnel de la division Formation et pratique professionnelle comprend Lisa Strong, spécialiste du développement de carrière, Leah Vidito, assistante d'apprentissage (ancienne étudiante stagiaire), et Teresa Francis, gestionnaire.

# Project Management

A Project Manager position was added to NSCDA's staffing complement in 2020 to undertake the responsibility of managing the project workload of the organization. Chris Shupe started his work during the height of the pandemic and managed to quickly bring order to approximately 68 projects at that time.

Since 2020, throughout the "pandemic years," NSCDA has been able to maintain a robust, diverse, and exciting project inventory. Transitioning to a predominantly "work from home" model of operations, during this three-year period, our focus on quality work, services, and member support did not slow down in the least. Throughout this time, NSCDA has tracked and managed almost 90 individual project efforts of various sizes and

complexity. These projects continue to represent a diverse list of clients, members, and NSCDA services and supports. As well as supporting our membership of Nova Scotia Works Employment System partners, NSCDA has engaged numerous non-system, public, and private sector clients through a variety of exciting projects. These clients include the Nova Scotia Apprenticeship Agency, the Nova Scotia Department of Community Services, Dalhousie University, Autism Nova Scotia, and more.

Of the almost 90 projects currently being reported on in our Projects Inventory, our Training, Certification, and Learning Development teams have successfully completed and closed more than half of them since 2020.

## Gestion de projet

En 2020, un gestionnaire de projet, Chris Shupe, a été ajouté au personnel pour gérer la charge de travail des projets de la NSCDA. Chris a démarré son travail en pleine pandémie et a réussi à mettre rapidement de l'ordre dans les quelque 68 projets en cours.

Depuis 2020, tout au long des « années de pandémie », la NSCDA a été en mesure de maintenir un inventaire de projets robuste, diversifié et passionnant. En passant à un modèle d'opérations principalement axé sur le travail à domicile, pendant cette période de trois ans, l'accent mis sur la qualité du travail, les services et le soutien aux membres n'a pas ralenti du tout. Tout au long de cette période, la NSCDA a suivi et géré près de 90 projets individuels de taille et de complexité variées. Ces projets continuent de représenter

une liste diversifiée de clientèle, de membres et de services et de soutien de la NSCDA. En plus de soutenir ses membres partenaires du système d'emploi de la Nouvelle-Écosse, la NSCDA a engagé de nombreux clients hors système, dans le secteur public et privé, à travers une variété de projets passionnants. Sa clientèle comprend l'Agence d'apprentissage de la Nouvelle-Écosse, le Service communautaire de la Nouvelle-Écosse, l'Université Dalhousie, Autisme Nova Scotia, et bien d'autres.

Les équipes de formation, de certification et de développement de l'apprentissage ont réussi à mener à bien et à clôturer plus de la moitié des près de 90 projets actuellement signalés dans notre répertoire de projets depuis 2020.

# Training Overview

In March 2020, the COVID-19 pandemic changed how people worked, offered services, and engaged in training. The NSCDA Training Team had to adjust yearly training plans to accommodate this new reality quickly. Plans to bring groups together to learn had to be radically changed to ensure professional development opportunities continued. The training team successfully reacted to this change. They were able to offer an extensive array of training topics in various ways, including self-directed e-learning and virtual learning sessions. Webinars became a weekly offer.

The extensive work of the training team ensured a full calendar of training opportunities in 2020. This calendar included 42 webinars with over 1,500 members attending, 53 instructor-led sessions with over 1,000 participants, 36 student interns trained, and 23 instructor-led meditation sessions. In 2021, over 90 webinars were offered, with approximately 1,207 participants.

Webinars included wellness and mental health. A partnership with Flo Meditation + Wellness Inc ensured that wellness offerings were done weekly. These included meditation, fitness, budgeting, healthy eating, journaling, investments, yoga, and more. The sessions gave participants a much-needed opportunity for self-care and reflection. Mental health webinars were offered for the Nova Scotia Works Mental Health Champions around Wellness Recovery Action Plan (WRAP) training and communication.

During the reporting period, NSCDA members were offered, on two separate occasions, 11 webinars that focused on the intersectionality of experiences. These webinars aimed to give organizations insight into how to begin to approach community relationships through the lens of sustainability and accessibility. The facilitators helped expand the scope of Anti-Oppressive, Anti-Racist,



**Standing front: Mitchell Temprow, Training Developer. Seated middle from left: Sehaj Kaur, Training Team Lead; Kayla Borden, Training Administrator; Michael Bohan, Training Developer. Back: Caitlin Parkinson, Content Developer; Shila Hamilton, Executive Assistant; Ashley Halverson, Admin. and Event Coordinator; Connie Corse, Training Manager.**

Diversity, Equity, and Inclusion lenses, supporting the oppressed communities' needs while opening room for a broader dialogue around these issues in the hope of building trustworthy and sustainable relationships. Additional webinars focused on topics such as ADHD (Attention Deficit Hyperactivity Disorder), Active Listening, Time Management, Zoom Better, Creating Healthy Boundaries, Men's Mental Health, Using Phone and Video in Counseling, Communication, and so much more.

Partnerships continued to grow over the last few years, with extensive training being designed and delivered. Autism Nova Scotia's training enterprise, Exploring the Spectrum, delivered a second round of Autism and Employment Training to Nova Scotia Works (NSW) Employment Services Centres across the province. This training provided attendees with a comprehensive curriculum on Autism Spectrum Disorder and best

practices for supporting individuals with autism in employment service settings.

A partnership with the Nova Scotia Apprenticeship Agency (NSAA) developed over the year, including providing Case Management Training to Industry Training Consultants and Excel and Customer Services training courses made available to Client Services Support staff within NSAA.

NSCDA continued their partnership with Workplace Initiatives and Debbie Lawrence of Abundant Living Inc. 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, still in process, of fully self-directed online learning plans for each of these topics, to be delivered in 2022/23.

An 11-part Canadian Immigration series was delivered in partnership with Placemaking 4G (P4G). This series aimed to support participants in better understanding the Immigration process in Canada, as well as hearing the first-voice perspectives of the journey to immigrate to Canada. NSCDA also partnered with NSW, Labour, Skills and Immigration (LSI), and CEI (Centre for Employment Innovation) in the delivery of the Diversity & Inclusion (D&I) project for African Nova Scotians and Persons of African Descent. The training was provided around mentorship and what it means to be a mentor through virtual training sessions and online self-directed learning. Feedback has recognized the immense value and success of the mentorship program.

The delivery of the Nova Scotia Works Online digital training continued through online learning plans for each new release of the digital platform. There were a total of 319 NSW participants assigned to the training. We also partnered with LSI and Davis Pier Consulting to provide the Level One Assessment training to 203 NSW participants.

In partnership with Dalhousie University, NSCDA sponsored 10 seats in Dalhousie's Faculty of Open Learning & Career Development (OLCD) Certificate for Career Practitioners to address the underrepresentation of African Nova Scotian, Indigenous, and new-to-Canada communities in the field of career services. This Certificate of

Professional and Leadership Studies for Career Practitioners was redesigned last year in partnership with NSCDA to keep pace with the new and complex demands facing Career Development Practitioners. NSCDA continues to be excited to partner with Dalhousie to support the continued growth of the career development profession in Nova Scotia.

NSCDA continued partnerships with the Department of Community Services in the development of their certificate training and the beginning development of mental health and addictions training, with the Department of Education on training for the use of the Let's Talk Careers program with School Liaison staff, with LSI Youth Employability division for Youth Essential Skills training, and with Labour Initiatives in the availability of labour market learning plans available on the Training HUB.

NSCDA shifted from an in-person to an online event to host our first- and second-ever virtual conferences. The first conference was a five-day event intended to generate professional development and networking opportunities. Over 439 people logged in to attend the Show on The Road in 2020, a five-day virtual conference with 53 sessions. NSCDA's 2021 virtual conference sought to deliver quality content in an accessible format that prioritized development and learning while providing opportunities for entertainment and self-care. Fifty-two professionals shared 33 sessions of content with more than 400 registered attendees over the course of this three-day event.

To continue to offer successful training, foundational pieces of policy, procedure, and internal professional development had to occur, as well as a continuation of solid partnership-building and engagement of highly sought-after consultants. Moving to mostly self-directed e-learning training development was the precursor for developing e-learning processes and policies to ensure NSCDA produced highly professional and succinct training. As training grows, we continue challenging our development processes to ensure we work most efficiently. Further information on NSCDA's training policy and e-learning process development can be found in the Achievements section of this document.

NSCDA also recognized that professional development was important with the shift in training offerings. Training team members engaged in several professional development opportunities to increase their respective skills and competencies. Staff obtained certificates in Instructional Design, Articulate/Storyline training, and content design and development.

NSCDA training staff continue to develop and offer extensive, high-quality, diverse training to Nova Scotia career practitioners. This training

helps practitioners obtain the necessary skills and competencies to ensure an elevated level of service to all Nova Scotians accessing career services within the province. Further detailed information on all the training projects and achievements can be read in detail in this document.

The training team looks forward to continuing to work to develop and design training that will meet the needs of career practitioners in this ever-changing workforce.



# Aperçu de la formation

En mars 2020, la pandémie de COVID-19 a changé la façon dont les personnes travaillaient, offraient des services et participaient à des formations. L'équipe de formation de l'Association pour le développement de carrière de la Nouvelle-Écosse (NSCDA) a dû adapter rapidement les plans de formation annuels pour faire face à cette nouvelle réalité. Les plans visant à réunir des groupes pour l'apprentissage ont dû être modifiés considérablement pour assurer le maintien des occasions de perfectionnement professionnel. L'équipe de formation a réagi efficacement à ce changement et a été en mesure d'offrir un large éventail de sujets de formation par différents moyens, dont l'apprentissage en ligne autodirigé et les sessions d'apprentissage virtuel. Les webinaires sont devenus une offre hebdomadaire.

En 2020, le travail considérable de l'équipe de formation a permis d'établir un calendrier chargé d'occasions de formation. Ce calendrier comprenait 42 webinaires auxquels plus de 1 500 membres ont participé, 53 sessions dirigées par des formateurs avec plus de 1 000 participants, 36 étudiants stagiaires formés et 23 sessions de méditation guidées par des animateurs.

En 2021, plus de 90 webinaires ont été proposés, avec environ 1207 participants. Les webinaires portaient sur le bien-être et la santé mentale. Un partenariat avec Flo Meditation & Wellness Inc

a permis de proposer des activités de bien-être hebdomadaire. Elles portaient sur des sujets tels que la méditation, la forme physique, la budgétisation, l'alimentation saine, la tenue d'un journal, les investissements, le yoga, etc. Ces séances ont donné aux participants l'occasion de prendre soin d'eux-mêmes et de réfléchir, ce dont ils avaient grand besoin. Des webinaires sur la santé mentale ont été offerts aux champions de la santé mentale de la Nouvelle-Écosse au Travail et portaient sur la formation et la communication du plan d'action pour le rétablissement du bien-être (WRAP—Wellness Recovery Action Plan).

Parmi les faits saillants, une série de 11 webinaires axés sur l'intersectionnalité des expériences a été présentée aux participants à deux reprises pendant cette période. Ces webinaires visaient à donner aux organisations un aperçu de la façon dont elles peuvent commencer à aborder les relations communautaires sous l'angle de la durabilité et de l'accessibilité. Les animateurs ont contribué à élargir la portée des optiques anti-oppressives, antiracistes, de diversité, d'équité et d'inclusion en soutenant les besoins des communautés opprimées tout en ouvrant la porte à un dialogue plus étendu sur ces sujets dans l'espoir de construire des relations dignes de confiance et durables. D'autres webinaires ont porté sur des sujets tels que : TDAH (trouble déficitaire de l'attention

avec hyperactivité), l'écoute active, la gestion du temps, l'utilisation optimale de Zoom, créer des limites saines, la santé mentale chez les hommes, l'utilisation du téléphone et de la vidéo dans le conseil, la communication, et bien plus encore.

Les partenariats ont continué à se développer au cours des dernières années, avec la conception et la prestation d'une formation approfondie. L'entreprise de formation de Autism Nova Scotia, Exploring the Spectrum, a offert une deuxième série de formations sur l'autisme et l'emploi aux centres de services d'emploi de Nouvelle-Écosse au Travail dans la province. Cette formation a fourni aux participants un programme complet sur les troubles du spectre autistique et les meilleures pratiques pour soutenir les personnes avec autisme ou autistes dans le cadre des services d'emplois.

Un partenariat avec l'Agence d'apprentissage de la Nouvelle-Écosse (Nova Scotia Apprenticeship Agency, NSAA) s'est développé au cours de l'année, y compris une formation en gestion de cas pour les consultants en formation de l'industrie, ainsi que des cours de formation sur Excel et les services à la clientèle offerts au personnel de soutien des services à la clientèle de la NSAA.

L'Association pour le développement de carrière de la Nouvelle-Écosse a poursuivi son partenariat avec Workplace Initiatives et Debbie Lawrence Consulting de Abundant Living Inc. afin d'offrir une formation sur les principes fondamentaux des ressources humaines et une formation sur les principes essentiels des affaires aux spécialistes de l'engagement des employeurs au sein du système Nouvelle-Écosse au Travail. Ce partenariat a conduit à l'élaboration, qui est en cours, de plans d'apprentissage en ligne entièrement autodirigés pour chacun de ces sujets, qui seront livrés en 2022/23.

Une série de 11 épisodes sur l'immigration canadienne a été réalisée en partenariat avec Place-making 4G (P4G). Cette série visait à aider les participants à mieux comprendre le processus d'immigration au Canada, ainsi qu'à entendre le point de vue des personnes qui ont choisi d'immigrer au Canada.

La NSCDA a aussi collaboré avec Nouvelle-Écosse au Travail, le ministère du Travail, des Compétences et de l'Immigration (Labour, Skills and Immigration) et le Centre for Employment Innovation (CEI) pour la mise en œuvre du projet de diversité et d'inclusion pour les Néo-Écossais d'origine africaine et les personnes d'ascendance africaine. Une formation a été dispensée sur le mentorat et sur la signification d'être un mentor. Les mentors assistent à des séances de formation virtuelles et bénéficient d'un apprentissage auto-dirigé en ligne. Les commentaires ont souligné l'immense valeur et le succès du programme de mentorat.

La formation numérique de Nouvelle-Écosse au Travail s'est poursuivie par le biais des plans d'apprentissage en ligne pour chaque nouvelle édition de la plateforme numérique. Au total, 319 participants de Nouvelle-Écosse au Travail ont suivi cette formation numérique. Nous avons également établi un partenariat avec LSI et Davis Pier Consulting pour la réalisation de la formation sur l'évaluation de niveau 1, qui a été offerte à 203 participants.

En collaboration avec l'Université Dalhousie, la NSCDA a commandité 10 places dans le programme de certification de la Faculté d'apprentissage ouvert et de développement de carrière (Faculty of Open Learning & Career Development) de Dalhousie pour les praticiens en développement de carrière afin de remédier à la sous-représentation des communautés africaines de Nouvelle-Écosse, autochtones et néo-canadiennes dans le domaine des services de carrière. Ce certificat d'études professionnelles et de leadership pour les praticiens en développement de carrière a été remanié l'an dernier en partenariat avec la NSCDA afin de suivre le rythme des demandes nouvelles et complexes auxquelles sont confrontés les praticiens en développement de carrière. La NSCDA est toujours ravie de s'associer à Dalhousie pour soutenir la croissance continue de la profession du développement de carrière en Nouvelle-Écosse.

D'autres partenariats se sont poursuivis avec le ministère des Services communautaires (Department of Community Services) pour l'élaboration de leur formation en vue de l'obtention d'un certi-

ficat, ainsi que pour l'élaboration d'une formation en matière de santé mentale et de toxicomanie ; avec le ministère de l'Éducation (Department of Education) pour la formation à l'utilisation du programme Let's Talk Careers avec le personnel de liaison avec les écoles ; avec la division de l'employabilité des jeunes (Youth Employability Division) de LSI pour la formation aux compétences essentielles des jeunes ; et avec les initiatives de travail (Labour Initiatives) pour la disponibilité des plans d'apprentissage du marché du travail sur le HUB de formation.

La NSCDA a remplacé les événements en personne par des événements virtuels, en organisant ses première et deuxième conférences virtuelles. La première conférence a duré cinq jours et visait à créer des occasions de développement professionnel et de réseautage. Plus de 439 personnes se sont connectées pour assister à Show on the Road, une conférence virtuelle de cinq jours comprenant 53 sessions.

La conférence virtuelle de 2021 avait pour objectif de fournir du matériel de qualité dans un format accessible qui mettait l'accent sur le développement et l'apprentissage, tout en offrant des occasions de se divertir et de prendre soin de soi. Cinquante-deux professionnels ont partagé 33 sessions de contenu avec plus de 400 participants inscrits au cours des trois jours de la rencontre.

Afin de s'assurer que la formation continue à être proposée avec succès, des éléments fondamentaux de politique, de procédure et de développement professionnel internes ont dû être mis en place, ainsi qu'une poursuite de l'établissement de partenariats solides et l'engagement de consultants très recherchés. Le passage à un développement de la formation en ligne essentiellement autodirigé a été le précurseur du développement

des processus et des politiques de formation en ligne afin de garantir que la formation soit en mesure de réaliser des produits de manière professionnelle et succincte. À mesure que la formation se développe, nous continuons à remettre en question nos processus de développement pour nous assurer que nous travaillons le plus efficacement possible. De plus amples informations sur la politique de formation et le développement des processus de formation en ligne sont disponibles dans la section sur les réalisations de ce document.

On a également reconnu que le développement professionnel était important avec la modification des offres de formation. Les membres de l'équipe de formation ont participé à plusieurs occasions de développement professionnel afin d'accroître leurs aptitudes et compétences respectives. Des certificats ont été obtenus en conception pédagogique, en formation Articulate/Storyline, ainsi que pour la conception et le développement de contenu.

La formation considérable, diversifiée et de haute qualité qui a été, et continue d'être, élaborée et offerte par le personnel de formation de la NSCDA permet aux praticiens en développement de carrière de la province de la Nouvelle-Écosse d'acquérir les aptitudes et les compétences nécessaires pour assurer un niveau de service élevé à tous les Néo-Écossais qui ont accès aux services de carrière dans cette province.

De plus amples informations sur tous les projets et réalisations en matière de formation peuvent être consultées en détail dans ce document. L'équipe de formation se réjouit de continuer à travailler à l'élaboration et à la conception de formations qui correspondent aux besoins des praticiens en développement de carrière dans cette main-d'œuvre en évolution perpétuelle.





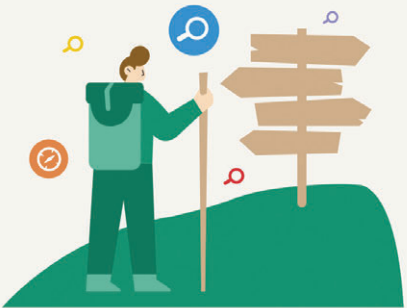


# PROFESSION

EN / FR

**Field Guide**  
 by nscda

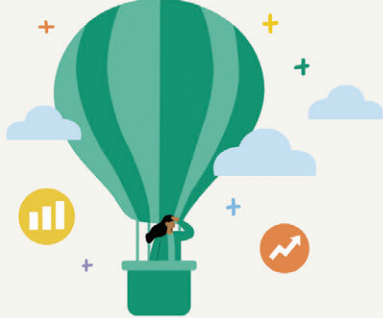
☰



**Find your place**

Students and professionals looking to begin or change careers within the career development field can take our aptitude and qualification test to find the career that best aligns with them.

Take the Test



**Further your career**

Professionals can search or browse paths and individual careers to learn more about specific qualifications, available training and more.

Explore Careers

## Growing the Profession

NSCDA has developed a series of tools to attract and retain workers to the profession.

These tools are the result of a 2020 report commissioned by NSCD A to look at ways to grow the profession.

## Field Guide Mobile App

The app provides LMI for the career development profession. The app is designed to increase awareness of the profession for students, practitioners, or public looking to enter the field, and practitioners already working in the field. The app is a guide that helps people identify and understand the key differences between the various careers and paths available to them in the career development profession.

## Competency Evaluation App

The Competency Evaluation app provides career services managers with a tool to consistently evaluate staff levels of required competencies. The Competency Evaluation app is an interactive tool based on the National Framework that allows managers to evaluate and record levels of competencies as identified in the Field Guide and to document evidence used to determine ranking.

## Salary Benchmarking

The labour force is on the move and challenges in attracting and re-training staff are real. Compensation is one part of larger attraction and retention strategies. Current and prospective employees can see where their careers can lead them and how their compensation aligns in the market.

## Competency and Performance Management

CDPs should be demonstrating their competency as an assurance to the public, funders, and the profession. This supports the standardization and the professionalization of the sector. Provides a guided framework for competency and performance management for a consistently applied and uniformly administered practice.

### Onboarding

Provides necessary knowledge and foundational skills required for new hires within Nova Scotia Works (NSW), in conjunction with job shadowing, and ongoing discussions with workplace mentors and colleagues.

**Familiarization:** To ensure new employees understand their roles, the culture of their workplaces, and feel comfortable.

**Connection:** Bringing employees together as part of a team and encouraging team members who are committed to their organization's success.

**Retention:** Increasing the likelihood people will want to stay and excel in their positions because they are part of a supportive team.

## Leadership Competency and Performance

Designed for board or senior management use, this framework can guide hiring and evaluation discussions re: competencies required to lead an employment services organization.

The Guide provides guidance on how to manage leaders; a systematic approach.

The Matrix scores leadership competencies against an agreed upon standard.

## Marketing

NSCDA positioning statement for organizational use. Current and potential employees can see the benefit of NSCDA membership. Current organizations can leverage NSCDA membership for attraction and retention.

# Why Do I Need a Framework?

The mention of a “framework” draws a sigh from many and an eye roll from some. But frameworks provide a structure for our work and a way to measure progress, successes, gaps, and other factors. They keep us accountable and on track.

The framework familiar to most is the Nova Scotia Profile for Career Development Practitioners, derived from the Canadian Standards and Guidelines for CDPs. The S & Gs, as they are commonly known, set a new standard (literally) for career development practice in Canada when they were developed more than 20 years ago.

In 2021, a new, expanded, and updated standard: the Pan-Canadian Competency Framework for

Career Development Professionals was published after a three-year consultation project. NSCDA (and NS career practitioners) contributed to this work, and NSCDA has adopted the framework.

Attending the 4th Annual VPL Biennale in Reykjavik, Iceland, earlier this year, we saw the importance of RPL frameworks in anchoring the recognition of prior learning in many countries across Europe and elsewhere. We came home with a new view of the possibilities and excitement (not an eye roll) to explore the use of frameworks in bringing together the components of our work.



# Member Survey Report

Halifax Global Inc. (HGI), on behalf of NSCDA, undertook member surveys in 2017, 2019, and 2021. Questions have been kept consistent from survey to survey to track progress in critical areas. HGI expanded the 2021 survey to include questions on Diversity and Inclusion.

## Respondents

The number of respondents has been very consistent and statistically valid from survey to survey:

2017 – 125

2019 – 134

2021 – 127

The majority of the respondents work in Nova Scotia Work Centres.

Members with 10–20 years of experience have been the largest respondent category, followed by the 1–5 years of experience cohort, unchanged from survey to survey.

## Certification

Not surprisingly, the number of respondents that have their CCDP designation has grown from survey to survey:

2017 – 45%

2019 – 56%

2021 – 60%

In response to the question, “What does having a CCDP designation mean to you?” the top four answers were Validation, Professionalism, Recognition and Competency.

A new question, starting in the 2019 survey, was, “Are there any challenges in fulfilling the required 60 hours of relevant professional development over three years?” The “No” responses in 2017 – 64% improved to 2021 – 78%.

## Training

A new question, starting in 2019, was, “Are the training programs offered meeting your needs?”

Yes	2019 – 60%	2021 – 53%
-----	------------	------------

Sometimes	2019 – 26%	2021 – 41%
-----------	------------	------------

No	2019 – 14%	2021 – 6%
----	------------	-----------

The responses to the question “Are there other training topics that you would be interested in?” changed little over the last two surveys: Mental Health, Disability, Diversity and Inclusion, Management/HR, and Employer Engagement.

## Conferences

NSCDA annual conference has always been an in-person event through 2019. In 2020 and 2021, the conferences were held virtually. The Member Surveys for 2017 and 2019 reflected comments on the in-person conferences, while the 2021 Member Survey received comments on the 2020 virtual conference. The results were similar.

The responses to the question “If you attended NSCDA Annual Conferences, did they meet your needs?” The “Yes” responses:

2017 – 93%

2019 – 92%

2021 – 88%

A new question, starting in the 2019 survey, was, “Would you attend an NSCDA networking conference to be held in your region?” The “Yes” responses:

2019 – 86%

2021 – 92%

NSCDA decided to switch back to in-person events starting in 2022. Four regional conferences will replace the single event to reflect the member

surveys' positive responses. Each regional event will have a different agenda, and a report covering the regional conferences will be available. The schedule:

South Shore/Valley	November 2022
Cape Breton	December 2022
HRM/Central	February 2023
Northern	March 2023

## Communication

The responses to the question, "Communication to Members is sufficient and effective:"

Agree:

2017 – 86%

2019 – 94%

2021 – 96%

**Strongly Agree:**

2017 – 23%

2019 – 41%

2021 – 55%

## Diversity and Inclusion (new in 2021)

Diversity and Inclusion is an important priority for NSCDA:

**Agree: 98%**

**Strongly Agree: 73%**

NSCDA has done a good job communicating the importance of Diversity and Inclusion to its membership:

**Agree: 94%**

**Strongly Agree: 57%**

NSCDA has provided valuable educational and training resources on Diversity and Inclusion:

**Agree: 93%**

**Strongly Agree: 37%**

I would like more support from NSCDA in advancing Diversity and Inclusion in my work:

**Agree: 87%**

**Strongly Agree: 37%**

**The number of respondents that have their CCDP designation has grown from survey to survey.**

**2017**

**45% of respondents  
had their CCDP  
designation**

**2019**

**56% of respondents  
had their CCDP  
designation**

**2021**

**60% of respondents  
had their CCDP  
designation**

# Career Development School

NSCDA staff come from a wide range of backgrounds, bringing a valuable mix of skills and knowledge to their work. The idea for Career Development School came from the identified need to provide professional development in career development for staff members who don't have direct experience in the field. Components of the program will be available for onboarding within the career development community.

Career Development School launched in November 2022 with a full-day, in-person session. Staff members were assigned several online courses and headed out to visit career development centres, such as Nova Scotia Works, ISANS, Halifax & Region Military Family Resource Centre, and Phoenix Learning and Employment Centre, to name a few. Early in 2023, a group reflection

session will conclude the training. Once Career Development School has been piloted with staff, it will be adapted for Nova Scotia Works centres to use in onboarding.

Career Development School was developed by a small team representing all areas of NSCDA. A staff survey helped gauge the level of understanding of career development before the launch. Two staff members also visited three Nova Scotia Works Centres in July 2022 to pilot the onsite visits that the remaining staff then completed. Visiting the sites was a highlight for NSCDA staff as it was enriching and rewarding to meet more career practitioners in the field, and there was much learning. We thank all the organizations who welcomed us to their centres and look forward to connecting more in the future.

---

*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 Manager, Autism Nova Scotia

---

## **A Sad Goodbye to a Dear Friend and Colleague**

*In July 2023, we said our final goodbyes to Phil Ward, Registrar of NSCDA from 2016 to 2021. Phil possessed a unique gift for forging connections effortlessly, even from across a room. His radiant smile and exceptional ability to truly listen had a way of making everyone he encountered feel like they belonged.*

*Phil is missed by us all.*

