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Serge Buy, CEO of the National Association of Career Colleges

Career Colleges in Canada: A Pathway to a Quality Job

Everyone gets asked the same question: What do you want to be when you grow up? Our answers change dramatically from when we are in elementary school to when we're seriously considering our post-secondary training. But everyone has an answer. Everyone wants to have a job when they "grow up."

That's where Canada's career colleges can help. For well over 100 years, career colleges have trained millions of students to give them the education to get jobs that are available today, and to enjoy better jobs and higher paying salaries. Every year, Canada's private career colleges are educating over 150,000 students from coast to coast to coast.

Partnering with employers to guarantee success

It's simple: career colleges train graduates for jobs that are available **today**. We are seeing unemployment soaring in parts of our country (as high as 12.4 per cent in some regions), yet we also hear about companies that are unable to find employees and are forced to close their doors. Why does this happen?

Taking a closer look at the situation, we see even more well-educated young people who are underemployed or unemployed. While many of them may have impressive degrees in lofty subjects, they lack the specific training to get the jobs that are available right now.

Unlike public institutions, career colleges are able to work directly with industries and companies in order to ensure that their graduates have the training and skills needed to get jobs once they graduate.

For example, Saskatoon Business College recognized a growing need in the Saskatchewan mining industry for companies to have their office and administrative staff specially trained in the specifics of their industry. As a result, they worked with representatives from the mining industry and developed a Mining Industry Business Specialist program, with emphasis on the employment requirements identified by mining industry companies.

Career colleges have a long history of working with the industry to ensure the success of their graduates, and the federal government has noticed. In Budget 2013, the federal government earmarked \$500 million per year to encourage employers to invest in the training of employees for jobs that are available now; **jobs that can be filled by students like you**. These investments will be matched by the federal and provincial governments (up to \$15,000 total).

To help facilitate this, the National Association of Career Colleges (NACC) has created the Canadian Forum Linking Employers and Educators, which will facilitate discussion between the industry and career colleges, in order to facilitate → page 6

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For the employer, this will mean they know they will have a qualified individual. For the student, it means that they know they will have a job when they graduate.

Ensuring quality education

Since the 1800s, career colleges in Canada have been able to offer training to people in order to get them back into the workforce sooner, with a better job and higher pay. All career colleges are regulated by provincial governments and adhere to rigorous standards. Many of the programs are accredited by professional associations (like the Canadian Medical Association and the Law Society of Upper Canada). It is clear that these are quality programs offering students quality education. Colleges, programs and instructors are constantly reviewed and audited to ensure that they are abiding by regulations and providing students with quality education.

Fast facts about career college programs

- Career colleges:
- Are flexible. Programs range from condensed, shorter programs to courses offered on weekends and evenings. Many schools will work with you to develop learning opportunities that fit your schedule.
 - Have smaller classes. This allows each student to interact directly with the instructor.
 - Offer the hands-on, practical experience for which employers are looking. This increases your chances of getting a job, faster.
 - Are credible. All registered career colleges are required to abide by strict provincial regulations to ensure quality education standards.

Career colleges in Canada are able to offer students higher paying jobs and a brighter future. Choosing a program at a career college will help students to improve their lives and get a leg up.

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IF YOU WANT TO GET *Technical* About it...



Photos provided by Digital School/Academy of Learning.

What Exactly Does an AutoCAD Technician Do?

Computer-aided design or CAD technicians use CAD systems to create design plans for buildings and machinery. A CAD technician job involves the production of electronic versions of the technical drawings which would previously have been created with pen and paper at a drawing board.

CAD technicians are employed in construction, manufacturing and engineering, and can work in local government, for the Civil Service, electricity and water supply or the shipbuilding, telecommunications and broadcasting industries.

CAD technicians work with both 3-D and 2-D design, known respectively as solid and surface modelling. Solid modelling is the creation of a 3-D display of a component or structure, which engineers could use to take a “virtual tour” around a proposed building or to look inside a piece of manufacturing machinery. With surface modelling, you would draw a flat representation of a design.

Most CAD technicians work on a team with other technicians and engineers, with each member assigned a separate area of a project under the supervision of a design engineer.

Source: www.careerstructure.com/careers-advice/profiles/cad-technician

If you are passionate about computers and have a creative flare for drawing and design, you may be well-suited for a career in computer-assisted design.

AutoCAD technicians—or technical drafters—use software to conceptualize the vision of an architect or engineer. As manufacturers and contractors use the plans a technician creates, accuracy and precision are not only valued—they’re critical.

Being a perfectionist is seen as a good thing in this industry, not a crime.

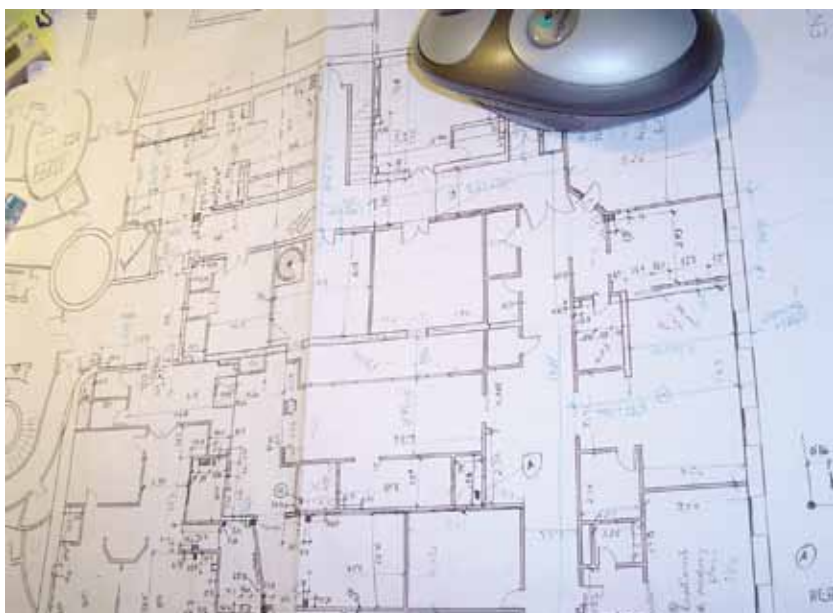
“Precision and accuracy are fundamental to everything. The pickier a student is in the classroom, the better they perform because they have that eye for detail. Things have to be 100 per cent perfect,” explains Terry Lucas, CAD instructor for Canada Career College in St. John’s, NL. “There is not a whole lot of in-depth math skills required, but being detail-oriented is critical.”

An obsession with all things computer-related also helps, says Roger Humbke. Humbke is a consultant in revenue marketing for the Digital School/Academy of Learning in Calgary, AB.

“Liking computers isn’t good enough. You have to be passionate about using them. This is such a good career for those who have a passion for computers and design,” he adds. “It’s a skill. Don’t even think about it unless you love computers.”

The oil and gas industry is driving the increased demand for AutoCAD technicians across the country, but AutoCAD skills are also required in many other industries, including Hollywood.

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Because manufacturers and contractors use the plans an AutoCAD technician conceptualizes, accuracy and precision are critical.

← page 7 “Avatar was made with autodesk software. We get a lot of kids interested in gaming, too, but we don’t really focus on those programs,” Humbke says. “We focus on the skills that will get them work.”

The security that comes from learning this trade is substantial. In many cities, the demand for AutoCAD technicians far exceeds the amount of trained employees.

“The pickier a student is in the classroom, the better they perform because they have that eye for detail. Things have to be 100 per cent perfect.”

“No one goes without a job in this field. Things are really booming these days with new development as a result of the oil and gas industry, along with a few new mines that have opened up. The opportunities here are enormous now,” says Lucas. “There are plenty of jobs, and good jobs, too. AutoCAD technicians are making \$35-40 an hour, easily.”

In Calgary, the industry’s top salaries are \$65 per hour after only one year of training.

“Sixty-five dollars an hour is probably the highest salary for this field in the world. I went to university for six years

and have never been paid that much,” Humbke laughs. “There is a real demand. For the right kind of person, it’s a great career.”

Lucas has found that enrolment in the career college’s AutoCAD program has actually decreased since the demand has grown, due to the sudden availability of unskilled labourer jobs.

His program spans two years and six-semester, with an eight-week work term.

“There is a lot of room for advancement in this field and usually lots of opportunities to advance your career,” he says. “Every job is new and involves a new design and a new challenge. Each job is usually interesting.”

People who have technical backgrounds usually do very well in AutoCAD programs. Creativity, especially for those who are creative visually, is an asset. Humbke likens the role of the technician to that of a piano player.

“The piano player never made the piano and never wrote the music but plays well enough that people pay to listen,” he says. “AutoCAD technicians put into 3-D what an engineer or architect is thinking. The draftsperson puts the idea on paper.”

The program at the Digital School/Academy of Learning is a compressed one-year course.

“It’s a very intense course. There’s no having a social life while you’re in the program,” says Humbke. “We do get a lot of people from other countries who have engineering or technical backgrounds. You have to be very detail-minded. You can’t make mistakes. You’re creating designs using software.”

AutoCAD technicians can work in many different industries throughout the

course of their careers. Lucas has seen his students broaden their vision after learning about all of the opportunities that exist.

“We do get people who expect to do strictly architectural work but once they’re exposed to other fields, they often change their minds,” he says. “You have to have some sort of desire for design.” **CC**

Check out an AutoCAD or technical drafting program at an NACC career college near you!

For complete details on courses, check out www.nacc.ca.

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Law & Order: TO SERVE & PROTECT

Choosing a profession can be daunting. However, if you have a sense of adventure, an investigative mind and a genuine dedication to helping others, perhaps a career in law enforcement is for you.

Over the years, movies and television shows have glamorized the professions associated with law enforcement, from paralegal to police officer. In reality, however, popular culture does not accurately portray the whole truth about law enforcement, often ignoring the hard work that underlies proper law enforcement procedure. Real life doesn't neatly wrap up within the hour with a satisfying conclusion immediately following a commercial break.

When pursuing a career in law enforcement, prospective students need to understand what they are getting into before they invest a lot of time, effort and money into a program, only to find out that it wasn't what they were expecting.

"Whenever I meet prospective students, I immediately tell them that this industry is not at all like they see on television," says Sherri Marsh, Paralegal Instructor at Success College.

"This industry is office-based and students sometimes come into it thinking that they are going to be an Erin Brockovich. I explain very thoroughly that they are going into office work with the majority of their day being document preparation."

What students can look forward to once graduating from a paralegal program is a competitive salary, regular work hours, paid vacation and many benefits common with employment in an office environment. This career path also offers the chance to work beside professional lawyers and judges and to be part of the legal system.

Upon completion of a paralegal program, students are qualified to work in law firms, in the Department of Justice and with any organization that has a legal department. Students can also obtain skills and training that are transferable to any administrative role in a company—not just within the legal industry.

However, being a paralegal is not for everybody. It is incumbent for the prospective student to determine if they have the skill set and demeanour needed to be a good fit for this career.

"Anyone who cannot handle a lot of pressure wouldn't be suitable for this industry," says Marsh. "Also, the legal industry is driven by deadlines, so anyone who is not able to work within deadlines would not be a good candidate for this type of career."

To be successful, a paralegal is required to be someone who enjoys a challenge, has the ability to multitask and is willing to work hard to obtain and maintain a career in the industry, which is very competitive. Students who demonstrate maturity,

professionalism and an ability to think for themselves will always be sought-after.

On the policing side of law enforcement, preparing for a future in the sector begins the moment a student decides that it's what they want to do. Trainees must be physically fit—and remain physically fit—must be able to have others say good things about them, and should be a member of society that gives at all levels, not participating in questionable or counter-productive activities.

"A person wishing to enter law enforcement will have to show others that they are prepared to live and practice a lifestyle that society expects from its peace officers," says Paul Olmstead, Policing Instructor at Success College. "Being young and inexperienced in life is not a barrier to this career; it's expected as we all learn and grow. However, the serious candidate will make lifestyle changes that benefit society for the sake of his or her career."

Training centres, like Winnipeg's Northwest Law Enforcement Academy or the Canadian Law Enforcement Training College in Toronto, provide lessons in all aspects of policing, from criminal law and enforcement tactics, to investigative procedures and restorative justice. Completion of a credited program will allow the trainee the opportunity to find employment in law enforcement agencies across Canada. However, it must be said that not all people are equipped to become peace officers.

"The career is geared to the person who can think on their feet and not react emotionally to situations," says Olmstead. "Those seeking glory or fame, or those who like to fight or want to 'take out the bad guy,' are often not suited for this career." **cc** → page 10

Check out a law enforcement or paralegal program at an NACC career college near you!

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GETTING DOWN TO *Business*

There are few career paths that allow you to work anywhere from banking institutions and restaurant chains to schools and government agencies. Enter, the field of business administration, often referred to as the glue that holds companies or organizations together.

In short, business administration ensures a business or organization runs efficiently. Whether that means answering phones or directing business operations, graduates of business administration programs can look forward to varying tasks and responsibilities—and job titles, too.

“Graduates can work as anything from an office clerk or manager to a payroll administrator,” says Ian Stokes, director of campus operations at Western College in Newfoundland & Labrador. “The sky is the limit once you graduate. It’s up to you to make your own career.”

Indeed, business administration graduates can find employment in a number of settings, including government, education, finance, general management, law, private business offices and more. “There are entry-level positions available in many different sectors,” says Greg Archibald, instructor of the Business Administration program at Greystone College’s Vancouver campus.

That range of opportunities makes it hard to identify the exact duties graduates can

expect to face upon entering the field. But, with the right education, they should be prepared to fulfill any task.

Because of the range of knowledge required, areas of study typically include accounting concepts and applications, internal control, economics, marketing, business principles and management, human resources, organizational behavior, and international business, to name a few. Students develop their knowledge through both coursework and practical projects, focusing on the latest business practices and theories.

“There’s such an incredible variety of opportunity within each industry and each company or organization, so all of these courses are very helpful,” says Archibald. “Studying organizational behaviour and business management, for instance, helps students understand what makes people tick or how to maximize people’s potential, both of which are valuable skills in business.”

Generally, students need to have a high school diploma to enter a business administration program, although there are exceptions. A number of different program options exist across the country, ranging from one- to two-year diploma programs to associate degrees. Upon completion of a program, graduates will be familiar with the intricacies involved in running a business, making them assets to the business community.

So, what kind of person is well-suited for business administration? Some of the basic skills one should possess include organizational, time management and analytical skills. Since accounting is often involved, mathematical skills should be fairly strong. Finally, both oral and written communication skills are of the utmost importance, as are customer service skills.

“According to a survey from the Conference Board of Canada, customer service skills and effective business writing are very sought-after in the business world,” says Stokes.

People skills are a must, agrees Archibald. “It’s a real advantage if you enjoy working with people—because that’s what business is all about,” he says. “Those who are people-oriented will get a lot more out of the job.”

As the business world is constantly evolving, people must adapt well to change and learn from their surroundings. “People have to be able to think on their feet,” says Stokes. “That’s the kind of skill that we definitely enforce. Those who want to succeed in the industry must be dedicated and able to handle constructive criticism, too.”

Like most fields, business administration sees a wide range of possible salaries. Both Stokes and Archibald agree that salary depends on the exact role, as well as the person’s level of education and years of experience.

“It really depends on position—it’s all relative,” says Stokes. “In Newfoundland, the salary can range from a low of \$13 or \$14 to a high of \$23 or \$24 per hour. If you’re working in business administration in the Alberta oil-fields, you may be making a lot more to start.”

With many job opportunities available, business administration is showing no signs of slowing down and has several perks, to boot. “It’s a very stable industry compared to other fields, like trades, where you have to move to where the work is,” says Stokes.

As an added bonus, most positions in areas related to business administration have nine-to-five hours, with some graduates even finding positions that allow them to work from home. Other graduates have used their training to start their own businesses.

“It’s certainly a possibility for people to become entrepreneurs in a field they’re interested in,” says Archibald. “A lot of courses in business administration programs lay the groundwork for that.” **CC** → page 12



Check out a business administration program at an NACC career college near you!

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Fawzi Ahmad, a graduate of Stenberg College's Cardiology Technology program, is enjoying his career in health care, a field he dreamed of working in since he was a small boy.

Fawzi, who landed a full-time job at Total Cardiology in Calgary, is a recent recipient of NACC's Student of the Year Award.

A chance coincidence on a trip to Vancouver found a nervous, late-20s, Israeli-born, former soccer star sitting in the admissions office at Stenberg College. Fawzi Ahmad had just stopped by the school to have a look around. After all, Fawzi had only recently learned to speak English, and was still having trouble writing it; could he possibly be ready for college?

Sitting across from an admissions officer, discussing one of the healthcare programs, Fawzi's gaze wandered to a wall peppered with framed awards and photographs, including one with a proud graduate in cap and gown, grinning, beneath the proclamation "2011 Student of the Year Award." Less than two years later, Fawzi's drive and dedication → page 14



← page 13 would see him achieve even greater accolades. With the odds stacked against him, Fawzi persevered, and his journey will inspire the ambition of students, no matter their field of study.

Fawzi Ahmad is a graduate of Stenberg College's Cardiology Technology program and is enjoying his career in health care, a field he dreamed of working in since he was a small boy. Now 30, Fawzi administers stress test exams and pharmacological stress tests (a procedure where heart rates are monitored at rest and during major exertion to discover abnormal blood flow) at his full-time job at Total Cardiology in Calgary, the largest cardiac clinic in Canada.

Fawzi also picks up casual shifts at Foothills Hospital. When someone is so comfortable and confident in their role, it can be tough to imagine their humble beginnings, but the college journey of Fawzi is a fascinating one that illustrates how determined students can conquer any obstacles.

"All I wanted was an open door. An opportunity and someone to give me the chance to enter it," says Fawzi, of his desire to have a career. As a new immigrant living in Winnipeg, MB, Fawzi worked in a factory during the day and spent his evenings practicing his English. Fawzi was

living in Kassel, Germany where he played second division soccer, a sport he trained hard to perfect in his home town of Akko, Israel, where he played professionally.

"That was a really proud moment for me because I realized I was succeeding and leading, not just keeping up."

In 2007, Fawzi moved to Canada after a major injury ended his professional soccer career. Fawzi was still on a waiting list for a college in Winnipeg the day he was accepted at Stenberg. He was excited but nervous. Studying medicine is difficult enough, but learning about it in a language you're unfamiliar with seemed nearly impossible. Fortunately, Fawzi found a way to cope.

"I used to stay every day after school to study more and to improve my English,"

says Fawzi. "The first two months were hard for me to understand the academic language and the medical terms. So, I had to translate everything to my language (Arabic) and put it all back together to make sense and be ready for the next day."

Fawzi's hard work was recognized by his peers, who eventually came to him for help with their studies in the hardest course of the program—electrocardiogram interpretation. "That was a really proud moment for me because I realized I was succeeding and leading, not just keeping up."

Fawzi's inspiring work ethic got the attention of the college and they nominated him for the National Association of Career Colleges Student of the Year Award. Fawzi was also nominated to be that graduating year's valedictorian.

"I think winning the valedictorian award and the Student of the Year award were the proudest moments in my life," says Fawzi. "I was in shock. Actually, I said in my speech that when I was nominated to be the valedictorian, I didn't know what it was at first. I had to look it up."

This was a huge honour for Fawzi to know definitively that his peers and instructors were proud of him.

"I remember when the adviser at Stenberg interviewed me for the program that first day I visited Stenberg; I saw the picture of the 2011 Student of the Year award winner. It seemed like such a far-off and impossible dream that I didn't even think about it because all I wanted to do was pass the first quiz."

With this support of his family, the English lessons with his best friend Raegan Neville, and an unwavering confidence that hard work will produce success, Fawzi excelled at his college experience, getting a job in the field he loves. Fawzi believes that if students believe they can do it and don't give up on their career dream when the going gets tough, they can enjoy the same successes he has found.

"Our lives are full of hope and opportunities and when the door is open, you just have to enter it and don't be scared or shy," says Fawzi. "Always ask if you have a question. And try to listen first, then talk. Give respect to others and smile and be modest. Modesty is like a treasure or a virtue, suspected only when it is advertised." **cc**

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Krista Vivian, 29, runs her own shop, Flowers...More Often. She had always been a creative person but never really found the right outlet to express that creativity until she began pursuing floral design as a career.

"I tried photography, painting...I wanted to create art for a living but never really knew how," says Krista. "I arranged flowers my whole life but only for my own living room. It took me a while to realize that a florist would be the perfect job for me. I can be active on my feet all day, with just the right amount of hard labour to make the day go by. It's a way to express myself creatively, and is a job that gives me a sense of accomplishment."

Once Krista decided to make a career out of flowers, she visited a few different florists and asked them where they went to school, which is how she was introduced to the Canadian Institute of Floral Design (CIFD). After researching their programs, Krista found they had → [page 18](#)



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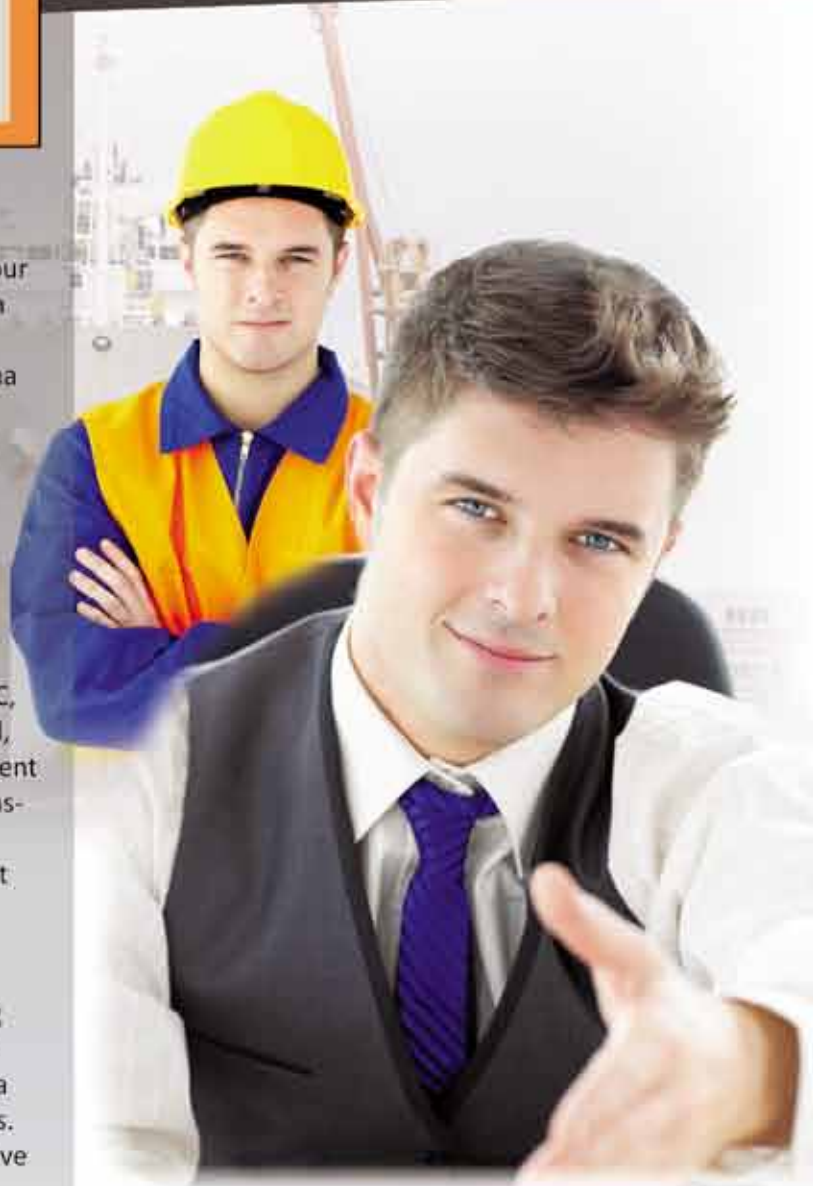
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← page 15 the perfect balance between the fundamentals of design and the practical aspects of business. Students at CIFD don't just learn how to make a beautiful arrangement, they are taught how to turn that into something a customer will pay for.

"They showed us parts of the industry that are not often explained in school, like how to work with different suppliers and wholesalers, the auction and how to price arrangements," says Krista. "Anyone can make pretty flowers, but they showed me how to make a career out of it."

Much like a well-tended flower, it didn't take long for that career to blossom. Krista knew she wanted to run her own shop but figured she would have to work for someone else for a few years after she graduated before she could own the shop of her dreams. After graduating, Krista helped at the college while working part-time at a grocery floral department—but that only lasted a few months before she was offered a job in a high-end floral shop, which she began in November 2012.

About the time she got this new job, she learned the floral shop in her

hometown had been put up for sale, and by Christmas, she closed the deal to open Flowers...More Often this past February. This was a big decision, but with the support and encouragement of her husband, parents and mother-in-law, Krista was able to move forward with more confidence.

Since the store opened, Krista's family has continued to help out where they can. Her mom owns the business and does the accounting, while Krista runs the shop as the general manager and florist. Customers ask Krista for specific arrangements for weddings, special occasions, or just to enjoy in their homes, and she is happy to deliver creative ways to make flowers a part of people's lives.

Krista's dad and husband help out with deliveries when they're needed, and during the busy Valentine's rush, her brother pitches in, too. Krista's training at the CIFD taught her about what goes into all aspects of running a shop, and she has surrounded herself with a great support team. While in school, she didn't have to work under the pressure of a customer's scrutiny as she assembled arrangement while a client waits, but since she has left

school, she has learned the feeling that comes from an impressed customer who loves her work.

"I live for the reactions of my clients or recipients of my work," says Krista. "I just really thrive on making something that makes people say, 'Wow!' It's an outlet for me to express myself that benefits others." **CC**



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Tips to *Expand* YOUR SOCIAL NETWORK

Networking and relationship building are a crucial part of career development. Whether it occurs within your own office building or at international conferences, a few key strategies can make networking less painful and more efficient.

Be nice

Above all, treat others the way you would like to be treated. People change careers and jobs so regularly that you never know who your next employer might be. A positive reputation can also facilitate promotions or new opportunities. If you treat someone poorly, you can be assured that many people in their own social network will hear about it. This could create potential roadblocks along your career path.

Be online

Be visible on social networking, but for the right reasons. Have a professional account for

any social networking sites to avoid mixing business with pleasure. If you meet someone and they mention a Facebook page or a Twitter account, be sure to “like” or “follow” them shortly after your meeting. Connect with people on LinkedIn after meeting them. These strategies create an effortless follow-up and allow you to keep track of your acquaintances.

Dress for success

Before leaving home for a function, consider your attire. First impressions are so critical and you need to demonstrate professionalism. The tendency is to judge others for looking too casual or slightly overdressed. Also, fight the tendency to gravitate toward old acquaintances or friends. Although reconnecting with people has its value, be sure to plan to meet new people. Set a goal of how many new people you want to meet.

Be a card trader

Carry business cards, and always ask for one in return. Think of them as life’s trading cards as you are building a collection. Without a business card, you must rely solely on others to contact you, which takes the ball out of your court. Also, you can write notes on the back of the card referencing your conversation. This simple reminder could facilitate future conversations or follow-up communications, and it shows people you are attentive and remember what people say.

Keep in touch

One of the keys of networking is remaining top-of-mind. Find the happy medium between regular communication and spamming. A token call or e-mail once per year is more likely to be ignored as compared to having a well-established working relationship. Also, this avoids calling others only when you want something. → page 20





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Rikki H.

Developmental Service Worker,
Brantford Campus



← page 19 Invest the time in genuine and thoughtful conversations that may have nothing to do with business. It is easy to ignore a call when you know the other person always has a favour to ask.

Be genuine and smile

Not everyone is an extrovert, which can create challenges in networking. You don't need to revamp your entire personality just to make business contacts. Simply put: be interesting. If being the life of the party is not in your social DNA, be genuine and smile. Strategies like e-mail or texting can mitigate shyness while allowing you to remain accessible and interactive.

Just listen

When networking, it is important to understand that what you say to others is not necessarily the key to effective networking. Dr. Stephen Covey, an internationally-respected leadership authority, teacher and author, wrote, "Most people do not listen with the intent to understand; they listen with the intent to reply." Generally, people are far more interested in what they have to say than what others have to offer. Knowing this, simple active listening techniques, like paraphrasing or reflecting, communicate that you are extremely interested in what others have to say. This is a key to winning them over.

The takeaway

In the end, you don't need to be the ultimate social butterfly or feel like a used car salesman to create meaningful connections with others. Invest some time, have a plan, be professional and be genuine. If your encounters with others are always positive, your network will constantly expand. **cc**

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Loans, Lines and Grants:

Funding YOUR EDUCATION

The cost of post-secondary education can be an obstacle when starting a new program. Some have to move, some programs are so concentrated that working part-time is not realistic and some students have young families. Seeing as upgrading your education can allow you to achieve your goals, a lack of funds should not dictate the rest of your professional life. Student loans and lines of credit can offer you the chance to invest in yourself and your future.

Canada Student Loans

The government of Canada works with most provinces and territories to assist students with financial needs. To qualify, you must be a Canadian citizen, a permanent resident or a protected person. Candidates must prove financial need and be enrolled in a program offered by a designated post-secondary institution. Canada Student Loans work in conjunction with provincial student aid in several provinces. Information on these programs is readily available in all post-secondary institutions and high schools and at www.canlearn.ca.

HRSDC grants

Depending on your personal situation, you may have access to grants which, unlike loans, do not need to be repaid. Human Resources and Skill Development Canada identifies seven categories of grants, including for full-time or part-time students from low-income families and students with dependents, to students with permanent disabilities. Details are available at www.hrsdc.gc.ca.

Apprenticeship grants

Two grant programs exist for those pursuing a Red Seal trade. The Apprenticeship Incentive Grant helps registered apprentices get started by offering up to \$2,000. The Apprenticeship Completion Grant offers \$2,000 to apprentices who have completed their training to help them become certified journeymen. These grants help cover costs of tuition, travel, tools or other expenses.

Applications are available on Service Canada's website, www.servicecanada.gc.ca, and can be completed and submitted by mail or online.

Student lines of credit

An alternative to government programs is offered in most financial institutions. Student lines of credit offer flexibility and immediate access to funds and are ideal for those who do not qualify → page 22

For student lines of credit, here is a snapshot of what can be found at several financial institutions:

INSTITUTION	ANNUAL CREDIT LIMIT	TOTAL CREDIT LIMIT	INTEREST RATE	DEFERRAL PERIOD	REPAYMENT	PROFESSIONAL DESIGNATION / MEDICAL LINES OF CREDIT OPTION
BMO	\$15,000 in first year; \$10,000 next three years	\$45,000	Prime + 2%	12 months	n/a	\$80,000 / \$200,000
RBC Royal Bank	\$5,000 per year	n/a	Prime + 1%	12 months	Fixed payment schedule	\$150,000 / \$250,000
CIBC	\$15,000	\$40,000	n/a	12 months	Up to 20 years	Varies from \$55,000 - \$140,000 / \$225,000
ScotiaBank	\$5,000 college; \$10,000 university	\$20,000 college; \$40,000 university	ScotiaBank Prime	12 months	n/a	Contact ScotiaBank for details
TD Canada Trust	\$10,000	\$40,000	TD Prime + a variance rate	12 months	Up to 20 years	\$80,000 / \$250,000
National Bank	Variable	Variable	n/a	12 months	Up to 7 years	Varies from \$28,000 to \$120,000 / \$200,000





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← page 21 for a student loan or grant. Often, students must cover both living expenses and tuition costs.

Funds are accessible through online banking and by debit card. Banks and credit unions offer student lines of credit for most post-secondary institutions and offer more funds, usually \$50,000 to \$80,000, for those pursuing studies with a professional designation such as law, pharmacy or business. A third category offers even more access to over \$200,000 to those pursuing a medical or dental degree. The last two categories reflect the costlier tuition and materials associated with highly-specialized education but also consider the earning potential of these highly sought-after professionals.

Planning ahead

As a general rule, you only need to make interest payments on the amount borrowed during your studies, leaving you maximum flexibility. Most institutions even offer a grace period of one year after completion of studies before requiring repayments on the principal. Interest rates and fees are typically very low and payments can be made at any time without penalty. This is especially useful for students who find summer jobs and wish to pay down student debt before beginning their professional careers.

When financing your studies, it is important to be aware of all options. Loans, lines of credit and grants are all great options but generally take time to process. Bursaries also come available at all times of the year; check with your post-secondary institution on a regular basis to find out what is available. Be sure to apply well in advance to avoid stressful times once tuition is due. **cc**

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STUDYING FOR *Success*

For most post-secondary students, studying and school have been synonymous since their first spelling test was administered in elementary school. As class content evolves, students at the top of the honour roll often do little things that make them more efficient and contribute to higher grade point averages and lower stress and anxiety levels.

An efficient student is an organized student. All students have their own learning style and should develop an organizational system that works for them. Students who are highly visual need to use different ink colours, highlighters or colour coding. Tech savvy students may prefer typing class notes or viewing video clips. Organizational habits that lead to success should reflect the student's preferred strategies. The important step is to assess what works well and study accordingly.

Another key component is a designated study area that is relatively free of distractions. Those living on campus may not have the luxury of a private study room and should search for a quiet location. Libraries or quiet coffee shops are nice options if you can tolerate light traffic or grinding of espresso beans. Cafeterias and meeting places are to be avoided—they will surely lead to decreased productivity.

Once a prime studying location has been determined, studying should be formally scheduled as you would a dentist appointment or a major due date. Because you don't get marks simply for studying, the tendency is to gravitate toward other tasks. Planning study times is a way of holding yourself accountable and committing to proper study habits.

Distractions will undoubtedly hinder even the most dedicated student's study time. Try placing your Smartphone in another room to focus on studying. If you need your phone, consider using the "Do Not Disturb" function to eliminate sounds and vibrations. Choose set times to check for messages and limit time spent responding.

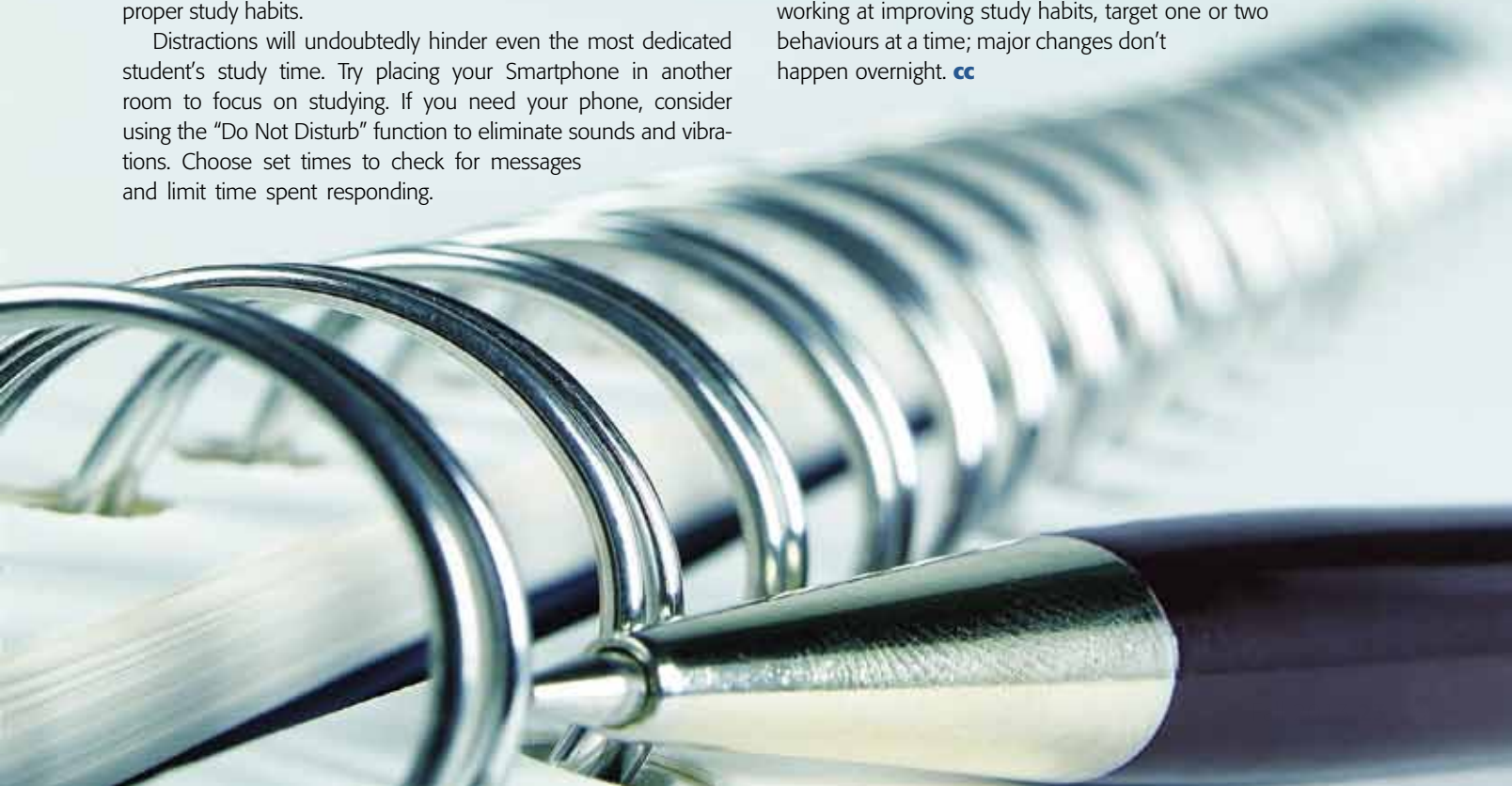
You can even change your Facebook status or Tweet that you are busy studying for the next few hours. Knowing this, friends may give you space.

As a class progresses, consider creating a condensed study sheet which represents an outline of the content that needs to be reviewed. This makes concepts easier to retain and allows you to eliminate less relevant information or items you already know. Essentially, you are creating a homemade Coles Notes version of your class.

For optimal performance, both mind and body need to be functioning at optimal capacity. Ensure proper rest; avoid all-nighters just before tests or exams and take regular breaks during study periods to maintain focus and energy levels. This will avoid a dependency on energy drinks to get through your day. As challenging as it may be, try to eat well-balanced meals and healthy snacks during busy times. Regular exercise during demanding periods—exam weeks—will also help with focus and break up otherwise sedentary days.

Finally, a positive mindset is one of the keys to success in life. Study habits are no different. Negative self-talk, such as, "I always flunk," or, "I'm not as smart as my friends," needs to be eliminated. Negativity and comparison to classmates only increase anxiety. Recreational activities, like socializing, gaming or television, also need to be a part of your study habits. Depriving yourself of enjoyment creates resentment toward school and leads to further negativity.

Effective study habits are not limited to reading over class notes. It takes discipline, organization and a balanced lifestyle. When working at improving study habits, target one or two behaviours at a time; major changes don't happen overnight. **cc**



BRITISH COLUMBIA

Canadian Tourism College moved to new downtown campus

Canadian Tourism College (CTC) has moved to a new campus in the heart of downtown Vancouver. Classes began at the new location on June 24, 2013. The completely renovated facility is conveniently located on the entire third floor of 530 Hornby Street, near both Sky Train stations, the West Coast Express and the Sea Bus. It features a gorgeous view of the ocean and mountains to surely inspire any student pursuing high-end hospitality, travel and tourism careers. The new campus is easily accessible from anywhere in Vancouver or Surrey, where operations will continue at its other campus.

With global tourist arrivals expected to rise to one billion this year and people traveling internationally more than ever, it is a great time to enter the hospitality and tourism industry. With this in mind, CTC has introduced a new Higher Diploma program in partnership with the International Hotel Management Institute of Luzern, Switzerland (IMI) that combines studies with excellent international job experience. Students will begin the program with a 15-week semester at CTC, followed by a five-month semester and paid four- to six-month work experience at the fabulous Swiss institute, to fast-track to a dual Bachelor of Arts Degree in International Tourism and Events Management.

Discovery College owner received Queen's Diamond Jubilee Medal

Lois McNestry, president and owner of Discovery Community College, was recently awarded with a Queen's Diamond Jubilee medal. McNestry, who lives in Campbell River, sees the award as recognition for career colleges.

"I really felt honoured," said McNestry in a recent news article. "I think also proud that our industry stood out because we do make a difference in people's lives and getting them into work. I was really thrilled the industry was recognized."

McNestry's is one of roughly 60,000 Diamond Jubilee medallions spread out around the country to celebrate Queen Elizabeth II's 60th anniversary.

CDI College's Vancouver campus grads earn 100 per cent pass rate on recent CPNRE

Practical Nursing graduates from CDI College in Richmond, Surrey and Vancouver can proudly enter the health care field thanks to their recent success on the Canadian Practical Nursing Registration Examination (CPNRE) in May. Once again, grads surpassed the national average for first time writers, with graduates from the Vancouver campus achieving a 100 per cent pass rate.

"The Practical Nursing grads from CDI College have a lot to be proud of," says Larry Heinzlmeir, VP of Marketing at CDI College. "Through their hard work and dedication, they've developed the skills, knowledge and competencies to become productive members of any health care team. We wish them the best of luck in their future careers!"

The Practical Nursing program at CDI College provides students with the hands-on training they need to enter the fast-paced health care field. Finding work in hospitals, doctors' offices, schools, group homes and other settings, Practical Nursing grads are able to help citizens maintain, and build on, their health and wellness.

Courses in the Practical Nursing program introduce students to topics like pharmacology, health promotion, professional practice, communication and much more. Through a series of practicum placements in real health care settings, students are able to put their knowledge into practice before graduation.

Vancouver Career College teams up with BC Transplant to save lives

There are nearly 500 British Columbians currently waiting for organ transplants, and without the generous support of organ donors, these patients won't get a second chance at life. That's why BC Transplant is aiming to sign up 5,000 new organ donors over the next month—and Vancouver Career College helped spread the word.

The Live Life. Pass it On. campaign kicked off during National Organ and Tissue Donor Awareness Week, April 22-28, 2013 and Vancouver Career College encouraged British Columbians to register with BC Transplant.

"Part of our job as career educators is to inspire our students to be the best they can be," says Larry Heinzlmeir, VP of Marketing for Vancouver Career College. "As a community sponsor of BC Transplant's Live Life. Pass it On. campaign, we're encouraging our students to share the message of organ donation with as many people as possible."

More than 5,761 transplants have been performed in BC since 1968. While survival rates for transplant patients have continued to improve, only a small percentage of suitable organs are available. There are also organs that could be viable for transplant but are lost because families may not be aware of their loved one's choice to be a donor. More than 85 per cent of British Columbians support organ donation, but only a fraction of those have registered their decision with BC Transplant. Register as an organ donor today at transplant.bc.ca.

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Criminal Justice diploma program block transfer with Lethbridge College

Columbia College recently signed a memorandum of understanding with Lethbridge College for the block transfer of students who complete the Columbia College Criminal Justice Diploma Program into the third year of the Bachelor of Applied Arts in Justice Studies at Lethbridge College.

By this agreement, applicants from Columbia College who meet the requirements will be eligible for admission to Lethbridge College with full block transfer credit provided all other entrance criteria are met. Students who are eligible are those who complete the Criminal Justice Diploma with a GPA of 2.0 or higher. "Full block-transfer credit" means that all 20 courses in the Criminal Justice Diploma Program, providing that the minimum GPA requirement is met, will be eligible for full transfer credit into the Bachelor of Applied Arts in Justice Studies Program.

Lethbridge College is one of the province's publicly-funded comprehensive community institutions. The Bachelor of Applied Arts in Justice Studies will help students build on the concepts and skills learned in the Criminal Justice Diploma in the third year, gaining an understanding of community justice, ethics, behavioural management, victimology, management and leadership. In the fourth year, students will complete the transition by participating in a directed field study at a Criminal Justice agency of their choice. Students are able to complete this post-diploma degree program at Lethbridge College either on-campus or through distance study.

Columbia College offers a one-year accelerated Criminal Justice Certificate (completed in six months) and a two-year accelerated Criminal Justice Diploma (completed in one year).

This partnership with Lethbridge College is yet another public recognition of Columbia College's high-quality educational programs that meet curricular standards of other higher education institutions within and outside the province and the employment needs of Criminal Justice organizations.

CDI College in Edmonton now offering technology programs

CDI College in Edmonton City Centre is now accepting applications for three new IT programs: Network Systems Management, Network Systems Administrator and Network and Database Management. Designed to work as stand-alone credentials, or in combination for a greater competitive edge, the new IT diploma programs will put graduates on the express track to one of the fastest growing industries in the world.

"We're excited to offer these three new technology programs in Edmonton City Centre," says Larry Heinzlmeir, VP of Marketing for CDI College. "Students in Edmonton now have even more options to study for a career they'll love."

Each program offers a different set of skills for a unique IT career path. With the Network Systems Administrator program, students learn the skills to administer and maintain a computer network and prevent network crashes.

The demand for system upgrades, IT security and transparency is driving the need for more IT workers, especially in the area of planning, design and implementation. With the Network Systems Management program, students study network design, implementation and management for businesses both large and small. The Network and Database Management diploma takes this a step further, focusing on relational databases and the extraction of business information.

The new programs prepare graduates for industry certification exams for Microsoft, CompTIA and Cisco, essential credentials for anyone interested in the IT field.

We want to hear your news!

If you are a NACC member, we want to hear what's new! Send your news stories (new programs being offered, graduate success stories, etc.) to awalld@matrixgroupinc.net.



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SASKATCHEWAN

A testimonial from a successful Avant-Garde graduate

"When choosing a hairdressing college in 2006, I chose to attend Avant-Garde because of its large, open and airy space with lots of windows, its clean/friendly atmosphere and its free parking lot! What I got when I went was so much more—the staff was all so knowledgeable and eager to help you learn and understand why it's important to master the techniques they were teaching.

With their help, I was encouraged to compete in the Skills Canada competition, in which I took first place in the province. They worked closely with me daily, helping me perfect my skills. I then had the opportunity to travel to Halifax, NS for the national competition; I placed a happy second!

I now work at Elements Hair Design, one of the leading salons in the city, and couldn't be happier. I have continued to be a part of the competition world, most recently placing first in 'Men's trend cut and style' and second in 'Women's trend cut and style' for 2010.

Avant-Garde gave me the skills and confidence I needed to be successful in this industry; I highly recommend this school to anyone looking to start an incredibly fun career in hairstyling!"

Sheena Huber, Avant-Garde graduate

MANITOBA

Academy of Broadcasting Corporation graduates seeing success

A big congratulations goes out to recent ABC graduates who are already reaching their dreams! Academy graduate Chyanne Bear now hosts the Country Morning Show at Country Rock Radio and has just recently become the General Manager of the station!

Another recent graduate, Teddi Garvey, recently landed a dream job as Creative Writer/Producer at Star 94.7FM / 880 CKLQ in Brandon. While attending the college, Teddi was station PD for CAB3 and was also one of the four 2012 recipients of the Don Thomas Scholarship Award. Congratulations to these, and other successful, ABC graduates!

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ONTARIO

Former Trebas student wins ASCAP "Songwriter of the Year" award

The American Society of Composers, Authors & Publishers (ASCAP) has presented Canadian hip-hop producer Noah "40" Shebib, a former student at Trebas Institute's Toronto campus, with its prestigious "Songwriter of the Year" award. This is the second consecutive year he has won this award.

Among Noah's hit songs are "The Motto" and "Take Care," performed by Drake. In recent years, he has produced and engineered a number of hit records that have reached the Top 10 on the Billboard charts, working with artists like Rihanna, Lil' Wayne, Alicia Keys and Nicki Minaj.

ONTARIO

Willis College to host the International OHS Training Summit

In May 2013, Willis College hosted a joint Ontario, Canada-Guangdong, China Occupational Health and Safety (OHS) Training Summit in Ottawa. The summit was attended by a 14-member delegation from Guangdong province, as well as federal Minister of State for Labour Lisa Raitt, Ontario Labour Minister Yasir Naqvi, Ottawa Mayor Jim Watson and a number of Canada's top OHS organizations.

Recently, Guangdong Province's Minister of Administration of Health and Safety Yang Fu sent a personal letter and certificate of appreciation to Willis College, thanking them for the success of the summit. This success has led to another request for a training event, which Willis College has graciously accepted and will host in the fall of 2013. Willis College is the only private career college in Canada to host this international OHS Training Summit.

QUEBEC

Trebas graduates present films, film nominated at Shanghai International Film Festival

Graduates from the Film and Television Production program presented their short films at Cinéma du Parc in Montreal this May. Five short films made by 12 students impressed viewers and each guest received a DVD copy of the films—a first for the Trebas Film Festival. Awards were given for the best production, music, edit and best film, in front of the actors, teachers, parents and friends.

Trebas Institute congratulates all graduates for their exceptional work, not only in their films but also in the planning of the event.

Vishnu Muralee, a recent graduate from the Film and Television program, produced the film *A Gun and A Ring*, which was nominated at the prestigious Shanghai International Film Festival.

NEW BRUNSWICK

LPN program making history

The Licensed Practical Nurse program at Oulton College is the first private college program in New Brunswick and was recently granted full accreditation status by the Association of New Brunswick Licensed Practical Nurses (ANBLPN). Oulton College has the only accredited private LPN program in the Maritimes.

The LPN program is a two-year program that offers training at our new campus in Moncton, NB. The Flanders Court campus offers students outstanding learning environments, including a spacious, on-site lab. Students recently had the opportunity to refine their basic nursing skills during the first clinical placement. The college, along with the students and faculty, would like to thank their host sites for their support and look forward to continued partnerships.

NOVA SCOTIA

Digital Filmmaking Coordinator's film shown at Emerging Lens Festival

Former Centre for Arts and Technology Filmmaking student, now turned Halifax Digital Filmmaking and Events and Promotions Program Coordinator, Fateh Ahmed, had his film on neighbourhood gentrification featured at the Emerging Lens Festival.

Originally from Belgium, Ahmed has always been interested in people and their welfare, which made his decision to make a film about gentrification an easy one. His film, "Pushed Out" was one of 13 films featured in the third annual Emerging Lens Festival.

Ahmed's film looks into the world of gentrification and how it affects low income north-end Halifax residents. Because of the gentrification happening in this area of Halifax, residents are being pressured to leave.

The film, which was also composed and scored by Ahmed, follows Leslie, an African-Nova Scotian single mother, who is trying her best to support her son, and Robert, a drug and alcohol addict who was abused as a child and is fighting to find employment. The individuals, both around the age of 40, are followed for a three-year period.

Counselling Skills students gain international recognition

Success College's Counselling Skills/Human Services program is now endorsed by the Canadian Addiction Counselling Certification Federation (CACCF). This means Success College meet the education requirement to become a certified international drug and alcohol counsellor.

Students can only attain this distinction after being trained by an International Certified Alcohol and Drug Counsellor, something Success College instructor James Ingram earned this spring.

The CACCF isn't the only industry organization recognizing Success College's Counselling Skills program. The Canadian Professional Counsellors Association and the Canadian Council of Professional Certification have both reviewed and endorsed the college's Human Service program.

If you are interested in finding work in fields that aid those suffering from mental health, addictions, homeless, abuse and other social problems, contact Success College to learn more about their Counselling Skills program, which turns out an 89 per cent or higher employment placement rate in each of the last six years for graduating students.

NEWFOUNDLAND & LABRADOR

Academy Canada instructors expand skincare company internationally

Ossetra Wondrous Earth, St. John's company that produces environmentally-friendly skincare products, has expanded into Asia and Australia. The company, which is a division of I.C. Spa Products, is the first Newfoundland and Labrador-owned skin care company to send products to China and Australia.

Formed by Lee Ann Flemming, Academy Canada Esthetics Instructor, and Darlene McCarthy, former Academy Canada Instructor, the company has signed a long-term agreement in those countries to supply spa, salon and wellness centers.

Using natural ingredients harvested in Newfoundland and Labrador, like iceberg water, seaweed, berries, whelk shell, glacial mud, caplin caviar, summer savory and birch sap, Ossetra is 95 per cent natural and five per cent organic. The company's goal is to expand operations to counties worldwide.

Academy Canada students and staff give back, get mention on national TV

Students from Academy Canada Career College took up a special cause this winter. They accepted the Rick Mercer challenge to raise funds for the Spread The Net Foundation—a grassroots campaign designed to motivate, educate and inspire Canadians to help end preventable malaria deaths by raising funds and awareness to support the purchase and distribution of bed nets to children and families in Africa.

The 400 students and staff from the Corner Brook, NL campus took part in the STN Education Challenge and raised \$15,256.48 for the cause!

The effort was so impressive that it was deemed worthy of a mention on the Rick Mercer Report.

"It was very exciting to see everyone at the campus so involved in the cause. The level of campus spirit was incredible and we're thrilled that we could help more than 1,500 African families avoid the terrible effects of Malaria."

Details on the Spread The Net initiative can be found at www.spreadthenet.org.

PRINCE EDWARD ISLAND

A testimonial from a successful National HomeEd/ Mactech Distance Education graduate

"I went out and got the training that I know I needed. Certification is very important to me. Let's face it: how can I truly be called a Network Technician without possessing the skill set that the real world considers necessary?

I now have answers to the many questions I've wondered about for years. I am happy and confident that I can push my career ahead. So thanks MDE...great course and even greater people!"

Richard McGhie, 2013 Graduate

NATIONAL

Career college association launches partnership with employers

This April, the National Association of Career Colleges (NACC) announced the launch of a new program to better connect educators with employers.

Known as the Canadian Forum Linking Employers and Educators (CFLEE), this new initiative will allow businesses to better communicate their educational needs directly with educators.

"By bringing educators and employers to the same table, and encouraging them to discuss their needs, we will help bridge the gap and fill holes in our labour market," says NACC CEO Serge Buy.

In Budget 2013, the federal government noted that "training in Canada is not sufficiently aligned to the skills employers need or to the jobs that are actually available." NACC's new initiative will help bridge this gap by facilitating discussion between employers and educators.

"The newly announced Canada Job Grant will help change the way training is administered in Canada, and career colleges are a big part of that," adds Buy.

The co-chairs of CFLEE are John Reid, President & CEO of the Canadian Advanced Technology Alliance, and Robert Prendergast, NACC Director. Reid's and Prendergast's experience will help this initiative achieve measurable results.

Canadian Tourism College educator honoured with inaugural education award

Gwynne Whitby-Thomas, a Travel and Tourism instructor at the Canadian Tourism College was honoured as the winner of the National Association of Career Colleges' (NACC) first ever Educator of the Year Award.

This new award is presented to an educator at a career college who has a passion for education, is inspiring to those around them and is a proven leader. James Loder, Chair of NACC, presented the award during the association's 2013 conference and AGM in Vancouver, BC.

"I was extremely impressed with the number of nominations received for this award. It illustrates how many talented educators are at career colleges in Canada," says NACC CEO Serge Buy. "Gwynne is a very gifted instructor, and our sector is lucky to have her."

Whitby-Thomas demonstrated outstanding leadership, inspiration and passion for education.

"It was such an honour to tell Gwynne that she has earned the inaugural Educator of the Year Award from NACC," says Kim Russell, President of Canadian Tourism College's Surrey Campus. "Gwynne is a dedicated professional that exemplifies all that an outstanding teacher should be. Everyone at CTC is very proud of her. Well done, Gwynne!"

Finding the right training for your employees

By Serge Buy, CEO, National Association of Career Colleges

As you travel around Canada and talk to employers, you start assembling the picture of a country with large needs but a disconnected workforce. You see employers located in high unemployment regions that are unable to find properly-trained employees.

This is particularly evident in resource-based sectors, information technology businesses, health care fields and many others. You will also see a lot of well-educated young people who are under-employed and with little prospect of being able to get the jobs that are available now. They require specific training. This is partially the result of a system that, for decades, put the emphasis on the "top" position, while ignoring the many skilled jobs that form the foundation of any successful enterprise.

How many engineers will be out of work if the projects in which they are involved are not able to find any properly-trained plumbers and pipe-fitters, etc.? How many hospitals will cease functioning if there are not enough trained nurses and personal support workers? How many IT companies will need to relocate if they cannot find the locally-trained workforce and experts they need to sustain and grow their businesses?

I remember co-chairing a forum with a senior government official a few years ago on how the government could attract the best and brightest of IT professionals of the next generation. There was a real fear that it was not going to work and that there would not be enough trained people to hire soon.

The government realized there was a problem, and the Minister of Human Resources and Skills Development Canada (HRSDC), the Honourable Diane Finley, P.C., M.P., has made it a clear priority. The 2013 Budget included the creation of the Canada Job Grant. This will allow businesses, the provincial government and the federal government to come together and provide much-needed training for Canada's labour force. Businesses will now be part of the

solution and will be able to have a say in the type of training to be provided.

Career colleges were selected by various government representatives to announce the program—that's not a surprise. Career colleges have partnered with businesses to provide skills to new employees for over 150 years. Businesses had a need. Career colleges had a solution. Now the government will inject money directly to help businesses become increasingly involved in the process. The \$500 million per year should help. The recognition that this should be for short-term training is also important.

The federal government did not release all the details of its Job Grant. But it did start a consultation process through which businesses and other stakeholders will be able to have a say in how the program will be implemented in 2014.

We can see some things that businesses should request: Limit the red tape; it should be employer-driven when it comes time to decide which training programs are to be funded and how they should be designed; and start as soon as possible. Consultations are good, but they need to be focused and time-limited. Businesses should contact HRS-DC's Minister's Office or their local Members of Parliament to find out when consultations will take place on this grant. Some are already happening.

While businesses may not be able to benefit from the Canada Job Grant until 2014, partnerships between employers and career colleges continue to develop and grow. The result of these partnerships is exciting: employers find a properly-trained workforce, and unemployed or underemployed Canadians find real jobs. And the economy grows.

While we continue to seek ways to better train our future skilled professionals in various sectors (IT, business, trades, health care, culinary arts, etc.), we need to better understand the key players and stakeholders. The government also needs to play a supporting role. We think the creation of the Canada Job Grant is a good sign. We look forward to more good signs in the future.

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