

# npower canada

## Launching Underserved Youth into Digital Careers



**NPower Canada is a non-profit workforce development organization launching low-income, diverse youth into digital careers**

We provide employers with a pipeline of diverse, custom-trained junior talent...



**PROGRAMS FOR YOUTH**



Industry-driven, no-cost professional & technical training



Job placement (co-op, contract, FTE)



Career laddering services and mentorship for graduates

**TALENT FOR EMPLOYERS**



Information Technology



Business Ops



Project Management



Omni-Channel Customer Care



... By providing youth with professional training and job placement opportunities

## Visionaries



## Innovators



## Builders



# The Youth Whom We Serve



**We serve low-income youth ages 18-29 from diverse backgrounds.**

**We aim for gender parity in all of our programs; 40% of NPower Canada alumni are women.**

**91% of youth are from racialized communities, including many New Canadians.**

**34% of youth are in receipt of social assistance.**

**Participants also include LGBTQ2SIA youth and persons with disabilities.**

# Workforce Development Program Model



## BOOTCAMP

2-week readiness training including career exploration, aptitude assessment and employability coaching.

## TRAINING

15 weeks of daily professional and technical skills training, including industry certifications, simulated workplace environment and corporate guest trainers.

## JOB PLACEMENT

Graduates are hired into co-op, contract or permanent roles. 80%+ placed within 6 months of training completion.

## CAREER ADVANCEMENT

Graduates receive coaching, mentorship and networking supports for 5 years post-hire.

# For Employers - Skilled Junior Talent at No Added Cost

Our graduates are new to the industry and eager to learn.

93% of our alumni have been rated by their supervisors as meeting or exceeding expectations.



## TALENT ACQUISITION OPTIONS

Candidates can be recruited to fill a variety of roles including **temporary, contract or permanent positions.**

Onboarding can be completed either through **direct hire** or through your **staffing provider.**



## NO SERVICE FEES

There is **no service cost** to recruit and retain NPower Canada candidates for employment opportunities.

Recruitment services including candidate pre-screening, referral, interview scheduling and post-hire quality checks are **all provided at no cost to the employer.**

# Scaling Impact

**CALGARY EXPANSION  
MAY 2019**



**2018 | 505 trainees**



**2017 | 443 trainees**



**2016 | 191 trainees**



**2015 | 87 trainees**



**NYC**

NPower Inc. founded  
2000



**RYERSON  
UNIVERSITY  
(TORONTO)**

NPower Canada founded  
Aug. 2014



**105 GIBSON  
CENTRE  
(MARKHAM –  
YORK REGION)**

2<sup>nd</sup> Canadian location  
Aug. 2016



**MLSE  
LAUNCHPAD  
(TORONTO)**

3<sup>rd</sup> Canadian location  
Feb. 2017



**MISSISSAUGA  
TRAINING CENTRE  
(PEEL REGION)**

4<sup>th</sup> Canadian location  
Aug. 2017

# Successful Outcomes

**80%+ of NPower Canada alumni secure employment and/or enroll in postsecondary education within 6 months of graduating**

**Examples of positions that our alumni have secured include:**

**Business and Systems Integration Associate, Accenture**

**Technical Support Analyst, BMO Financial Group**

**Quality Assurance (QA) Analyst, CIBC**

**Bilingual English/Spanish Technical Support, CDI Computers**

**Mobile Applications Developer, CGI**

**Junior Analyst, Deloitte**

**Technical Support Representative, IBM**

**Help Desk Analyst, RBC**

**Service Desk Technician, Rogers Communications**

**ServiceNow Business Analyst, Scotiabank**

**Field Service Technician, Soroc Technology**

**Project Control Officer, TD**

**Technical Support Representative, Teleperformance**



## **NPower Canada Junior IT Analyst Program**

### **Work for Top Employers in Diverse Junior-Level Tech Roles**

- **Industry-driven 15-week accelerated training program**
- **Earn Cisco IT Essentials, CompTIA A+ and MTA Certifications**
- **80% of graduates have secured employment within 6 months of program completion, working in diverse roles such as Help Desk Analyst, Project Coordinator, Customer Care Agent or QA Analyst for companies like Accenture, CIBC, Deloitte, Gatestone, RBC, TELUS and Teleperformance**

#### **Structure**

- **300 hours of professional instruction, Monday to Friday, 9 AM to 1 PM, 15 weeks**

#### **Format**

- **Applied, team-based, hands-on learning including workplace simulation, group projects and exposure to industry-specific software**
- **Workplace tours, job shadowing and networking with industry professionals**

## Participant Eligibility Criteria

1. No prior knowledge of IT required.
2. Must be between the ages of 18 to 29.
3. Minimum education - high school diploma / GED, Canadian or international.
4. English language proficiency (CLB 6/7 or higher).
5. Eligible to work in Canada.
6. Strongly motivated to work and learn.

## How to Apply for Our No-Cost Programs

- 1. Begin by filling out our online application at [www.npowercanada.ca](http://www.npowercanada.ca) or by clicking: <https://formstack.io/0BE1B>;**  
**Or if you would like to learn more about the program before completing the online application, please call 647-689-5850 ext. 106 or email [Carly.Dwyer@npowercanada.ca](mailto:Carly.Dwyer@npowercanada.ca) for more information.**
- 2. Eligible candidates are invited to information sessions and individual interviews where we can learn more about your career interests.**
- 3. Depending on interview outcomes, applicants are either offered admission to NPower Canada's programs or connected with other career programs.**

# Program Locations

## CALGARY

Currently finalizing new site in southwest downtown Calgary, less than 5 minutes from C-Train; exact location will be announced by end of February.

Junior IT Analyst program starts May 6, 2019.

## GREATER TORONTO AREA

### Peel Region (Program: Junior IT Analyst)

Mississauga Training Centre

6341 Mississauga Road, Mississauga ON L5N 1A5

### Toronto Region (Program: Digital Customer Care)

MLSE LaunchPad

259 Jarvis Street, Toronto ON M5B 2C2

### Scarborough / York Region (Program: Junior IT Analyst)

105 Gibson Centre

105 Gibson Drive, Markham ON L3R 3K7 (5-minute walk north of Steeles, accessible by TTC or VIVA Transit)

# Where Are They Now? Sample NPower Alumni Profiles



# Deyonte Russell

QA Analyst –  
Soroc Technology



**CompTIA A+ (900 series) certified;  
currently pursuing ServiceNow certification**

## Top Technical Skills:

- Highly skilled at server configuration: Linux, Unix, physical + virtual
- Strong problem-solving and troubleshooting abilities; highly detail-oriented
- Proficient in installing and assembling hardware components

Technical Specifics	Top Professional Skills
<b>OS:</b> Windows (Vista, 7, 8, 10), iOS, Android, Linux	➤ Quick learner; willing to support and take initiative
<b>Applications:</b> MS Office 2013, Office 365, ServiceNow	➤ Able to listen attentively, identify problems and determine timely solutions
<b>Tools:</b> VMWare, Google Cloud Services	➤ Adaptable to diverse range of clients and personalities
Work History	Education
Employed at Soroc Technologies in Server Configuration and QA. 3+ years retail customer	High School Diploma (OSSD)
NPower Staff Comment	LinkedIn Account
Highly motivated, adaptable and conscientious.	<a href="https://ca.linkedin.com/in/deyonterussell">https://ca.linkedin.com/in/deyonterussell</a>

# Mitchelle Gegwetch

QA Analyst –  
Uken Games

## CompTIA A+ (900 series) and Microsoft Technology Associate (MTA) Certified

### Highlights:

- Has recently founded non-profit organization to launch coding education programs for youth in Aboriginal communities
- Detects and resolves coding errors to get quality products to market faster



Technical Specifics	Top Professional Skills
<b>OS:</b> Windows (XP, Vista, 7, 8, 10), iOS, Android	➤ Exceptional customer focus
<b>Applications:</b> Microsoft Office, Norton, Kaspersky, McAfee, Avira, BitDefender, ServiceNow	➤ Creative and innovative thinker
<b>Tools:</b> VMWare, Google Cloud Services, Deamon Tools, ASC, WinRAR/WinZIP, Remote Access Software (Windows remote access, LogMeIn)	➤ Explains technical concepts to clients in clear, accessible and user-friendly language
<b>Languages:</b> HTML, CSS, JavaScript, JQuery (IU), Transact-SQL	➤ Highly adaptable and skilled at managing change
Work History	Education
5+ years experience as freelance technical support	High School Diploma (OSSD)

# Filsan Kulane

Technical Analyst –  
RBC



## CompTIA A+ (900 series) and ServiceNow Certified

### Highlights:

- Proven ability to resolve complex client service challenges
- Tracks project developments, working closely with developers and BAs
- Strong analytical and decision making skills

Technical Specifics		Top Professional Skills	
OS: Windows, iOS, Android, Linux		➤ Exceptional client focus	
Applications: Google Cloud Services, ServiceNow, MS Word, Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Visio, Photoshop, Illustrator, InDesign		➤ Highly organized, efficient and punctual	
Tools: Bootstrap, VMWare, Google Cloud Services		➤ Consistently achieves and exceeds	
Work History		Education	
Previous experience as Resolutions Associate; 5+ years of customer service experience		Partial Completion, York University (withdrew due to financial barriers)	
NPower Staff Comment		LinkedIn Account	
Personable, polite and hard-working candidate		<a href="https://ca.linkedin.com/in/filsan-kulane-915150b8">https://ca.linkedin.com/in/filsan-kulane-915150b8</a>	



**To learn more about our programs, please contact:**

**CALGARY**

**Lisa Moon**

**Calgary Program Manager**

**(403) 536-4011 ext. 130**

**Lisa.Moon@npowercanada.ca**

**GREATER TORONTO AREA**

**Meaghan De Laurentis**

**Program Director**

**(647) 689-5850 ext. 103**

**Meaghan.DeLaurentis@npowercanada.ca**

**NATIONAL**

**Andrew Reddin**

**Vice President, Partnerships**

**(647) 689-5850 ext. 101**

**Andrew.Reddin@npowercanada.ca**

**Thank You!**