

Competitive Training Market

Prepared for

Northern Labour Market
Information Clearinghouse

by

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Northern Labour Market Information Clearinghouse

Competitive Training Market

Research Report

Introduction

According to an *Industrial Training Needs* survey report (1997) prepared for the Northern Labour Market Information Clearinghouse by an independent consultant, about half the training needs of northern Alberta industries are satisfied in-house. The remaining half of training needs are satisfied through northern institutions (23%) and private sector training groups (24%). As well, industries are most likely to seek private trainers in the areas of driving and heavy equipment operation, environment, forestry, health and safety, oil and gas.

The 24% of training going to private sector trainers and some portion of the in-house training currently not accessed through Clearinghouse partners, represents an opportunity for Clearinghouse partners to provide more training programs for northern industries.

In terms of course development and delivery, industry has made the following recommendations to Clearinghouse partners and to other post-secondary providers:

Course Development

- Increase the number, flexibility and cost effectiveness of courses that can be delivered to the industry site.
- While a good deal of industry training is developed and delivered in-house, there appears to be a definite industry need for post-secondary services. Therefore, current offerings should be continued, but monitored and improved.

Course Delivery

- Make more industry training available to students prior to their entering the workforce (i.e. co-op programs).
- Continue to offer courses locally to minimize travel expenses; bring more training to the community.
- Investigate and work toward providing on-site trades instruction at affordable cost.

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- Where possible, increase the use of distance learning to delivered on-site training.
- Increase the availability of simplified (user friendly) tools to access training especially for remote and/or smaller communities.
- Market and deliver courses more effectively as corporate clients will go to whomever offers the best product at the best price.
- Compile an industry course list (i.e. cross-institutional calendar). Human resources directors do not have the time to look through several institutions' calendars.

This research report examines the “competition” in a number of areas of training. It reports a scan of public and private training opportunities available to northerners from Alberta trainers. Included is a review of the cost of private training provision and delivery modes of public and private training providers.

Approach

Information for this report was gathered through a review of the information gathered for the 1997 survey, print documents such as the *Peterson's Distance Learning* (1997) and *College Online* (1997). In addition, both the Yellow Pages and Internet were searched, specifically for private training providers. Also, telephone calls were made to private training providers to get a sense of sales revenue and number of northerners registered in private training.

Figure 1. indicates the scope of public and private training providers identified in the survey. For a more complete listing see Appendix A.

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Figure 1. Scope of Training Providers Serving Alberta

Training Area	Number of Public Providers	Number of Private Providers
Agriculture	10	4
Business	21	30
Computers	16	24
Driver Training	5	45
Environmental Sciences	9	4
Forestry	9	2
Health	18	6
Heavy Equipment	5	0
Land Technology	3	1
Literacy	9	4
Mechanical	8	2
Oil Technology	4	1
Safety	5	17
Trades	13	2
Travel & Tourism	8	2

Training Accessed through Private Trainers

The following table indicates the range and diversity of training and training providers accessed by that northern industries:

Figure 2. Sample of Training Accessed by Northern Industry

Sample of Training Areas	
First Aid CPR (Edmonton)	A.F.P.A. – Hazard Alert
Forklift training (Edmonton)	Junior Management Training
WHIMIS (Edmonton)	Task Analysis Training
Oilfield Certification Training (Nisku)	Trade Specific – Hydraulics etc.
Truck Driver Training	Computer – Specific Programming
Process Engineering (BC and Sak.)	Enviro – Assessment/Audits
Priority Management	First Aid, CPR, Confined Space Entry
Business Skills, Computer Skill Training	Skill Path Seminars
Health and Safety Leadership	Accident Investigation

Figure 3. Sample of Private Training Providers Accessed by Northern Industry

Sample of Trainers	
SHL Training (Edmonton)	Kestral Industries
Industrial and Commercial Training	St. John’s
PDC + ASSC (Buffalo NY)	S.O.S. Outfield
Safety Boss	Aztec
Can Safe	Anderson and Associates
Alberta Forest Products Association	H.P. training works
Riley and Associates	NAIT
A.F.P.R.	University of British Columbia
Slave Safety	OGCI
P.I.T.S. (Petr. Indus..Training Service)	Porta-Train – Calgary
Swagelok	BCIT
United Safety	SAIT
(HDC Consultants—Edmonton)	

Survey of Public/Private Trainers

A scan of public and private training providers was conducted. While the following does not represent a definitive list, it provides an extensive overview of training providers in Alberta. Each PRIVATE training provider was contacted by telephone and asked to provide a range of pricing for their training. In addition, each provider was asked to estimate the amount of training they provided to the north (north of highway 16). Appendix A. is a contact list of private trainers.

Note Colleges and Universities identified as Private, may receive some public funding.

Figure 4. represents the private trainers that provide some training to northern residents.

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Figure 4. Private Training Providers Accessed by North Residents

Trainer	Program	Cost Range (\$)	% of Northerners
Canadian University College	Agriculture UT	245.00	1%
Kings University College	Agriculture UT	459.00	N/A
Kings University College	Nursing UT	4850.00	1%
Academy of Learning	Business	25-550.00	55%
Alberta Career Computer Centre	Business	4500.00	10%
Banff Centre for Management	Business	1500-5000.00	10%
Business Career Connection	Business	3000-4000.00	100%
Career College	Business	4900-7950.00	N/A
Career College	Travel and Tourism	600-7950.00	5%
Chapale Business College	Business	3620-6980.00	N/A
KDM Health Careers	Health	8395.00	5%
GRB Vocational School Welding	Trades	4500.00	N/A
All Canadian Training Institute	Literacy	525-4173.00	1%
IAP Adult Ed. Upgrading Program	Literacy	149.00	1%
DeVry Institute of Technology	Mechanical	15000- 30000.00	5%
Aware Learning Technologies	Safety	500.00 +	25%
Brendin Institute	Safety	50-85.00	25%
Crane Safety Ltd.	Safety	1200-1500.00	5%
Danatec Educational Services Ltd.	Safety	27.95	20%
Industrial Emergency Services Institute	Safety	30-2600.00	40%
Jaguar industrial Training Services Ltd.	Safety	60-120.00	20%
Leduc Safety Services Ltd.	Safety	60-350.00	N/A
Professional Medical Associates	Safety	75-1300.00	80%
St. John Ambulance	Safety	N/A	N/A

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A. Driving School	Driver Training	45-4500.00	2%
Academy of Professional Driving Ltd.	Driver Training	625.00	2%
Alberta Big Rig Drivers Education	Driver Training	1990.00	5%
Alberta Institute of Driving Instructors	Driver Training	240.00	10%
Alberta Motor Association	Driver Training	325.00	10%
Alberta truck and Car Driving School	Driver training	1200.00	35%
Arts Driver Education	Driver Training	560-1580.00	80%
Border Driver Education	Driver Training	75.00/hr	50%
Briggs Driver Education School	Driver Training	414.00	100%
Cameron Driver Education	Driver Training	2000.00	30%
Canadian Driving School	Driver Training	240.00	2%
Capilano Truck Driver Training Institute	Driver Training	1015-4580.00	N/A
Class 1 Driving School	Driver Training	850-4000.00	10%
Eagle Spirit Driver Education	Driver Training	2150-2350.00	N/A
Golden Arrow Driver Education	Driver Training	1690.00	10%
Mikes Driver Education	Driver Training	2200-4300.00	30%
North Peace Driver Education	Driver Training	1420.00	90%
Petroleum Industry Training Service	Driver Training	75-1900.00	N/A
Spruce Grove Driving School	Driver Training	329-2250.00	100%
Trucksafe Learning Centres	Driver Training	5500-7500.00	N/A
Unicorn Driving School	Driver Training	250.00-1200.00	5%
Augustana University College	Forestry UT	4600.00	18%
Concordia University College	Forestry UT	4200.00	15%
Augustana University College	Environmental Studies	4600.00	18%
Concordia University College	Environmental Science	3800.00	N/A
Petroleum Industry Training Service	Environmental Programs in Petroleum	75-1900.00	N/A
CDI College of Business & Technology	Computers	600-1200.00	75%
ICS	Computers	495-2995.00	N/A

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Masakhane College	Computers	150.00	95%
Mayfair Business College	Computers	2270.00	100%
PCM Interface Ltd.	Computers	99.00	2%
Training Inc.	Computers	30-1600.00	1%
Academy of Learning	Computers	25-425.00	50%
Alberta Career Computer Centre	Computers	385-4200.00	45%
Alberta School of Drafting	Computers	500-1500.00	5%
Applied Multimedia Training	Computers	3900-10,900.00	N/A
Augustana University College	Computers	4600.00	18%

Online Training Scan

A review of online sources of training was conducted. Training topics were limited to those topics identified in the *Industrial Training Needs* survey report (1997), and to this current report (Agriculture, Business, Computers, Driver Training, Environmental Sciences, Forestry, Health, Heavy Equipment, Land Technology, Literacy, Mechanical, Oil Technology, Safety, Trades, and Travel & Tourism). While this is not a definitive list, it provides a broad sample of the types of training northerners can access from their homes via the internet.

The Home School Potpourri ONLINE EDUCATION

This is a web page which links to a large number of online training programs in various areas. I think this will be valuable to you:

<http://brokersys.com/~gatlin/link/onlineeducation.htm>

On this page, you will find the online program that Athabasca University is trying to initiate including the following courses: INFS200, NURS500, NURS502, NURS504, NURS506, SOCI435, SOCI450, CCISM Courses, Psychology Courses.

Distance Education Source

The web page <http://homepage.interaccess.com/~ghoyle/define.html> provides a guided tour of the state of distance education in various fields, including vocational training. While it does indicate specific programs, it provides a state of development of many institutions, projected activity, and a comprehensive list of contacts.

Atlas Online University

Offers a Microsoft Certified Engineer (MCSE)

<http://www.onlineclassroom.com/public/pages/default.asp>

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Growing Smarts, Inc.

While not actually selling a set of courses, this company seems to be in the business of developing classroom-based classes in online format. Ph. 1-800-965-5960

<http://www.growingsmarts.com/index.html>

Wave Technologies International

Curriculum covers the following areas: Certification, networking, programming, internet/intranet, database, client/server and PC service administration. Specific courses include MCSE, A+ (a computer technology certificate), CNE and CNA. Detailed descriptions were not available.

<http://www.wavetech.com/HotBot/MCSEstudy.htm>

Buysoftware’s Virtual Campus

<http://www.buysoftware.com/>

Sample Courses include:

Office 95 Courses

- Learning Access 95 Introduction - Intermediate - Advanced
- Learning Excel 95 Introduction - Intermediate - Advanced
- Learning PowerPoint 95 Introduction - Advanced
- Learning Schedule+ 95
- Learning Word 95 Introduction - Intermediate - Advanced
- Learning Office 95 Suite Access 95 - Excel 95 - Schedule+ 95- PowerPoint 95 - Word 95

Office 97 Courses

- Learning Access 97 Introduction - Intermediate – Advanced
- Learning Excel 97 Introduction - Intermediate - Advanced
- Learning Excel 97 – Special Topics: Forms & Functions - Macros & Charts
- Learning Outlook 97
- Scheduling - E-mailing
- Learning PowerPoint 97 Introduction - Advanced - Presentations
- Learning Word 97 Introduction - Intermediate - Advanced
- Learning Word 97 - Special Topics Secrets & Timesavers – Desktop Publishing
- Learning Office 97 Suite Access 97 - Excel 97 - Excel 97 (Special Topics) - Outlook 97 -
- PowerPoint 97 - Word 97 - Word 97

Desktop Courses

- Learning Publisher 97
- Learning WordPerfect 8 Introduction - Advanced
- Learning MS Office 97 Integration - Webtools

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Internet Training Courses

- The Internet - What's In It For Me?
- Communicating with the Internet
- Learning Internet Explorer 4.0 Introduction - Intermediate - Advanced
- Learning Netscape Communicator 4.0 Introduction - Intermediate - Advanced

Windows NT 4.0 Courses

- Learning Windows NT 4.0 - Administration Volume 1 - Volume 2
- Learning Windows NT 4.0 - Installation
- Learning Windows NT 4.0 - Messaging
- Learning Windows NT 4.0 - Security
- Learning Windows NT 4.0 - User Volume 1 - Volume 2 - Volume 3
- Learning Windows NT 4.0 Suite Administration - Installation - Messaging Security - User (Volumes 1-3)

Programming & Development Courses

- Learning Visual Basic 5 Volume 1
- Learning Visual C++ Volume 1
- Learning FrontPage 97 Course
- Learning DesignCAD 97 Introduction - Advanced - Solid Modeling

Other Courses

- Learning Windows 95
- Learning ACT! 3.0
- Introduction - Advanced - Secrets & Timesavers,
- Learning Lotus Notes 4.0,
- Learning Lotus Notes Deluxe 4.5,
- Learning Photoshop 4.0

Northwest Technical College (NTC)

Distance Education program at <http://www.ntc-online.com/distance/introduction.htm> offers over 50 courses through the Internet. A small sample and range include:

- ELTR1802 - DC Circuits
- ADMS1302 - Keyboarding I
- CPTR1404 - Technology 2002
- BIOL1404 - Intro to Human A and P
- MATH1404 - Topics in Technical Math
- HLTH1506 - Medical Terminology
- NURS1500 - Role of the Practical Nurse
- ACCT1320 - Bookkeeping I
- CDEV1702 - Intro to Child Development/Child Guidance
- COMM1402 - Applied Communications
- CONE2940 - National Electrical Code Refresher
- CSTM1520 - Sterility Management

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- HITM1522 - ICD-9 Coding
- HLTH1504 - Medical Law & Ethics
- NSCI1402 - Nutrition
- PHRM1502 - Pharmacy Procedures I
- RADT2594 - Breast Anatomy, Physiology, and Pathology
- RESP2500 - Cardiorespiratory Assessment
- TRDR1920 - Commercial Drivers License Prep

ZDNet ‘University’

A completely online institute at <http://www.zdu.com/>

Offers the following extensive variety of computer training courses:

Programming

- Java, Visual Basic, C++
- Visual C++, CGI

Webmaster

- HTML, JavaScript
- Dynamic HTML, Push

Databases

- Microsoft Access
- SQL, PowerBuilder

Design

- Photoshop, Graphics
- Web Layout

Networking

- Windows NT, Web
- Servers, UNIX

Net User

- Netscape Communicator
- Searching the Net

Business

- Marketing, Advertising
- Web Management

Desktop

- Upgrading & Repairing
- Office Applications

ITI Online Training Centre

<http://www.iftech.com/oltc/>

Offers a variety of courses in the computer-based technical fields:

Blub from ComputerPeople at <http://www.cp-consulting.com/training.htm>

At ComputerPeople, all courses are apparently taught by certified instructors.

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CALCampus

<http://www.calcampus.com/catalog.htm>

Course Catalog

Individual Courses

Business
Computer Science
English, Humanities, Languages
General Studies
Mathematics & Science
Social Sciences
Associate Degrees

Optional Programs

Paralegal Studies Certificate
Financial Services Certificate
Business Management Certificate
Computer Applications Certificate
Computer Programming Certificate
High School Diploma

Cogence Media

<http://www.cogencemedia.com/> offers some programs in the Health and Safety areas, but the homepage is not specific.

TrainOnLine U.

<http://www.trainonline.com/curric.htm> or <http://www.trainonline.com/> offers programs in the following areas:

Sexual Harassment Sensitivity

- Time Management
- Leaders Toolkit for Shorter & More Productive Meetings
- Vital Leadership Skills for Managers, Team Leaders and Professionals
- Preparing and Delivering Sales Presentations That Get Results !
- Presentations that Work - Preparing Superior Speeches!

Sales and Customer Improvement

- Power Sales Prospecting Module # 1 of 3
- Power Sales Prospecting Module # 2 of 3
- Power Sales Prospecting Module # 3 of 3
- Power Sales Prospecting Supervisor Module
- Closing More Sales !
- Upserving® Building Client Loyalty
- Collaborative Selling / from the Tony Alessandra Seminars.
- Customer Service - Inside and Outside Your Company

Safety Courses

- Industrial & Shop Fire Safety
- BloodBorne Pathogen OSHA (HIV & Hepatitis B)
- BloodBorne Pathogen OSHA Supervisor Module

THE TRAINING INFORMATION SOURCE

<http://www.training-info.com/> is a unique, online database of training and development resources covering an exhaustive range of professional topics from Career Development to International Management, and will expand to include technical and other specialized training in the future.

We ran a search using ‘business’ as a key word and the delivery mode was satellite/video conferencing. Result generated were:

- Human Resource Management Program Westcott Communications - EXEN
- Managing in the Marketspace: Creating Information-Based Value Westcott Communications - EXEN
- Intelligent Business Alliances Westcott Communications - EXEN
- Leading through Change Westcott Communications - EXEN
- Leadership into the 21st Century Westcott Communications - EXEN
- SMU First-Line Management Program Westcott Communications - EXEN
- SMU Mid-Management Program: Developing Cross-Functional Skills in High-Potential Managers Westcott Communications - EXEN
- Marketing Strategy in Business Markets Westcott Communications - EXEN
- Implementing Human Resource Systems Westcott Communications - EXEN
- Corporate Entrepreneurship Westcott Communications - EXEN
- Influence and Leadership: Managing without Defined Authority Westcott Communications - EXEN
- International Business Leadership Westcott Communications - EXEN

Medical Prep.

<http://www.dlearn.com/>

Computer based courses are available for individual study. Each course is self paced and contains both text study material and self-test questions and answers to monitor learning progress. Each course contains a final examination.

Medical Office Procedures (prepares students for entry level jobs in a doctor's office or medical facility)

Registered Nurses (for RN's who want to expand and upgrade their skills)

BTG

http://www.btg.com/btg_home/eng_serv/cbt.htm an early player in the Internet, offers distance learning, Web-based training, and virtual classroom environments. BTG offers comprehensive training services through teams of CBT/WBT developers, training specialists, graphic designers, technical writers and engineers. They offer interactive, student-oriented, Computer and Web-based training courses, virtual classroom environments and tools, as well as traditional training programs and Web sites.

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Web-Based Training (WBT)

BTG combines the interactive, multimedia capabilities of Computer-Based Training (CBT) with the power of the Internet/Intranet as a communications medium.

Applications

- Product and service training for remote employees, including sales reps and field engineers.
- Company-wide human resource training on medical benefits and retirement plans.
- Government-mandated occupational safety training.
- College and university courses, including accredited degree programs.
- Professional certification in health care, insurance, real estate, law, and accounting.

THE EXEN NETWORK

<http://www.exen.com/>

The Executive Education Network (EXEN) delivers interactive management development programs live via satellite to downlinks at corporate locations. These programs are developed by America's leading business schools and institutions, the courses from the same executive education programs which companies have sent their key executives.

SkillTech Professional Seminars

<http://www.sbexpos.com/SKI.html>

SkillTech Professional Seminars

For three years, SkillTech has provided training to the educational training community, including training managers, IS and IT manager, and computer trainers. Delivered by noted industry experts, the training focuses on the practical aspects—the how-to process and what is involved. Training focuses on needs assessment, interactive media, and front—and back—end analysis. General offerings include courses on documentation, online training, how to use training, and developing and evaluating training.

Bell Centre for Distance Education Training the Trainers

<http://www.smarttech.com/userpro3.htm>

Background

The Bell Centre for Distance Education, a state-of-the-art distance education facility located at George Brown College in Toronto, Ontario, provides courses and tours for people from government, education, and business sectors to help them understand the issues surrounding the implementation of a distance education program. Opened in September 1995, the Bell Centre is the result of a partnership between Bell Canada, George Brown College, and The Teletraining Institute of Oklahoma. In addition to the three main partners, a number of technology vendors such as SMART Technologies are contributing to the success of the Centre by donating their equipment for use in delivering the distance education training programs.

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Filling a Need - Distance Education Training

The focus of the Bell Centre's courses is to give the participants a well-rounded perspective on the issues surrounding the implementation of a distance education program. Particularly in the area of post-secondary education and continuing education, there appears to be a demand for new methods of providing quality education at lower costs.

Introductory Seminars, Manager's Workshops, and Centre Tours

The Bell Centre offers a variety of services to inform distance educators as well as the public about the latest tools and techniques available in this growing area. In addition to seminars and workshops, tours of the facilities are provided to those interested in getting a glimpse of what is going on in the courses and to see the technology available.

Prosoft Enters Distance Learning

<http://my.excite.com/news/bw/980304/prosoft-i-net>

AUSTIN, Texas (BUSINESS WIRE) - Prosoft I-Net Solutions Inc. (NASDAQ:POSO), a leading Internet/intranet skills training company, recently announced the availability of ProFlex Training, a unique distance learning program focusing on student learning.

ProFlex Training enables students to benefit from classroom-style instructor-led, Internet skills training in an online environment, while leveraging existing technology infrastructures and eliminating complications of training a geographically dispersed staff.

Students participate in ProFlex Training classes through conference calls and live, online classes via the Internet. Because ProFlex Training is facilitated through basic business tools -- a telephone, a personal computer, an Internet connection, a browser and e-mail capabilities -- there is no need for companies to invest in proprietary distance learning technologies to use the program.

RealNet

<http://www.homesteadnet.com/homestead/newspaper/april97/grr47a.html>

Since its launch in 1995, when it was awarded the "Best New Product of the Year" at the 1995 NAR Convention, RealNet Direct TV has made a significant impact on the real estate profession.

RealNet's specific focus on the real estate professional is the result of a partnership formed with the National Association of REALTORS® to develop an industry wide standard for distance training and information delivery for all REALTORS®, educators, trainers and information providers.

RealNet Direct Television is the first professional development programming service to utilize the high powered satellite distribution of DIRECTV®. Subscribers to RealNet receive four and a half hours a day of real estate specific news, training and information aimed at increasing productivity and profitability. In addition, optional DIRECTV®

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programming allows RealNet to be a true 24 hour per day business news source with programming from, among others, CNN, CNBC and Bloomberg.

Observations

Driver training, business, computers and safety are areas that attract private trainers. The markets in these areas appear large and diverse. Business and computer training via the Internet are certainly growth areas.

While private training does not pose a large threat to the Clearinghouse partners, it would appear that private training is growing in the province, especially in its exploitation of niche markets.

Competition from private and public training providers using the Internet as a delivery mechanism is more difficult to assess. However, there is little question that almost any area of training can be offered and/or supported through the Internet. Examples provided in this study may serve to stimulate ideas and thinking around the potential for Clearinghouse partners to offer training programs. Such a move would broaden the target market for partners.

The cost to acquire training varies greatly. It would appear, though, that certain types of training have a high market value. Specialization may be the most astute strategy, especially if current partners have unique expertise that they can offer to others. There may also be an opportunity for Clearinghouse partners to include short-term training modules as part of their distance delivery strategy.

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Appendix A. Training Provider Contacts

<p><u>Augustana University College</u> The Registrar 4901 46 Avenue Camrose, AB T4V 2R3 Phone: 1 (403) 679-1100 Toll-Free: 1 (800) 661-8714 Fax: 1 (403) 679-1129 Email: admissions@augustana.ab.ca</p>	<p><u>Canadian University College</u> 235 College Avenue Box 430 College Heights, AB T0C 0Z0 Phone: 1 (403) 782-3381 Toll-Free: 1 (800) 661-8129 Fax: 1 (403) 782-3170 Email: cucinfo@ccinet.ab.ca</p>	<p><u>Concordia University College</u> Admissions 7128 Ada Boulevard Edmonton, AB T5B 4E4 Phone: 1 (403) 479-9220 Alternate: 1 (403) 479-9227 Fax: 1 (403) 474-1933 Email: admits@concordia.edmonton.ab.ca</p>
<p><u>King's University College</u> Director of Liaison , 9125 50 Street Edmonton, AB T6B 2H3 Phone: 1 (403) 465-8331 Toll-Free: 1 (800) 661-8582 Fax: 1 (403) 465-3534 Email: fwoudstr@kingsu.ab.ca</p>	<p><u>Academy of Learning (Calgary Central)</u> 271, 1632 - 14 Avenue NW Calgary, AB T2N 1M7 Phone: 1 (403) 282-5166 Fax: 1 (403) 282-5275</p>	<p><u>Academy of Learning (Edmonton Downtown)</u> 9942 - 108 ST Edmonton, AB T5K 2J5 Phone: 1 (403) 424-1144 Fax: 1 (403) 423-8962</p>
<p><u>Academy of Learning (High River)</u> 201, 103 3rd AVE W High River, AB T1V 1P6 Phone: 1 (403) 652-2116 Fax: 1 (403) 652-1492</p>	<p><u>Academy of Learning (Lethbridge)</u> 200, 410 Stafford Drive S. Lethbridge, AB T1J 2L2 Phone: 1 (403) 329-3244</p>	<p><u>Academy of Learning (Medicine Hat)</u> 10, 3295 Dunmore Road SE Medicine Hat, AB T1B 3R2 Phone: 1 (403) 526-5833 Fax: 1 (403) 527-8636</p>
<p><u>Academy of Learning (Red Deer)</u> #7, 4946 - 53 Avenue Red Deer, AB T4N 5J9 Phone: 1 (403) 347-6676</p>	<p><u>Alberta Career Computer Center Inc.</u> 10118 124 Street Edmonton, AB T5N 1P6 Phone: 1 (403) 488-1270 Fax: 1 (403) 482-6279</p>	<p><u>Banff Centre for Management</u> Box 1020, Station 28 Banff, AB T0L 0C0 Phone: 1 (403) 762-6180 Toll-Free: 1 (800) 565-9989 Fax: 1 (403) 762-6345 Email: arts_info@banffcentre.ab.ca</p>

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<p><u>Business Career Connection, The</u> 10124 - 101 AVE Grande Prairie, AB T8V 0Y2 Phone: 1 (403) 532-5999 Fax: 1 (403) 532-8325</p>	<p><u>Canadian Computer Training Centre Inc.</u> 4901 48 ST Red Deer, AB T4N 6M4 Phone: 1 (403) 341-3390 Fax: 1 (403) 342-1588</p>	<p><u>Career Blazers Learning Centre</u> Unit 135, 10233 - Elbow Drive S.W. Calgary, AB T2W 1E9 Phone: 1 (403) 253-8099</p>
<p><u>Career College, The (Calgary)</u> 200, 206 7 AVE SW Calgary, AB T2P 0W7 Phone: 1 (403) 266-0966 Toll-Free: 1 (800) 332-1404 Fax: 1 (403) 265-7679</p>	<p><u>Career College, The (Edmonton)</u> 7th Floor, 10310 Jasper AVE Edmonton, AB T5J 2W4 Phone: 1 (403) 424-6650 Toll-Free: 1 (800) 282-9917 Fax: 1 (403) 425-3263</p>	<p><u>Chapale Business College</u> 600, 10089 Jasper AVE Edmonton, AB T5J 1V1 Phone: 1 (403) 429-0036 Fax: 1 (403) 420-0425 Email: chapale@freenet.edmonton.ab.ca</p>
<p><u>DeVry Institute of Technology</u> 803 Manning Road NE Calgary, AB T2E 7M8 Phone: 1 (403) 235-5400 Toll-Free: 1 (800) 363-5558 Fax: 1 (403) 273-3554</p>	<p><u>Henderson Business College</u> 2nd floor, 407 - 8 Avenue SW Calgary, AB T2P 1E Phone: 1 (403) 237-6911 Fax: 1 (403) 234-7942</p>	<p><u>KDM Health Careers Inc. (Calgary)</u> #520, 940 6 AVE SW Calgary, AB T2P 3T1 Phone: 1 (403) 264-2744 Toll-Free: 1 (800) 463-9201 Fax: 1 (403) 264-2757</p>
<p><u>KDM Health Careers Inc. (Edmonton)</u> 2101 Canada Trust Tower 10104 - 103 Ave. Edmonton, AB T5J 0H8 Phone: 1 (403) 264-2744 Toll-Free: 1 (800) 463-9201</p>	<p><u>MarTech College (Edmonton)</u> 908 North Tower 10030 - 107 Street Edmonton, AB T5J 3E4 Phone: 1 (403) 424-2103 Fax: 1 (403) 424-4582</p>	<p><u>Masakhane College</u> 2nd flr, 1301 - 8 Avenue Cold Lake, AB T9M 1C4 Phone: 1 (403) 594-0001 Toll-Free: 1 (800) 400-2553 Fax: 1 (403) 594-2268</p>
<p><u>Mayfair Business College</u> 305, 9804 100 AVE Grande Prairie, AB T8V 0T8 Phone: 1 (403) 539-5090 Fax: 1 (403) 539-7089</p>	<p><u>PCM Interface Ltd.</u> 1001 Mill ST SE Medicine Hat, AB T1A 1Y2 Phone: (403) 527-3334 Fax: (403) 527-3992</p>	<p><u>Reeves Business College Ltd. (Lloydminster)</u> 5012 49 ST PO Box 51 Lloydminster, AB S9V 0X9 Phone: 1 (403) 875-3308 Fax: 1 (403) 875-9209</p>

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<p><u>Reeves Business College Ltd. (Red Deer)</u> 101, 4915 - 54 Street Red Deer, AB T4N 2G7 Phone: (403) 346-3359 Fax: (403) 343-3343</p>	<p><u>Slate Training Centre (Edmonton)</u> #950, 10130 - 103 Street Edmonton, AB T5J 3N9 Phone: 1 (403) 424-1338 Fax: 1 (403) 424-8819</p>	<p><u>YWCA Calgary Business College</u> #450, 101 - 6 Avenue SW Calgary, AB T2P 3P4 Phone: (403) 232-1582 Alternate: (403) 263-1550 Fax: (403) 262-0494 Email: cbcbus@cadvision.com</p>
<p><u>Alberta School of Drafting Ltd.</u> 6025 - 86 Street, 2nd Floor Edmonton, AB T6E 2X4 Phone: 1 (403) 468-3248 Toll-Free: 1 (888) 319-8888 Fax: 1 (403) 465-3488 Email: asd@superiway.net</p>	<p><u>Applied Multimedia Training Centres</u> Center 70, 2nd Floor, 7015 Macleod Trail SW Calgary, AB T2H 2K6 Phone: 1 (403) 571-4700 Toll-Free: 1 (800) 717-4112 Fax: 1 (403) 571-4709 Email: info@applied-multimedia.com</p>	<p><u>B.B.D.S. Computer Training</u> #8, 5907 - 4 Avenue Edson, AB T7E 1L9 Phone: 1 (403) 723-2037 Fax: 1 (403) 723-2037</p>
<p><u>Bredin Institute (Centre for Learning)</u> 9942 - 108 ST. Edmonton, AB T5K 2J5 Phone: 1 (403) 425-3730 Fax: 1 (403) 426-3709</p>	<p><u>CDI College of Business & Technology (Calgary NE)</u> 207 Franklin Mall, 3516 - 8 Avenue NE Calgary, AB T2A 6K5 Phone: 1 (403) 571-8585</p>	<p><u>CDI College of Business & Technology</u> 218, 9402 - 135 Avenue Edmonton, AB T5E 5R8 Phone: 1 (403) 478-7900</p>
<p><u>Computer Training Professionals Inc.</u> 201, 909 5 Avenue SW Calgary, AB T2P 3G5 Phone: 1 (403) 233-8947 Fax: 1 (403) 233-8969</p>	<p><u>ICS</u> 9001 Avon Rd. Montreal, Quebec Phone: 1-800-661-9001 Website: www.icslearn.com</p> <ul style="list-style-type: none"> • Distance Learning 	<p><u>Northwest Computer Services Inc.</u> Main Floor, 10130 112 ST Edmonton, AB T5K 2K4 Phone: 1 (403) 917-7000 Fax: 1 (403) 917-7349</p>
<p><u>Training Inc.</u> 526 - 5 Street S. Lethbridge, AB T1J 2B8 Phone: (403) 320-5100 Fax: (403) 320-0567</p>	<p><u>A Driving School</u> 3412 3 AVE NW Calgary, AB T2N 0M2 Phone: 1 (403) 283-0077</p>	<p><u>ABC Driving Academy</u> #1, 117 - 17 Avenue NE Calgary, AB T2E 1L7 Phone: 1 (403) 276-3938 Fax: 1 (403) 263-1238</p>

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<p><u>Academy of Professional Driving Ltd.</u> 1522 11 AVE SE High River , AB T1V 1P9 Phone: 1 (403) 652-3485 Fax: 1 (403) 652-3485</p>	<p><u>Alberta Academy of Professional Drivers</u> #29, 53503 Rge Rd 274 Spruce Grove, AB T7X 3R9 Phone: 1 (403) 962-3394 Fax: 1 (403) 960-3520</p>	<p><u>Alberta Big Rig Drivers Education</u> 7915-127 Ave. Edmonton, Alberta Phone : 1 (403)496-9416</p>
<p><u>Alberta Collision Avoidance Training Inc.</u> 3412 3 AVE NW Calgary, AB T2N 0M2 Phone: 1 (403) 270-4034 Fax: 1 (403) 283-8666</p>	<p><u>Alberta Institute of Driving Instructors</u> 11307 95 ST Edmonton, AB T5G 1L2 Phone: 1 (403) 474-3486 Fax: 1 (403) 479-0868</p>	<p><u>Alberta Motor Association</u> 11220 - 109 Street Edmonton, AB T6H 5X9 Phone: 1 (403) 474-8633</p>
<p><u>Alberta Safety Council Driver Training School</u> 201-10526 Jasper AVE Edmonton, AB T5J 1Z7 Phone: 1 (403) 428-7555 Toll-Free: 1 (800) 301-6407 Fax: 1 (403) 428-7557</p>	<p><u>Alberta Safety Institute</u> Sherwood Park, Alberta Phone: 1(403)467-9822</p>	<p><u>Alberta Truck and Car Driving School</u> 5717 94A ST Edmonton, AB T6E 4Z1 Phone: 1 (403) 438-8361 Fax: 1 (403) 438-8361</p>
<p><u>Alberta Vocational College (Lac La Biche)</u> Box 417 9531 94 Ave Lac La Biche, AB T0A 2C0 Phone: 1 (403) 623-5580 Fax: 1 (403) 623-5519 Email: info@avcllb.ges.ab.ca</p>	<p><u>Arts Driver Education</u> 10927 166A ST Edmonton, AB T5P 3V4 Phone: 1 (403) 489-3092</p>	<p><u>Border Driver Education Inc.</u> 6202 48 ST BAY 2 Lloydminster, AB T9V 2G1 Phone: 1 (403) 875-0179</p>
<p><u>Briggs Driver Education School</u> RR4 Box 107 Edmonton, AB T5E 5S7 Phone: 1 (403) 473-7670</p>	<p><u>Cameron Driver Education Ltd. (Edmonton)</u> 15829 - 116 Avenue Edmonton, AB T5M 3W1 Phone: 1 (403) 455-8157 Toll-Free: 1 (800) 661-7031</p>	<p><u>Canadian Driving School</u> 10871 96 ST Edmonton, AB T5H 2K2 Phone: 1 (403) 424-9543</p>

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<p><u>Capilano Truck Driver Training Institute</u> 4715 92 AVE Edmonton, AB T6B 2V4 Phone: 1 (403) 463-9664 Fax: 1 (403) 469-1920</p>	<p><u>C.A.M. (Central Alberta Mobile) Driver Education</u> Box 183 Bawlf, AB T0B 0J0 Phone: 1 (403) 672-1191</p>	<p><u>Canada West Driving School Ltd.</u> 2028B 33 AVE SW Calgary, AB T2T 1Z4 Phone: 1 (403) 240-1777 Fax: 1 (403) 242-1142</p>
<p><u>CCA Truck Driver Training Ltd.</u> 5510 3 ST SE BAY 1 Calgary, AB T2H 1J9 Phone: 1 (403) 253-3004 Fax: 1 (403) 252-5061</p>	<p><u>Chinook Professional Driver Training</u> 220, 11625 Elbow Drive SW Calgary, AB T2G 1G8 Phone: 1 (403) 281-8050</p>	<p><u>Class 1 Driving School (Lethbridge)</u> 4128 - 2 Avenue N. Lethbridge, AB T1H 0C7 Phone: 1 (403) 327-3144 Fax: 1 (403) 327-7799</p>
<p><u>Class 1 Driving School (Medicine Hat)</u> 2319-10 Avenue S.W. Medicine Hat, Alberta, T1A 8G2 Phone: 1 (403)527-4958</p>	<p><u>Classic Driving School</u> Box 3236 Leduc, AB T9E 6Z9 Phone: 1 (403) 986-0255</p>	<p><u>Defensive Driving School of Canada Inc.</u> o/a Red Deer Driving School PO Box 302 Red Deer, AB T4N 5E9 Phone: 1 (403) 342-2344 Fax: 1 (403) 340-3899</p>
<p><u>Delta Driving School</u> #146, 3132 - 26 Street NE Calgary, AB T1Y 6Z1 Phone: 1 (403) 735-6108 Fax: 1 (403) 291-9077</p>	<p><u>Eagle Spirit Driver Education Ltd.</u> P.O. Box 959 Grand Centre, AB T0A 1T0 Phone: 1 (403) 594-4176</p>	<p><u>Foothills Driver Education (Calgary)</u> 4600 Bowness Road NW Calgary, AB T3B 0B3 Phone: 1 (403) 288-8988 Fax: 1 (403) 286-0915</p>
<p><u>Golden Arrow Driver Education Ltd.</u> 16405 132 AVE Edmonton, AB T5V 1J5 Phone: 1 (403) 447-2445 Fax: 1 (403) 447-2009</p>	<p><u>Mevers Driving School Ltd.</u> 4901 48 ST Leduc, AB T9E 6V1 Phone: (403) 986-4861</p>	<p><u>Mike's Driver Education Ltd.</u> 12827 53 ST Edmonton, AB T5A 2G7 Phone: 1 (403) 473-4347 Fax: 1 (403) 473-4919</p>

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<p><u>M.T.S. Training School</u> Box 1118, Station T Calgary, AB T2H 2H5 Phone: 1 (403) 531-1610 Fax: 1 (403) 236-4820</p>	<p><u>North Peace Driver Education</u> 11473 97 Avenue Bay F Grande Prairie, AB T8V 5R8 Phone: 1 (403) 532-0913 Fax: 1 (403) 539-5918</p>	<p><u>Petroleum Industry Training Service PITS</u> 1020-20 Ave Nisku, Alberta Phone: 1(403)955-7770 Toll Free: 1-800-387-4976 Fax: 1(403) 955-2454 E-Mail; Webmaster@pits.ca www.pits.ca</p>
<p><u>Pride’s School of Driving (1989) Ltd.</u> PO Box 5209 Spruce Grove, AB T7X 3A3 Phone: 1 (403) 962-8999 Fax: 1 (403) 962-23</p>	<p><u>Pro Drive Ventures</u> 4427A - 72 Avenue SE Calgary, AB T2C 2G5 Phone: (403) 571-4635</p>	<p><u>Punam Driving School</u> 1521 - 49 A Street Edmonton, AB T6L 6Y6 Phone: 1 (403) 436-6125</p>
<p><u>R. Double 1 Driving School</u> 9522 Jasper Avenue Edmonton, AB T5H 3V3 Phone: 1 (403) 425-9803</p>	<p><u>S.K. Driver Training</u> 605 36 Street N Lethbridge, AB T1H 2T7 Phone: (403) 328-7825 Fax: (403) 327-0933</p>	<p><u>Sherwood Park Driving School</u> 20 Carmel RD Sherwood Park, AB T8A 5A8 Phone: 1 (403) 467-4676</p>
<p><u>Spruce Grove Driving School</u> Box 5152 Spruce Grove, AB T7X 3A3 Phone: 1 (403) 962-5059</p>	<p><u>Trucksafe Learning Centres</u> Truck Simulator Training 15604-116 Ave. Edmonton, Alberta Phone 488-7825</p>	<p><u>Unicorn Driving School</u> Edmonton, Alberta Phone: 1(403) 471-5802</p>
<p><u>W.T. Safety Truck Driving School</u> A Division of 639260 Alberta Ltd. Bay A, 8080 36 Street SE Calgary, AB T2C 2J4 Phone: (403) 720-0001 Alternate: (403) 328-8025 Fax: (403) 720-0002</p>	<p><u>W.T. Safety Truck Driving School (Lethbridge)</u> 2910 - 16 Avenue N Lethbridge, AB T1H 5E9 Phone: (403) 328-8025</p>	<p><u>KDM Health Careers Inc. (Calgary)</u> #520, 940 6 AVE SW Calgary, AB T2P 3T1 Phone: 1 (403) 264-2744 Toll-Free: 1 (800) 463-9201 Fax: 1 (403) 264-2757</p>

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<p><u>KDM Health Careers Inc. (Edmonton)</u> 2101 Canada Trust Tower 10104 – 103 Ave. Edmonton, AB T5J 0H8 Phone: 1 (403) 264-2744 Toll-Free: 1 (800) 463-9201</p>	<p><u>All Canadian Training Institute</u> 4538-Eleniak Rd. Edmonton, Alberta Phone: 1(403) 466-3051</p>	<p><u>IAP Adult Ed Upgrade Program</u> #212-9402-135 Ave Edmonton, Alberta Phone: 1(403)472-6551</p>
<p><u>Learning Centre Literacy Association, The</u> 10116-105 Ave. Edmonton, Alberta Phone: 1(403)429-0675</p>	<p><u>Alberta Construction Safety Association</u> 10949-120 Street Edmonton, Alberta, T5H 3R2 Phone: 1(403)453-3311 Toll Free: 1-800-661-2272 E-mail: acsa@compusmart.ab.ca Website: www.compusmart.ab.ca</p>	<p><u>Alberta Safety Institute</u> Sherwood Park, Alberta Phone: 1(403)467-9822</p>
<p><u>Aware Learning Technologies</u> Suite 1300 Scotia 1 10060- Jasper Ave Edmonton, Alberta Phone: 1(403) 448-9818 Fax: 1(403) 448-9729</p>	<p><u>Canadian Red Cross</u> 10250-108 street Edmonton, Alberta Phone: 1(403) 423-2680 Fax: 1(403) 428-7092</p>	<p><u>Crane Safety Ltd.</u> Sherwood Park, Alberta Phone: 1(403) 464-1776 Fax: 1(403) 464-1775</p>
<p><u>D&P Safety Consultants</u> Edmonton, Alberta Phone: 1(403) 970-0615</p>	<p><u>Danatec Educational Services Ltd.</u> Toll Free: 1-800-465-3366</p>	<p><u>Emergency Medical Education Services</u> Edmonton, Alberta Phone: 1(403) 940-9441</p>
<p><u>Industrial Emergency Services Institute</u> # 200, 9038-51 Ave Edmonton, Alberta Phone: 1(403) 414-0617 Fax: 1(403) 463-1672</p>	<p><u>Jaguar Industrial Training Services Ltd.</u> Ardrossan, Alberta Phone:1(403) 922-6250</p>	<p><u>LEVTEC International Inc.</u> Edmonton, Alberta Toll Free: 1-800-268-5438</p>

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<p><u>Leduc Safety Services Ltd.</u> 1903- 4 street Nisku, Alberta Phone: 1(403) 955-3300 Fax: 1(403) 955-7651</p>	<p><u>Professional Medical Associates</u> Mission Hill Professional Centre St. Albert, Alberta, T8N 5J9 Phone: 1(403) 460-8410 Fax: 1 (403) 460-8277 Toll Free: 1-800-665-6836 E-mail: james@promedics.org</p>	<p><u>St.John's Ambulance</u> 10975-124 street Edmonton, Alberta Phone: 1(403) 452-6161 Fax: 1(403) 452-2853 Toll Free: 1-800-665-7114</p>
<p><u>Trucksafe Learning Centres</u> 15624-116 Ave. Edmonton, Alberta Phone: 1(403) 488-7825</p>	<p><u>GRB Vocational School of Welding</u> 9712 54 AVE Edmonton, AB T6E 0A9 Phone: 1 (403) 436-7342 Fax: 1 (403) 436-7344</p>	