



# Seward Consulting Ltd.

## Alberta Learning Apprenticeship & Industry Training



Alberta is the leading provider of industry training to apprentices in Canada. The Apprenticeship & Industry Training division of the Alberta Department of Learning has been administering the province's training of apprentices since the 1940's.

In 1999, 4,370 apprentices graduated out of 31,390 registered apprentices in 51 different trades. This world-renowned industry-driven system uses a combination of on-the-job-training, work-experience and technical training to build the highly skilled workforce essential to Alberta's continuing prosperity.

**Stella Carson**  
Certification Administrator  
Alberta Learning  
Apprenticeship & Industry Training

“Typically, the upfront work of designing surveys with an outside consulting firm takes 2 to 6 months ...”

## The Challenge



The Apprenticeship & Industry Training division conducts various surveys including client satisfaction and industry surveys. These surveys typically involve the printing and mailing of up to 4000-5000 forms to employers and/or apprentices several times per year.

The return of forms occur either by mail or by fax. In some cases, mailing, printing and statistical analysis had been handled by in-house staff. In other cases, the job was out-sourced to organizations specializing in survey processing.

In the past, the time involved in design and execution of a survey took an average of 5 to 12 months. It was recognized that the current survey process was a costly, time-intensive process.

Government

# Automated Data Collection

## The Solution

In the spring of 2000, Seward Consulting Ltd. facilitated the installation of Cardiff TELEform™ in the offices of the Apprenticeship & Industry Training division along with a high-speed Fujitsu scanner for the 4500 survey forms.

The names and addresses of apprentices and employers were merged with data from the Seward designed Skilled Trades Information system. The returned forms were scanned, then processed by TELEform™ and the results were stored in a user defined database.

Seward Consulting Ltd. tailored an application to provide a graphical and statistical representation of the survey results.



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## The Results

By handling surveys in-house, the Apprenticeship division was able to save significant time conducting this survey. The time required for the design, collection and analysis of the results was reduced from a 5 to 12 month cycle to 1 month.

Stella Carson, the Certification Administrator for the Apprenticeship and Industry training department explains, “The benefit of the TELEform system was that we could evaluate the data at any point in time. We didn't have to wait until all the surveys were returned.”

“Teleform brought a whole new perception to working with surveys ... I had my results in seconds” states Carson.

