

Key Research Findings

This analysis was based on the pre-determined criteria and measures listed below:

Section	Description	Measures
Student Demand	<p>Includes an assessment of OCAS (2007 - 2011) enrolment data at other colleges in terms of mean growth rate with a specific focus on Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Trends in certificate, diploma, degree, apprenticeship and continuing education (where available).</p> <p>Click Below to Access Full Source Document: Fall Enrollment Trend</p>	<ul style="list-style-type: none"> ● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3% ● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9% ● Weak = Fleming enrolment growth is less than the system demand and is less than 1%
Labour Market	<p>Includes projected employment rate growth based on a consolidation of various Ontario, Canadian, and US sources including HRSDC, Sector Council Reports US Bureau of Labour Statistics, and the MTCU Employment Profile.</p>	<ul style="list-style-type: none"> ● Strong = Between 5-6 positive labour market indicators ● Moderate = Between 3-5 positive labour market indicators ● Weak = Between 1-2 or no positive labour market indicators
Competitive Analysis	<p>Includes the number of actual colleges offering the program as well as the ratio of applications to acceptances at Fleming compared to other colleges and specific comment about Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Click Below to Access Full Source Document: Fall Conversion Report</p>	<ul style="list-style-type: none"> ● Strong = Fleming conversion ratio is greater than 2 below the system ● Moderate = Fleming conversion ratio is 1 above, below or equal to the system ● Weak = Fleming conversion ratio is greater than 2 above than the system
Financial Analysis	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p>Click Below to Access Full Source Document: Costing Analysis</p>	<ul style="list-style-type: none"> ● Strong = CTO is greater than 35% ● Moderate = CTO is between 30 - 34% ● Weak = CTO is between 20 – 30% <p>No Contribution = 19% or less</p>

Key Research Findings

Key Performance Indicators	<p>Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.</p> <p>Click Below to Access Full Source Document: Key Performance Indicators</p>	<ul style="list-style-type: none"> ● Strong = Above system average in 6-7 indicators ● Moderate = Above system average in 3-5 indicators ● Weak = Above system average in 0-2 indicators.
Resource Analysis	<p>Requires school level assessment regarding space, technology, capital equipment and human resources. Recommendations from recent Program Review Reports included here</p>	

Key Research Findings

Customs Border Services (53007)

Student Demand¹

• **STRONG**

The following information consists of OCAS yearly student fall registration data as well as a mean growth rate and average student registration for each program under these categories:

Certificate

- There are only three schools currently offering this program
- La Cite has the highest mean growth rate **(31%)** and Cambrian has the lowest **(18%)**
- Mohawk began offering this program in 2010, and it is unclear of whether the program was discontinued the following year after receiving only **16 registrations**

Diploma

- Thirteen colleges offer this certificate program, including two of Fleming's main competitors
- Fleming has a **24%** mean growth rate, higher than the system rate of **10%**
- Both of the key competitors have a lower mean growth rate than the system, as Durham has a **2%** growth rate and Georgian has a **5%**
- Overall, Mohawk has the highest mean growth rate **(27%)** and Loyalist and Sault have the lowest rate **(0%)**
- St. Clair has the highest average registration with **313 students** and Sault has the lowest with **16 students** out of the schools which have been offering the program over the last five years

Degree

- Conestoga is the only school to offer this program, which has experienced a mean growth rate of **2%** and an average registration of **44 students**

¹ Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

Key Research Findings

Certificate

Program: 43007 - LAW AND SECURITY - BASIC														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
CAMBRIAN	11			11	16	45	16	24	50	24	14	-42	18	16
LA CITÉ COLLÉGIAL	9	8	-11	8	13	63	13	27	108	27	17	-37	31	15
MOHAWK							16			16				16
Total	9	19	111	19	29	53	29	67	131	67	31	-54	60	31

Diploma

Program: 53007 - LAW AND SECURITY ADMINISTRATION														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
CAMBRIAN	9									2				6
CONESTOGA	209	210	0	210	227	8	227	217	-4	217	229	6	2	218
CONFEDERATION	15	15	0	15	24	60	24	26	8	26	27	4	18	21
DURHAM	114	104	-9	104	121	16	121	121	0	121	120	-1	2	116
FANSHAWE										1				1
FLEMING	35	37	6	37	57	54	57	90	58	90	69	-23	24	58
GEORGIAN	23			23	24	4	24	29	21	29	26	-10	5	26
LAMBTON	10	19	90	19	34	79	34	22	-35	22	26	18	38	22
LOYALIST	55			87			87	63	-28	63	81	29	0	72
MOHAWK	37	37	0	37	45	22	45	34	-24	34	72	112	27	45
NIAGARA	97	77	-21	77	67	-13	67	69	3	69	116	68	9	85
SAULT	22	11	-50	11	21	91	21	14	-33	14	13	-7	0	16
ST. CLAIR	200	222	11	222	380	71	380	455	20	455	310	-32	18	313
Total	803	755	-6	755	1087	44	1087	1140	5	1140	1092	-4	10	975

Degree

Program: 83007 - COMMUNITY AND CRIMINAL JUSTICE														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
CONESTOGA							44			44	45	2	2	44
Total							44			44	45	2	2	44

Key Research Findings

Labour Market

• **STRONG**

HRSDC²

Customs, Ship and Other Brokers (NOC – 1236)

Part of a larger group: **Finance and Insurance Administrative Occupations**

	Level	Share
Expansion Demand:	19,291	17%
Retirements:	77,251	69%
Other Replacement Demand:	9,894	9%
Emigration:	5,290	5%
Projected Job Openings:	111,726	100%
	Level	Share
School Leavers:	48,750	60%
Immigration:	8,484	11%
Other	23,491	29%
Projected Job Seekers:	80,724	100%

- “Over the 2011-2020 period, an occupation will be in excess demand (a shortage of workers) if the projected number of job openings is significantly greater than the projected number of job seekers. An occupation will be in excess supply (a surplus of workers) if the projected number of job openings is smaller than the projected number of job seekers. For **Finance and Insurance Administrative Occupations**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **111,726** and **80,724** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.”
- “Based on projections and given that labour supply and demand in this occupation were balanced over the 2008-2010 period, it is expected that the number of job seekers will continue to be sufficient to fill the job openings in this occupation over the 2011-2020 period. Retirements will account for most of these job openings. The retirement rate in this occupation will be very high during the projection period, surpassing the average retirement rate for all occupations. This is mainly attributable to the fact that workers in this occupation are on average older than those in other occupations. The number of new jobs created through economic activity (expansion demand) will be relatively low over the projection period in comparison to the number of new jobs recorded in the previous 10 years. Even though the number of new jobs created is lower than the number of retirements and lower than past job creation, the employment growth rate will still be the same as the all-occupation average. The relatively weak employment growth during the projection period is largely attributable to a downturn in economic activity relative to recent years, which inevitably leads to a decreased demand for administrative workers. With regard to labour supply, school leavers will make up the majority of job seekers over the 2011-2020 period. In addition, an appreciable number of job seekers in this occupation will come from occupational mobility. This mobility is due to good employment prospects in this occupation and to task specialization, which attract experienced secretaries and clerical workers to this occupation.”

² "Finance And Insurance Administrative Occupations (123)." *Canadian Occupational Projection System (COPS)*. N.p., n.d. Web. 17 Aug. 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=22>>.

Key Research Findings

US Bureau of Labour³

Customs Border Services is part of a larger group:

Police and Detectives (SOC –33-3021)

Occupational Title	SOC Code	Employment, 2010	Projected Employment, 2020	Change, 2010-20	
				%	Numeric
Police and Detectives	—	794,300	853,100	7	58,700
Detectives and Criminal Investigators	33-3021	119,400	122,900	3	3,500
Fish and Game Wardens	33-3031	7,600	7,900	5	400
Police and Sheriff's Patrol Officers	33-3051	663,900	718,500	8	54,600
Transit and Railroad Police	33-3052	3,600	3,800	6	200

- “Employment of police and detectives is expected to grow by 7 percent from 2010 to 2020, slower than the average for all occupations. Continued demand for public safety will lead to new openings for officers in local departments; however, both state and federal jobs may be more competitive.
- “Because they typically offer low salaries, many local departments face high turnover rates, making opportunities more plentiful for qualified applicants. However, some smaller departments may have fewer opportunities as budgets limit the ability to hire additional officers.”
- “Jobs in state and federal agencies will remain more competitive as they often offer high pay and more opportunities for both promotions and inter-agency transfers. Bilingual applicants with a bachelor's degree and law enforcement or military experience, especially investigative experience, should have the best opportunities in federal agencies.”
- “The level of government spending determines the level of employment for police and detectives. The number of job opportunities, therefore, can vary from year to year and from place to place. Layoffs are rare because retirements enable most staffing cuts to be handled through attrition. Trained law enforcement officers who lose their jobs because of budget cuts usually have little difficulty finding jobs with other agencies.”

³ “Police and Detectives.” Occupational Outlook Handbook. N.p., n.d. Web. 17 Aug. 2012. <<http://www.bls.gov/ooh/Protective-Service/Police-and-detectives.htm#tab-6>>.

Key Research Findings

HRSDC⁴

Employment Insurance, Immigration, Border Services and Revenue Officers (NOC – 1228)

Part of a larger group: **Administrative and Regulatory Occupations**

	Level	Share
Expansion Demand:	57,705	28%
Retirements:	124,657	61%
Other Replacement Demand:	12,596	6%
Emigration:	9,136	4%
Projected Job Openings:	204,093	100%
	Level	Share
School Leavers:	95,912	71%
Immigration:	13,301	10%
Other	25,500	19%
Projected Job Seekers:	134,714	100%

- “Over the 2011-2020 period, an occupation will be in excess demand (a shortage of workers) if the projected number of job openings is significantly greater than the projected number of job seekers. An occupation will be in excess supply (a surplus of workers) if the projected number of job openings is smaller than the projected number of job seekers. For **Administrative And Regulatory Occupations**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **204,093** and **134,714** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.”
- “Based on projections and considering that labour supply and demand in this occupation were balanced over the 2008-2010 period, it is expected that the number of job seekers will become insufficient to fill the job openings over the 2011-2020 period. Retirements will account for the majority (61%) of these job openings. The retirement rate for this occupation will be high over the projection period, surpassing the average retirement rate for all occupations. This is due to the fact that workers in this occupation are on average older than those in other occupations and retire somewhat earlier. Demand arising from economic growth will also be an appreciable source of job openings over the projection period. However, the creation of new jobs will be much weaker than over the 2001-2010 period. The relatively weak employment growth is largely attributable to a slowdown in economic activity relative to recent years, which leads to a decreased demand for administrative workers. With regard to labour supply, the majority of job seekers will come from the school system.”

Sector Councils and Reports

Customs and Immigration Union

⁴ "Administrative And Regulatory Occupations (122)." Canadian Occupational Projection System (COPS). N.p., n.d. Web. 17 Aug. 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=21>>.

Key Research Findings

Working in Canada⁵

Customs, Ship and Other Brokers (NOC- 1236)

- Ontario Rating: **Not Available**

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	11.80	19.23	27.40
Hamilton--Niagara Peninsula Region	11.80	19.23	27.40
Kingston - Pembroke Region	N/A	N/A	N/A
Kitchener--Waterloo--Barrie Region	11.80	19.23	27.40
London Region	N/A	N/A	N/A
Muskoka-Kawarthas Region	N/A	N/A	N/A
Northeast Region	N/A	N/A	N/A
Northwest Region	N/A	N/A	N/A
Ottawa Region	N/A	N/A	N/A
Stratford--Bruce Peninsula Region	N/A	N/A	N/A
Toronto Region	11.80	19.23	27.40
Windsor-Sarnia Region	N/A	N/A	N/A

Working in Canada⁶

Immigration, Employment Insurance and Revenue Officers (NOC 1228)

- Ontario Rating: **Not Available**

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	16.00	27.69	36.41
Hamilton--Niagara Peninsula Region	16.00	27.69	36.41
Kingston - Pembroke Region	16.00	27.69	36.41
Kitchener--Waterloo--Barrie Region	16.00	27.69	36.41
London Region	16.00	27.69	36.41
Muskoka-Kawarthas Region	N/A	N/A	N/A
Northeast Region	N/A	N/A	N/A
Northwest Region	16.00	27.69	36.41
Ottawa Region	16.00	27.69	36.41
Stratford--Bruce Peninsula Region	16.00	27.69	36.41
Toronto Region	15.00	27.56	35.90
Windsor-Sarnia Region	16.00	27.69	36.41

⁵ "Customs, Ship and Other Brokers (NOC- 1236) ." *Working In Canada*. N.p., n.d. Web. 17 Aug. 2012.

<<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1236&action=final&ln=p@ionKeyword=Peterborough%2COntario&s=1&source=0&titleKeyword=customs+broker#wages>>.

⁶ "Immigration, Employment Insurance and Revenue Officers (NOC 1228)." *Working In Canada*. N.p., n.d. Web. 17 Aug. 2012.

<<http://www.workingincanada.gc.ca/report-eng.do?lang=eng&noc=1228&area=8792&titleKeyword=customs+officer@ionKeyword=Peterborough,+Ontario&source=1&action=final>>.

Key Research Findings

Competitive Analysis⁷

• MODERATE

The following information consists of OCAS yearly fall application and registration data as well as a conversion ratio for each program under this category:

Certificate

- Both Cambrian and La Cite had a **4:1** conversion ratio in 2011, which is better than the system ratio (**7:1**)

Diploma

- Fleming's ratio (**5:1**) was lower than the system's (**4:1**) in 2011, and Durham was the only direct competitor with a ratio that was higher than the system (**3:1**)
- Durham and St. Clair had the best ratio in 2011 (**3:1**)

Degree

- Conestoga's ratio in 2011 for this program was **7:1**

Certificate

Program: 43007 - LAW AND SECURITY - BASIC												
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio
CAMBRIAN	0			15	11	1:1	55	16	3:1	62	24	3:1
LA CITÉ COLLÉGIAL	37	9	4:1	36	8	5:1	54	13	4:1	91	27	3:1
MOHAWK	0			0			0			65	16	4:1
Total	37	9	4:1	51	19	3:1	109	29	4:1	218	67	3:1

⁷ Application data obtained from OCAS College Count Cube October 19, 2011

Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

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Diploma

Program: 53007 - LAW AND SECURITY ADMINISTRATION

	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
CAMBRIAN	92	9	10:1	100			40			29			46	2	23:1
COLLÈGE BORÉAL	38			24			12			22			0		
CONESTOGA	664	209	3:1	720	210	3:1	822	227	4:1	921	217	4:1	852	229	4:1
CONFEDERATION	74	15	5:1	78	15	5:1	90	24	4:1	117	26	5:1	137	27	5:1
DURHAM	329	114	3:1	326	104	3:1	385	121	3:1	355	121	3:1	334	120	3:1
FANSHAWE	109			71			0			1			1	1	1:1
FLEMING	212	35	6:1	189	37	5:1	238	57	4:1	324	90	4:1	339	69	5:1
GEORGIAN	95			122	23	5:1	148	24	6:1	153	29	5:1	133	26	5:1
LAMBTON	79	10	8:1	113	19	6:1	126	34	4:1	131	22	6:1	126	26	5:1
LOYALIST	249	55	5:1	239			352	87	4:1	320	63	5:1	387	81	5:1
MOHAWK	251	37	7:1	230	37	6:1	269	45	6:1	256	34	8:1	312	72	4:1
NIAGARA	359	97	4:1	345	77	4:1	342	67	5:1	316	69	5:1	406	116	4:1
SAULT	76	22	3:1	64	11	6:1	71	21	3:1	68	14	5:1	60	13	5:1
SHERIDAN	117			0			0			0			0		
ST. CLAIR	633	200	3:1	658	222	3:1	881	380	2:1	1181	455	3:1	912	310	3:1
Total	3377	803	4:1	3279	755	4:1	3776	1087	3:1	4194	1140	4:1	4045	1092	4:1

Degree

Program: 83007 - COMMUNITY AND CRIMINAL JUSTICE

	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
CONESTOGA	0			0			0			249	44	6:1	317	45	7:1
Total	0			0			0			249	44	6:1	317	45	7:1

Financial Analysis

• **STRONG**

Source: Program Costing Analysis 2010/2011

Contribution to Overhead: 47.8%

Program Weight: 1.00

Funding Unit: 2.00

Key Research Findings

Key Performance Indicators

• **STRONG**

Source: Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012

KPI1-Graduation Rate	+3% above system
KPI2-Working	+13% above system
KPI3-Working Related	+9% above system
KPI4-Grad. Satisfaction	+9% above system
KPI8-Student Satisfaction-Learning	+7% above system
KPI9-Student Satisfaction- Teachers	+8% above system
KPI11-Grad. Satisfaction-Program	+6% above system

Resource Analysis

Equipment

Staffing

Space

Key Research Findings

Appendix

The following is the original environmental scan conducted by the Library Researchers to form the basis of the previous summary of Key Research Findings Report.

Customs Border Services

Program Research

Overview of the Profession:

NOC:

1315 Customs, ship and other brokers

Customs brokers clear goods through customs and to their destination on behalf of importer and exporter clients. Shipbrokers buy and sell cargo space on ships and buy and sell ships, yachts and other watercraft on behalf of clients. This unit group also includes other brokers, not elsewhere classified, who negotiate commercial transactions, logistics or other services between parties on behalf of clients. They are employed by customs, ship or other brokerage establishments or may be self-employed.

Customs brokers perform some or all of the following duties:

- Prepare and process import/export documents and other forms on behalf of clients according to customs regulations, laws and procedures
- Sign import/export documents on behalf of client, using power of attorney
- Arrange for payment of duties, taxes, storage and transportation of imported goods and bonds to cover duty goods
- Quote duty and tax rates on commodities for clients
- Provide advice to clients on export and import restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters
- May represent client before administrative tribunals or in other dealings with government officials.

Example Titles

cargo broker
chartered shipbroker
customs broker
gas broker
licensed customs broker
shipbroker

1228 Employment insurance, immigration, border services and revenue officers

This unit group includes government officers who administer and enforce laws and regulations related to immigration, employment insurance, customs and tax revenue. They are employed by government agencies.

Border services officers and customs inspectors perform some or all of the following duties:

- Question persons at border points to determine the admissibility of goods and assess duty
- Inspect baggage to detect undeclared merchandise, or contraband
- Inform manufacturers and shippers of customs and laws and procedures

Key Research Findings

- Observe fabrication of articles affected by customs laws and conduct appraisals
- Board carriers arriving from foreign countries to determine nature of cargo to ensure compliance with customs and commerce laws
- Inspect goods imported by mail
- May arrest and detain individuals suspected of having committed a criminal offence under the Customs Act or certain other designated Criminal Code offences until police intervention is possible.

Example Titles

border services officer
 customs inspector
 customs officer
 employment insurance agent
 employment insurance benefits control officer
 immigration agent – government services
 immigration examining officer
 revenue officer
 tax collection officer
 tax enforcement officer

Typical Employers

Graduates are prepared for entry-level positions with customs brokerages dealing with importing and exporting goods, private businesses, and freight forwarders that ship goods throughout the world. Graduates are also qualified to apply for positions as officers with Canada Border Services Agency, overseeing customs and immigration at airports and other border points

Labour Market

Employment potential for the Kawartha Region is not available (Working in Canada)

http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1236&action=final&ln=I&source=3&titleKeyword=#job_opps

In the Toronto – Hamilton Region, the median salary is \$19.23/hour

<http://www.workingincanada.gc.ca/report-eng.do?area=9219&lang=eng&noc=1236&action=final&source=allnoc&titleKeyword=>

HRSDC

National Outlook 10 year projection 2011-2020

Skill Level:

Occupations Usually Requiring College or Apprenticeship Training

Occupations in this Group:

Administrative Officers (1221), Executive Assistants (1222), Personnel and Recruitment Officers (1223), Property Administrators (1224), Purchasing Agents and Officers (1225), Conference and Event

Key Research Findings

Planners (1226), Court Officers and Justices of the Peace (1227), Immigration, Unemployment Insurance and Revenue Officers (1228)

Employment (non-student) in 2010:

399,209

Median Age of workers in 2010:

43.5 years old

Average Retirement Age in 2010:

59 years old

Over the 2008-2010 period, this occupation experienced employment growth, although the unemployment rate increased slightly. The average hourly wage for this occupation also increased very slightly over this period. According to key labour market indicators, the number of job seekers was sufficient to fill all job openings in this occupation.

Over the 2011-2020 period, an occupation will be in excess demand (a shortage of workers) if the projected number of job openings is significantly greater than the projected number of job seekers. An occupation will be in excess supply (a surplus of workers) if the projected number of job openings is smaller than the projected number of job seekers. For **Administrative And Regulatory Occupations**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **204,100** and **134,714** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.

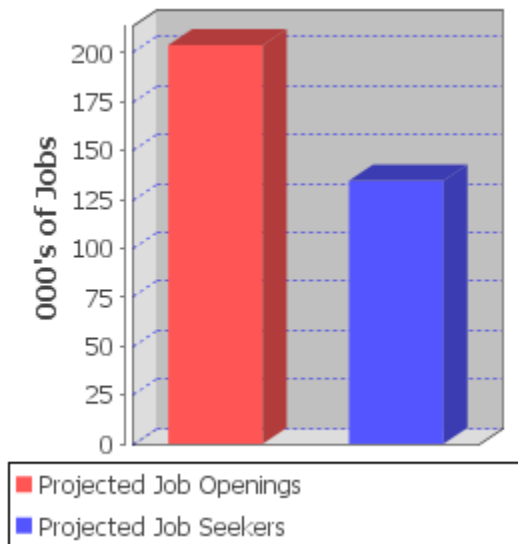
Based on projections and considering that labour supply and demand in this occupation were balanced over the 2008-2010 period, it is expected that the number of job seekers will become insufficient to fill the job openings over the 2011-2020 period. Retirements will account for the majority (61%) of these job openings. The retirement rate for this occupation will be high over the projection period, surpassing the average retirement rate for all occupations. This is due to the fact that workers in this occupation are on average older than those in other occupations and retire somewhat earlier. Demand arising from economic growth will also be an appreciable source of job openings over the projection period.

However, the creation of new jobs will be much weaker than over the 2001-2010 period. The relatively weak employment growth is largely attributable to a slowdown in economic activity relative to recent years, which leads to a decreased demand for administrative workers. With regard to labour supply, the majority of job seekers will come from the school system.

Projection of Cumulative Job Openings and Job Seekers over the Period of 2011-2020

	Level	Share
Expansion Demand:	57,700	28%
Retirements:	124,657	61%
Other Replacement Demand:	12,596	6%
Emigration:	9,136	4%
Projected Job Openings:	204,100	100%
	Level	Share
School Leavers:	95,912	71%
Immigration:	13,301	10%
Net Mobility	8,330	6%
Projected Job Seekers:	134,714	100%

Key Research Findings



<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=21>

US Bureau of Labour Statistics

<http://www.bls.gov/ooh/>

Includes Border Patrol officers and guards

Quick Facts: Police and Detectives

2010 Median Pay

\$55,010 per year

\$26.45 per hour

Entry-Level Education

High school diploma or equivalent

Work Experience in a Related Occupation

[See How to Become One](#)

On-the-job Training

[See How to Become One](#)

Number of Jobs, 2010

794,300

Job Outlook, 2010-20

7% (Slower than average)

Employment Change, 2010-20

Industry Standards

This is a non-regulated profession

Program Standard

Key Research Findings

[MTCU Approved Program Standard for Protection, Security and Investigation 2010](#)

Professional Associations

[Customs and Immigration Union](#)

Employment Requirements

- A bachelor's degree or college diploma is usually required.
- Several years of related administrative or regulatory experience may be required.
- Completion of specialized government training is required.
-

Educational Competitors

[Loyalist College Customs Border Services](#)

[St. Clair College Border Services \(Fast Track\)](#)

[Niagara College Customs & Logistics Post Diploma certificate](#)

[Niagara College Protection, Security & Investigation](#)

[Sault College Protection, Security & Investigation](#)

College	Program	MTCU #	Weight	Funding	Degree
LOYT	Law And Security Administration - Customs Border Services	53007	1.00	2.00	2.00
NIAG	Law And Security Administration - Customs Border Services	53007	1.00	2.00	2.00
SAUL	Law And Security Administration - Customs	53007	1.00	2.00	2.00
SSFL	Law And Security Administration - Customs Border Services	53007	1.00	2.00	2.00
STCL	Border Services	53007	1.00	2.00	2.00

Key Research Findings

Employment Postings

[Canadian Border Services Agency](#)

Lists any opportunities currently available with the Agency

Job Number: 6439258

Title: Immigration consultant ([NOC: 1228](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$2,200.00 Monthly for 40 hours per week, Bonus, Commission

Anticipated Start Date: As soon as possible

Location: Richmond, British Columbia (1 vacancy)

Skill Requirements:

Education: Completion of university

Credentials (certificates, licences, memberships, courses, etc.): Not required

Experience: 3 years to less than 5 years

Languages: Speak English, Read English, Write English

Business Equipment and Computer Applications: Word processing software, Windows

Work Conditions and Physical Capabilities: Fast-paced environment

Transportation/Travel Information: Own transportation

Other Languages: Cantonese, Mandarin

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Employer: Morgan & Company Consulting Inc.

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: caroleyang@shaw.ca

Advertised until: 2012/06/04

Job Number: 6467331

Title: Customs clearance agent (must have rating experience) ([NOC: 1236](#))

Terms of Employment: Permanent, Full Time, Day

Key Research Findings

Salary: \$35,000.00 to \$38,000.00 Yearly for 40 hours per week, Medical Benefits

Anticipated Start Date: As soon as possible

Location: Mississauga, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training

Credentials (certificates, licences, memberships, courses, etc.): Canadian Society of Customs Brokers Certificate, Canadian Society of Customs Brokers Qualification Certificate

Experience: 3 years to less than 5 years

Languages: Speak English, Read English, Write English

Work Setting: Customs brokerage firm

Area of Customs Broker Specialization: Refund and drawbacks, Tariffs, Commodities, Customs legislation, Financial affairs

Specific Customs Broker Skills: Prepare and process import and export documents and other forms on behalf of clients, Arrange for payment of duties, taxes, storage and transportation of imported goods, Quote duty and tax rates on commodities, Advise clients on export and import restrictions, Advise clients on tariff systems

Specific Ship Broker Skills: Inform clients on available cargo space, destinations, rates and departures

Work Conditions and Physical Capabilities: Tight deadlines, Attention to detail, Large caseload

Transportation/Travel Information: Own vehicle

Work Location Information: Urban area

Essential Skills: Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing

Other Information: Must have 2-3 years customs rating RMD experience. CCS an asset

Employer: Buckley Search Inc. (Placement Agency)

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: kevin@buckleysearch.com

Online: <http://www.buckleysearch.com/current.htm>

Web Site: <http://www.buckleysearch.com/current.htm>

Advertised until: 2012/06/20

Key Research Findings

Job Number: 6467337

Title: Customs clearance agent (Customs Specialist - Tariffs Compliance req/Rating) ([NOC: 1236](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$45,000.00 to \$48,000.00 Yearly for 40 hours per week, Medical Benefits

Anticipated Start Date: As soon as possible

Location: Mississauga, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training

Credentials (certificates, licences, memberships, courses, etc.): Canadian Society of Customs Brokers Certificate, Canadian Society of Customs Brokers Qualification Certificate

Experience: 3 years to less than 5 years

Languages: Speak English, Read English, Write English

Work Setting: Customs brokerage firm

Area of Customs Broker Specialization: Refund and drawbacks, Tariffs, Commodities, Customs legislation, Financial affairs

Specific Customs Broker Skills: Prepare and process import and export documents and other forms on behalf of clients, Arrange for payment of duties, taxes, storage and transportation of imported goods, Quote duty and tax rates on commodities, Advise clients on export and import restrictions, Advise clients on tariff systems

Specific Ship Broker Skills: Inform clients on available cargo space, destinations, rates and departures

Work Conditions and Physical Capabilities: Tight deadlines, Attention to detail, Large caseload

Transportation/Travel Information: Own vehicle

Work Location Information: Urban area

Essential Skills: Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing

Other Information: Post-audit-customs compliance experience/Tariff Classification experience required. CCS 5 years of Customs Brokerage experience.

Employer: Buckley Search Inc. (Placement Agency)

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: kevin@buckleysearch.com

Online: <http://www.buckleysearch.com/current.htm>

Web Site: <http://www.buckleysearch.com/current.htm>

Advertised until: 2012/06/20

Key Research Findings

Job Number: 6393587

Title: Distribution and transport logistics technician (Bilingual Logistics Representative) ([NOC: 1236](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$43,000.00 to \$50,000.00 Yearly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Mississauga, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training

Credentials (certificates, licences, memberships, courses, etc.): Not applicable

Experience: 1 year to less than 2 years

Languages: Speak English, Speak French, Read English, Read French, Write English, Write French

Other Information: Handle inbound customer inquiries in a timely manner. Tracking the shipment of orders. Work with the customer service team to ensure a high level of customer service.

Employer: Bilingual Source (Placement Agency)

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: mahdi@bilingualsource.com

Web Site: <http://www.bilingualsource.com/register>

Advertised until: 2012/06/21

Job Number: 6420330

Title: Broker, customs house (Import Customer Care Rep.) ([NOC: 1236](#))

Terms of Employment: Permanent, Full Time, Shift, Overtime, Weekend, Night, Evening

Salary: \$12.00 to \$18.00 Hourly for 40 hours per week, Other Benefits, Medical Benefits, Dental Benefits, Disability Benefits, Group Insurance Benefits, Vision Care Benefits

Anticipated Start Date: As soon as possible

Location: Sault Ste. Marie, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Credentials (certificates, licences, memberships, courses, etc.): Canadian Society of Customs Brokers Certificate, Canadian Society of Customs Brokers Qualification Certificate, Customs Broker Licence - Customs and Excise, Not required

Experience: No experience

Key Research Findings

Languages: Speak English, Read English, Write English

Work Setting: Customs brokerage firm

Area of Customs Broker Specialization: Tariffs, Customs legislation

Specific Customs Broker Skills: Prepare and process import and export documents and other forms on behalf of clients, Advise clients on export and import restrictions, Advise clients on tariff systems

Additional Skills: Know and use computer hardware and software

Security and Safety: Criminal record check

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines, Attention to detail

Transportation/Travel Information: Own transportation

Work Location Information: Urban area

Essential Skills: Reading text, Numeracy, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Computer use, Continuous learning

Employer: Near North Customs Brokers

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: aamclean@nearnorthcustoms.com

Web Site: <http://www.nearnorthcustoms.com/>

Advertised until: 2012/06/02