

Although various organisations have performed some research, it is largely insufficient. The Information Highway Advisory Council (Connection, Community, Content : The Challenge of the Information Highway, Ottawa : IHAC Secretariat, 1995, p. 186) states : "The surveys are incomplete and cannot adequately support a national strategy. The data are not sufficiently comprehensive nor comparable from one survey to another. In particular, insufficient focus is given to household and employer based training . . . and to non credit learning and training programs provided publicly or privately where too little detail is available."

Economist Gordon Betcherman ("Research Gaps Facing Training Policy Makers," Canadian Public Policy 19 (1) : 18-28 [March 1993]) writes that research needs to look at whether Canadian industry is under investing in developing its human resources, and which policies could encourage optimal investment. He adds that if research is going to provide support to policy makers on these questions, a number of existing gaps need to be filled. These, which Betcherman calls the second generation research agenda, include analysis of the impacts of training, the nature of firms' training decisions and the incentive levers that will stimulate human resource investment.

Full analysis of the competitiveness issues affecting this and other service industries depends on the availability of data at the industry level. To foster the development of government policies and products to help the sector's competitiveness, more comprehensive information and relevant, up to date statistical data must be developed regularly, and more research must be performed. This information is critical to strengthening arguments concerning the importance of the sector as a contributor to Canada's economic growth.

4.5.9 International Markets

The inclusion of a training component in international tendering practices is increasingly becoming a determining factor in winning such contracts. Developing and less industrialised countries want their human resources to be trained in critical skill areas related to the ongoing management, operation and maintenance of technology, systems and capital construction co-financed by foreign and multilateral investments. The ETS sector must develop strong links with the consulting engineering, construction and manufacturing communities to exploit such international opportunities. The sector must promote Canadian capabilities and demonstrated successes to Canada's financial community. Both bankers and venture capitalists increasingly recognise the inherent