



**Skilled  
Trades**  
Ontario

**Métiers  
spécialisés**  
Ontario

Apprenticeship  
Training Standard  
Logbook

**Appliance Service  
Technician**

445A

2017

# Apprenticeship Training Standard

The Apprenticeship Training Standard or herein after referred to as “Logbook” is a document issued to Apprentices who sign a Registered Training Agreement in the Province of Ontario as an official record of training. It is to be used by the Apprentice and Sponsor/trainer to guide the process of skills development in a particular trade.

## Training As An Apprentice

- ✓ Ensure you, your sponsor, and your witness sign a Training Agreement with the Ministry of Labour, Immigration, Training and Skills Development. Once it is registered, you will receive a copy of the registered Training Agreement for your records.
- ✓ Notify the local Service Delivery Office **immediately** if any changes to contact information or training agreement, especially if you change sponsors.
- ✓ Review the Logbook regularly with your trainer and sponsor to discuss your progress, ask questions, seek feedback and have the trainer **sign-off on competencies**
- ✓ Keep an accurate record of the hours you work.
- ✓ Attend classroom training when it is offered.
- ✓ Apply for the financial incentives for which you are eligible.



## Completing Your Logbook

- ✓ **Complete the Sponsor Record Form** – A form must be completed for each Sponsor/Trainer used during your apprenticeship.
- ✓ **Confirm Skill Sign-off is Complete**
  - **You and your trainer** sign-off each required skill to confirm that you have demonstrated competency in that skill.
  - Shaded boxes in your Logbook mean the skills are optional and do not have to be confirmed by your trainer or sponsor. However, you are encouraged to complete them as part of your training.
- ✓ **Confirm Skill Set Sign-off is Complete**
  - After you and your trainer have signed-off all the required skills in a skill set, your sponsor signs the signature box on the form in **Appendix C – “Skill Set Completion for Sponsors”** to confirm your completion of all competencies within each skill set.

This document is the property of the apprentice named inside and represents the official record of your training. For information about completing your apprenticeship, see inside of back cover.



Apprentice Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Trade: \_\_\_\_\_

**Training Agreement # (for Compulsory and Non-Compulsory trades):**

**STO Account No. (for Compulsory trades only):**

**This document is the property of the Apprentice named herein and represents the official record of their training.**

**If you have questions about the use of this Logbook or about your Apprenticeship program, contact your local Service Delivery Office (see Appendix D in this book) or the Employment Ontario hotline at: 1-800-387-5656.**

# Apprenticeship Pathway to a Certificate of Qualification

Phase 1: Registration

**Submit Application for Apprenticeship Training through the on-line portal or to local Service Delivery Office**

For on-line portal, please follow instructions for registration. You will need to create a *My Ontario* account to access online services.

**Training agreement signed and registered by both apprentice and sponsor**

**Access your Apprenticeship Training Standard Logbook\*\***  
[skilledtradesontario.ca/about-trades/trades-information](http://skilledtradesontario.ca/about-trades/trades-information)

\*\* This is the official record of your training progress. You are responsible for keeping it up-to-date.

**Complete on-the-job training**

*Demonstrate and receive sign-off on the competencies/skills in your Apprenticeship Training Standard Logbook*

**Complete in-school training**

*Attend and complete the in-class training set out in the Curriculum Training Standard*

Apprentices eligible to apply for apprenticeship incentive grants (Red Seal trades) and loans.

**Review and finalize your logbook with your sponsor**

**Submit proof of apprenticeship completion**  
via email, in-person or digital portal

Your Apprenticeship Training Standard Logbook details completion requirements. Submit the following:

- completed Apprenticeship Training Standard Logbook with signatures
- proof of hours

**Certificate of Apprenticeship is issued**

Trades without examination

**CofA is the final step of the program**

Trades with examination (compulsory and non-compulsory trades)\*

**Provisional Certificate of Qualification issued for a 12 month term**

To prepare for the CofQ examination download the Provincial and/or Red Seal Exam preparation guides.

**Make payment for your Certificate of Qualification examination**

Call to make a payment  
(647-847-3000 or 1-855-299-0028)

**Schedule a date to write your Examination**

To schedule your examination, contact your local Service Delivery Office.

**Pass Certificate of Qualification examination**

Apprentices eligible to apply for Apprenticeship Completion Grant (Red Seal trades) or Apprentice Completion Bonus (non-Red Seal)

**Certificate of Qualification is issued**

Upon completion, Sponsors may be eligible for Apprenticeship grants, incentives, bonuses or tax credits

Phase 2: Apprenticeship

Phase 3: Certification

\* For a list of trades subject to a certification examination, visit: [skilledtradesontario.ca](http://skilledtradesontario.ca)

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**Please Note:** This Standard has been revised to reflect the visual identity of Skilled Trades Ontario (STO) which replaced the Ontario College of Trades on January 1, 2022. The content of this Standard may refer to the former organization; however, all trade specific information or content remains relevant and accurate based on the original date of publishing.

Please refer to STO's website: [skilledtradesontario.ca](https://skilledtradesontario.ca) for the most accurate and up to date information. For information about BOSTA and its regulations, please visit [Building Opportunities in the Skilled Trades Act, 2021 \(BOSTA\)](#).

Any updates to this publication are available on-line; to download this document in PDF format, please follow the link: [Skilled Trades Ontario.ca](https://skilledtradesontario.ca).

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*Maintained with transfer to Skilled Trades Ontario 2017 (V100)*

## **Foreword: Purpose, Terms and Conditions of the registered Training Agreement**

### **Purpose:**

- Prior to starting official apprenticeship activities, the apprentice, sponsor and a witness are required to sign a Training Agreement.
- The Training Agreement that you have signed is an important legal document that outlines your responsibilities as an apprentice and the responsibilities of your sponsor.
- Once registered, this training agreement (or contract) marks the start of your formal agreement between the apprentice, the sponsor and the Ministry.
- For compulsory trades, the apprenticeship registration document must be accessible when working.

### **The Apprentice agrees:**

- **To inform the local Service Delivery Office of any change to your contact information or change in sponsor within 7 days;**
- To follow the Sponsor's and Trainer's lawful instructions and make every effort to acquire the skills identified in the Logbook for the Trade which is part of the apprenticeship program established by Skilled Trades Ontario for the trade;
- To obtain written verification from the Sponsor and the Trainer(s) that the requirements in the Logbook for the trade have been met.
- When you receive an "Offer of Classroom Training", confirm your attendance by following the instructions in the offer. Failure to do so may result in losing your opportunity to attend school which delays the completion of your apprenticeship.

### **The Sponsor agrees:**

- To ensure that the Apprentice is provided with the training required as part of the apprenticeship program established by Skilled Trades Ontario for this trade;
- To review the progress of training with the Apprentice, and with the Trainer(s) where the Sponsor and the Trainer are not the same party.
- Release your apprentice from work to attend in-school training without penalty to the apprentice.
- To maintain the journeyperson/apprentice ratio for your trade, if applicable.
- To monitor their apprentice(s) progress
- To ensure that the Trainer(s) verifies, in writing, when each skill identified in the Logbook for the trade has been successfully completed by the Apprentice;
- To contact the Ministry should any changes in your capacity to train, your contact information, or your apprentice's status in the program change.

## Trade Specific Resources and Links

Trade Specific Resource	Link
Red Seal Program	<a href="http://red-seal.ca">red-seal.ca</a>
Apprenticeship in Ontario	<a href="http://ontario.ca/page/apprenticeship-ontario">ontario.ca/page/apprenticeship-ontario</a>
Employment Ontario	<a href="http://employmentontario.ca">employmentontario.ca</a>
Service Canada	<a href="http://servicecanada.gc.ca">servicecanada.gc.ca</a>
<i>Building Opportunities in the Skilled Trades Act, 2021</i>	<a href="http://ontario.ca">Building Opportunities in the Skilled Trades Act, 2021, S.O. 2021, c. 28 - Bill 288 (ontario.ca)</a>
Ministry of Labour, Immigration, Training and Skills Development	<a href="http://ontario.ca">Ministry of Labour, Immigration, Training and Skills Development   ontario.ca</a>
Exam Preparation Guide	<a href="http://ontario.ca">Exam Resources – Skilled Trades Ontario</a>
Skills Zone (Ontario Skills Passport)	<a href="http://www.skillszone.ca/">http://www.skillszone.ca/</a>

*\*Please note, all website addresses are current at time of printing*

## Methodology-Standard Development

A standard is developed with a broad group of trade representatives who form the initial working group. This includes subject matter experts/ tradespeople/ instructors and employers from a cross section of the sector/industry, with varying years of work experience in the field. The working group reviews, develops and recommends revision to the content of the standard. Their role also involves harmonizing and updating other supporting content for the product.

An essential part of the standard development is the validation process. This is the opportunity to have a broader representation of the sector provide feedback on the content of draft standard. This process is conducted in various ways and may include sending out a survey or the draft document (or both) directly to the sector. The comments received are reviewed by the working group and revisions are made as required based on a consensus model.



### Introduction to the Logbook

This “on-the job” Logbook is the training standard for Appliance Service Technician 445A and was developed by Skilled Trades Ontario in consultation with representatives from industry. It identifies all the skills associated with and required to learn the trade.

The Logbook is divided into skill sets, which are further divided into skills. These skill sets and skills are written in statements that describe what the Apprentice must perform and to what standard, in order to be considered competent in that skill.

The successful performance of these skills is tracked in the Logbook. Once achieved, this skills’ sign-off, along with the completion of in-school program requirements or equivalent, is how the apprenticeship program is completed and apprentices receive a Certificate of Apprenticeship.

The Sponsor/trainer and Apprentice are required to sign-off and date each skill after the Apprentice has demonstrated proficiency in these skills. However, if a skill is shaded, it is optional and does not need to be signed-off, though it has been defined as a part of the scope of practice for the trade.

All practices described in this standard must be performed by the apprentice according to the specific criteria identified. In general, the standard of performance for this trade is to be performed according to all applicable jurisdictional codes and standards and all health and safety standards must be respected and observed.

All skills within the Apprenticeship Training Standard are to be performed, as applicable, according to and in compliance with the following:

- Occupational Health and Safety Legislation and Regulations;
- Other applicable legislation, regulation, codes and standards;
- Industry best practices;
- Company policies and procedures.

The information presented in this standard is, to the best of our knowledge, current at time of printing and is intended for general application. Please refer to the Skilled Trades Ontario website for the most accurate and up-to-date information: [skilledtradesontario.ca](http://skilledtradesontario.ca)

## Roles and Responsibilities

Under the [Building Opportunities in the Skilled Trades Act, 2021 \(BOSTA\)](#)

**Skilled Trades Ontario (STO)** is responsible for:

- Establishing and maintaining qualifications;
- Establishing Apprenticeship Programs and other training programs including training Standards, curriculum standards and certifying examinations;
- Issuing certificates for the purposes of this Act such as Certificates of Qualification;
- Maintaining a Public Registry for compulsory trades [skilledtradesontario.ca/public-register/](https://skilledtradesontario.ca/public-register/);
- Determining whether the experience and qualifications obtained by applicants for a certificate of qualification who do not complete an apprenticeship are equivalent to those received through completing an apprenticeship (Trade Equivalency Assessments)
- Promoting the skilled trades and conducting research.
- Conducting research and evaluate whether a trade should be prescribed as a trade for the purposes of this Act and to make recommendations on these matters to the Minister.

**Ministry of Labour, Immigration, Training and Skills Development (MLITSD)**

is responsible for:

- Classifying trades as compulsory trades;
- Prescribing scopes of practice for trades;
- Approving which persons may provide in-class training for apprenticeship programs (TDAs);
- Registering Training Agreements;
- Providing those who successfully complete an apprenticeship program with a certificate of apprenticeship (CofA);
- Administering examinations, including certifying examinations;
- Promoting the skilled trades and conducting research;
- Exercising such other powers and perform such other duties and functions as are provided for in this Act or the regulations.

***For any matter related to your registered Training Agreement or completing your apprenticeship, you must contact your local Service Delivery Office.***

### Roles and Responsibilities of the Apprentice

An Apprentice is an individual who has entered into a registered Training Agreement (refer to Foreword: *“Purpose, Terms and Conditions of TA” page 1*) with a Sponsor to receive training in a trade as part of an apprenticeship program established by Skilled Trades Ontario. As an Apprentice, you have certain roles and responsibilities to follow throughout your apprenticeship training:

1. As an Apprentice, you signed the Training Agreement and have entered into a contract with the Ministry of Labour, Immigration, Training and Skills Development and your Sponsor.
2. If you are registered as an Apprentice in a compulsory trade, your name will automatically appear in the Skilled Trades Ontario Public Register.
3. You are responsible for informing the staff at your local Service Delivery Office regarding changes to the following:
  - Your Sponsor’s address;
  - Your name and address; and/or,
  - Your Sponsor, including starting employment with a new Sponsor
4. As an Apprentice, you are responsible for completing skills or skill sets in this Logbook (as detailed in the *“Eligibility for Apprenticeship Program Completion”* section of this document) and ensuring that they are dated and signed by both you and your Trainer.
5. Once you have demonstrated competency in all the mandatory skills and received a sign off on each skill by your sponsor/trainer, you must have the Skill Set Completion Form completed and signed by your current Sponsor.
6. Submit your Logbook to your local Service Delivery Office.
7. Present your Apprentice Completion Form (Please refer to Appendix B), along with your authorized Logbook to your local Service Delivery Office.

### Roles and Responsibilities of Sponsors and Trainers

**Sponsors** are responsible for ensuring all terms are met as per the registered Training Agreement. They are named on the registered Training Agreement as the entity responsible for ensuring Apprentices receive the training required as part of an apprenticeship program. As a signatory to this agreement, they are designated as the 'Signing Authority' for the Apprentice's Skill Set Completion Form and are required to attest to successful achievement by signing the appropriate box at the completion of each skill set. Some sponsors may also act as the Trainer.

A **Trainer** is an individual who oversees the performance of a task and sets the workplace expectations and practices for the Apprentice.

In compulsory trades, a Trainer must hold a valid Certificate of Qualification and be registered with Skilled Trades Ontario.

In non-compulsory trades, a Trainer is an individual who holds one of the following:

- A Certificate of Qualification;
- A Certificate of Apprenticeship in the trade; or,
- Has completed both the workplace-based training (competencies and/or hours as applicable) and classroom training components of the trade's apprenticeship program; or,
- Has workplace experience equivalent to the apprenticeship program) and has the skills outlined in the Logbook.

Competency means being able to perform to the required standard (please refer to *"Introduction to the Logbook"*). Trainers/Sponsors and Apprentices are required to sign-off and date the skills in the Logbook following each successful acquisition. The Logbook forms a record of this achievement.

The Trainer must provide their signature based on their assessment and professional judgment that the apprentice is competent in the skills described above. The Trainer's signature is not a general warranty or guarantee of the apprentice's future conduct.

Sponsors participating in this training program will be designated as the Signing Authority and are required to attest to successful achievement by signing the appropriate box included at the end of each skill set.

### Health and Safety

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance for apprenticeship programs in Ontario. These responsibilities are shared and require the joint efforts of government, sponsors, employers, supervisors, workers, apprentices and the public to achieve the goal of making Ontario's workplaces safe and healthy.

The [Occupational Health and Safety Act](#) (OHSA) provides us with the legal framework and the tools to do this. It sets out the rights and duties of all parties in the workplace, placing ultimate responsibility on the employer for the health and safety of workers (in this case apprentices) by ensuring procedures, controls, and training are established for dealing with workplace hazards. Therefore, it is imperative that all parties become aware of circumstances that may lead to injury, illness or harm. Safe learning experiences and environments can be created by controlling the variables and behaviours that may contribute to or cause an accident injury or illness.

A sponsor who is not the employer is reminded that the employer has legal responsibilities respecting health and safety over the apprentice who is their worker. The sponsor should encourage safe work habits and adherence to the employer's occupational health and safety requirements for the workplace.

It is generally recognized that a positive attitude about safety in partnership with health and safety competency contributes to an accident-free environment. Everyone will benefit as a result of a healthy attitude towards the prevention of accidents.

Workers and apprentices can be exposed to a multitude of hazards and, therefore, should be familiar with the Occupational Health and Safety Act and regulations.

### The Internal Responsibility System:

One of the primary purposes of the Occupational Health and Safety Act (OHSA) is to facilitate a strong Internal Responsibility System (IRS) in the workplace. To this end, the OHSA lays out the duties of employers, supervisors, workers, apprentices, constructors and workplace owners.

Workplace parties' compliance with their respective statutory duties is essential to the establishment of a strong IRS in the workplace.

Simply put, the IRS means that everyone in the workplace has a role to play in keeping workplaces safe and healthy. Workers and apprentices in the workplace who see a health and safety problem such as a hazard or contravention of the OHSA in the workplace have a statutory duty to report the situation to the employer or a supervisor. Employers and supervisors are, in turn, required to address those situations and acquaint workers with any hazard in the work that they do.

The IRS helps support a safe and healthy workplace. In addition to the workplace parties' compliance with their legal duties, the IRS is further supported by well-defined health and safety policies and programs, including the design, control, monitoring and supervision of the work being performed.

### **Roles and Responsibilities under the Occupational Health and Safety Act**

#### **Employer's Responsibilities include but are not limited to the following:**

- Instruct, inform and supervise workers and apprentices to protect their health and safety.
- Appoint competent persons as supervisors.
- Inform a worker, apprentice, or a person in authority, about any hazard in the workplace and train them in the handling, storage, use, disposal and transport of any equipment, substances, tools, material, etc.
- Take every precaution reasonable in the circumstances for the protection of a worker/apprentice.
- In workplaces in which more than five workers are regularly employed, prepare and post a written occupational health and safety policy and set up and maintain a program to implement it.
- Prepare and post policies with respect to workplace violence and workplace harassment and develop programs supporting workplace harassment and workplace violence policies.
- Ensure knowledge of applicable legislative, regulatory, codes and standards so requirements to be followed are clear to all workers/apprentices.

#### **Trainer/Supervisor Responsibilities include but are not limited to the following:**

- Ensure that a worker or apprentice works in compliance with the Act and regulations.
- Ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker or apprentice.
- Advise a worker/apprentice of any potential or actual health or safety dangers known by the supervisor.
- Take every precaution reasonable in the circumstances for the protection of workers.

#### **Worker/Apprentice Responsibilities include but are not limited to the following:**

- Work in compliance with the Act and regulations.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker.
- Report any hazard or contravention of the Act or regulations to the employer or supervisor.
- Not remove or make ineffective any protective device required by the employer or by the regulations.
- Not use or operate any equipment or work in a way that may endanger any worker.

### **The Three Rights of Workers/Apprentices**

The OHSA gives workers and apprentices three important rights:

1. The right to know about hazards in their work and get information, supervision and instruction to protect their health and safety on the job.
2. The right to participate in identifying and solving workplace health and safety problems either through a health and safety representative or a worker member of a joint health and safety committee.
3. The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

### **Ministry of Labour, Immigration, Training and Skills Development**

The Ministry of Labour, Immigration, Training and Skills Development conducts periodic inspections of workplaces to ensure that safety acts and regulations are being followed. Please direct any questions to the Occupational Health and Safety Contact Centre at 1-877-202-0008.

## Apprenticeship Program Summary/Guidelines

### Scope of Practice

The Scope of Practice for the trade of Appliance Service Technician is set out in section 9 of Ontario Regulation 875/21 under BOSTA and reads as follows:

**9.** The scope of practice for the trade of appliance service technician includes installing domestic appliances and electrical household products and maintaining the following:

1. Electrical systems of domestic appliances and electrical household products.
2. Electronic control and component systems of electrical or gas domestic appliances and electrical household products.
3. Mechanical systems of domestic appliances and electrical household products.
4. Water systems of domestic appliances and electrical household products.
5. Air systems of domestic appliances and electrical household products.
6. Sealed systems of domestic appliances and household refrigeration products.
7. Liquid petroleum and natural gas systems of domestic appliances and electrical household products.

\*While the Logbook draws on the scope of practice regulation (Section 9 of Ontario Regulation 875/21 under BOSTA). The Logbook does not purport to add to or modify the scope of practice as provided in regulation. \*

### Program Guidelines

#### On-the-Job Training Duration

Industry has identified 5280 hours as the benchmark necessary for any Apprentice to become competent in the skills required. There may be circumstances in which the duration varies from this guideline.

#### In-Class Training Duration

Industry has identified 730 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

#### Total Training Hours

6010 hours

### Journeyperson to Apprentice Ratio

#### Industry Recommended Ratios:

While some of the trades regulated under BOSTA are subject to Journeyperson to Apprentice ratios set out in regulation, this trade is not one of them. Instead, **industry has recommended a Journeyperson to Apprentice ratio guideline of 1 Journeyperson (or individual who is deemed equivalent to a journeyperson) to 1 Apprentice** as the ratio necessary for an Apprentice to be properly trained on the job in this program.



### Program Requirements

#### Compulsory and Non-compulsory Classification

Regulations under the *Building Opportunities in the Skilled Trades Act, 2021*, classify each trade as either “compulsory” or non-compulsory.” This trade is non-compulsory.

It is the responsibility of an Apprentice to maintain a training record in the form of a Logbook. The Sponsor and Trainer are required to sign-off when competencies in the trade are achieved.

#### Skills for Success Summary

Skills for Success are needed in a quickly changing world for work, learning and life. They are foundational for building other skills and important for effective social interaction. Everyone benefits from having these skills as they help individuals get a job, progress at their current job and change jobs. They also help individuals become active members of their community and succeed in learning.

Through extensive research and consultations, the Government of Canada launched the new Skills for Success model renewing the previous Essential Skills framework to better reflect the needs of the current and future labour market.

The occupational specific Essential Skills profiles are available online. These will be updated over time to align with the new Skills for Success model found here: [Skills for Success model](#)

### **Standard of Performance**

In general, the standard of performance for the trade of Appliance Service Technician are to be performed, as applicable, according to and in compliance with the following:

Industry Safety Standards which are based upon:

- Occupational Health and Safety Legislation and Regulations;
- Jurisdictional legislation and regulations, codes and standards (municipal bylaws etc.)
- Company policies and procedures
- All applicable manufacturers specifications and engineering specifications

### **Other Required Certification(s) (if applicable):**

Many Appliance Service Technicians may also obtain the following certifications:

- Ozone Depletion Prevention certificate (ODP)
- Gas Technician certification through the Technical Standards and Safety Authority (TSSA) (G1, G2, G3 or Domestic Appliance Technician (DA))

## Training the Apprentice - Tips for Apprentices, Sponsors and Trainers

### Tips for Apprentices

Remember, it takes time to learn. The following is a list of additional tips and tools to help make the most of your apprenticeship training:

- Practice safe work procedures early to create good habits;
- Use your Logbook as a journal to keep track of the skills you have achieved;
- Review your training plan with your Training Consultant, Trainer, or Sponsor;
- Discuss your training needs with your Trainer and/or Sponsor;
- Listen to the suggestions of your Trainer;
- Ask your Trainer questions if you are unsure of any skill you need to perform or any tools or equipment you need to use to perform your duties;
- Show enthusiasm and develop good work habits; and,
- Upon demonstration of competency, ensure that you and your Trainer sign-off the individual skills.

***To get the most from this mentoring experience, request exposure to the full scope of the trade; meet regularly with your Sponsor/Trainer to discuss your progress, ask questions and seek feedback.***

### Tips for Sponsors

- Select Trainers with good communication skills and who work well with others;
- Ensure that the Apprentice always works under the direction of or has access to a qualified Trainer;
- Encourage Trainers to take upgrading courses (e.g. Train the Trainer, Mentor, Coach, etc.);
- Set out clear expectations and involve both the Apprentice and Trainer in developing the training plan
- Encourage safe work habits;
- Allow time for the Trainer to train and demonstrate skills to the Apprentice;
- Provide opportunities and time for the Apprentice to learn the trade;
- Ensure that the Apprentice receives the varied on-the-job trade training experience outlined in this document;
- Recognize good performance;
- Observe frequently;
- Provide constructive feedback and conduct regular performance reviews involving the Apprentice and Trainer;
- Use the Logbook as a monitoring tool and a part of regular performance evaluations; and,
- Complete the Skill Set Completion Form once the Apprentice has demonstrated competency in the skills.

- The detailed content listed for each skill is not intended to represent an inclusive list; rather, it is included to illustrate the intended direction for the skill acquisition.

### **Tips for Trainers**

Trainers are responsible for ensuring the Apprentice is developing the skills outlined in this document. Here is a list of tips and tools to help Trainers in their supervision of Apprentices:

- Demonstrate model safe work habits;
- Provide opportunities and time for the Apprentice to learn the trade;
- Treat Apprentices fairly and with respect;
- Review the Logbook with the Apprentice and develop a training plan;
- Set out clear expectations and recognize good performance;
- Expose Apprentices to the full scope of the trade by providing training on the skills outlined in this document;
- Encourage and respond to all questions;
- Be patient;
- Explain, show and demonstrate the skill;
- **Meet regularly with the Apprentice to discuss the apprentice's progress**
- Provide continuous feedback;
- Sign-off skills when your Apprentice demonstrates competency, and,
- Use the Logbook as a guide to evaluate competence in each skill area. By using the Logbook, Trainers will be able to guide the process to and assist Apprentices to develop skills outlined in this document.

***The best mentoring experience is when an Apprentice is given as much training/exposure to the full scope of the trade as possible. If this is not possible, help them to determine other ways this may be possible.***

## Notice of Collection of Personal Information

1. At any time during your apprenticeship training, you may be required to show this Logbook to the local Service Delivery Office. You will be required to submit the signed Apprenticeship Completion form to the Service Delivery Office in order to complete your program. The Service Delivery Office will use your personal information to administer and finance Ontario's apprenticeship training system, including confirming your completion and issuing your Certificate of Apprenticeship.
2. The Service Delivery Office will disclose information about your program completion and your Certificate of Apprenticeship to Skilled Trades Ontario, as it is necessary for Skilled Trades Ontario to carry out its responsibilities.
3. Your personal information is collected, used and disclosed by the Ministry of Labour, Immigration, Training and Skills Development under the authority of the *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*.
4. Questions about the collection, use and disclosure of your personal information by the Ministry may be addressed to the:

Manager, Employment Ontario Contact Centre  
Ministry of Labour, Immigration, Training and Skills Development  
33 Bloor St. E, 2nd floor, Toronto, Ontario M7A 2S3  
Toll-free: 1-800-387-5656; Toronto: 416-326-5656  
TTY: 1-866-533-6339 or 416-325-4084

**List of Trainers**

<b>Trainer's Name (Please Print)</b>	<b>Trainer's Signature</b>	<b>Date of start with Trainer (day/month/year)</b>

**9170.0 Protect Self and Others****General Performance Objective**

Protect self and others by identifying health and safety hazards; wearing, adjusting, and maintaining personal protective clothing and equipment; practising safe work practices; practising safe electrical work practices; working with brazing, soldering and heating equipment; handling hazardous and caustic materials; transporting pressurized containers; handling immediate and non-immediate hazardous gas situations; and, practising good housekeeping.

**Skills**

- 9170.01 Identify health and safety hazards** in the workplace so that the potential for personal injury to technician and/or customer and damage to equipment or the environment is minimized, customers are notified of potential hazards, unsafe conditions are reported, and corrective action is taken, as defined in government legislation, manufacturers' specifications and employer policies.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

- 9170.02 Wear and maintain personal protective clothing and equipment** including gloves, masks, safety footwear, eye and hearing protection, and back support, to ensure correct fit and optimum protection for the wearer and the task being performed in compliance with company policies and workplace practices, manufacturer specifications, and government legislation and regulations (including the Occupational Health and Safety Act (OHSA), Canadian Standards Association).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9170.03     Implement safe work practices** by wearing proper clothing, confining long hair, removing jewellery, and identifying and obeying certification and hazard symbols, in accordance with company policies and workplace practices, industry codes and standards, government legislation and regulation, including the Occupational Health and Safety Act (OHSA).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9170.04     Apply safe electrical work practices** by identifying live areas and using tools to prevent accidents in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9170.05     Work safely with brazing, soldering and heating equipment** by using protective materials including heat resistant work mats and safety goggles, ensuring adequate work space and ventilation and safely maintaining the equipment to prevent accidents and personal injury in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature



**9170.06      Handle hazardous and caustic materials** by accessing and interpreting Material Safety Data Sheets (MSDS) and using specified handling and storage equipment, so that the technician is protected from injury, the environment from contamination, materials are stored, and procedures are followed in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation (including Workplace Hazardous Material Information System).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9170.07      Transport pressurized containers** including liquid and compressed gases by accessing and interpreting safety data and following specified handling and storage procedures including placarding so that the technician is protected from injury, and the environment from contamination, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9170.08      Handle immediate hazardous gas situations on a gas appliance** by shutting off the gas supply to the appliance; affixing tag and ensuring the immediate communication of information to the owner and gas distributor in order to prevent an accident in accordance with government legislations and regulations (including gas utilization code).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9170.09      Handle immediate and non-immediate hazardous gas situations** on portable pressurized vessels by shutting off the gas supply to the equipment; and ensuring the immediate communication with company in order to prevent an accident in accordance with company policy and workplace practices, government legislations and regulations (including gas utilization code).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9170.10      Handle non-immediate hazardous gas situations on a gas appliance** by ensuring the immediate communication of information to the owner and gas distributor in order to prevent an accident in accordance with government legislations and regulations (including gas utilization code).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9170.11**     **Practise good housekeeping** by cleaning up spills and leaks; placing work blanket or mat under work area; storing tools and equipment; and, keeping work area clear of hazards and obstructions to prevent accidents and personal injury in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9171.0 Plan and Prepare for Job**

**General Performance Objective**

Plan and prepare for job by identifying relevant work order information; selecting and maintaining hand, cutting, and specialty tools; selecting and maintaining power tools; selecting and maintaining soldering, brazing, and heating equipment; selecting and maintaining refrigeration sealed system equipment; inspecting and maintaining refrigerant recovery equipment; selecting and maintaining measuring devices and, using computer based information management systems job in accordance with tool manufacturer's specifications, employer standards and the OHSA.

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**Skills**

**9171.01 Identify relevant work order information** including the type of domestic appliance or electrical household product that is to be serviced such as domestic cooking appliances, outdoor cooking equipment, microwave ovens, compactors, laundry equipment, dishwashers, refrigerators, freezers, ice-makers, humidifiers, de-humidifiers, room air conditioners, beverage and water coolers; identify power source; select parts and equipment; sequence the work and any other information required to perform the job in accordance with company policies and workplace practices and manufacturer's specifications.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

- 9171.02**     **Select hand, cutting, and specialty tools** so that tools selected are the correct size and type by using information from job specifications, inspecting them to ensure they are maintained and available in order to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, government legislation and regulations.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.03**     **Maintain hand, cutting and specialty tools** by visually inspecting for surface damage and contamination; lubricating; calibrating; testing for operation and storing tools; so that they are maintained and available to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.04**     **Select power tools** by visually inspecting for damage and testing for operation, so that the tools selected are the correct size and type for the application and available to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9171.05      Maintain power tools** by inspecting power cables for fraying; verifying ground connections; verifying integrity; removing foreign materials and storing tools so that tools and equipment are in place, maintained, and available to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9171.06      Select soldering, brazing, and heating equipment** including acetylene torches and tips, gauges, regulators, gas hoses, and back flow preventers to confirm the correct size and type for the application and to ensure availability to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.07 Maintain soldering, brazing, and heating equipment** including propane and acetylene torches and tips, gauges, regulators, gas hoses, and back flow preventers by inspecting for leaks; removing contaminants including oil; shutting off gas flow at the source and storing equipment (including ensuring ventilation) so that tools and equipment are in place, maintained, and available to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.08 Select refrigeration sealed system equipment** including charging manifold, micron gauge, vacuum pumps, recovery equipment, weight scales, charging cylinders and leak detectors; and calibrate gauges to confirm the correct size and type for the application and refrigerant type in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.09 Maintain refrigeration sealed system equipment** including charging manifold, micron gauge,, vacuum pumps, recovery equipment, weight scales, charging cylinders and leak detectors by calibrating the weight scale and micron gauge; changing vacuum pump oil; verifying integrity of hoses and gauge manifold; changing batteries and O rings and storing in appropriate place; so that system equipment is maintained and stored in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.10 Inspect refrigerant recovery equipment** including passive recovery tank (cylinder), active (recovery pump), and absorption (silica/carbon) systems by calibrating system manifolds, pressure valves, and switches; and, reading refrigerant volume from serial plate; and ensuring tanks are not expired to confirm equipment is the correct size and type to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature



- 9171.11 Maintain refrigerant recovery equipment** including passive (recovery tank), active (recovery pump), and absorption (silica/carbon) systems by changing vacuum pump oil; verifying integrity of hoses and gauge manifold; changing batteries and O rings; ensuring tanks and canisters are not expired and storing in appropriate location so that recovery equipment is maintained and stored in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.12 Select measuring devices** including: charging manifold, micron gauge multimeter, ammeter, survey meter (microwave oven), pyrometer, watt meter, manometer, CO detector, electronic scale, refrigerant leak detector, hydrocarbon leak detector, event recorder, air velocity meter and capacitor checker by visually inspecting for damage and testing for operation, calibrating and verifying operation to confirm that measuring device is the correct one for the application and available to perform the job in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.13 Maintain measuring devices** including: charging manifold, micron gauge multimeter, ammeter, survey meter (microwave oven), pyrometer, watt meter, manometer, CO detector, electronic scale, refrigerant leak detector, hydrocarbon leak detector, event recorder, air velocity meter and capacitor checker by locking meters and gauges; having survey meters calibrated; placing in recommended case holder, inspecting devices for frayed thermo couple lines and storing in an appropriate location so that measuring devices are maintained and stored in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9171.14 Use computer based information management systems** for data entry, technical assistance, locating and ordering parts, recording job and assignment completions, receiving payment and updating computer files in accordance with software protocols and company administration practices.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9172.0 Demonstrate Professional Business Practices****General Performance Objective**

Demonstrate professional business practices by presenting a professional image; communicating verbally and in writing; performing customer service functions; resolving conflict; estimating cost for service; completing documentation; completing financial transactions; determining impending future problems; cleaning and inspecting work site and work performed; and demonstrating product operation.

**Skills**

- 9172.01 Present a professional image** by dressing appropriately for type of work; maintaining personal hygiene and grooming; practising business etiquette; and operating vehicles according to company policy and workplace practices and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

- 9172.02 Communicate with client and co-workers, management and vendors verbally** by using common trade or non-technical terminology; and explaining processes and ideas in a clear, concise and precise manner to ensure all parties understand in accordance with company policy and workplace practices and government legislation and regulation (including PCI (payment card industry data security standard) privacy legislation, Sarbanes Oxley compliance).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9172.03      Communicate with client and co-workers, management and vendors in writing** using trade or non-technical terminology; completing required information on documents so that is clear, concise, and legible in accordance with company policy and workplace practices and government legislation and regulation (including PCI (payment card industry data security standard) privacy legislation, Sarbanes Oxley compliance).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9172.04      Perform customer service functions** by answering, re-directing and resolving business inquiries or customer concerns; referring customers to other licensed trade professional services to meet their needs; advising customer on recommended installation, location, usage and maintenance of appliance; speaking clearly, concisely and courteously; analysing and responding to customer complaints in accordance with company policy and workplace practices and government legislation and regulation (including PCI (payment card industry data security standard) privacy legislation, Sarbanes Oxley compliance).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9172.05      **Resolve conflicts**** by remaining calm; recognising an escalating situation; remaining calm; asking questions; restating concerns; focussing on resolving the problem; recommending options including alternative solutions and services in accordance with company policy and workplace practices and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9172.06      **Estimate cost for service**** by consulting with customer; determining work required; pricing parts and labour required; informing customer of costs (such as mileage, trip charge, fuel surcharge, ferry charge, rail charges, expediency charges) and options in advance of starting work; and recording customer's approval in accordance with company policy and workplace practices, warranties, government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9172.07      **Complete documentation**** including work or service orders and labelling system components, records related to use and recovery of refrigerants (including tagging product), service performed, model and serial number, date of purchase, part numbers, parts replaced and quantity, extended warranties including authorization numbers, customer signature, maintaining security and back up files and business financial records so that it is complete, clear, concise and legible and in accordance with company policy and workplace practices, manufacturers' specifications, warranties, government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9172.08**     **Complete financial transactions** by explaining cost; receiving payment from customers; preparing documents including invoices and receipts which are accurate, clear and legible; and reconciling transactions in accordance with company policy and workplace practices and government legislation and regulation (including PCI (payment card industry data security standard) privacy legislation, Sarbanes Oxley compliance).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9172.09**     **Determine impending product problems** to electrical, mechanical, electronic control, water, air, venting, sealed and gas systems and supporting structures after initial repairs are completed by measuring, observing, listening, smelling, or touching equipment, advising customer of wear condition, improper installation or potentially unsafe equipment condition in accordance with company policy and workplace practices and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9172.10**     **Clean and inspect work site and work performed** by wiping off appliance; restoring work area to original set-up; and, verifying operation of appliance in accordance with in accordance with customer satisfaction, company policy and workplace practices and manufacturer's specifications.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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## 9173.0 Electrical and Electronic Systems, Controls and Components of Domestic Appliances and Electrical Household Products

### General Performance Objective

Service electrical and electronic systems, controls and components of domestic appliances and electrical household products by diagnosing and troubleshooting, repairing, replacing and adjusting electrical and electronic control and component faults, verifying operation of the electrical and electronic control system and components and completing any reports to the regulatory safety authority.

### Skills

**9173.01 Diagnose and troubleshoot electrical and electronic control or component faults** including controls, relay boards, interfaces, ribbons, panels, glass, switches, timers, motors, wax motors, thermistors, NTCs, PTCs, sensors, thermostats, compressors, inverters, magnetrons, capacitors, transformers, latching mechanisms, solenoids, valves, bimetals, modems, hard drives, software, and related components by interpreting customer's complaint; performing odour, audio, and visual inspections; running product diagnostic; interpreting schematic diagrams, charts, technical data, fault codes, and job information; interpreting schematic diagrams, charts, and job information; confirming electrical supply; verifying polarity and power source; process of elimination using test equipment including multimeter and polarity tester, anti-static strap; and, identifying and selecting components to be tested, referring to technical bulletins/service letters/reworks/recalls so that fault is identified and corrective action is determined in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9173.02      Repair the electrical and electronic control or component faults** by referring to schematics and technical data sheets, part installation instructions; replacing faulty wiring and/or harnesses; by selecting manufacturer's approved (OEM) replacement component; removing faulty component; and, installing new component; selecting replacement, removing faulty control or component, and, installing new control or component; by accessing and interpreting manufacturer's fault codes; downloading and inserting new programming; programming board; inserting product code number; clear fault codes; and, cleaning component, board and harness contacts; so that fault is corrected using multimeters in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.03      Replace the faulty component** by selecting manufacturer's approved (OEM) replacement component; removing faulty component; and, installing new component; ensuring that replaced component is operational and functional, referring to technical bulletins/service letters/reworks/recalls in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.04      Adjust the electrical and electronic control product components** by adjusting control panels, display boards, date and time and interfaces, calibrating thermostats/ thermistors/ control boards/NTCs/PTCs and sequencing switch operations, setting dip switches and potentiometers and calibrating controls; using tools and safety equipment ensuring that component is operational and functioning in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.05      Verify operation of the electrical and electronic control system and components** by measuring voltage and temperature, observing, listening, clearing fault codes; adjusting control panels, display boards, date and time and interfaces, calibrating thermostats/ thermistors/ control boards/NTCs/PTCs and sequencing switch operations, setting dip switches and potentiometers and calibrating controls; documenting the faults for future problem identification to ensure that fault has been corrected, the system is operational and functioning, and fault is documented for future problem identification in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.06**     **Complete any required reports to the regulatory safety authority** such as customer injury or smoke or flames seen outside the product, provide previous product service history and file them on line in accordance with, industry codes and standards, and government legislation and regulation (including ESA).

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.07**     **Install/re-install the appliance/electrical household product with smart technology functions/systems** by:

- Connecting to the consumer's internet
- Connecting appliance to a surge suppressor to prevent power surge if applicable
- Testing and verifying operation of the smart technology; According to manufacturer's specifications.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.08      Diagnose/troubleshoot problem with appliance/electrical household product with smart technology functions/systems by:**

- Extracting the relevant error codes
- Using the smart technology information to guide the repair process;
- To diagnose the source of the problem; According to manufacturer's specifications.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.09      Repair problem with appliance/electrical household product with smart technology functions/systems by:**

- Repairing or replacing faulty components
- Following safe handling procedures such as grounding and static dissipation
- Programming the replacement electronic control if applicable
- Deleting the existing fault codes prior to testing as applicable; According to regulations and manufacturer's specifications.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.10      Test and verify operation of the appliance/electrical household product with smart technology functions/systems by:**

- Running the appliance through test cycle or alternative
- Deleting the existing fault codes if applicable
- Configuring or re-configuring electronic control if applicable
- Reconnecting the new electronic control to the wifi if applicable; According to manufacturer's specifications

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9173.11      Explain and demonstrate operation of the appliance/electrical household product with smart technology functions/systems to customer by:**

- Demonstrating that the repaired/replaced function operates correctly in front of the customer
- Running the appliance through a quick test cycle as required in front of customer; According to manufacturer's specifications, company policies and procedures.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9174.0 Mechanical Systems of Domestic Appliances and Electrical Household Products**

**General Performance Objective**

Service mechanical systems of domestic appliances and electrical household products by diagnosing mechanical faults; repairing and adjusting drive systems and components, suspension systems and components, and cabinet, chassis or console systems and components; and verifying the repair or fault.

**Skills**

**9174.01 Diagnose mechanical fault** by interpreting customer`s complaint; interpreting charts, drawings and technical data; verifying power source; checking operation of product; performing visual and auditory inspections of moving and non-moving components; and, identifying and selecting components to be tested so that mechanical fault is identified and corrective action is determined in accordance with company policies and workplace practices, manufacturer`s specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9174.02 Repair drive systems and components** including transmissions, clutch, motor, belts, couplings, bearings, tub kits, pulleys, gears and hardware accessories by replacing or rebuilding component parts, and using tools and safety equipment, ensuring that repaired drive system is operational and functioning in accordance with company policies and workplace practices, manufacturer`s specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9174.03      **Adjust drive systems and components**** including clutch, belts, bearings, pulleys, gears and hardware accessories by increasing or decreasing belt tension; aligning pulleys; confirming operation; lubricating bearings, and, using tools and safety equipment; ensuring that adjusted drive systems operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9174.04      **Repair suspension systems and components**** including springs, snubbers, shocks, pulleys, bases, and balancing systems by replacing component; lubricating; cleaning; and, using tools and safety equipment ensuring that repaired suspension system is operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9174.05      Adjust suspension systems and components** including springs, snubbers, shocks, pulleys, bases, and balancing systems by increasing or decreasing spring tension; cleaning snubbers; tightening or loosening cable pulley system; re-aligning hinges, and, using tools and safety equipment ensuring that adjusted suspension is operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9174.06      Repair cabinet, chassis and console systems and components** including levellers, hinges, handles, glass, trim, doors, locks, tubs, and gaskets by gluing or taping cosmetic components (such as drum seals, bearings); patching liners and tubs; removing scratches; paint touch-ups; shimming cabinets; replacing cabinet chassis and console components, foot pads and panels; and using tools ensuring that cabinet, chassis and console systems and components are repaired in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature



- 9174.07      Adjust cabinet, chassis and console systems and components**  
including levellers, legs, hinges, handles, glass, trim, doors, locks, tubs and gaskets by realigning hinges; levelling legs; and using hand tools and safety equipment; so that cabinet and console are adjusted in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9174.08      Verify repair of fault** by checking operation of the product, clearing diagnostic fault codes and calibrating if necessary; performing visual and auditory inspections of moving and non-moving components; clean product so that operation is confirmed and product is clean and usable in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation, customer satisfaction.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9175.0 Water Systems of Domestic Appliances and Electrical Household Products**

**General Performance Objective**

Service water systems of domestic appliances and electrical household products by diagnosing incoming water systems and water discharge systems; repairing and adjusting incoming or discharge water systems; and, verifying the repair of systems and components.

**Skills**

**9175.01 Diagnose incoming water systems** by interpreting customer`s complaint; verifying water supply; verifying water quality, volume, quantity, and pressure and temperature,; performing visual, audible, smell inspection of components including water valves, reservoirs, filters, pressure switches, and washer hoses and fill hose screens; checking for odours, colour, clarity, and hardness; identifying and isolating problems; analysing water flow; and, inspecting supply line and circulation; so that incoming water system problems are identified and corrective action is taken using diagnostic tools and safety equipment in accordance with company policies and workplace practices, manufacturer`s specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9175.02 Diagnose water discharge systems** by interpreting customer`s complaint; performing visual, audible and smell inspection; verifying water discharge components including pumps, hoses, filters, clamps, water pressure switches, drain and check valves, and syphon breaks; checking for water restrictions or obstructions, identifying household plumbing issues, identifying and isolating problems; and, analysing discharge flow; so that water discharge system problems are identified and corrective action is taken using diagnostic tools and safety equipment in accordance with company policies and workplace practices, manufacturer`s specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9175.03**     **Repair incoming or discharge water system components** including pumps, filters, fill valves, pressure switches, hoses, clamps, screens, solenoids, impellers, seals, housings, gaskets, diverter valves, and syphon breaks by visually, audible and smell inspecting system; watching and monitoring water leaks, proper operation, hose connection placement; rebuilding faulty components; removing foreign objects; cleaning components; removing deposits from gaskets, air dome and pressure hose; replacing faulty component using tools and safety equipment; ensuring that repaired system components are operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9175.04      Adjust incoming or discharge water system components** including pumps, filters, fill valves, pressure switches, hoses, clamps, screens, housings, gaskets and syphon breaks by increasing or decreasing belt tension; straightening kinked hoses; adjusting electronic controls; and, using tools and safety equipment; so that water flow and circulation is maintained using diagnostic tools and safety equipment in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9175.05      Verify repair of systems and components** including pumps, filters, fill valves, pressure switches, hoses, clamps, screens, solenoids, impellers, seals, housings, gaskets, diverter valves, and syphon breaks by checking operation of the product, clearing diagnostic fault codes and calibrating if necessary; performing visual and auditory inspections of moving and non-moving components; checking for leaks; securing and orienting hose clamps; clean product so that operation is confirmed and product is clean and usable in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation, customer satisfaction.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9176.0      Air Systems of Domestic Appliances and Electrical Household Products**

**General Performance Objective**

Service air systems of domestic appliances and electrical household products by diagnosing static and forced air systems; and, repairing and maintaining static and forced air components.

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**Skills**

**9176.01      Diagnose passive and forced air systems** by interpreting customer's complaint and performing visual and manual inspections using test equipment so that air circulation is assessed and corrective action is determined in accordance with manufacturer's specifications, industry codes and standards, and government legislation and regulation

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**9176.02      Repair passive and forced air components** including fan blades and impellers, belts, bearings, pulleys, motors, baffles, venting and air flow controls by adjusting or reinstalling the faulty or misaligned component and ensuring air flow by using hand tools to correct fault in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9176.03**     **Replace passive and forced air components** including fan blades and impellers, belts, bearings, pulleys, motors, baffles, venting and air flow controls by replacing faulty component and ensuring air flow by using hand tools to correct fault in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9176.04**     **Maintain passive and forced air components** including fan blades and impellers, belts, bearings, pulleys, motors, baffles, venting and air flow controls by removing foreign debris from condenser, evaporator, ventilator, ducting, and filter, and using equipment including pressure sprayer, brushes, fin combs, and vacuums, so that air flow and circulation is maintained in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9176.05**     **Verify the repair or replacement of passive and forced air components** including fan blades and impellers, belts, bearings, pulleys, motors, baffles, venting and air flow controls by checking component functionality using visual inspection, equipment and tools including air flow meters, velometers, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9177.0      Sealed Systems of Domestic Appliances and Household Refrigeration Products****General Performance Objective**

Service sealed systems of domestic appliances and household refrigeration products by diagnosing sealed system faults; determining location of leaks; recovering existing refrigerant; repairing faulty sealed system component; verifying sealed system; recharging system with refrigerant; and verifying operation of appliance.

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**Skills**

- 9177.01      Diagnose sealed system faults** including restrictions, leaks, compression, or system contamination by interpreting customers` complaint; verifying sealed system related fault; performing inspection of the condenser, absorption system, evaporator, compressor, heat exchanger or capillary tube, and hot gas valve; evaluating sealed system using equipment including multimeter; accessing system using access fittings and pressure gauges; verifying operating pressures; reading gauges; taking temperatures using temperature tester; and, comparing results to temperature pressure charts; so that system fault is identified and corrective action is determined in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**9177.02**     **Determine location of leaks** by observing for oil or dye spots; applying liquid leak detector; using electronic devices; pressurizing system with an inert gas; diagnosing leak through process of elimination (heat exchanger) and, interpreting leak test results; so that leak is identified and corrective action is determined in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9177.03**     **Recover existing refrigerant** by using passive, active, and absorption methods; accessing system; installing valves, hoses and equipment; removing refrigerant into approved container; and, using equipment including brazing equipment, hand tools, and compound gauge manifold, ensuring that refrigerant is recovered, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature



- 9177.04**     **Repair faulty sealed system components** including heat exchanger, evaporator, pre-cooler, absorption system, condenser, drier, connecting tubing, flow valve, compressor, hot gas solenoid valve, accumulators, mufflers, hot gas style mullion or perimeter heater by replacing faulty sealed components; re-brazing or re-soldering joints and components; and, using equipment including torches and flameless torches, recovery system, charging equipment, and manifold gauges, referring to manufacturers' service bulletins, reworks, recalls ensuring that repaired component is operational and functioning, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9177.05**     **Verify sealed systems** by pressurizing system with an inert gas; vacuuming system; and, using equipment including vacuum pumps, and micron meter, to confirm that there are no leaks, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9177.06      Recharge systems with refrigerant** by determining type and amount of refrigerant; charging system with refrigerant; and, using equipment including electronic scales, manifold, and charging cylinders; so that system is recharged in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9177.07      Verify operation of appliance** by operating appliance; making adjustments; completing refrigerant recovery tag; and, completing and retaining documentation; to confirm that appliance is operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9178.0 Verify Operation of Liquid Petroleum (Lp) And Natural Gas (Ng) Systems of Domestic Appliances and Electrical Household Products**

**General Performance Objective**

Verify operation of LP and natural gas systems of domestic appliances and electrical household products by diagnosing gas systems; determining location of leak; arranging for the repair of gas system components; and, verifying operation of appliance.

**Skills**

**9178.01 Diagnose gas systems** by interpreting customer's complaint; identifying gas type; determining working pressure using measuring instruments including manometer, VOM, multimeter, CO detector and temperature tester, product diagnostics pyrometer; confirming ignition and flame characteristics by observation; confirming the conversion to correct fuel type and, confirming operation of safety components; so that faulty component is identified and corrective action is determined in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**9178.02 Determine location of leaks** by performing odour inspection; performing liquid and electronic leak detection tests; clocking the meter (dial tests) and, pressurizing the system with inert gas upon hook up and when running new line; so that location of leak is identified and corrective action is determined, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9178.03**     **Arrange for repair of gas system components** including connecting tubing, regulators, burners, igniters, orifices, electrical and mechanical valves, electric and electronic controls, flame sensors, thermocouples, control and limit thermostats, and millivolt generators by ensuring the replacement of faulty components; cleaning orifices and burners; adjusting primary air mixture; and verifying that repaired component is operational and functioning in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9178.04**     **Confirm operation of appliance** by testing operation; making adjustments; completing and attaching pressure test tag to piping; testing all safety devices and limits; performing CO tests using electronic air analyzers and mechanical air samplers; adjusting or replacing orifices, direct spark ignition systems and hot surface ignition systems, air shutters, valves, burners, and regulators; and, completing and retaining documentation, confirm proper grounding to confirm that appliance is operational and functioning or, if not, red tag/infraction tag the appliance, in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**9178.05**     **Maintain up to date documents** including code books, licensing, tags, ensuring tools and test equipment are calibrated in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**9179.0      Install Domestic Appliances and Electrical Household Products**

**General Performance Objective**

Install domestic appliances and electrical household products by preparing appliance for installation at customer's site; inspecting installation site; connecting appliance; and, informing customer of use and care of appliance.

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**Skills**

**9179.01      Prepare appliance for installation at customer's site** by verifying sales order match to product, uncrating and placing product, and inspecting for damage in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**9179.02      Inspect installation site** by verifying location of appliance, electrical, water, gas, drain, and ventilation, cabinetry, supporting structures, and advise customer if standard not met so that customer can arrange corrective action in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9179.03**     **Connect appliance** to energy source, drain water supply and exhaust system; verifying placement of safety devices including window stops and anti-tip brackets; and, verifying operation of appliance and instruct the customer on the use of the appliance, so that installation is completed in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation..

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

- 9179.04**     **Inform customer of appliance use and care** by reviewing appliance manual, operating instructions, and maintenance requirements in accordance with manufacturer's operating instructions and specifications and employer standards

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

## Definitions

### Apprentice

- An individual who, pursuant to a registered Training Agreement, is receiving or is to receive training in a trade that is required as part of an apprenticeship program
- Holds a Training Agreement in either a compulsory or non-compulsory trade;
- Are subject to any ratios that have been set out in regulation and or recommended by industry for their trade(s);
- Remain as an Apprentice until they receive their Certificate of Apprenticeship

### BOSTA

*Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*

### Certificate of Apprenticeship (C of A)

A certificate issued to individuals who have demonstrated that they have completed an apprenticeship program in Ontario.

### Certificate of Qualification (C of Q)

A certificate issued to an individual who has completed an apprenticeship or equivalent AND passed the Certificate of Qualification examination.

### Competence

The ability of an individual to perform a skill, consistently without assistance, in the workplace as set out in the Logbook.

### Competency Analysis Profile (CAP Chart)

A chart that identifies the training needs of an individual trade and details the skills/skill sets that must be demonstrated during an apprenticeship program.

### Journeyperson

Journeyperson means an individual who holds a certificate of qualification (in a compulsory or non-compulsory trade) and/or an individual who practices as a journeyperson in a non-compulsory trade who does not hold a certificate of qualification and has equivalent experience in that trade.

### Mandatory Skill

Status assigned to unshaded individual skills, skill sets or general performance objectives which must be signed-off for the Apprentice to complete their program.

### Optional Skill

Status assigned to shaded individual skills, skills sets or general performance objectives for which sign-off is not required for the Apprentice to complete the program.



### Provisional Certificates of Qualification

- A Provisional Certificate of Qualification is issued to an individual who has obtained a Certificate of Apprenticeship (in both compulsory and non-compulsory trades) in a program that has a Certificate of Qualification examination, to which the individual has not yet passed the Certificate of Qualification examination.
- A Provisional Certificate of Qualification shall have the prescribed term or, if no term is prescribed, a term of one year.
- In a compulsory trade, the Provisional Certificate of Qualification allows a person to continue working legally in the trade for up to 12 months while they work to pass the certifying exam.
- Individuals with a Provisional Certificate of Qualification are subject to any ratios that have been set out for their trade(s).

### Ratios

For the purpose of an Apprenticeship program, a ratio is the maximum number of Journeypersons to Apprentices. The purpose of ratios is to provide consistent supervision, training and continuity of work.

### Red Seal Program

The Interprovincial Standards Red Seal Program (also known as the Red Seal Program) was established more than 50 years ago to provide greater mobility across Canada for skilled workers and represents a standard of excellence for industry. Through the program, individuals are able to obtain a Red Seal endorsement on their provincial/territorial certificates by achieving 70% or higher on an interprovincial Red Seal examination.

The Interprovincial Standards Red Seal Program acknowledges their competence and ensures recognition of their certification throughout Canada without further examination. There are currently over 50 Red Seal designated trades. **The Red Seal Program is recognized as the interprovincial *standard of excellence* in the skilled trades.** The Interprovincial Standards Red Seal Program is a partnership between the Government of Canada, the Provinces, the Territories and various stakeholders.

### Sign-off

Signature of the Sponsor of record, or an individual to whom that Sponsor has delegated signing authority, (e.g. Trainer) indicating an Apprentice's demonstration of competence.

### Skill

Individual competency/task described in the Logbook.

### Skill Sets

Group or selection of individual skills found in the Logbook.

### **Skill Set Completion for Sponsors**

Listing for all skill sets and includes space for sign-off by Sponsor of record.

#### **Sponsor**

Means a person that has entered into a registered Training Agreement under which the person is required to ensure that an individual is provided with workplace-based training in a trade as part of an apprenticeship program.

#### **Sponsor of Record**

Refers to the Sponsor documented as being signatory to the registered Training Agreement or Contract of Apprenticeship. In order for a Sponsor to be considered for the training of Apprentices, they must identify that the workplace has qualified persons or the equivalent on site, and can identify that the workplace has the tools, equipment, materials, and processes which have been identified by the Industry representatives for the trade.

#### **Trainer**

An individual who oversees the performance of a task and sets the workplace expectations and practices for the Apprentice. For a compulsory trade, a qualified Trainer is an individual who holds a Certificate of Qualification. In a non-compulsory trade, a Trainer is an individual who either holds a CofQ, CofA, or is considered equivalent.

## Ready to Write Your Exam?

Many of the skilled trades in Ontario have a final certification examination that you must pass to become certified in your trade. Passing the examination gives you the right to hold yourself out as a Journeyperson and receive a Certificate of Qualification in your trade.

There are two types of trade certification examinations in Ontario:

1. Provincial (Ontario) examinations - which lead to a Certificate of Qualification.
2. Red Seal examinations – which lead to a Certificate of Qualification with an Interprovincial Red Seal endorsement.

If a trade is designated as Red Seal in Ontario, you will be writing the Red Seal examination. To access the Red Seal preparation guide please visit: [red-seal.ca](http://red-seal.ca)

## Ontario's Exam Preparation Guide

[Exam Resources – Skilled Trades Ontario](#)

### Basic Examination Details for You to Know

- You will have **up to four hours to write your examination.**
- Accommodations must be requested and approved prior to scheduling your examination.
- You can leave the examination centre if you complete the examination in less than four hours.
- Exam questions are multiple choice with four options from which you must choose the correct answer. Your examination may have between 90 and 150 multiple choice questions.
- You need a mark of 70% to pass.

### Scheduling Your Examination

The examination scheduling process is currently outlined in detail on the Skilled Trades Ontario website: [Exam Scheduling – Skilled Trades Ontario](#)

### Remember these 3 basic steps:

1. Confirm your eligibility to write the examination with Skilled Trades Ontario.
2. Contact Client Services at Skilled Trades Ontario to pay your examination fee.
3. Contact the local Service Delivery Office to schedule your examination in their examination centre: <https://www.ontario.ca/page/employment-ontario-apprenticeship-offices>

## **Instructions for Recording a Change in Sponsor**

1. Record your first sponsor's information in Sponsor Record #1 – this would be the sponsor who has signed your initial apprenticeship Training Agreement for this trade.
2. If you do change sponsors prior to completing this apprenticeship, please contact your local Service Delivery Office immediately to update your sponsor record.
3. Please make sure you record all the information regarding any additional sponsors of record towards your apprenticeship using the Sponsor Records on the following pages (if applicable).

**You must fill out a Change of Sponsor Record each time you change your sponsor.**

## Sponsor Record #1

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: (mm/dd/yy) \_\_\_\_\_

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

**\*If you need additional copies of the Sponsor Record, visit [SkilledTradesOntario.ca](http://SkilledTradesOntario.ca) and search Sponsor Record Form.**

## Change of Sponsor Record #2

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: (mm/dd/yy) \_\_\_\_\_

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

**\*If you need additional copies of the Sponsor Record, visit [SkilledTradesOntario.ca](http://SkilledTradesOntario.ca) and search Sponsor Record Form.**

### Change of Sponsor Record #3

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: (mm/dd/yy) \_\_\_\_\_

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

**\*If you need additional copies of the Sponsor Record, visit [SkilledTradesOntario.ca](http://SkilledTradesOntario.ca) and search Sponsor Record Form.**

## Change of Sponsor Record #4

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: (mm/dd/yy) \_\_\_\_\_

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

**\*If you need additional copies of the Sponsor Record, visit [SkilledTradesOntario.ca](http://SkilledTradesOntario.ca) and search Sponsor Record Form.**



## Appendix A — Instructions for Apprenticeship Program Completion

Once an Apprentice has completed all the classroom training and benchmark on-the-job hours specified for the trade and has acquired all the mandatory skills included in this Logbook.

The Apprentice and the Sponsor complete the Apprentice Completion Form and the Skill Set Completion for Sponsors Form located on the following pages.

1. They sign the forms and submit them to their local Service Delivery Office. To find the closest office, check the contact information at [ontario.ca/page/employment-ontario-apprenticeship-offices](http://ontario.ca/page/employment-ontario-apprenticeship-offices) or call the *Employment Ontario* toll free number at (1-800-387-5656).
2. For All Trades: All mandatory skills (or the combination indicated in the completion requirements for the trade) in the Logbook must be signed-off. The recommended hours are a benchmark. If the Sponsor is completing the Apprentice before the industry recommended training hours are done, staff may request further information regarding the Apprentice's on-the-job training. An example of a request would be a letter from the Sponsor confirming the Apprentice worked for some time in the trade before the initial Training Agreement was registered, thereby acquiring some skills beforehand.

If Apprentices are submitting the completion request form and supporting documentation to their local Service Delivery Office by mail, fax, or email (as a scanned document), they should not include their Logbook; if they are presenting this form in person at the local Service Delivery Office, they should bring their Logbook with them.

After staff verifies all the information in the completion request, they may contact either the Apprentice or the Sponsor for further information or documentation. Once the completion has been confirmed, the local Service Delivery Office will issue a Certificate of Apprenticeship to the Apprentice.

Skilled Trades Ontario will receive notification of this completion.

- If the Apprentice has completed a program in a **compulsory trade**, Skilled Trades Ontario will automatically register the Apprentice for a Provisional Certificate of Qualification to continue to work legally for one year while preparing for the certification examination.
- If an Apprentice completes their apprenticeship in a **non-compulsory trade** and there is a Certificate of Qualification exam, they must write and pass the exam to receive a Certificate of Qualification from Skilled Trades Ontario.

For permission to schedule an exam once completion is confirmed, the individual must first contact the Skilled Trades Ontario Client Services Department at 647-847-3000 or toll free at 1-855-299-0028 to pay the certification examination fee. Once you have paid your exam fee with Skilled Trades Ontario, book your exam by contacting your nearest Employment Ontario local Service Delivery Office.

## Appendix B — Apprentice Completion Form

Please fill out both sides of this form, including the Skill Set Completion for Sponsors (see back of form). Once both sides are completed, submit the form to your local Service Delivery Office (find contact information at [ontario.ca/page/employment-ontario-apprenticeship-offices](http://ontario.ca/page/employment-ontario-apprenticeship-offices) or by calling Employment Ontario at (1-800-387-5656).

Apprentice Information	
Name (print)	
Client ID # Issued by Ministry	
Telephone Number(s)	

Sponsor Information	
Legal Name	
Address	
Telephone Number(s)	
Sponsor's Signing Authority ( <i>print name</i> )	
E-mail Address	

Program Information	
Trade Name	
Number of hours required as per Training Agreement ( <i>hours-based trades only</i> )	
Hours completed? ( <i>documentation attached</i> )	Yes ( )    No ( )    Not applicable ( )
Classroom training completed or exempt?	Yes ( )    No ( )    Not applicable ( )

I hereby confirm that the information submitted on both sides of this form is true and accurate.

X \_\_\_\_\_  
Apprentice's Signature      Date

X \_\_\_\_\_  
Signature of Sponsor's Signing Authority      Date

## Appendix C — Skill Set Completion for Sponsors

You will find the skill set numbers and titles in the Logbook's Table of Contents. By signing off each skill set in the table below, you are providing final confirmation, as the Apprentice's Sponsor, that the Apprentice has demonstrated competency in all the mandatory skills included in the skill set.

Skill Set #	Skill Set Title	Signing Authority Signature
9170	Protect Self and Others	
9171	Plan and Prepare for Job	
9172	Demonstrate Professional Business Practices	
9173	Electrical and Electronic Systems, Controls and Components of Domestic Appliances and Electrical Household Products	
9174	Mechanical Systems of Domestic Appliances and Electrical Household Products	
9175	Water Systems of Domestic Appliances and Electrical Household Products	
9176	Air Systems of Domestic Appliances and Electrical Household Products	
9177	Sealed Systems of Domestic Appliances and Electrical Household Refrigeration Products	
9178	Verify Operation of Liquid Petroleum (LP) and Natural Gas (NG) Systems of Domestic Appliances and Electrical Household Products	
9179	Install Domestic Appliances and Electrical Household Products	

### Ministry of Labour, Immigration, Training and Skills Development use only:

Sponsor verified as most recent sponsor of record: Yes ( ) No ( )

Documentation to support completion of hours attached: Yes ( ) No ( )

Completion of classroom training verified: Yes ( ) No ( )

Staff Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

## Appendix D — Local Service Delivery Offices in Ontario

For current office listings visit: [ontario.ca/page/employment-Ontario-apprenticeship-offices](http://ontario.ca/page/employment-Ontario-apprenticeship-offices)

Location	Contact	Location	Contact
<b>Barrie</b> 705-737-1431	55 Cedar Pointe Dr Unit 609, Barrie, ON L4N 5R7	<b>Marathon</b> 807-346-1550	52 Peninsula Road, Suite 103 Marathon, Ontario, P0T 2E0
<b>Belleville</b> 613-968-5558 1-800-953-6885	135 North Front St, Belleville, ON K8P 3B5	<b>Markham</b> 905-513-2695	140 Allstate Parkway, Suite 505, Markham, Ontario L3R 5Y8
<b>Brantford</b> 519-756-5197	505 Park Rd North Suite 201, Brantford, ON N3R 7K8	<b>North Bay</b> 705-495-8515 1-800-236-0744	200 First Ave West, North Bay, ON P1B 3B9
<b>Chatham</b> 519-354-2766 1-800-214-8284	870 Richmond St West 1st Floor, Chatham, ON N7M 5J5	<b>Ottawa</b> 613-731-7100 1-877-221-1220	Preston Square, 347 Preston Street, Suite 310, Ottawa, ON K1S 3H8
<b>Cornwall</b> 613-938-9702 1-877-668-6604	132 Second St East Ste 202, Cornwall, ON K6H 1Y4	<b>Owen Sound</b> 519-376-5790 1-800-838-9468	1450 1st Ave West, Suite 100, Owen Sound, ON N4K 6W2
<b>Dryden</b> 807-456-2665 1-800-734-9572	Provincial Government Building, 479 Government St, Dryden, ON P8N 3K9	<b>Peel</b> 905-279-7333 1-800-736-5520	The Emerald Centre, 10 Kingsbridge Garden Circle, Suite 404, Mississauga, ON L5R 3K6
<b>Durham</b> 905-433-0595 1-800-461-4608	78 Richmond Street West, Oshawa, ON L1G 1E1	<b>Pembroke</b> 613-735-3911 1-800-807-0227	615 Pembroke St East, Pembroke, ON K8A 3L7
<b>Elliot Lake</b> 1-800-236-8817	50 Hillside Dr North, Elliot Lake, ON P5A 1X4	<b>Peterborough</b> 705-745-1918 1-877-433-6555	901 Lansdowne St West, Peterborough, ON K9J 1Z5
<b>Fort Frances</b> 807-274-8634	922 Scott St 2nd Flr, Fort Frances, ON P9A 1J4	<b>Sarnia</b> 519-542-7705 1-800-363-8453	Bayside Mall, 150 Christina St North, Sarnia, ON N7T 7W5
<b>Geraldton</b> 807-854-1966	208 Beamish Avenue West Geraldton, Ontario P0T 1M0	<b>Sault Ste. Marie</b> 705-945-6815 1-800-236-8817	477 Queen St East 4th Flr, Sault Ste Marie, ON P6A 1Z5
<b>Halton</b> 905-842-5105 1-844-901-5105	700 Dorval Dr., Suite 201, Oakville, ON L6K 3V3	<b>St Catharines</b> 905-704-2991 1-800-263-4475	Garden City Tower, 301 St Paul St East, 10th Flr, St Catharines, ON L2R 7R4
<b>Hamilton</b> 905-521-7764 1-800-668-4479	Ellen Fairclough Bldg, 119 King St West 8th Flr, Hamilton, ON L8P 4Y7	<b>Sudbury</b> 705-564-3030 1-800-603-5999	159 Cedar St Ste 506, Sudbury, ON P3E 6A5
<b>Kapuskasing</b> 705-465-5785 705-235-1950	Ontario Government Complex, 122 Government Rd West, Kapuskasing, ON P5N 2X8	<b>Thunder Bay</b> 807-346-1550 1-800-439-5493	189 Red River Rd Suite 103, Thunder Bay, ON P7B 1A2
<b>Kenora</b> 807-468-2879 1-800-734-9572	227 1/2 Second St South, Kenora, ON P9N 1G4	<b>Timmins</b> 705-235-1950 1-877-275-5139	Ontario Government Complex, 5520 Highway 101 East Wing B, South Porcupine, ON P0N 1H0
<b>Kingston</b> 613-548-1151 1-866-973-4043	Alliance Business Centre, 299 Concession St Ste 201, Kingston, ON K7K 2B9	<b>Toronto Centre</b> 416-927-7366 1-800-387-5656	2 St Clair West, 11 <sup>th</sup> floor Toronto, ON M4A 1L5
<b>Kitchener</b> 519-653-5758 1-866-877-0099	4275 King St East, Kitchener, ON N2P 2E9	<b>Toronto South</b> 416-326-5800	625 Church St 1st Fl, Toronto, ON M7A 2B5
<b>London</b> 519-675-7788 1-800-265-1050	1200 Commissioners Rd E, Unit 72, London, ON N5Z 4R3	<b>Windsor</b> 519-973-1441	Roundhouse Centre, 3155 Howard Ave 2nd Fl, Suite 200, Windsor, ON N8X 4Y8

### Competency Analysis Profile (CAP) Chart

#### 9170 Protect Self and Others

**9170.01**  
Identify health  
and safety  
hazards

**9170.02**  
Wear and  
maintain  
personal  
protective  
clothing and  
equipment

**9170.03**  
Implement safe  
work practices

**9170.04**  
Apply safe  
electrical work  
practices

**9170.05**  
Work safely with  
brazing,  
soldering and  
heating  
equipment

**9170.06**  
Handle  
hazardous and  
caustic materials

**9170.07**  
Transport  
pressurized  
containers

**9170.08**  
Handle  
immediate  
hazardous gas  
situations on a  
gas appliance

**9170.09**  
Handle  
immediate and  
non-immediate  
hazardous gas  
situations on  
portable  
pressurized  
vessels

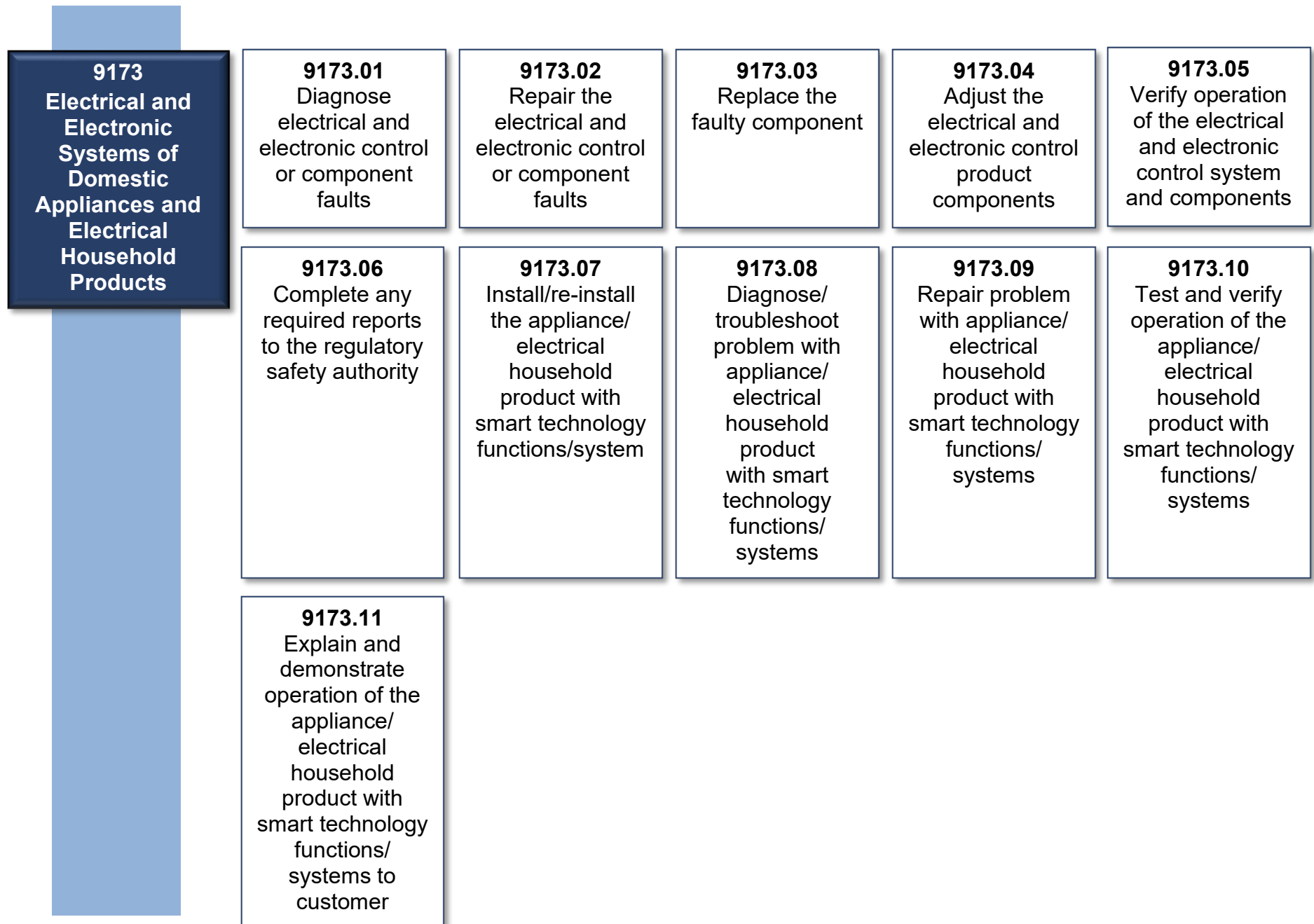
**9170.10**  
Handle  
non-immediate  
hazardous gas  
situations on a  
gas appliance

**9170.11**  
Practise good  
housekeeping

**Competency Analysis Profile: Appliance Service Technician 445A** *(all unshaded skill sets must be completed)*

<b>9171</b> <b>Plan and Prepare</b> <b>for Job</b>	<b>9171.01</b> Identify relevant work order information	<b>9171.02</b> Select hand, cutting and specialty tools	<b>9171.03</b> Maintain hand, cutting and specialty tools	<b>9171.04</b> Select power tools	<b>9171.05</b> Maintain power tools
	<b>9171.06</b> Select soldering, brazing and heating equipment	<b>9171.07</b> Maintain soldering, brazing and heating equipment	<b>9171.08</b> Select refrigeration sealed system equipment	<b>9171.09</b> Maintain refrigeration sealed system equipment	<b>9171.10</b> Inspect refrigerant recovery equipment
	<b>9171.11</b> Maintain refrigerant recovery equipment	<b>9171.12</b> Select measuring devices	<b>9171.13</b> Maintain measuring devices	<b>9171.14</b> Use computer based information management systems	
	<b>9172.01</b> Present a professional image.	<b>9172.02</b> Communicate with client and, co-workers, management and vendors verbally	<b>9172.03</b> Communicate with client and co-workers, management and vendors in writing	<b>9172.04</b> Perform customer service functions	<b>9172.05</b> Resolve conflicts
	<b>9172.06</b> Estimate cost for service	<b>9172.07</b> Complete documentation	<b>9172.08</b> Complete financial transactions	<b>9172.09</b> Determine impending product problems	<b>9172.10</b> Clean and inspect work site and work performed

**Competency Analysis Profile: Appliance Service Technician 445A** *(all unshaded skill sets must be completed)*



**Competency Analysis Profile: Appliance Service Technician 445A** *(all unshaded skill sets must be completed)*

<b>9174</b> <b>Mechanical Systems of Domestic Appliances and Electrical Household Products</b>	<b>9174.01</b> Diagnose mechanical fault	<b>9174.02</b> Repair drive systems and components	<b>9174.03</b> Adjust drive systems and components	<b>9174.04</b> Repair suspension systems and components	<b>9174.05</b> Adjust suspension systems and components
	<b>9174.06</b> Repair cabinet, chassis and console systems and components	<b>9174.07</b> Adjust cabinet, chassis and console systems and components	<b>9174.08</b> Verify repair of fault		
<b>9175</b> <b>Water Systems of Domestic Appliances and Electrical Household Products</b>	<b>9175.01</b> Diagnose incoming water systems	<b>9175.02</b> Diagnose water discharge systems	<b>9175.03</b> Repair incoming or discharge water system components	<b>9175.04</b> Adjust incoming or discharge water system components	<b>9175.05</b> Verify repair of components
<b>9176</b> <b>Air Systems of Domestic Appliances and Electrical Household Products</b>	<b>9176.01</b> Diagnose passive and forced air systems	<b>9176.02</b> Repair passive and forced air components	<b>9176.03</b> Replace passive and forced air components	<b>9176.04</b> Maintain passive and forced air components	<b>9176.05</b> Verify the repair or replacement of passive and forced air components



**Competency Analysis Profile: Appliance Service Technician 445A** *(all unshaded skill sets must be completed)*

<b>9177</b> <b>Sealed Systems of Domestic Appliances and Household Refrigeration Products</b>	<b>9177.01</b> Diagnose sealed system faults	<b>9177.02</b> Determine location of leaks	<b>9177.03</b> Recover existing refrigerant	<b>9177.04</b> Repair faulty sealed system components	<b>9177.05</b> Verify sealed systems
	<b>9177.06</b> Recharge systems with refrigerant	<b>9177.07</b> Verify operation of appliance			
<b>9178</b> <b>Verify Operation of Liquid Petroleum (LP) and Natural Gas (NG) Systems of Domestic Appliances and Electrical Household Products</b>	<b>9178.01</b> Diagnose Gas systems	<b>9178.02</b> Determine location of leaks	<b>9178.03</b> Arrange for repair gas systems components	<b>9178.04</b> Confirm operation of appliance	<b>9178.05</b> Maintain up to date documentation
<b>9179</b> <b>Install Domestic Appliances and Electrical Household Products</b>	<b>9179.01</b> Prepare appliance for installation at customer's site	<b>9179.02</b> Prepare installation site	<b>9179.03</b> Connect appliance	<b>9179.04</b> Inform customer of appliance use and care	

[illegible]

# Completing Your Apprenticeship Program

Once your sponsor agrees you are competent in the required skills, your hours are complete and you have completed all the levels of classroom training required for your trade:

- ✓ Follow the completion instructions on the Completion Form (Appendix A) in the Logbook.
- ✓ Answer any questions that MLITSD staff may have and provide any additional completion documentation that may be required.
- ✓ Once completion is confirmed, MLITSD will issue you a Certificate of Apprenticeship and notify Skilled Trades Ontario.

## After Your Apprenticeship

If you are in a trade with a certification exam, Skilled Trades Ontario will receive notice of your completion.

For compulsory trades, you will be issued a Provisional Certificate of Qualification which will allow you to work legally for up to 12 months until you write and pass your examination.

For a non-compulsory trade, once you pass your examination, you will be issued a Certificate of Qualification for your trade.

## Preparing For Your Exam

- **To pay for a Certificate of Qualification examination, contact Skilled Trades Ontario** Client Services Department at: 647-847-3000 or toll free at 1-855-299-0028
- **To schedule your exam:** Once you have paid, contact your local Service Delivery Office to book your exam.
- **Download Skilled Trades Ontario exam preparation guide at:** [Exam Resources – Skilled Trades Ontario](#) and/or view the exam preparation guide for Red Seal trades at: [red-seal.ca](http://red-seal.ca)



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Appliance Service Technician