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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.

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**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.

### Journeyman

Journeyman means an individual who holds a certificate of qualification (in a compulsory or non-compulsory trade) and/or an individual who practices as a journeyman 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 Journeyman 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

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

<b>Summary of Training</b>	
<b>Employment Start Date</b>	
<b>Employment End Date</b>	
<b>Total hours of training &amp; instruction between dates of employment.</b>	
<b>Skill Sets Completed</b>	

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 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</b> <b>Demonstrate Professional Business Practices</b>	<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)

**9173**  
**Electrical and Electronic Systems of Domestic Appliances and Electrical Household Products**

**9173.01**  
Diagnose electrical and electronic control or component faults

**9173.02**  
Repair the electrical and electronic control or component faults

**9173.03**  
Replace the faulty component

**9173.04**  
Adjust the electrical and electronic control product components

**9173.05**  
Verify operation of the electrical and electronic control system and components

**9173.06**  
Complete any required reports to the regulatory safety authority

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

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

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

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

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

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

<b>9174</b> Mechanical Systems of Domestic Appliances and Electrical Household Products	<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> Water Systems of Domestic Appliances and Electrical Household Products	<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> Air Systems of Domestic Appliances and Electrical Household Products	<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)

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

Notes


# 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