Skilled Trades Ontario | Métiers spécialisés Ontario

Apprenticeship
Schedule of Training
Logbook

# Information Technology — Contact Centre Technical Support Agent

634A

2011

# 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**.**

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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.**

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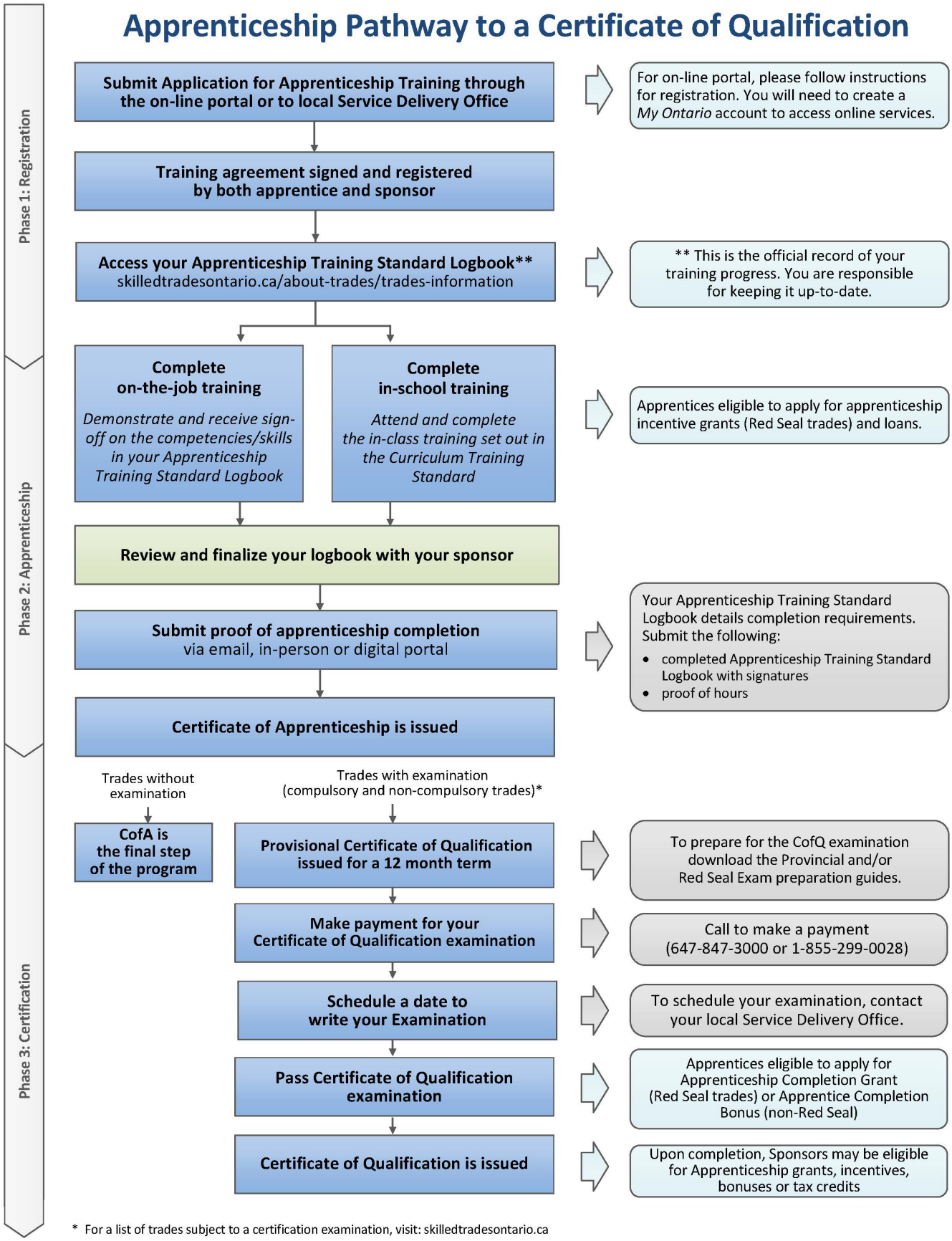
# Apprenticeship Pathway to a Certificate of Qualification




* For a list of trades subject to a certification examination, visit: skilledtradesontario.ca

Draft version: 2022-03-16

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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 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.

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*Maintained with transfer to Skilled Trades Ontario 2011 (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 | red-seal.ca |
| Apprenticeship in Ontario | ontario.ca/page/apprenticeship-ontario |
| Employment Ontario | employmentontario.ca |
| Service Canada | servicecanada.gc.ca |
| *Building Opportunities in the Skilled Trades Act, 2021* | Building Opportunities in the Skilled Trades Act, 2021, S.O. 2021, c. 28 - Bill 288 (ontario.ca) |
| Ministry of Labour, Immigration, Training and Skills Development | Ministry of Labour, Immigration, Training and Skills Development \| ontario.ca |
| Exam Preparation Guide | Exam Resources – Skilled Trades Ontario |
| Skills Zone (Ontario Skills Passport) | http://www.skillszone.ca/ |

**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 Information Technology — Contact Centre Technical Support Agent 634A 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

## 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/;
- 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 Information Information Technology — Contact Centre Technical Support Agent is set out in section 76 of Ontario Regulation 875/21 under BOSTA and reads as follows:

**76.** The scope of practice for the trade of information technology — contact centre technical support agent includes the following:

1. Answering questions and solving problems related to information technology products and services, including the development, installation and implementation of hardware and software applications.
2. Receiving and responding to questions about information technology products and services and to requests for sales and service related technical support with regard to the products and services by telephone, e-mail, fax and electronic messaging.

*While the Logbook draws on the scope of practice regulation (Section 76 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 3730 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 270 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

**Total Training Hours**

4000 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**

An Information Technology Contact Centre Technical Support Agent demonstrates competency in the following:

- Maintaining a contact centre environment
- Communicating
- Providing customer service
- Creating and maintaining documentation
- Supporting others and planning for personal development
- Maintaining privacy and security
- Installing microcomputer operating systems and components
- Configuring, servicing and replacing microcomputer systems and components
- Using troubleshooting strategies

An Information Technology Contact Centre Technical Support Agent demonstrates knowledge of:

- Information Technology Contact Centre Environment
- Communications
- Information Technology Contact Centre Technologies
- Workplace Professionalism
- Customer Service
- Computing Technologies
- Desktop and Mobile Platforms
- Operating Systems
- Software Applications
- Troubleshooting Techniques

**Benchmark/Guideline Total Training Timeframes: (On- The-Job And Off-The-Job): 4000 hours** - Includes 270 hours of in-school training.

In general, the standard of performance for the trade of Information Technology — Contact Centre Technical Support Agent 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 Suggested or Required Certification(s) and Training**

While an apprentice receives health, safety and occupational specific training and/or certification in a variety of fields during their apprenticeship, it is important to be aware that other occupational health and safety training and certification renewal or updating may also be required during their career before performing new types of work.

## 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

| Trainer's Name (Please Print) | Trainer's Signature | Date of start with Trainer (day/month/year) |
|---|---|---|
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# On-The-Job Training: General Performance Objectives

## U6231.0 Maintain a Contact Centre Environment

### Skills

**1.1** **Identify and take preventive action against potential workplace environmental, health and safety hazards** in accordance with company policies and procedures, Workplace Hazardous Materials Information System (WHMIS) guidelines, the *Occupational Health & Safety Act* and other legislation.

| | | |
|---|---|---|
| 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.**

**1.2** **Maintain standard contact centre metrics for adherence, conformance and attendance** by working within specific measurable competencies in accordance with program requirements and company policies and procedures.

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

**1.3** **Maintain line of business performance metrics** including quality, resolution rate, average handle time, and customer satisfaction by working within specific measurable competencies in accordance with program requirements and company policies and procedures.

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

**1.4** **Use workstation technology** including telephony and computer applications to enhance performance while adhering to real time management strategies, call states, and call length in accordance with company policies and procedures.

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

**1.5** **Adjust workstation equipment** including chairs, pointing devices, monitors, telephones and keyboards in accordance with personal needs, health and safety legislation and company policies.

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

**1.6** **Report adverse environmental conditions** including lighting, temperature, odour and noise levels by communicating with supervisors and health and safety representatives in accordance with company policies and procedures.

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

**1.7** **Maintain a clean and sanitary workstation** by removing waste and recyclables and wiping down hardware and desk surfaces with sanitary wipes at the beginning and end of each shift in accordance with company policies and procedures.

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

**1.8** **Notify the help desk of hardware and software access and functionality concerns** including application access, password resets, system latency, non-functioning hardware and missing hardware by using telephones, e-mail, tracking logs and verbal communication in accordance with company policies and procedures.

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

## U6232.0 Communicate

### Skills

**2.1** **Gather information through active listening and interpretation of customer communications** by focusing to avoid distractions, interrupting only to redirect or refocus, carefully clarifying, paraphrasing and summarizing when necessary, visualizing users' concerns and requests based on description of the issues and recording information to assist in accurate interpretation in accordance with company policies and procedures.

| | | |
|---|---|---|
| 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.**

**2.2** **Speak effectively** by using professional business language with a pleasant tone, clarity, volume and pace, avoiding use of jargon and creating simple visuals to illustrate solutions while leading a client through procedures by using telephones, on-line applications and voice mail recordings in accordance with company policies and procedures.

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

**2.3** **Prepare written and typed communications** including e-mail, memos, letters, progress reports and incident reports in business and technical language by recording all information accurately in accordance with the company's internal and external forms and formats.

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

**2.4** **Clarify requests and concerns from customers** by reviewing case histories, previous notations and correspondence in accordance with company policies and procedures.

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

**2.5** **Clarify goals and objectives using contact centre performance metrics** by interpreting reports, dashboards and other information in accordance with client and departmental requirements.

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

**2.6** **Apply company and client information** including policies and procedures, standard operating procedures, fact sheets, business management systems, bulletins, reminders and technical manuals in accordance with job requirements.

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

**2.7** **Respond to real-time information and changes** by reviewing e-mails, websites and internal communications, judging the relevance of information, and applying information in accordance with company policies and procedures.

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

**2.8** **Complete self-guided training modules and continuing education** including on-line and classroom-based training in accordance with client and company requirements.

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

## U6233.0 Provide Customer Service

### Skills

**3.1** **Build relationships with customers** by listening attentively, asking questions, paraphrasing and seeking clarification, interpreting, analyzing and evaluating information provided, and identifying the product and solution in accordance with company policies and procedures.

| | | |
|---|---|---|
| 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.**

**3.2** **Provide clear and accurate information to customers** by using professional etiquette, effective speaking and listening skills, adapting communication styles to suit customer needs and communicating realistic expectations to customers in accordance with client standards.

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

**3.3** **Discover and validate customer needs** by using effective reading, listening and questioning techniques, collecting customer information, qualifying and building the right solutions, providing direct advice and guidance, and escalating issues in accordance with established customer service strategies and company policies and procedures.

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

**3.4** **Respond to customers within service guidelines** by prioritizing tasks, developing strategies to cope with multi-tasking, scheduling and coordinating response times, escalating issues and conducting quality service follow-up in accordance with company policies and procedures.

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

**3.5** **Control call flow** by following established call flow strategies and call handling techniques in accordance with company policies and procedures.

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

**3.6** **Defuse and handle difficult and angry customers** by applying specialized call handling/problem resolution/objection handling techniques in accordance with company policies and procedures.

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

**3.7** **Facilitate sales and customer order fulfilment** by acting as a liaison between the customer and other departments, by maintaining monitoring and tracking systems to resolve customer issues and by verifying results through quality audits in accordance with established customer service strategies and company policies and procedures.

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

**3.8** **Offer solutions to customer needs** by matching the features and benefits of appropriate products, summarizing and validating customers' acceptance and resolving any objections according to established sales strategy formulas and company policies and procedures.

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

## U6234.0 Create and Maintain Documentation

### Skills

**4.1** **Create customer-related documentation** including the nature of concerns, steps taken, outcomes of requests and correspondence including e-mails and letters by using internal and external forms and formats in accordance with company policies and procedures.

| | | |
|---|---|---|
| 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.**

**4.2** **Create client-related documentation** including database management information, unusual circumstances, case notes and correspondence including letters and e-mails by using internal and external forms and formats in accordance with client standards.

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

**4.3** **Create company-related documentation** including non-conformance logs and feedback to peers and teams by using internal and external forms and formats in accordance with company policies and procedures.

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

## U6235.0 Support Others and Plan for Personal Development

### Skills

**5.1** **Support co-workers who are learning new skills** by demonstrating and clarifying workplace practices, procedures and requirements in accordance with company policies and procedures.

| | | |
|---|---|---|
| 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.**

**5.2** **Develop a personal plan for performance improvement** to advance through apprenticeship training and other job enhancement programs by applying feedback received from coaching sessions, quality monitoring and customers in accordance with company policies and procedures.

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

## U6236.0 Maintain Privacy and Security

### Skills

**6.1** **Protect personal and confidential information** in accordance with company privacy policies and procedures.

| | | |
|---|---|---|
| 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.**

**6.2** **Maintain security protocols** including information technology and building security policies in accordance with company policies and procedures.

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

## U6237.0 Install Microcomputer Operating Systems and Components

### Skills

**7.1** **Support customers through the installation of computer operating systems, components and required applications** by using installation and configuration documentation, licence agreements, and internal and external resources in accordance with industry standards, manufacturers' specifications, safety requirements and customer satisfaction.

| | | |
|---|---|---|
| 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.**

**7.2** **Support customers through the installation of software applications** including word processor, spreadsheet, database, web browser, utilities, email, and graphic/video applications by using installation and configuration documentation, licence agreements, and internal and external resources in accordance with industry standards, manufacturers' specifications, safety requirements and customer satisfaction.

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

## U6238.0 Configure, Service and Replace Microcomputer Systems & Components

### Skills

**8.1** **Provide first-level technical support** on basic operation and maintenance of personal computers and peripherals by using documented procedures and available tools in accordance with job requirements, company policies and procedures, and manufacturers' specifications and recommendations.

| | | |
|---|---|---|
| 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.**

**8.2** **Provide first-level technical support to set up and configure computer components** including peripherals, cabling, software, processors, memory sub system, graphics, direct access storage devices and documentation in accordance with job requirements, company policies and procedures, and manufacturers' specifications and recommendations.

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

## U6239.0 Use Troubleshooting Strategies

### Skills

**9.1** **Identify and record product information** including operating system, installation specifications and workstation environment by using internal and external forms and formats in accordance with job requirements, company policies and procedures, industry standards, manufacturers' specifications and customer satisfaction.

| | | |
|---|---|---|
| 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.**

**9.2** **Diagnose and troubleshoot computer operating systems to analyze performance and function** by using installation and configuration documentation, diagnostic utilities and internal and external resources in accordance with job requirements, company policies and procedures, industry standards, manufacturers' specifications and customer satisfaction.

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

**9.3** **Prioritize and plan issue resolution** by interacting with clients and suggesting pre-defined solutions by using diagnostic tools, hardware/software utilities, manufacturers' manuals and internal/external resources in accordance with job requirements, company policies and procedures, industry standards, manufacturers' specifications and customer satisfaction.

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

**9.4** **Ensure complete resolution of customer interaction** by confirming with clients that systems are working as requested in accordance with job requirements, company policies, industry standards, manufacturers' specifications and customer satisfaction.

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

# Curriculum Learning Outcomes

## Introduction

This curriculum standard for the Information Technology — Contact Centre Customer Service Agent trade program is based upon the on-the-job performance objectives, located in the industry-approved training standard.

The curriculum section of this document is organized into 2 levels of training, each including reportable subjects containing Learning Outcomes to reflect the On-the-Job Performance Objectives. The hours charts indicate how the curriculum can be delivered in the block release format and summarize the hours of training for each reportable subject by level. Since the reportable subjects are all divisible by three they can be adapted to accommodate a more flexible training delivery other than block release. The Reportable Subjects Summary chart (located on page 36) summarizes the training hours for each reportable subject.

Level 1 curriculum is designed as a common core for Information Technology Contact Centre Customer Service Agent, Sales Agent and Technical Support Agent.

Level 2 curriculum is designed specifically for Technical Support Agent.

Each reportable subject and learning outcome identifies a recommended number of training hours. The division of the curriculum into reportable subjects follows a natural progression of learning through the training program. This structure will allow training centres and apprentices flexibility in program delivery while still observing the importance of sequencing learning in a logical progression.

The curriculum is framed by and includes specific references to terminal performance objectives in the Apprenticeship Schedule of Training for Information Technology Contact Centre Technical Support Agent. However, the curriculum identifies only the learning that takes place off the job, in a training environment. The in-school program focuses primarily on the theoretical knowledge required to master the performance objectives of Part B of this document. Employers are expected to extend the apprentices' knowledge and skills through appropriate practical training on the work site. Regular evaluations of the apprentices' knowledge and skills are conducted throughout training to assure that all apprentices have achieved the Learning Outcomes identified in the curriculum.The curriculum identifies the learning that takes place in-school. The in-school program focuses primarily on the theoretical knowledge and the essential skills required to support the performance objectives of the Apprenticeship Training Standards.

Employers/Sponsors are expected to extend the apprentice's knowledge and skills through practical training on a work site. Regular evaluations of the apprentice's knowledge and skills are conducted throughout training to verify that all apprentices have achieved the learning outcomes identified in the curriculum standard.

It is not the intent of the in-school curriculum to perfect on-the-job skills. The practical portion of the in-school program is used to reinforce theoretical knowledge. Skill training is provided on the job.

Please refer to Skilled Trades Ontario website (www.skilledtradesontario.ca) for the most accurate and up-to-date information about Skilled Trades Ontario. For information on *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*) and its regulations, please visit Building Opportunities in the Skilled Trades Act, 2021, S.O. 2021, c. 28 - Bill 288 (ontario.ca)

**Pre-requisites**
In order to advance to Level 2 of the apprenticeship program, an individual must have completed all of the units outlined in Level 1.

**Hours Disclaimer** (if applicable)
It is agreed that Training Delivery Agents (TDAs) may need to make slight adjustments (with cause) according to particular apprentice needs and may deviate from the unit sequencing and the prescribed practical and theoretical hours shown within the standard. However, all TDAs will comply with the hours at the reportable subject level.

**Suggested Equipment for Training Delivery Agencies**
Personal and Safety Equipment: Personal protective equipment is at the discretion of the TDA who must conform to Ontario Provincial Health and Safety Regulations.

**Program Summary of Reportable Subjects – Levels 1 & 2**

| Number | Reportable Subjects | Hours Total | Hours Theory | Hours Practical |
|---|---|---|---|---|
| **Level 1 – Common Core** | | | | |
| S0791.0 | Information Technology Contact Centre Environment | 30 | 0 | 30 |
| S0792.0 | Communications | 30 | 15 | 45 |
| S0793.0 | Information Technology Contact Centre Technologies | 18 | 18 | 36 |
| S0794.0 | Workplace Professionalism | 18 | 0 | 18 |
| S0795.0 | Customer Service | 21 | 0 | 21 |
| **Total Hours - Level 1 (Common Core)** | | **117** | **33** | **150** |
| **Level 2 – Technical Support Agent** | | | | |
| S0796.0 | Computing Technologies | 30 | 0 | 30 |
| S0797.0 | Desktop and Mobile Platforms | 27 | 0 | 27 |
| S0798.0 | Operating Systems | 18 | 0 | 18 |
| S0799.0 | Software Applications | 15 | 0 | 15 |
| S0800.0 | Troubleshooting Techniques | 21 | 9 | 30 |
| **Total Hours - Level 2 Technical Support Agent** | | **111** | **9** | **120** |
| **Total Hours** | | **228** | **42** | **270** |

# Level 1

# Common Core

| | | | |
|---|---|---|---|
| Number: | S0791.0 | | |
| **Title:** | **Information Technology Contact Centre Environment** | | |
| Duration: | Total Hours: 30 | Theory: 30 | Practical: 0 |
| Prerequisites: | None | | |

| | |
|---|---|
| Number: | S0791.1 |
| **Title:** | **Information Technology Contact Centre Environment** |
| Duration: | Total Hours: 24 |
| Cross Reference to On-the-Job Performance Objectives: 1.2, 1.3, 1.4, 1.8, 2.8 | |

**General Learning Outcome**

Upon successful completion the apprentice is able to describe how an IT contact centre functions and the roles and responsibilities of customer service agents, sales agents and technical support agents within an IT contact centre environment.

**Learning Outcomes**

1.1.1 Describe different types of contact centres.

- inbound and outbound
- in-house and outsourced

1.1.2 Describe the roles of customer service agents, sales agents and technical support agents.

1.1.3 Identify the workplace pressures specific to a contact centre.

1.1.4 Describe strategies for dealing with workplace pressures.

1.1.5 Identify the benefits of developing a network of peers and support resources.

1.1.6 Identify various types of products or services supported by a contact centre.

1.1.7 Identify the roles and responsibilities of support teams.

1.1.8 Define common contact centre terminology and metrics.

1.1.9 Describe IT contact centre software / hardware technology including:

- customer relationship management (CRM) / information management software
- knowledge management including on-line reference materials
- quality monitoring
- workforce management
- telephony
- network operations

| | |
|---|---|
| Number: | S0791.2 |
| **Title:** | **Privacy and Security** |
| Duration: | Total Hours: 6 |
| Cross Reference to On-the-Job Performance Objectives: 1.8, 6.1, 6.2 | |

## General Learning Outcome

Upon successful completion the apprentice is able to recognize potential privacy and security issues within an IT contact centre environment.

## Learning Outcomes

1.2.1 Explain the significance of federal and provincial legislation that outlines the responsibilities of both employers and employees as it relates to privacy and security in an IT contact centre environment.

1.2.2 Explain the importance and relevance of compliance, security, privacy, confidentiality and disaster recovery policies within an IT contact centre environment.

1.2.3 Describe ethical issues related to information technology.

1.2.4 Outline personal and professional ramifications of unethical practices.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0792.0 | | |
| **Title:** | **Communications** | | |
| Duration: | Total Hours: 45 | Theory: 30 | Practical: 15 |
| Prerequisites: | None | | |

| | |
|---|---|
| Number: | S0792.1 |
| **Title:** | **Effective Listening** |
| Duration: | Total Hours: 15 |
| Cross Reference to On-the-Job Performance Objectives: 2.1, 2.3, 3.1, 3.2, 3.3, 3.4, 3.7 | |

## General Learning Outcome

Upon successful completion the apprentice is able to use active listening skills when interacting with customers, colleagues, supervisors and industry representatives in an IT contact centre environment.

## Learning Outcomes

2.1.1 Identify the elements of active listening and their importance.

2.1.2 Outline the procedures for applying active listening skills.

2.1.3 Describe the use of minimal encouragers when applying active listening skills.

2.1.4 Identify core issues expressed by customers, colleagues, supervisors and industry representatives.

2.1.5 Interpret instructions and procedures.

| | |
|---|---|
| Number: | S0792.2 |
| **Title:** | **Verbal Communications** |
| Duration: | Total Hours: 15 |

Cross Reference to On-the-Job Performance Objectives: 3.1, 3.2, 3.3, 3.4, 3.7

## General Learning Outcome

Upon successful completion the apprentice is able to use professional business language and information gathering techniques when interacting verbally with customers, colleagues, supervisors and industry representatives in an IT contact centre environment.

## Learning Outcomes

2.2.1 Describe questioning techniques and when to use them.

2.2.2 Apply questioning techniques to gather information about the customer, customer issues or products using professional business language, speaking style, tone, volume and clarity.

2.2.3 Summarize detailed or complex information to confirm accurate interpretation and understanding of information provided.

2.2.4 Explain technical instructions within the context of resolving customer issues.

| | |
|---|---|
| Number: | S0792.3 |
| **Title:** | **Written Communications** |
| Duration: | Total Hours: 15 |
| Cross Reference to On-the-Job Performance Objectives: 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 4.1, 4.2, 4.3 | |

### General Learning Outcome

Upon successful completion the apprentice is able to use reading, comprehension and writing skills to interact with customers, colleagues, supervisors and industry representatives in an IT contact centre environment.

### Learning Outcomes

2.3.1 Describe the importance of reading, comprehension and writing skills within an IT contact centre environment.

2.3.2 Create written case notes that summarize the steps taken to address the issues and the outcomes of customer service.

2.3.3 Simplify detailed or complex written communications.

2.3.4 Prepare various types of internal correspondence using professional language in response to a variety of customer needs.

| Evaluation Structure | | |
|---|---|---|
| Formative Assessment (Quizzes and Assignments) | Practical Assessment | Final Assessment |
| 45% | 30% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0793.0 | | |
| **Title:** | **IT Contact Centre Technologies** | | |
| Duration: | Total Hours: 36 | Theory: 18 | Practical: 18 |
| Prerequisites: | None | | |

| | |
|---|---|
| Number: | S0793.1 |
| **Title:** | **Technological Resources** |
| Duration: | Total Hours: 12 |

Cross Reference to On-the-Job Performance Objectives: 1.4, 1.5, 1.8, 2.1, 3.6, 3.8, 4.1, 4.2, 4.3

## General Learning Outcome

Upon successful completion the apprentice is able to use technology and on-line resources within an IT contact centre environment.

## Learning Outcomes

3.1.1 Use internet and intranet to research and obtain information.

3.1.2 Locate required information on approved websites.

3.1.3 Explain the use of key words and how search results are organized.

3.1.4 Describe features of different search portals.

3.1.5 Describe the characteristics of customer relationship management (CRM)/ information management systems and its relevance within a contact centre environment.

| | |
|---|---|
| Number: | S0793.2 |
| **Title:** | **Technical Systems** |
| Duration: | Total Hours: 12 |
| Cross Reference to On-the-Job Performance Objectives: 1.3, 1.4, 1.8, 3.8, 4.1, 4.2, 4.3 | |

## General Learning Outcome

Upon successful completion the apprentice is able to use information management systems and technologies within an IT contact centre environment.

## Learning Outcomes

3.2.1 Describe the following telephony systems.

- interactive voice response (IVR)
- automatic call distributor (ACD)
- skills based routing
- computer telephony integration (CTI)
- predictive diallers
- private branch exchange (PBX)

3.2.2 Use the basic features of customer relationship management (CRM)/information management systems.

3.2.3 List types of data stored in customer relationship management (CRM)/ information management systems.

3.2.4 Describe the relationship between customer data and transactional uses.

3.2.5 Describe the supporting contact centre systems that include:

- quality control monitoring
- workforce management/scheduling
- email management
- statistics and report management

| | |
|---|---|
| Number: | S0793.3 |
| **Title:** | **Documentation** |
| Duration: | Total Hours: 12 |
| Cross Reference to On-the-Job Performance Objectives: 3.8, 4.1, 4.2, 4.3 | |

### General Learning Outcome

Upon successful completion the apprentice is able to create and maintain documentation using information management systems and technological resources within an IT contact centre environment.

### Learning Outcomes

3.3.1 Use customer relationship and information management systems to:

- create and maintain customer records
- search databases for customer accounts
- validate customer identities
- edit and update customer information
- create and maintain transactional functions

3.3.2 Use information management systems and technological resources including templates to create and maintain internal and external business documentation.

| Evaluation Structure | | |
|---|---|---|
| Formative Assessment (Quizzes and Assignments) | Practical Assessment | Final Assessment |
| 25% | 50% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0794.0 | | |
| **Title:** | **Workplace Professionalism** | | |
| Duration: | Total Hours: 18 | Theory: 18 | Practical: 0 |
| Prerequisites: | None | | |

| | |
|---|---|
| Number: | S0794.1 |
| **Title:** | **Teamwork** |
| Duration: | Total Hours: 9 |
| Cross Reference to On-the-Job Performance Objectives: 5.1, 5.2 | |

## General Learning Outcome

Upon successful completion the apprentice is able to interact with others to build professional relationships that help to meet performance objectives within an IT contact centre environment.

## Learning Outcomes

4.1.1 Describe the importance of a team approach to achieving objectives.

4.1.2 Outline strategies for fostering cooperation in a team environment.

4.1.3 Outline the importance of clear communication among team members.

4.1.4 Describe coaching and mentoring techniques within the workplace.

4.1.5 Outline the importance of increasing awareness of and sensitivity to workplace diversity issues.

| | |
|---|---|
| Number: | S0794.2 |
| **Title:** | **Time Management** |
| Duration: | Total Hours: 9 |
| Cross Reference to On-the-Job Performance Objectives: 5.1, 5.2 | |

## General Learning Outcome

Upon successful completion the apprentice is able to manage time to maximize daily performance within an IT contact centre environment according to industry resources, procedures and standards.

## Learning Outcomes

4.2.1 Describe time management requirements within an IT contact centre environment including:

- agent schedule adherence in the achievement of service level
- forecasting call volume and its impact on agent scheduling
- average handle time and its impact on service level

4.2.2 Outline strategies to achieve targets for average handle time and after-call work.

4.2.3 Describe strategies for managing several tasks simultaneously.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0795.0 | | |
| **Title:** | **Customer Service** | | |
| Duration: | Total Hours: 21 | Theory: 21 | Practical: 0 |
| Prerequisites: | None | | |

| | |
|---|---|
| Number: | S0795.1 |
| **Title:** | **Customer Service** |
| Duration: | Total Hours: 9 |
| Cross Reference to On-the-Job Performance Objectives: 3.1, 3.2, 3.3, 3.4, 3.5, 3.7, 3.8 | |

## General Learning Outcome

Upon successful completion the apprentice is able to use strategies for building customer relationships, identifying customer needs and providing quality customer service in an IT contact centre environment.

## Learning Outcomes

5.1.1 Explain the importance of customer satisfaction and its impact on customer retention.

5.1.2 Describe the relative value of customer retention compared to the cost of new customer acquisition.

5.1.3 Identify the roles of customer service agents, sales agents and technical support agents in customer retention.

5.1.4 Identify the value of customer information for all service strategies.

5.1.5 Identify the relationship of customer needs to services provided.

5.1.6 Identify several strategies that build rapport and enhance customer relationships.

5.1.7 Explain common practices for identifying and validating customer needs.

5.1.8 Explain the value of identifying unstated customer needs.

| | |
|---|---|
| Number: | S0795.2 |
| **Title:** | **Handling Difficult Customers** |
| Duration: | Total Hours: 12 |
| Cross Reference to On-the-Job Performance Objectives: 3.1, 3.2, 3.3, 3.4, 3.5, 3.7 | |

**General Learning Outcome**

Upon successful completion the apprentice is able to describe basic strategies and techniques for handling difficult customers within an IT contact centre environment.

**Learning Outcomes**

5.2.1 Identify problem resolution techniques and resources.

5.2.2 Review customer data to identify history related to current issues.

5.2.3 Describe escalation strategies used for resolving customer issues.

5.2.4 Describe how an individual’s behaviour impacts the behaviour of others.

5.2.5 Describe techniques used to control agent emotions during customer interactions.

5.2.6 Describe techniques used for calming customer emotions during customer interactions.

5.2.7 Identify common causes of customer dissatisfaction.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

# Level 2

# Information Technology — Contact Centre Technical Support Agent

| | | | |
|---|---|---|---|
| Number: | S0796.0 | | |
| **Title:** | **Computing Technologies** | | |
| Duration: | Total Hours: 30 | Theory: 30 | Practical: 0 |
| Prerequisites: | Level 1 | | |

Number: S0796.1
**Title: Computer Systems, Platforms & Networks**
Duration: Total Hours: 30
Cross Reference to Training Standard: 7.1, 7.2, 8.1, 8.2

### General Learning Outcome

Upon successful completion the apprentice is able to describe computing technologies as a foundation for supporting, servicing and troubleshooting computer systems.

### Learning Outcomes

6.1.1 Identify the components of a computer system and how they interact.

6.1.2 Identify the key differences among computing platforms.

6.1.3 Explain the types and characteristics of storage media.

6.1.4 Identify the uses and characteristics of various types of software.

6.1.5 Explain how computers communicate with other devices over a network.

6.1.6 List common types of basic networking hardware.

6.1.7 Describe the purpose and use of how basic networking software operates.

6.1.8 List typical security risks in a modern networked computer system including wireless technology.

6.1.9 Describe best practices for password security.

6.1.10 Describe firewall technologies.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0797.0 | | |
| **Title:** | **Desktop And Mobile Platforms** | | |
| Duration: | Total Hours: 27 | Theory: 27 | Practical: 0 |
| Prerequisites: | Level 1 | | |

| | |
|---|---|
| Number: | S0797.1 |
| **Title:** | **Configurations and Function of Components & Peripheral Devices** |
| Duration: | Total Hours: 27 |
| Cross Reference to Training Standard: 7.1, 7.2 | |

## General Learning Outcome

Upon successful completion the apprentice is able to explain setup, configuration and upgrades to desktop and mobile hardware.

## Learning Outcomes

7.1.1 Identify the configuration of computer components.

7.1.2 Explain the function of computer components.

7.1.3 Describe the function of communication ports and storage hardware.

7.1.4 Describe the difference between memory and hard disk storage.

7.1.5 Identify different types of mobile computing hardware.

7.1.6 Identify common hardware peripheral devices.

7.1.7 Describe the uses of common hardware peripheral devices.

7.1.8 Describe the hardware differences between desktops, notebooks and personal digital assistants (PDAs).

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0798.0 | | |
| **Title:** | **Operating Systems** | | |
| Duration: | Total Hours: 18 | Theory: 18 | Practical: 0 |
| Prerequisites: | Level 1 | | |

| | |
|---|---|
| Number: | S0798.1 |
| **Title:** | **Installations, Configuration and Maintenance** |
| Duration: | Total Hours: 18 |
| Cross Reference to Training Standard: 7.1, 7.2, 8.1 | |

### General Learning Outcome

Upon successful completion the apprentice is able to describe procedures for the installation, configuration and maintenance of computer operating systems.

### Learning Outcomes

8.1.1 Identify various operating systems.

8.1.2 Outline the uses and features of operating system software.

8.1.3 Describe the common core components of any operating system.

8.1.4 Describe procedures for basic system back-up and restoration of files.

8.1.5 Describe the installation and configuration procedures of operating systems.

8.1.6 Identify issues pertaining to maintaining and upgrading operating systems.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0799.0 | | |
| **Title:** | **Software Applications** | | |
| Duration: | Total Hours: 15 | Theory: 15 | Practical: 0 |
| Prerequisites: | Level 1 | | |

| | |
|---|---|
| Number: | S0799.1 |
| **Title:** | **Software Installations, Configuration and Maintenance** |
| Duration: | Total Hours: 15 |
| Cross Reference to Training Standard: 7.1, 7.2, 8.1, 8.2 | |

### General Learning Outcome

Upon successful completion the apprentice is able to describe procedures for installation, configuration and maintenance of computer software applications.

### Learning Outcomes

9.1.1 Explain basic features and operation of software applications.

9.1.2 Identify system requirements prior to installation of software.

9.1.3 Describe procedures for diagnostic testing of software using network and internet utilities.

9.1.4 Explain installation procedures of software applications.

| Evaluation Structure | |
|---|---|
| Formative Assessment (Quizzes and Assignments) | Final Assessment |
| 75% | 25% |

| | | | |
|---|---|---|---|
| Number: | S0800.0 | | |
| **Title:** | **Troubleshooting Techniques** | | |
| Duration: | Total Hours: 30 | Theory: 21 | Practical: 9 |
| Prerequisites: | Level 1 | | |

Number: S0800.1
**Title: Hardware and Software Technical Support**
Duration: Total Hours: 30
Cross Reference to Training Standard: 9.1, 9.2, 9.3, 9.4

### General Learning Outcome

Upon successful completion the apprentice is able to identify and describe the causes and solutions of hardware and software failures.

### Learning Outcomes

800.1.1 Explain the causes of common hardware and software failures.

800.1.2 Identify and isolate the probable cause of technical issues.

800.1.3 Decode and interpret error messages.

800.1.4 Describe how to use diagnostic software to test for errors.

800.1.5 Resolve customer technical issues using manuals and knowledge management systems.

800.1.6 Outline the procedures to confirm the resolution of hardware and software failures.

800.1.7 Identify preventative maintenance techniques for optimal performance of hardware and software technologies.

| Evaluation Structure | | |
|---|---|---|
| Formative Assessment (Quizzes and Assignments) | Practical Assessment | Final Assessment |
| 45% | 30% | 25% |

## 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.

**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

**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 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 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 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 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 *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 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 *(print name)* | |
| E-mail Address | |

| **Program Information** | | | |
|---|---|---|---|
| Trade Name | | | |
| Number of hours required as per Training Agreement *(hours-based trades only)* | | | |
| Hours completed? *(documentation attached)* | 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**_____ **X** _____

**Apprentice's Signature Date** **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 |
|---|---|---|
| U6231.0 | Maintain a Contact Centre Environment | |
| U6232.0 | Communicate | |
| U6233.0 | Provide Customer Service | |
| U6234.0 | Create and Maintain Documentation | |
| U6235.0 | Support Others and Plan for Personal Development | |
| U6236.0 | Maintain Privacy and Security | |
| U6237.0 | Install Microcomputer Operating Systems and Components | |
| U6238.0 | Configure, Service and Replace Microcomputer Systems & Components | |
| U6239.0 | Use Troubleshooting Strategies | |

**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 _____

**Learning Outcomes Completion Form**

| Date of Completion# | Organization Name(s) | Signing Authority Signature |
|---|---|---|
| | | |

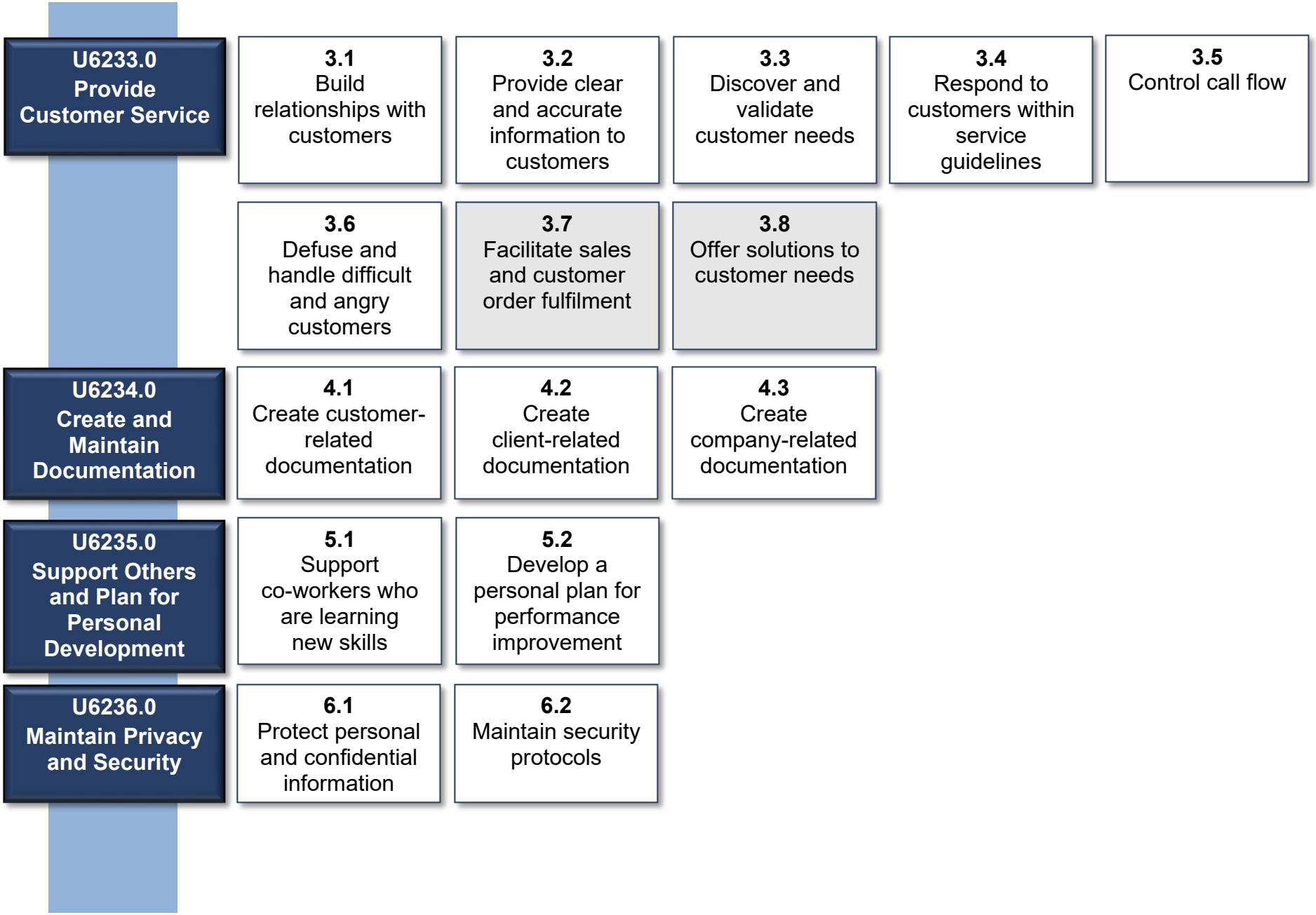
# Appendix D — Local Service Delivery Offices in Ontario

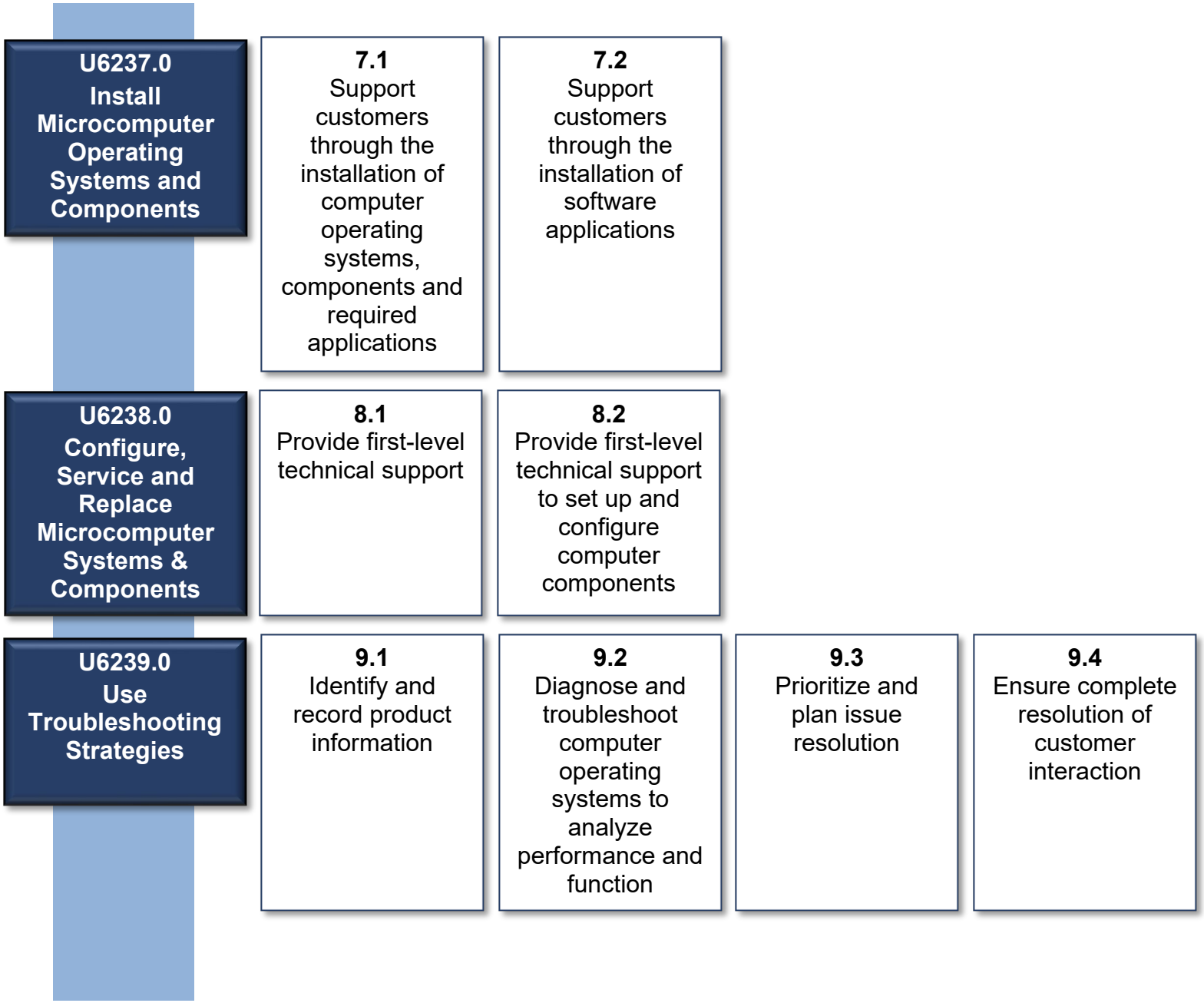
For current office listings visit: *ontario.ca/page/employment-Ontario-apprenticeship-offices*

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

## Competency Analysis Profile (CAP) Chart

| | | | | | |
|---|---|---|---|---|---|
| **U6231.0 Maintain a Contact Centre Environment** | **1.1** Identify and take preventive action against potential workplace environmental, health and safety hazards | **1.2** Maintain standard contact centre metrics for adherence, conformance and attendance | **1.3** Maintain line of business performance metrics | **1.4** Use workstation technology | **1.5** Adjust workstation equipment |
| | **1.6** Report adverse environmental conditions | **1.7** Maintain a clean and sanitary workstation | **1.8** Notify the help desk of hardware and software access and functionality concerns | | |
| **U6232.0 Communicate** | **2.1** Gather information through active listening and interpretation of customer communications | **2.2** Speak effectively | **2.3** Prepare written and typed communications | **2.4** Clarify requests and concerns from customers | **2.5** Clarify goals and objectives using contact centre performance metrics |
| | **2.6** Apply company and client information | **2.7** Respond to real-time information and changes | **2.8** Complete self-guided training modules and continuing education | | |


U6233.0
Provide Customer Service
3.1 Build relationships with customers
3.2 Provide clear and accurate information to customers
3.3 Discover and validate customer needs
3.4 Respond to customers within service guidelines
3.5 Control call flow
3.6 Defuse and handle difficult and angry customers
3.7 Facilitate sales and customer order fulfilment
3.8 Offer solutions to customer needs
U6234.0
Create and Maintain Documentation
4.1 Create customer-related documentation
4.2 Create client-related documentation
4.3 Create company-related documentation
U6235.0
Support Others and Plan for Personal Development
5.1 Support co-workers who are learning new skills
5.2 Develop a personal plan for performance improvement
U6236.0
Maintain Privacy and Security
6.1 Protect personal and confidential information
6.2 Maintain security protocols


U6237.0
Install Microcomputer Operating Systems and Components
7.1
Support customers through the installation of computer operating systems, components and required applications
7.2
Support customers through the installation of software applications
U6238.0
Configure, Service and Replace Microcomputer Systems & Components
8.1
Provide first-level technical support
8.2
Provide first-level technical support to set up and configure computer components
U6239.0
Use Troubleshooting Strategies
9.1
Identify and record product information
9.2
Diagnose and troubleshoot computer operating systems to analyze performance and function
9.3
Prioritize and plan issue resolution
9.4
Ensure complete resolution of customer interaction

| Notes |
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# 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

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