



**Skilled  
Trades**  
Ontario

**Métiers  
spécialisés**  
Ontario

Apprenticeship  
Training Standard  
Logbook

**Parts Technician**

240P

2018

# Apprenticeship Training Standard

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

## Training As An Apprentice

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



## Completing Your Logbook

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

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



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

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

\_\_\_\_\_

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

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

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

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

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

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

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

# Apprenticeship Pathway to a Certificate of Qualification

Phase 1: Registration

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

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

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

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

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

**Complete on-the-job training**

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

**Complete in-school training**

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

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

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

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

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

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

**Certificate of Apprenticeship is issued**

Trades without examination

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

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

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

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

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

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

**Schedule a date to write your Examination**

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

**Pass Certificate of Qualification examination**

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

**Certificate of Qualification is issued**

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

Phase 2: Apprenticeship

Phase 3: Certification

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

## Table of Contents

Foreword: Purpose, Terms and Conditions of the registered Training Agreement.....	1
Trade Specific Resources and Links .....	2
Methodology-Standard Development.....	2
Introduction to the Logbook.....	3
Roles and Responsibilities .....	4
Roles and Responsibilities of the Apprentice .....	5
Roles and Responsibilities of Sponsors and Trainers .....	6
Health and Safety.....	7
Apprenticeship Program Summary/Guidelines.....	10
Scope of Practice .....	10
Program Guidelines.....	10
Program Requirements .....	11
Compulsory and Non-compulsory Classification .....	11
Skills for Success Summary .....	11
Standard of Performance .....	12
Training the Apprentice - Tips for Apprentices, Sponsors and Trainers .....	13
Notice of Collection of Personal Information .....	15
List of Trainers .....	16
Skill Sets .....	17
9311.0    Protect Self and Others.....	17
9312.0    Provide Customer Service .....	23
9313.0    Operate Computers and Electronic Equipment.....	33
9314.0    Control and Maintain Inventory .....	38
9315.0    Perform Shipping and Receiving Operations .....	45
9316.0    Perform Merchandising.....	51
Definitions .....	54
Apprentice .....	54
Ready to Write Your Exam?.....	57
Instructions for Recording a Change in Sponsor.....	58

Sponsor Record #1 .....	59
Change of Sponsor Record #2.....	60
Change of Sponsor Record #3.....	61
Change of Sponsor Record #4.....	62
Appendix A — Instructions for Apprenticeship Program Completion .....	63
Appendix B — Apprentice Completion Form.....	64
Appendix C — Skill Set Completion for Sponsors.....	65
Appendix D — Local Service Delivery Offices in Ontario .....	66
Competency Analysis Profile (CAP) Chart .....	i

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

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

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

© 2022, Skilled Trades Ontario. All rights reserved. No part of this publication may be reproduced in any form whatsoever without the prior permission from Skilled Trades Ontario.

*Maintained with transfer to Skilled Trades Ontario 2018 (V100)*

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

### **Purpose:**

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

### **The Apprentice agrees:**

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

### **The Sponsor agrees:**

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

## Trade Specific Resources and Links

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

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

## Methodology-Standard Development

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

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



## Introduction to the Logbook

This “on-the job” Logbook is the training standard for Parts Technician 240P 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](https://skilledtradesontario.ca)

## Roles and Responsibilities

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

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

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

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

is responsible for:

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

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

## Roles and Responsibilities of the Apprentice

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

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

## Roles and Responsibilities of Sponsors and Trainers

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

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

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

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

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

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

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

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

## Health and Safety

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

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

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

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

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

### The Internal Responsibility System:

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

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

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

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

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

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

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

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

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

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

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

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

The OHSA gives workers and apprentices three important rights:

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

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

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

## Apprenticeship Program Summary/Guidelines

### Scope of Practice

The Scope of Practice for the trade of Parts Technician is set out in section 101 of Ontario Regulation 875/21 under BOSTA and reads as follows:

**101.** The scope of practice for the trade of parts technician includes the following:

1. Ordering, warehousing and maintaining computerized inventories of parts and assemblies.
2. Pricing, selling and processing exchanges and returns of parts and assemblies.

\*While the Logbook draws on the scope of practice regulation (Section 101 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 5460 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 540 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

#### Total Training Hours

6000 hours

### Journeyman to Apprentice Ratio

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



## **Program Requirements**

### **Compulsory and Non-compulsory Classification**

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

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

### **Skills for Success Summary**

Skills for Success are needed in a quickly changing world for work, learning and life. They are foundational for building other skills and important for effective social interaction.

Everyone benefits from having these skills as they help individuals get a job, progress at their current job and change jobs. They also help individuals become active members of their community and succeed in learning.

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

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

## **Standard of Performance**

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

Industry Safety Standards which are based upon:

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

## 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)

**9311.0 Protect Self and Others****General Performance Objective**

Protect Self and Others by: performing daily inspections; handling, using and storing hazardous and waste materials; complying with legislation affecting the workplace; operating equipment to move, load, unload and place material; wear personal protective equipment (PPE), identifying health and safety hazards within the workplace, operating emergency safety equipment; reporting injuries, accidents, near-misses and unsafe actions; advising customers of hazardous materials; practicing and maintaining housekeeping; using and maintaining hand tools; using and maintaining electric and power tools and equipment; using and maintaining material handling equipment to move and lift materials; performing facilities opening and closing duties; performing recycling duties; using manual lifting techniques; and, handling, packaging and shipping pressurized containers and hazardous materials.

**Skills**

**9311.01 Perform daily inspections** and conduct visual inspection of material handling devices, prior to use, ensuring safe and effective operation, by checking component wear or damage, fluid levels and tire condition, and completing daily inspection log for equipment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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.**

**9311.02 Handle, use and store hazardous and waste materials** such as paints, solvents, acids, refrigerants and oils, fuels, propane, acetylene, batteries, cylinders, volatile organic compounds, used oil and filters, and oily shop rags; by securing materials in designated areas and/or approved storage containers/cabinets, ensuring that waste materials are in approved containers in preparation for recycling or disposal; ensuring safety to self, others, property and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

**9311.03**     **Comply with legislation affecting the workplace** by interpreting the acts and regulations, and performing the work in accordance with the requirements of The Occupational Health & Safety Act (OHSA), Workplace Hazardous Materials Information System (WHMIS), Workers Safety and Insurance Board Act (WSIB), the Environmental Protection Act, Canada Customs Regulations and Transportation of Dangerous Goods (TDG), in accordance with company policies and procedures, and government regulations.

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

**9311.04**     **Operate equipment to move, load, unload and place materials**, such as forklifts, pump lift carts, dollies and overhead cranes and other warehouse equipment, ensuring safety to self, others, property and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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



- 9311.05**     **Wear Personal Protective Equipment (PPE)**, by locating and accessing PPE, such as safety shoes, skin and eye protection, ear protection, respiratory masks and required ventilation, hard hats and protective suits or clothing, ensuring correct fit and application for the work to be performed, ensuring safety to self, others and the environment, in accordance with Working At Heights legislation, company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.06**     **Identify health and safety hazards within the workplace** by conducting routine visual inspections to determine fire hazards, obstacles and impediments, spills and leaks of chemical or liquid products; and, by taking corrective action when required, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.07**     **Operate emergency safety equipment** such as eyewash stations, fire extinguishers, hoses, fire alarms and fire doors in order to respond to emergencies, injuries and accidents, by assisting others, activating alarms and signals and by notifying others, ensuring all areas are clearly marked and accessible, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

**9311.08 Report injuries, accidents, near-misses and unsafe actions** by reporting to immediate supervisor, ensuring that all required forms and reports are completed and submitted, in accordance with company policies and procedures, and government regulations.

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

**9311.09 Advise customers of hazardous materials** by providing material safety data sheets (MSDS) for the specific product, ensuring safety to self, others, property and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

**9311.10 Practice and maintain housekeeping** by keeping a safe and clean work area, free of debris, removing obstacles and impediments and storing materials in the required location, in accordance with company policies and procedures, and government regulations.

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

- 9311.11 Use and maintain hand tools**, such as measuring and testing tools, by reporting and tagging damaged and defective tools; by storing tools, ensuring safety to self, others, property and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.12 Use and maintain electric and power tools and equipment** such as cordless drills, reciprocating saws, by tagging and reporting damaged or defective tools; storing equipment after use, ensuring safety to self and others, in accordance with company policies and procedures, and government regulations.

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

- 9311.13 Use and maintain material handling equipment to move and lift materials** such as slings, chains, dollies, pump lift carts and conveyor belts, ensuring that all components are in safe working order and have the rated capacity for the work being performed, ensuring safety to self and others, in accordance with company policies and procedures, manufacturer's recommendations, and government regulations.

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

- 9311.14 Perform facilities opening and closing duties** such as operating lighting panels, checking security systems and fire alarm systems, securing/opening of entrances and exits, loading docks and truck bay doors, maintaining clear entrances and exits, ensuring safety to self, others and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.15 Perform recycling duties** by separating and storing used products for disposal of waste materials such as used oil, coolant, filters, rags, cardboard, plastics and glass, using the required bins and approved containers and informing others of pick up and disposal, ensuring safety to self, others and the environment, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.16 Use manual lifting techniques** when moving material, by keeping the back straight and using leg power when lifting objects from ground level, ensuring safety to self and others, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

- 9311.17 Handle, package and ship pressurized containers and hazardous materials**, ensuring that the specified heavy duty carton is used, labelled and documented as per TDG, ensuring safety to self and others, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

## **9312.0 Provide Customer Service**

### **General Performance Objective**

Provide Customer Service by: greeting walk-in or phone-in customers; operating telephone systems and components; determining customer needs, identify the product, unit or vehicle; researching part numbers; responding to customer requests; providing the product return policy; explaining the parts order options; providing manufacturer warranty coverage; providing parts benefits; locating and obtaining parts, determining additional related parts; communicating with customers and others; adjusting order discrepancies; processing warranty claims; demonstrating product knowledge; reading and interpreting Electronic Parts Catalogues (EPC); Delivering parts to in-house technicians; completing parts sale; checking over work orders before invoicing; and, determining the method of payment.

### **Skills**

- 9312.01 Greet walk-in or phone-in customers** in a professional manner, by offering assistance or assuring that assistance will be available promptly, employing effective listening and speaking skills to achieve clear communications, and by responding to requests, information inquiries and product orders in a friendly manner, 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.**

**9312.02 Operate telephone systems and components** such as receiver, head set and call queue, using functions for answering the telephone, retrieving messages from voice mail, transferring calls and dialling out, ensuring customer service, in accordance with company policies and procedures.

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

**9312.03 Determine customer needs** by discussing the products and services required for the repairs, understanding the customers' needs and ensuring that related parts are identified for the repair, in accordance with company policies and procedures.

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

**9312.04 Identify the product, unit or vehicle** by requesting the vehicle identification number (VIN), serial number, model number, arrangement number, name of product manufacturer or the original equipment manufacturer (OEM) part number; advising the customer of the location of the serial/VIN number, verifying that the information is accurate by cross referencing to the manufacturers' data base and EPCs, in accordance with company policies and procedures.

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

**9312.05 Research part numbers** by using EPCs and computer databases; ensuring the accurate parts for the customers' needs and application, or referencing the original part number to the new superseded part number, and cross referencing from manufacturer to manufacturer, by searching for information such as availability of new or re-manufactured parts; and, communicating the findings to the customer to enable an informed selection, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.06 Respond to customer requests** by asking the customer open-ended questions in order to provide a clear description of the circumstances, taking notes when required, understanding the customers' needs and providing options and alternatives, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.07**     **Provide the product return policy** by explaining company requirements and conditions, such as a copy of the invoice or proof of purchase, the required condition for returned stock, factors affecting special orders, policies on non-returnable parts, time limitations, restocking charges, and issuing cash or cheque refunds and account crediting, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.08**     **Explain the parts order options** by determining the price and availability and when the materials can be obtained, considering the urgency with which the parts are needed to better inform the customer of any additional costs or revised delivery times that may result from obtaining the part on special order or emergency delivery, maintaining the information electronically; and, transmitting the quote to the customer via hard copy, fax, telephone or electronically, in accordance with company policies and procedures.

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



**9312.09 Provide manufacturer warranty coverage**, by detailing time, hours or mileage conditions, pro-rated provisions, portability of coverage and the service and maintenance required, and ensuring continued warranty coverage, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.10 Provide parts benefits** by advising the customer of the capacities and limitations of the products when referencing OEM, after-market or re-purposed parts; part numbers, product quality, sizes, quantities, required additional parts, available styles, warranties, price and delivery, and their application using manufacturer's EPCs and computer databases; to assist in the selection and purchase of the required parts, in accordance with company policies and procedures.

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

**9312.11 Locate and obtain part** by searching internal or external sources after determining the needs of the customer, and if not in inventory, contact outside sources via telephone, computer or fax to determine prices, availability and delivery times that will suit the needs of the customer; and by producing a purchase order and arranging for pick up or delivery, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.12 Determine additional related parts** by discussing the extent of the repairs with the customer and identifying the required parts and components using parts, EPCs, computer databases, technical bulletins and technical manuals; and, by consulting with repair technicians when required company policies and procedures, and manufacturer's recommendations.

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

**9312.13 Record and maintain customer information** by documenting the name, company, address, telephone number while maintaining confidentiality; parts and service required, the prices quoted electronically for ease of future reference, by self or other staff, and ensuring that subsequent requests can be responded to promptly and efficiently, in accordance with company policies and procedures.

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

- 9312.14**     **Communicate with customers and others** by demonstrating good listening skills, speaking clearly and showing both respect and empathy when receiving or providing information, and establishing and maintaining superior customer relations, in accordance with company policies and procedures.

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

- 9312.15**     **Adjust order discrepancies**, and advise the customer that the order will be expedited by recording information about parts, physically checking parts location, correcting the error, and re-picking the materials and providing/shipping to the customer, to ensure customer satisfaction with product and service, in accordance with company policies.

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

- 9312.16**     **Process warranty claims** by gathering manufacturer's information, tagging and labelling the part when required, for return to the manufacturer for evaluation, filing the claim with all required information and documentation with related expenses; and, process warranty credit from the manufacturer once approved, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.17 Demonstrate product knowledge** by promptly identifying and retrieving materials, explaining component operations, answering questions or concerns regarding the expected operational life, shelf life, benefits, limitations, warranty provisions and accurate uses and applications; using computers, catalogues, manufacturers' sales aids, circulars and related descriptive materials; and, by detailing the options for suitable alternative parts and components in accordance with company policies and procedures, and manufacturer's' recommendations.

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

**9312.18 Read and interpret EPCs** by determining the vendor or manufacturer catalogue required, consulting the index to locate sections and page numbers to identify and locate the parts, checking for footnotes that alter or amend the entries to ensure the accuracy of the information, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9312.19**     **Deliver parts to in-house technicians**, in a timely manner, preventing delays in repair work and enhancing customer service, by promptly identifying and retrieving the required materials, placing them in the appropriate technician bins or designated locations, using pump lift carts, forklifts, dollies or related equipment, ensuring safety to self, others, property and the environment, in accordance with company policies and procedures.

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

**9312.20**     **Complete parts sale** by confirming the order inquiry details with the customer, such as purchase order, shipping method, shipping address, method of payment, additional parts requirements, if any, in accordance with company policies and procedures.

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

- 9312.21 Check over work orders before invoicing** by verifying that all parts, special tools and all materials are charged as listed on the shop work order, verifying that all special parts related charges, such as freight charges for special order items, are accurately billed, applicable taxes have been charged, ensuring that the customer is provided with an accurate invoice and maintaining an accurate record of inventory, in accordance with company policies and procedures.

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

- 9312.22 Determine the method of payment** by discussing with the customer the preferred transaction type in order to process the sale by cash, charge to account, debit, credit cards, or cheque, ensuring that required approval is obtained where applicable, using company account records, telephone, electronic payment device and cash register in order to finalize the sale, in accordance with company policies and procedures.

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

---

**9313.0 Operate Computers and Electronic Equipment****General Performance Objective**

Operate Computer and Electronic Equipment by: logging on to the computer; Scanning databases, directories, sub-directories and files; inputting search criteria to retrieve technical information; identifying and retrieving manufacturer's part numbers and illustrations; verifying the accuracy of parts information; checking and cross-referencing alternative part numbers; updating and balancing daily cash and charge transactions; creating documentation listing product or part non-conformance and shipping errors; conducting a follow-up search; communicating with others by email; issuing and tracking purchase orders; entering and recording lost sales; and, operating inventory management system.

**Skills**

**9313.01 Log on to the computer** using passwords and codes, following appropriate log-on prompts to obtain access to networks and programs, in accordance with company policies and procedures, and manufacturer's 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.**

**9313.02 Scan databases, directories, sub-directories and files** by using a computer to search and locate information on the hard drive, internal and external networks, intranet and internet; by inputting and retrieving information for the purposes of buying and selling products and for inventory control, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9313.03**     **Input search criteria to retrieve technical information** by searching databases and establishing the correct location; informing customers or retrieving material or technical information, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9313.04**     **Identify and retrieve manufacturers' part numbers and illustrations** by searching and scanning the available materials, analysing drawings and diagrams, consulting engineering identification numbers and by contacting manufacturers to ensure that the accurate part numbers are identified for the customer, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9313.05**     **Verify the accuracy of parts information** by inputting the vehicle or product identification information such as serial numbers, identification numbers, and original equipment manufacturers' part numbers, checking to obtain confirmation of the accuracy of parts selection, in accordance with company policies and procedures, and manufacturer's recommendations.

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



- 9313.06 Check and cross-reference alternative part numbers**, by scanning databases and using the computer to access and locate alternative part numbers for the same part, and ensuring optimum pricing, availability and selection of parts to the satisfaction of the customer, in accordance with company policies and procedures, and manufacturer's recommendations.

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

- 9313.07 Update and balance daily cash and charge transactions** using electronic payment device, cash register and calculator, and balancing cash, credit card charges, debit account charges and returned goods credit; and creating an account sheet for each item to ensure that the cash float is balanced by the end of the day, in accordance with company policies and procedures.

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

- 9313.08 Create documentation listing product or parts non-conformance and shipping errors** by inputting and recording discrepancies, related particulars, product description, costs and part numbers, and updating inventory information, revising billing information, and ensuring customer satisfaction and assisting in inventory and purchase planning , in accordance with company policies and procedures.

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

- 9313.09**     **Conduct a follow-up search** to determine parts delivery and estimated shipping dates, searching by order identification information such as invoice purchase order, order date, document numbers and part numbers, and confirming the shipment of parts from the supplier, in accordance with company policies and procedures.

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

- 9313.10**     **Communicate with others by email**, by inputting passwords and following the log-on sequence to access directories and addresses, sending and receiving messages from clients, co-workers, manufacturers' and vendors, and achieving optimum speed of information transmission, in accordance with company policies and procedures.

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

- 9313.11**     **Issue and track purchase orders** using computer systems, internet, internal and external networks, inputting costs, part numbers, purchase order numbers, date, vendor and delivery date, and, filing the purchase order and transmitting it to the vendor, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9313.12**     **Enter and record lost sales** by inputting and recording the details such as product availability, product description, part number and costs, by using computers and programs to aid in inventory control, purchasing, company planning and customer service, in accordance with company policies and procedures.

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

**9313.13**     **Operate inventory management system** by selecting the program, scanning menus, directories, sub-directories and files, using computer systems to aid in buying, selling, inventory control, customer information retrieval, planning, and shipping and receiving, in accordance with company policies and procedures.

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

---

**9314.0 Control and Maintain Inventory****General Performance Objective**

Control and Maintain Inventory by: Stocking materials in the warehouse or stock room locations; rotating stock; relocating and organizing shelves; creating stock orders and expediting back orders; interpreting inventory analysis reports; verifying and reporting out of stock items and negative counts; performing physical inventory/cycle count; processing claims for short shipments and damaged parts; receive inventory into stock records; creating new part numbers and setting stock levels; updating parts status for obsolete parts; placing orders with suppliers; receiving returned parts; maintaining security in the parts area; preventing profit loss or profit leaks; performing visual inspection of returned cores; informing customer of core return policy; and, processing core returns.

**Skills**

**9314.01 Stock materials in the warehouse or stock room locations** such as bins, shelves drawers, cabinets, containers, designated locations and automated parts movement and retrieval system; following inventory reports, packing slips and computerized location files, maintaining inventory at optimum levels and assisting in efficient retrieval and sale; 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.**

**9314.02 Rotate stock to maintain product shelf life** following receipt of new stock, or following an inspection of the existing stock expiry dates or the date of receipt, using material handling equipment such as dollies, fork lifts and pump lift carts, and rotating the stock to prevent product waste and profit loss, in accordance with company policies and procedures, and manufacturer's specifications.

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

**9314.03 Relocate and organize shelves**, when required, by sales promotions, seasonal items, new or discontinued products, product recalls, inventory updates, sales demands, measures to improve access to stock or ensure security, using material handling equipment, forklifts, dollies, pump lift carts and related equipment, and manually, displaying and storing stock, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

**9314.04 Create stock orders and expedite back orders** by reviewing existing stock to determine shortages or needs using parts lists, stock orders, out of stock reports, special order requests, purchase orders, computers, the internet, and ensuring that the required stock levels are maintained and customer needs are met, in accordance with company policies and procedures.

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

- 9314.05 Interpret inventory analysis reports** by analysing the increase or decrease in stock levels, taking note of the sales volume of fast moving items and identifying slow moving items, using reports, databases and computers to assist in the revision and update of stock orders; and assisting in planning, in accordance with company policies and procedures.

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

- 9314.06 Verify and report out of stock items and negative counts** by comparing actual on-hand quantities with recorded stock levels and the sales/demand of parts, using computers, databases and reports to record adjustments, and ensuring accurate stock records; and, improving and maintaining customer service, in accordance with company policies and procedures.

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

- 9314.07 Perform a physical inventory/cycle count of all stock** by manual count or electronic scanner, recording actual on hand quantities by part number, manufacturer product line or location, using specified stock reports, computers and databases, ensuring accurate stock levels, and improving and maintaining customer service, in accordance with company policies and procedures.

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

- 9314.08 Process claims for short shipments and damaged parts** by documenting discrepancies and recording damages, using specified stock reports and computer databases, and, sending required claim forms to the vendor, manufacturer, supplier or freight carrier by computer to obtain replacement stock or credit, in accordance with company policies and procedures and manufacturer policies.

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

- 9314.09 Receive inventory into stock records following parts delivery** by using supplier, manufacturer or vendor packing slips as the reference for input into the computer database, checking to ensure that the correct part numbers and quantities are received into the company database to maintain accurate stock levels, in accordance with company policies and procedures.

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

- 9314.10 Create new part numbers and set stocking levels** by using manufacturers' price lists and bulletins to create the part numbers and inputting the numbers into the database, analysing sales history, lost sale reports, average weekly sales and analysis reports, to set stock levels for minimums and maximums on a daily and weekly basis, and, ensuring that the required amount of product is on hand to maintain the required stock levels to meet sales demands and to enhance customer satisfaction, in accordance with company policies and procedures, and manufacturer's recommendations.

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

**9314.11 Update parts status for obsolete parts using manufacturer's information** such as price lists, stock reports, product bulletins and product updates, ensuring that the parts information is updated on computer records, and, disposing of obsolete stock, or returning it to the supplier when required, in accordance with company policies and procedures, manufacturer's recommendations and government regulations.

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

**9314.12 Place orders with suppliers electronically** using parts lists, stock order reports, out of stock reports, special order requests and purchase orders; and ensuring that required stock levels are maintained and daily customer needs are met, in accordance with company policies and procedures.

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



- 9314.13 Receive returned parts and determine the parts credit amount** by inspecting the part to ensure that the accurate part is being returned, completing the returned goods forms with all information such as proof of purchase, part numbers, quantities, customer information, original packaging, the reasons for the return and the type of refund to be issued, issuing a credit by referencing the original invoice and customers documents to verify the pricing and create hard copy credit notes; and, returning the parts to stock using material handling equipment where required, tagging and isolating the returned parts in the designated area; and ensuring efficient handling of customer returns and maintaining accurate inventory records, in accordance with company policies and procedures.

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

- 9314.14 Maintain security in the parts area** by inspecting the work area, putting stock away, locking doors and activating security systems, and ensuring access is limited to parts personnel, in accordance with company policies and procedures.

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

- 9314.15 Prevent profit loss or profit leaks** by maintaining inventory such as receipts for inventory in stock, emergency or store transfer orders, annual inventory, cycle counts, returns to stock, accounting for damaged stock; and, by maintaining security in the parts storage areas and ensuring minimal loss of inventory, in accordance with company policies and procedures.

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

**9314.16 Perform visual inspection of returned cores** by assessing their condition and suitability for re-conditioning, re-building and re-manufacturing, and by identifying the extent of the wear, damage, missing components and related deficiencies according to the core criteria, and determining customer credit or pro-rated return credit, in accordance with company policies and procedures, and manufacturer's specifications.

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

**9314.17 Inform customer of core return policy** by detailing core charges, the acceptable return condition of core materials, packaging or required containers, limitations or related conditions, manufacturer's bulletins, policy memoranda, and ensuring that the customer can make an informed decision regarding purchase, re-build or re-manufacture, in accordance with company policies and policies and manufacturer's specifications.

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

**9314.18 Process core returns** by identifying material identification/part numbers, labelling and packaging products in required containers, following prescribed core return procedure and ensuring accurate information, in accordance with company policies and procedures and manufacturer's specifications.

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

## 9315.0 Perform Shipping and Receiving Operations

### General Performance Objective

Perform Shipping and Receiving Operations by: unloading stock; verifying the number of pieces; verifying the stock count; separating customer orders from stock orders; inspecting returned parts; handling returned parts; documenting document shortages and damaged parts; determining inbound and outbound freight charges; providing shipping documentation; filling orders; coordinating parts delivery; documenting the method of shipping; performing preventative maintenance on material handling equipment; and, maintaining shipping supplies.

### Skills

**9315.01 Unload stock from delivery vehicles** using material handling equipment such as pump carts, forklifts and dollies; lifting and moving smaller stock items manually when required, ensuring that the stock is placed in the receiving area, 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.**

- 9315.02**     **Verify the number of pieces listed on the Bill of Lading (BOL)** by physically counting the pieces and recording any differences or short shipments between the BOL and the count; reporting the differences to the carrier; and ensuring that all pieces are received and recorded in accordance with company policies and procedures.

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

- 9315.03**     **Verify the stock count using the packing slip** by physically counting items to ensure that all materials are received; checking for accuracy, shortages and damages; filing claim documents where necessary and inputting the information into the computer database, in accordance with company policies and procedures.

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

- 9315.04**     **Separate customer orders from stock orders** by physically sorting and checking the parts against the packing slips and back order reports; placing the customer orders in the appropriate locations for efficient delivery; and, ensuring that stock orders are placed into stock in accordance with company policies and procedures.

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

- 9315.05**     **Inspect returned parts from the customer** to determine their condition and the customers eligibility for credit, refund or exchange, by checking for damage to the original packaging, damage to the part, signs of misuse, inaccurate labelling or routing and the particulars contained in the customer return documents, in accordance with company policies and procedures.

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

- 9315.06**     **Handle returned parts** by placing the parts in the return bins or designated locations with all the required paperwork or location tags, cross-referencing the paper work with the parts, and ensuring that the returned stock is placed in the suitable locations in the warehouse, in accordance with company policies and procedures.

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

- 9315.07**     **Document shortages and damaged parts when receiving or shipping parts** by inspecting the products and the packaging for damages; cross-referencing to the shipping documentation to determine the intended quantities; and, by accurately recording the damaged parts and the quantities in the database, in accordance with company policies and procedures.

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

- 9315.08 Determine inbound and outbound freight charges** by the size of the shipment and weight, the types of material, the method of shipping and the carrier using the telephone, fax, computer, internet, weight scale, carrier documents, TDG documents and customs documents; and ensuring that the charges and tariffs are charged to the products and an accurate price is given to the customer, in accordance with company policies and procedures and government regulations.

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

- 9315.09 Provide shipping documentation when shipping parts** by recording and printing parts information using computers, such as part numbers and quantities, description, weight and handling instructions, carrier, method of payment, customer or delivery address and any special instructions specified by the customer; and attaching the documentation, such as TDG and SDS, to the parts to ensure efficient shipment, in accordance with company policies and procedures and government regulations.

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

- 9315.10 Fill orders** using packing slips, picking the parts using material handling equipment such as forklifts, pump lift carts, conveyor belts or using manual lifting when required, preparing packages for domestic and export shipping, and ensuring efficient filling of orders for customer pick up, delivery or shipping, in accordance with company policies and procedures.

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

**9315.11**      **Coordinate parts delivery** by contacting the internal or external freight carrier; informing the carrier about the size, weight and type of material; determining the cost of freight, and ensuring efficient delivery of the materials to the customer's satisfaction, in accordance with company policies and procedures.

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

**9315.12**      **Document the method of shipping** by completing the BOL provided by the courier with the shipment information such as the customer name and address, number of pieces, the weight of the shipment and the level of service required; recording the date, tracking numbers and all related details on the customer invoice, and ensuring accurate records and efficient tracking of shipments, in accordance with company policies and procedures.

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

- 9315.13**     **Perform preventative maintenance on material handling equipment** by performing a visual inspection to identify potential safety hazards including loose parts, fluid leaks, broken or cracked structures, worn components and damaged tires; and, report the required repairs promptly to ensure continued safe operation of the equipment, in accordance with company policies and procedures and manufacturers' guidelines.

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

- 9315.14**     **Maintain shipping supplies** by using checklists and inspecting available stocks including labels, boxes, package wrap, skids, carts and the required documentation and forms, to ensure an adequate supply on hand to maintain the speed of delivery, work output and customer service, in accordance with company policies and procedures.

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

---



**9316.0 Perform Merchandising****General Performance Objective**

Maintain parts and promotional materials, promote sales by displaying advertising incentives, assist company sales strategies, plan, order and pre-sell parts and products, promote repeat business, maintain and ensure required stocks, consult with manufacturer representatives and contribute to the development of purchasing plans in accordance with best business practices, company policies and manufacturers' recommendations.

**Skills**

**9316.01 Maintain parts and promotional materials displays** such as showcases, wall displays, racks, display shelving and carousels, by replacing and updating when required, using new, current, seasonal and high volume products, cleaning the displays when required, arranging the layout for optimum view and access, and promoting and enhancing sales in a user friendly environment, 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.**

**9316.02 Promote sales** by displaying advertising incentives provided by the company, suppliers and manufacturers, such as products, components, listed discounts and gifts, using the recommended displays and materials, catalogues, lists, accessing current information and communications via electronic devices, and enhancing sales, in accordance with company policies and procedures and manufacturer's recommendations.

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

- 9316.03**     **Contribute to the development of purchasing plans and sales strategies** by maintaining and providing, on request, data on product pricing, availability, range of products and quantity, using catalogues, lists of materials, reports, and by relaying customer feedback on product reliability, customer satisfaction with product and quality, using inventory reporting tools, communications via electronic devices, in accordance with company policies and procedures.

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

- 9316.04**     **Plan, order and pre-sell parts and products** by distributing information to the customer of up-coming sales and promotions, ensuring that the customer is aware of the sales and of the products that can be purchased at a lower price when ordering in quantity, using catalogues, lists of materials, brochures and communications via electronic devices, in accordance with company policies and procedures.

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

- 9316.05**     **Promote repeat business** by providing customers with current and timely information on pricing, range of products and quantity, by arranging on time delivery, promoting product specials, seminars and receptions, and by keeping the customers informed on an ongoing basis, using brochures and communications via electronic devices, in accordance with company policies and procedures and manufacturer's recommendations.

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

**9316.06**      **Maintain and ensure inventory of fast moving products at point of sale** by monitoring sales volume, re-stocking when required, by maintaining ongoing communications with suppliers, and ensuring replenishment of inventory, using inventory reporting tools, in accordance with company policies and procedures.

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

**9316.07**      **Consult with manufacturer representatives** to ensure current information on new products, updated or revised existing products, new applications, handling, storage, recycling, containment and transportation, enhancing sales, and enabling customers to make informed decisions when purchasing products and materials, in accordance with company policies and procedures and manufacturer's recommendations.

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

## Definitions

### Apprentice

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

### BOSTA

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

### Certificate of Apprenticeship (C of A)

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

### Certificate of Qualification (C of Q)

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

### Competence

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

### Competency Analysis Profile (CAP Chart)

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

### Journeyperson

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

### Mandatory Skill

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

### Optional Skill

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

### Provisional Certificates of Qualification

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

### Ratios

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

### Red Seal Program

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

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

### Sign-off

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

### Skill

Individual competency/task described in the Logbook.

### Skill Sets

Group or selection of individual skills found in the Logbook.

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

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

#### **Sponsor**

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

#### **Sponsor of Record**

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

#### **Trainer**

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

## Ready to Write Your Exam?

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

There are two types of trade certification examinations in Ontario:

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

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

## Ontario's Exam Preparation Guide

[Exam Resources – Skilled Trades Ontario](#)

### Basic Examination Details for You to Know

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

### Scheduling Your Examination

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

### Remember these 3 basic steps:

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

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

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

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



## Sponsor Record #1

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

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

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

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

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

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

## Change of Sponsor Record #2

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

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

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

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

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

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

### Change of Sponsor Record #3

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

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

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

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

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

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

## Change of Sponsor Record #4

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

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

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

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

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

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

## Appendix A — Instructions for Apprenticeship Program Completion

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

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

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

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

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

Skilled Trades Ontario will receive notification of this completion.

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

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

## Appendix B — Apprentice Completion Form

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

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

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

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

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

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

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

## Appendix C — Skill Set Completion for Sponsors

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

Skill Set #	Skill Set Title	Signing Authority Signature
<b>9311</b>	Protect Self and Others	
<b>9312</b>	Provide Customer Service	
<b>9313</b>	Operate Computers and Electronic Equipment	
<b>9314</b>	Control and Maintain Inventory	
<b>9315</b>	Perform Shipping and Receiving Operations	
<b>9316</b>	Perform Merchandising	

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

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

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

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

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

Date \_\_\_\_\_

## Appendix D — Local Service Delivery Offices in Ontario

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

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



### Competency Analysis Profile (CAP) Chart

**9311**  
**Protect Self and Others**

**9311.01**  
Perform daily inspections

**9311.02**  
Handle, use and store hazardous waste materials

**9311.03**  
Comply with legislation affecting the workplace

**9311.04**  
Operate equipment to move, load, unload and place materials

**9311.05**  
Wear Personal Protective Equipment (PPE)

**9311.06**  
Identify health and safety hazards within the workplace

**9311.07**  
Operate emergency safety equipment

**9311.08**  
Report injuries and accidents, near-misses and unsafe actions

**9311.09**  
Advise customers of hazardous materials

**9311.10**  
Practice and maintain housekeeping

**9311.11**  
Use and maintain hand tools

**9311.12**  
Use and maintain electric and power tools and equipment

**9311.13**  
Use and maintain material handling equipment to move and lift materials

**9311.14**  
Perform facilities opening and closing duties

**9311.15**  
Perform recycling duties

**9311.16**  
Use manual lifting techniques

**9311.17**  
Handle, package and ship pressurized containers and hazardous materials

**Competency Analysis Profile: Parts Technician 240P** *(all unshaded skill sets must be completed)*

**9312**  
**Provide**  
**Customer Service**

**9312.01**  
Greet walk-in or  
phone-in  
customers

**9312.02**  
Operate  
telephone  
systems and  
components

**9312.03**  
Determine  
customer needs

**9312.04**  
Identify the  
product, unit or  
vehicle

**9312.05**  
Research part  
numbers

**9312.06**  
Respond to  
customer  
requests

**9312.07**  
Provide the  
product return  
policy

**9312.08**  
Explain the parts  
order options

**9312.09**  
Provide  
manufacturer  
warranty  
coverage

**9312.10**  
Provide parts  
benefits

**9312.11**  
Locate and  
obtain part

**9312.12**  
Determine  
additional related  
parts

**9312.13**  
Record and  
maintain  
customer  
information

**9312.14**  
Communicate  
with customers  
and others

**9312.15**  
Adjust order  
discrepancies

**9312.16**  
Process warranty  
claims

**9312.17**  
Demonstrate  
product  
knowledge

**9312.18**  
Read and  
interpret EPCs

**9312.19**  
Deliver parts to  
in-house  
technicians

**9312.20**  
Complete parts  
sale

**9312.21**  
Check over work  
orders before  
invoicing

**9312.22**  
Determine the  
method of  
payment

**Competency Analysis Profile: Parts Technician 240P** *(all unshaded skill sets must be completed)*

---

**9313**  
**Operate**  
**Computers and**  
**Electronic**  
**Equipment**

**9313.01**

Log on to the  
computer

**9313.02**

Scan databases,  
directories, sub-  
directories and  
files

**9313.03**

Input search  
criteria to retrieve  
technical  
information

**9313.04**

Identify and  
retrieve  
manufacturer's  
part numbers  
and illustrations

**9313.05**

Verify the  
accuracy of parts  
information

**9313.06**

Check and  
cross- reference  
alternative part  
numbers

**9313.07**

Update and  
balance daily  
cash and charge  
transactions

**9313.08**

Create  
documentation  
listing product or  
parts non-  
conformance and  
shipping errors

**9313.09**

Conduct a follow-  
up search

**9313.10**

Communicate  
with others by  
email

**9313.11**

Issue and track  
purchase orders

**9313.12**

Enter and record  
lost sales

**9313.13**

Operate  
inventory  
management  
system

**Competency Analysis Profile: Parts Technician 240P** *(all unshaded skill sets must be completed)*

**9314**  
**Control and**  
**Maintain**  
**Inventory**

**9314.01**  
Stock materials  
in the warehouse  
or stock room  
locations

**9314.02**  
Rotate stock to  
maintain product  
shelf life

**9314.03**  
Relocate and  
organize shelves

**9314.04**  
Create stock  
orders and  
expedite back  
orders

**9314.05**  
Interpret  
inventory  
analysis reports

**9314.06**  
Verify and report  
out of stock  
items and  
negative counts

**9314.07**  
Perform a  
physical  
inventory/cycle  
count of all stock

**9314.08**  
Process claims  
for short  
shipments and  
damaged parts

**9314.09**  
Receive  
inventory into  
stock records  
following parts  
delivery

**9314.10**  
Create new part  
numbers and set  
stocking levels

**9314.11**  
Update parts  
status for  
obsolete parts  
using  
manufacturer's  
information

**9314.12**  
Place orders with  
suppliers  
electronically

**9314.13**  
Receive returned  
parts and  
determine the  
parts credit  
amount

**9314.14**  
Maintain security  
in the parts area

**9314.15**  
Prevent profit  
loss or profit  
leaks

**9314.16**  
Perform visual  
inspection of  
returned cores

**9314.17**  
Inform customer  
of core return  
policy

**9314.18**  
Process core  
returns

**Competency Analysis Profile: Parts Technician 240P** *(all unshaded skill sets must be completed)*

<b>9315</b> <b>Perform Shipping and Receiving Operations</b>	<b>9315.01</b> Unload stock from delivery vehicles	<b>9315.02</b> Verify the number of pieces listed on the Bill of Lading (BOL)	<b>9315.03</b> Verify the stock count using the packing slip	<b>9315.04</b> Separate customer orders from stock orders	<b>9315.05</b> Inspect returned parts from the customer
	<b>9315.06</b> Handle returned parts	<b>9315.07</b> Document shortages and damaged parts when receiving or shipping parts	<b>9315.08</b> Determine inbound and outbound freight charges	<b>9315.09</b> Provide shipping documentation when shipping parts	<b>9315.10</b> Fill orders
	<b>9315.11</b> Coordinate parts delivery	<b>9315.12</b> Document the method of shipping	<b>9315.13</b> Perform preventative maintenance on material handling equipment	<b>9315.14</b> Maintain shipping supplies	
<b>9316</b> <b>Perform Merchandising</b>	<b>9316.01</b> Maintain parts and promotional materials displays	<b>9316.02</b> Promote sales	<b>9316.03</b> Contribute to the development of purchasing plans and sales strategies	<b>9316.04</b> Plan, order and pre-sell parts and products	<b>9316.05</b> Promote repeat business
	<b>9316.06</b> Maintain and ensure inventory of fast moving products at point of sale	<b>9316.07</b> Consult with manufacturer representatives			

**Notes**

[illegible]

# Completing Your Apprenticeship Program

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

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

## After Your Apprenticeship

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

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

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

## Preparing For Your Exam

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



[SkilledTradesOntario.ca](https://www.skilledtradesontario.ca)



Parts Technician