ONTARIO COLLEGE OF TRADES

ORDRE DES MÉTIERS DE L'ONTARIO

Apprenticeship Training Standard Log Book

Appliance Service Technician

445A

What Is This About?

The Apprenticeship Training Standard Log Book identifies all the skills associated with your trade in Ontario. It is written in statements that describe how you, the apprentice, must perform each skill in order to be considered competent in that skill.

Training As An Apprentice

- Notify Ministry of Advanced Education and Skills Development (MAESD) staff **immediately** of any changes to contact information or training agreement, especially if you change sponsors.
- Review the Log Book regularly with your trainer and sponsor to track your progress.
- 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.
- Pay your annual membership fee to the Ontario College of Trades and keep your membership in good standing.

Completing Your Log Book

There are two types of signatures required in your Log Book:

Skill Confirmation
You and your trainer sign off each required skill to confirm that you have demonstrated competency in that skill.

Skill Set Confirmation
After you and your trainer have signed off all the required skills in a skill set, **your sponsor** signs the signature box at the end of each skill set to confirm your competency in the skill set.

Shaded boxes in your Log Book 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.

Changing Sponsors

- Contact the Ministry of Advanced Education and Skills Development immediately if you change sponsors as you will need to sign a new Registered Training Agreement.
- Record your original Sponsor's information in Sponsor Record #1 (the sponsor who has signed your initial Registered Training Agreement).

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.

ONTARIO COLLEGE OF TRADES

ORDRE DES MÉTIERS DE L'ONTARIO

Apprentice Name: _____

Address: _____

_____

Phone Number: _____

Email Address: _____

Trade: _____

Ministry of Advanced Education and Skills Development Registered Training Agreement #:

OCOT Membership #:

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 Training Standard Log Book or about your Apprenticeship program, contact your Apprenticeship office (see Appendix D in this book) or the Employment Ontario hotline at: 1-800-387-5656.

You must become a member of the College of Trades Apprentices Class and maintain your membership in good standing while you complete your training. For more information on membership, please visit the College of Trades website at: collegeoftrades.ca

Apprenticeship Pathway to a Certificate of Qualification

Phase 1: Registration

Submit Application for Apprenticeship Training to local Employment Ontario office offering apprenticeship services

↓

Ministry registers training agreement signed by both apprentice and sponsor

↓

Submit College (Apprentice Class) membership application
with annual membership fee

↓

Obtain Apprenticeship Training Standard from College
collegeoftrades.ca/training-standards

Phase 2: Apprenticeship

Complete on-the-job training

Complete the on-the-job training set out in the Apprenticeship Training Standard Log Book established by College

Complete in-school training

Complete the in-class training set out in the Curriculum Training Standard established by College at an approved Training Delivery Agent

Maintain College membership

Submit proof of apprenticeship completion to Ministry

↓

Ministry issues Certificate of Apprenticeship

Phase 3: Certification

Trades without examination — Trades with examination*

College activates 12-month membership in Journeyperson Candidates Class

↓

Contact College to make payment to attempt Certificate of Qualification examination

↓

Contact Ministry to schedule Certificate of Qualification examination attempt

↓

Pass Certificate of Qualification examination
must receive grade of 70% or higher to pass

↓

College issues Certificate of Qualification and membership in Journeypersons Class

LEGEND

Ontario College of Trades → **College**

Ministry of Advanced Education and Skills Development → **Ministry**

Apprentices eligible to apply for apprenticeship grants (Red Seal trades), incentives and loans

Sponsor eligible to apply for the Apprenticeship Training Tax Credit (in specific trades) and other incentives

For information on the proof of completion required for your trade, contact your local Employment Ontario office offering apprenticeship services
http://services.findhelp.ca/eo/tcu/appoff

Download the College's Exam Preparation Guide to help prepare to attempt the Certificate of Qualification examination
collegeoftrades.ca/resources/exam-process

If the exam is failed, another attempt may be scheduled 15 days after previous exam date. An exam fee is required for each attempt. The exam results letter shows areas of strength and weakness to help prepare for the next attempt

Apprentice eligible to apply for Apprenticeship Completion Bonus

Sponsor eligible to apply for Apprenticeship Completion Employer Bonus

* For a list of trades subject to a certification examination, visit: collegeoftrades.ca/resources/exam-process

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Any updates to this publication are available on-line; to download this document in PDF format, please follow the link: collegeoftrades.ca.

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Terms and Conditions as Per Registered Training Agreement

The Apprentice agrees:

- **to inform the Ministry of Advanced Education and Skills Development of any change to their 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 Apprentice Training Standard Log Book (Log Book) for the Trade which is part of the apprenticeship program established by the Ontario College of Trades for the trade;
- to obtain written verification from the Sponsor and the Trainer(s) that the requirements in the Log Book for the trade have been met.

The Sponsor agrees:

- to ensure that the Apprentice is provided with the training required as part of the apprenticeship program established by the College of Trades for this trade;
- to ensure that the Trainer(s) verifies, in writing, when each skill identified in the Log Book for the trade has been successfully completed by the Apprentice;
- 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.

RESOURCE	LINK
Red Seal Program	red-seal.ca
Ministry of Advanced Education and Skills Development	tcu.gov.on.ca
Employment Ontario	tcu.gov.on.ca/eng/employmentontario.ca
Service Canada	servicecanada.gc.ca
Ontario College of Trades and Apprenticeship Act, 2009	*Ontario College of Trades and Apprenticeship Act, 2009*
Ontario Ministry of Labour – Health and Safety Partners	labour.gov.on.ca
College of Trades Appointments Council	cot-appointments.ca
Ontario Skills Passport (Essential Skills)	skills.edu.gov.on.ca
Exam Preparation Guide	collegeoftrades.ca

Introduction To The Log Book

On April 8th, 2013, the Ontario College of Trades (College) became responsible for the development and maintenance of Log Books in the Province of Ontario.

Please refer to the College of Trades website for the most accurate and up-to-date information: collegeoftrades.ca

This Log Book is intended to be used by the Apprentice and Sponsor as an official record of training. The completion of this document is necessary to complete your apprenticeship and receive your Certification of Apprenticeship.

The Log Book identifies skills required for this trade and its related training program. It has been written in statements which describe how you, the Apprentice, must perform each skill in order to become competent in your trade.

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

This on-the-job Log Book is a document issued to Apprentices who sign a Registered Training Agreement in the Province of Ontario. It is designed to record an Apprentice's acquired skills and time worked for the trade to which they are registered. This Log Book is developed by the Ontario College of Trades and used by the Ministry of Advanced Education and Skills Development.

This Apprenticeship Log Book for Appliance Service Technician was developed in consultation with representatives from industry and may include members from a related Trade Board/Working Committees.

The Information Presented In This Standard Is, To The Best Of Our Knowledge, Current At Time Of Printing And Is Intended For General Application.

Roles and Responsibilities

Ontario College of Trades
Under the *Ontario College of Trades and Apprenticeship Act, 2009* (OCTAA), the College of Trades is responsible for:

- Establishing and maintaining qualifications for membership;
- Issuing Certificates of Qualification and Statements of Membership;
- Maintaining a Public Register of members;
- Receiving and investigating complaints, and determining disciplinary action;
- Establishing Apprenticeship Programs, Training Standards and Scopes of Practice for each trade;
- Conducting Trade Equivalency Assessments;
- Determining Journeyperson-to-Apprentice ratios;
- Addressing compliance with legislation (OCTAA) and regulations; and,
- Promoting the skilled trades and conducting research.

For any matters related to your membership in the Apprentices class, you must contact the College of Trades directly at: (647) 847-3000 or toll free at: 1(855) 299-0028.

Ministry of Advanced Education and Skills Development
Is responsible for:

- Registering Training Agreements;
- Approving which persons may provide apprenticeship training;
- Approving Training Delivery Agents;
- Issuing Certificates of Apprenticeship;
- Administering Certificate of Qualification examinations;
- Promoting skilled trades and apprenticeship;
- Conducting policy development, evaluation and research; and,
- Passing regulations.

For any matter related to your Registered Training Agreement or completing your apprenticeship, you must contact your Local Apprenticeship Office at the Ministry of Advanced Education and Skills Development.

Roles and Responsibilities of the Apprentice

An Apprentice is an individual who has entered into a Registered Training Agreement with a Sponsor to receive training in a trade as part of an apprenticeship program established by the College of Trades.

As an Apprentice, you have certain roles and responsibilities to follow throughout your apprenticeship training:

Steps:

1. You must become a member of the College of Trades Apprentices Class and maintain your membership in good standing while you complete your training. For more information on membership, please visit the College of Trades website at: collegeoftrades.ca

2. As an Apprentice, you are responsible for completing skills or skill sets in this Log Book and ensuring that they are dated and signed by both you and your Trainer.

3. You must also ensure your Skill Set Completion Form is completed and signed by your current Sponsor once you have demonstrated competence in all the mandatory skills in this Log Book. Once this is done, we recommend you submit the Log Book to your local Ministry of Advanced Education and Skills Development office.

4. You are responsible for informing the staff at your local Ministry of Advanced Education and Skills Development 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.

5. You must present the Apprentice Completion Form (Please refer to Appendix B), once all unshaded skills and skill sets have been completed within this document, along with your authorized Log Book to your local Ministry of Advanced Education and Skills Development office.

Roles and Responsibilities of Sponsors and Trainers

Log Books identify the on-the-job skills required for a trade and its related training program.

This Log Book has been written in concise statements which describe how well an Apprentice must perform each skill in order to become competent. Competence means being able to perform to the required standard.

By using this Log Book, Trainers will be able to ensure that the Apprentice is developing skills detailed for the trade.

Trainers and Apprentices are required to sign-off and date the skills following each successful acquisition.

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.

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.

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, employees and the public. Therefore, it is imperative that all parties become aware of circumstances that may lead to injury or harm. Safe learning experiences and environments can be created by controlling the variables and behaviours that may contribute to or cause an accident or injury.

It is generally recognized that a safe attitude contributes to an accident free environment. Everyone will benefit as a result of a healthy attitude towards prevention of accidents.

A tradesperson is possibly exposed to more hazards than any other person in the work force and, therefore, should be familiar with and apply Occupational Health and Safety Act and Regulations dealing with personal safety and the personal safety rules applying to each task.

Legal and Administrative Aspects of Safety:

Accident prevention and the provisions of safe working conditions are the responsibilities of an employer and employee.

Employer's Responsibilities - The employer is responsible for:

- Providing and maintaining safety equipment and protective devices;
- Ensuring proper safe work clothing is worn;
- Enforcing safe working procedures;
- Providing safeguards for machinery, equipment and tools;
- Observing all accident prevention regulations; and,
- Training employees in the safe use and operation of equipment.

Employee's Responsibilities - The employee is responsible for:

- Working in accordance with the safety regulations pertaining to the job environment;
- Working in such a way as not to endanger themselves or fellow employees and the public.

Workplace Health and Safety's Responsibilities:

- Workplace Health and Safety (Ontario's Ministry of Labour) will conduct periodic inspections of the workplace to ensure that safety regulations for industry are being observed.

Apprenticeship Program Summary

Scope of Practice

The Scope of Practice for the trade of Appliance Service Technician is set out in section 5 of Ontario Regulation 278/11 under OCTAA and reads as follows:

> **5.** The scope of practice for the trade of appliance service technician includes installing domestic appliances and electrical household products and maintaining the following:
> 1. Electrical systems of domestic appliances and electrical household products.
> 2. Electronic control and component systems of electrical or gas domestic appliances and electrical household products.
> 3. Mechanical systems of domestic appliances and electrical household products.
> 4. Water systems of domestic appliances and electrical household products.
> 5. Air systems of domestic appliances and electrical household products.
> 6. Sealed systems of domestic appliances and household refrigeration products.
> 7. Liquid petroleum and natural gas systems of domestic appliances and electrical household products. O. Reg. 278/11, s. 5.

While the Log Book draws on the scope of practice regulation (Section 5 of Ontario Regulation 278/11 under OCTAA). The Log Book does not purport to add to or modify the scope of practice as provided in regulation.

Program Guidelines

On-the-Job Training Duration

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

Classroom Training Duration

Industry has identified 720 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

Journeyperson to Apprentice Ratio

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

Compulsory and Voluntary Classification

Regulations under OCTAA set out the regulated trades in Ontario and the classification of each trade as either “compulsory” or “voluntary.” The trade of Appliance Service Technician is voluntary.

Eligibility for Apprenticeship Program Completion

The Apprentice must:

- Achieve competency in all mandatory (unshaded) skills as identified in the Log Book
- Complete the in-school training as outlined in the industry and Ministry of Advanced Education and Skills Development approved Curriculum Standard

It is the responsibility of an Apprentice to maintain a training record in the form of an Ontario College of Trades Apprenticeship Training Standard Log Book. The Sponsor and Trainer are required to sign-off when competencies in the trade are achieved.

Other Required Certification(s) (if applicable):

Many Appliance Service Technicians may also obtain the following certifications:

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

Training The Apprentice

Tips for Apprentices

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 habits;
- Use your Apprenticeship Log Book as a journal to keep track of the skills you have achieved;
- Listen to the suggestions of your Trainer;
- Discuss your training needs with your Sponsor;
- Review your training plan with your Training Consultant, Trainer, or Sponsor;
- 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. Once a 'set of skills' have been signed off, ensure your Sponsor signs off this area as well.

Sponsor

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.

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.);
- Encourage safe work habits;
- Provide time for the Trainer to 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;
- Set out clear expectations, and recognize good performance;
- Involve both the Apprentice and Trainer in developing the training plan and observe frequently;
- Provide constructive feedback and conduct regular performance reviews involving the Apprentice and Trainer;
- Use the Log Book 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.

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 a member of the College of Trades Journeypersons Class.
In voluntary trades, a Trainer is an individual who holds one of the following:

- A valid Certificate of Qualification and is a member of the College of Trades Journeypersons Class; or,
- Holds a Statement of Membership in the College of Trades Tradespersons Class; or,
- Holds a Certificate of Qualification previously issued by Ministry of Advanced Education and Skills Development; or,
- Holds 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 (eligible to apply to College membership in the Journeypersons or Tradespersons Classes) or has the skills outlined in the Log Book.

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 Log Book with the Apprentice and develop a training plan;
- Set out clear expectations and recognize good performance;
- Ensure that the Apprentice receives on-the-job trade training experience as outlined in this document;
- Encourage and respond to all questions;
- Be patient;
- Explain, show and demonstrate the skill;
- Provide continuous feedback;
- Sign-off skills when your Apprentice demonstrates competency, and,
- Use the Log Book as a guide to evaluate competence in each skill area. By using the Log Book, Trainers will be able to ensure that the Apprentice is developing skills outlined in this document.

Notice of Collection of Personal Information

1. At any time during your apprenticeship training, you may be required to show this Log Book to the Ministry of Advanced Education and Skills Development. You will be required to submit the signed Apprenticeship Completion form to the Ministry of Advanced Education and Skills Development in order to complete your program. The Ministry of Advanced Education and Skills Development 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 Ministry of Advanced Education and Skills Development will disclose information about your program completion and your Certificate of Apprenticeship to the Ontario College of Trades, as it is necessary for the College of Trades to carry out its responsibilities.

3. Your personal information is collected, used and disclosed by the Ministry under the authority of the *Ontario College of Trades and Apprenticeship Act, 2009*.

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 Advanced Education 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/Journeyperson's Name (Please Print)	Trainer/Journeyperson's Signature

9170 Protect Self and Others

- **9170.01** Identify health and safety hazards
- **9170.02** Wear and maintain personal protective clothing and equipment
- **9170.03** Implement safe work practices
- **9170.04** Apply safe electrical work practices
- **9170.05** Work safely with brazing, soldering and heating equipment
- **9170.06** Handle hazardous and caustic materials
- **9170.07** Transport pressurized containers
- **9170.08** Handle immediate hazardous gas situations on a gas appliance
- **9170.09** Handle immediate and non-immediate hazardous gas situations on portable pressurized vessels
- **9170.10** Handle non-immediate hazardous gas situations on a gas appliance
- **9170.11** Practise good housekeeping

9171 Plan and Prepare For Job

- **9171.01** Identify relevant work order information
- **9171.02** Select hand, cutting and specialty tools
- **9171.03** Maintain hand, cutting and specialty tools
- **9171.04** Select power tools
- **9171.05** Maintain power tools
- **9171.06** Select soldering, brazing and heating equipment
- **9171.07** Maintain soldering, brazing and heating equipment
- **9171.08** Select refrigeration sealed system equipment
- **9171.09** Maintain refrigeration sealed system equipment
- **9171.10** Inspect refrigerant recovery equipment
- **9171.11** Maintain refrigerant recovery equipment
- **9171.12** Select measuring devices
- **9171.13** Maintain measuring devices
- **9171.14** Use computer based information management systems

9172 Demonstrate Professional Business Practices

- **9172.01** Present a professional image
- **9172.02** Communicate with client and co- workers, management and vendors verbally
- **9172.03** Communicate with client and co- workers, management and vendors in writing
- **9172.04** Perform customer service functions
- **9172.05** Resolve conflicts
- **9172.06** Estimate cost for service
- **9172.07** Complete documentation
- **9172.08** Complete financial transactions
- **9172.09** Determine impending product problems
- **9172.10** Clean and inspect work site and work performed

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

- **9173.01** Diagnose electrical and electronic control or component faults
- **9173.02** Repair the electrical and electronic control or component faults
- **9173.03** Replace the faulty component
- **9173.04** Adjust the electrical and electronic control product components
- **9173.05** Verify operation of the electrical and electronic control system and components
- **9173.06** Complete any required reports to the regulatory safety authority
- **9173.07** Install/re-install the appliance/electrical household product with smart technology functions/system
- **9173.08** Diagnose/ troubleshoot problem with appliance/electrical household product with smart technology functions/systems
- **9173.09** Repair problem with appliance/electrical household product with smart technology functions/systems
- **9173.10** Test and verify operation of the appliance/electrical household product with smart technology functions/systems
- **9173.11** Explain and demonstrate operation of the appliance/electrical household product with smart technology functions/systems to customer

9174 Mechanical Systems of Domestic Appliances and Electrical Household Products

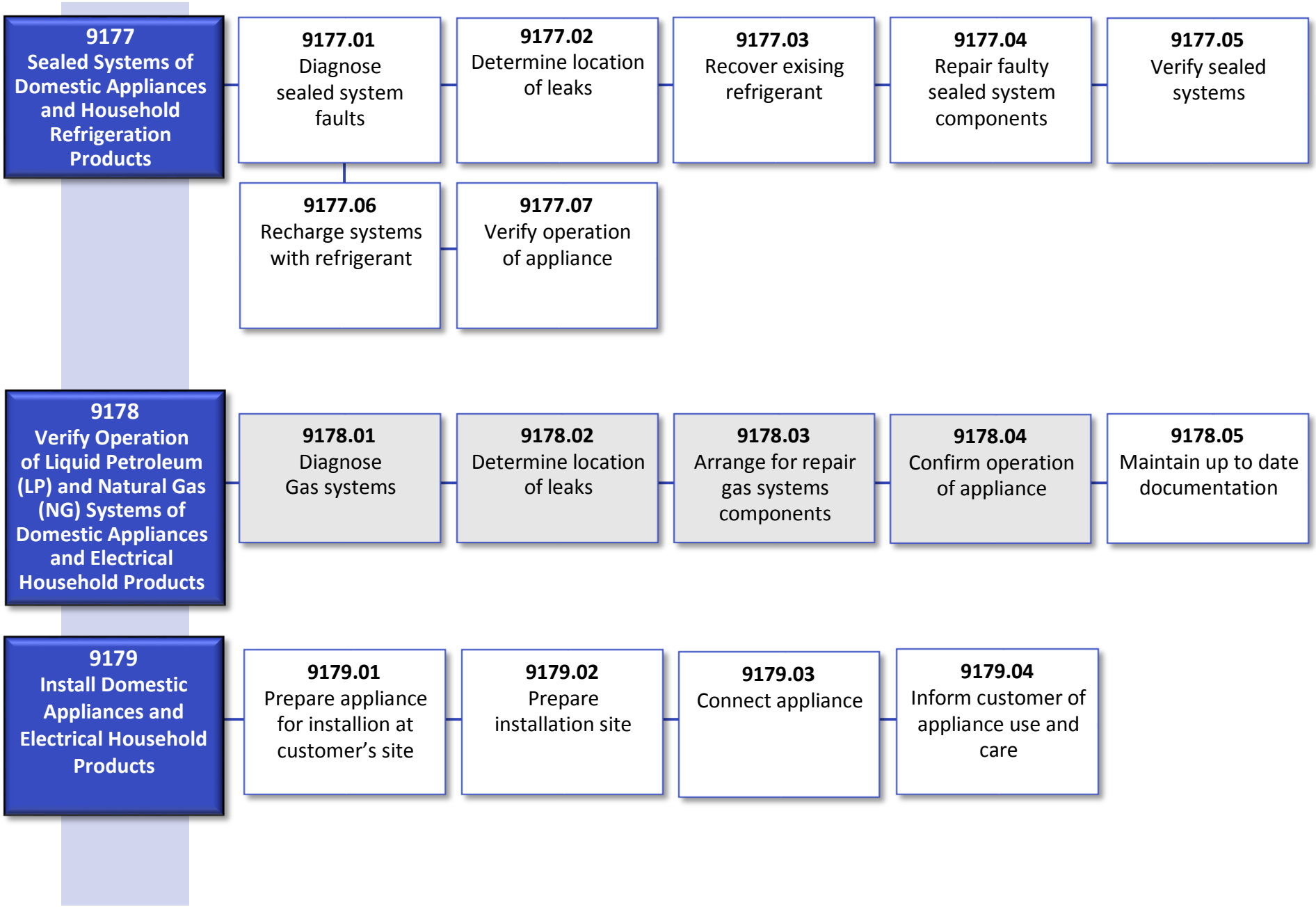
- **9174.01** Diagnose mechanical fault
- **9174.02** Repair drive systems and components
- **9174.03** Adjust drive systems and components
- **9174.04** Repair suspension systems and components
- **9174.05** Adjust suspension systems and components
- **9174.06** Repair cabinet, chassis and console systems and components
- **9174.07** Adjust cabinet, chassis and console systems and components
- **9174.08** Verify repair of fault

9175 Water Systems of Domestic Appliances and Electrical Household Products

- **9175.01** Diagnose incoming water systems
- **9175.02** Diagnose water discharge systems
- **9175.03** Repair incoming or discharge water system components
- **9175.04** Adjust incoming or discharge water system components
- **9175.05** Verify repair of components

9176 Air Systems of Domestic Appliances and Electrical Household Products

- **9176.01** Diagnose passive and forced air systems
- **9176.02** Repair passive and forced air components
- **9176.03** Replace passive and forced air components
- **9176.04** Maintain passive and forced air components
- **9176.05** Verify the repair or replacement of passive and forced air components


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

9170.0 Protect Self and Others

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9170: Protect Self and Others		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9171.0 Plan and Prepare For Job

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9171: Plan and Prepare For Job		
Date Completed (mm/dd/yy)	Sponsor Name (Print)	Sponsor Signature

9172.0 Demonstrate Professional Business Practices

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9172: Demonstrate Professional Business Practices		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

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

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be ajourneyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

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

According to manufacturer's specifications.

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

- Extracting the relevant error codes
- Using the smart technology information to guide the repair process;
- To diagnose the source of the problem;

According to manufacturer's specifications.

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

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

According to regulations and manufacturer's specifications.

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

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

According to manufacturer's specifications

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9173: Electrical And Electronic Systems, Controls and Components of Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9174.0 Mechanical Systems of Domestic Appliances and Electrical Household Products

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9174: Mechanical Systems of Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9175.0 Water Systems of Domestic Appliances and Electrical Household Products

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9175: Water Systems of Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9176.0 Air Systems of Domestic Appliances and Electrical Household Products

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9176: Air Systems Of Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9177.0 Sealed Systems of Domestic Appliances And Household Refrigeration Products

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9177: Sealed Systems of Domestic Appliances and Household Refrigeration Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

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

General Performance Objective

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

Skills

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9178: Verify Operation of Liquid Petroleum (Lp) and Natural Gas (Ng) Systems of Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

9179.0 Install Domestic Appliances and Electrical Household Products

General Performance Objective

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

Skills

U9179.01 Prepare appliance for installation at customer's site by verifying sales order match to product, uncrating and placing product, and inspecting for damage in accordance with company policies and workplace practices, manufacturer's specifications, industry codes and standards, and government legislation and regulation.

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

◊ A trainer can be a journeyperson, a supervisor or the competent employee designated by the apprentice's Sponsor.

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

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

(mm/dd/yy)	Trainer Print Name	◊ Trainer Signature
(mm/dd/yy)	Apprentice Signature	College of Trades ID

Sponsor Confirmation For 9179: Install Domestic Appliances and Electrical Household Products		
Date Completed (mm/dd/yy)	**Sponsor Name (Print)**	**Sponsor Signature**

Definitions

Apprentices Class
Individuals in this class:

- Hold one or more valid Registered Training Agreements with the Ministry of Advanced Education and Skills Development in either compulsory or voluntary trades;
- Hold a valid statement of membership with the Ontario College of Trades in the Apprenticeship class;
- Are subject to any ratios or wage rates that have been set out in regulation for their trade(s);
- Can remain in this class until they receive their Certificate of Apprenticeship;
- Can hold themselves out as Apprentices.

Certificate of Apprenticeship (C of A)
A certificate issued by the Ministry of Advanced Education and Skills Development to individuals who have demonstrated that they have completed an apprenticeship program in Ontario.

Certificate of Qualification (C of Q)
A certificate issued by the Registrar on behalf of the College of Trades to a Journeyperson. A Certificate of Qualification will serve as proof of having met any testing/program requirements and membership in the College's Journeypersons Class.

Competence
The ability of an individual to perform a skill repeatedly and without assistance in the workplace as set out in the Log Book.

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.

Competent Person
A competent person is defined by the *Occupational Health and Safety Act* as being a person who:

- Is qualified because of their knowledge, training and experience to organize the work and its performance;
- Is familiar with the *Occupational Health and Safety Act* and its regulations that apply to the work; and has knowledge of any potential or actual danger to health or safety in the workplace.

Competent Worker
A competent worker is defined by the *Occupational Health and Safety Act* as being a person who:

- Is qualified because of knowledge, training and experience to perform the work;
- Is familiar with the *Occupational Health and Safety Act* and with the provisions of the regulations that apply to the work; and
- Has knowledge of all potential or actual danger to health or safety in the work.

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 established by the College of Trades.

Sponsor of Record
Refers to the Sponsor documented as being signatory to the current training agreement or contract. In order for a Sponsor to be considered for the training of Apprentices, they must identify that the workplace has qualified Journeypersons 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.

Incompetence
According to the *Ontario College of Trades and Apprenticeship Act, 2009*, a member of the College of Trades may be found to be incompetent by the College Of Trades Discipline Committee if the Committee feels that the member has displayed a lack of knowledge, skill or disregard for another person's welfare while practising their trade. If this happens, the individual may be found unfit to practise their trade and their Statement of Membership/Certificate of Qualification may be revoked, suspended, or be subject to terms, conditions or limitations.

Journeyperson
Compulsory Trades Journeyperson:

- Someone who holds a valid Certificate of Qualification in the trade and who is a member in good standing of the College of Trades Journeypersons Class for the same trade; or
- Someone who holds a valid Provisional Certificate of Qualification in the trade and who is a member in good standing of the College of Trades Journeypersons Class for the same trade.

Voluntary Trades Journeyperson:

- Someone who holds a valid Certificate of Qualification in the trade and who is a member in good standing of the College of Trades Journeypersons Class for the same trade; or
- Someone who holds a Certificate of Qualification in the trade that was issued by the Ministry of Advanced Education and Skills Development prior to April 8, 2013 (membership in the College of Trades is not required in this scenario).

Journeyperson Candidates Class
An individual who has completed an Ontario apprenticeship program (Certificate of Apprenticeship) in a voluntary or compulsory trade that has a Certificate of Qualification examination, but has not passed the Certificate of Qualification examination for their trade. There is a maximum time limit of one year to remain in the Journeyperson Candidates Class. Individuals in this class:

- are subject to any ratios and/or wage rates that have been set out for their trade(s), if they practise a compulsory trade.

- Can continue to work legally in their trade if they are in a compulsory trade, as they prepare to write their examination (individuals in voluntary trades do not have to be members of the College of Trades to work legally); and can hold themselves out as Journeyperson Candidates (they are neither Apprentices nor Journeypersons).

- Can remain in this class for a maximum of one year or until they pass the Certificate of Qualification exam and become members of the Journeypersons class. However, they can only remain in this class for a maximum of one year. After one year they can move into the Tradespersons Class if they are in a voluntary trade. If they are in a compulsory trade and have been in the Journeyperson Candidates Class for one year, they can no longer work legally in that trade until they pass the Certificate of Qualification examination.

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.

OCTAA
Ontario College of Trades and Apprenticeship Act, 2009

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.

Ratios
For up to date information regarding Journeyperson to Apprentice ratios, please visit: collegeoftrades.ca

Trainer
◊ In this trade a trainer must be competent in the skill, but it is not mandatory to be a member of the College of Trades or have a Certificate of Qualification (CofQ).

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 successfully completing 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 skill described in the Log Book (note: does not mean the larger skill groups referred to in the Log Book as Skill Sets, Training Units, or General Performance Objectives, but the individual skills that make up those groups).

Skill Sets
Group of individual skills found in the Log Book (may also be called Training Unit or General Performance Objective).

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

Supervisor
An individual who oversees the performance of a task and oversees the actions or work of others.

Trade Board
Under the *Ontario College of Trades and Apprenticeship Act, 2009*, the College of Trades Appointments Council (COTAC) may appoint a Trade Board for each designated trade, composed of Employee and Employer representatives from the industry. Trade Boards are responsible for advising and making recommendations to the College of Trades Divisional Boards on issues relating to their trade. When there is no appointed trade board for a trade, the respective sector Divisional Board will act as the default Trade Board for the trade.

Tradespersons Class
A Class of Membership for individuals who practise in a voluntary trade which may or may not have a Certificate of Qualification examination.

Individuals in this class:
Have been members of the Journeyperson Candidates Class or are not eligible for Journeyperson Candidates Class and have been assessed to have experience and/or qualifications that are equivalent to a Certificate of Apprenticeship in that trade

- Are preparing to write/have no plans to write/have not passed the available Certificate of Qualification exam for their trade(s);
- Can remain in this class indefinitely or until they pass the available Certificate of Qualification exam for their trade(s); and
- Can hold themselves out as tradespersons (they are neither apprentices nor journeypersons).

Note: Individuals in the Tradespersons Class are considered Journeypersons for the purpose of determining ratios for that trade.

Trainer
A qualified Trainer in a compulsory trade is a Journeyperson with a Certificate of Qualification. In a voluntary trade, a Trainer is an individual who is considered equivalent to a Journeyperson with a Certificate of Qualification.

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 join the Journeypersons class of members at the Ontario College of Trades 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

You will write an Ontario-only examination when your trade is not designated as Red Seal trade in Ontario.

Ontario's Exam Preparation Guide
collegeoftrades.ca

Basic Examination Details for You to Know
You will have **up to four hours to write your examination.** If you need more time, you must ask for it when you schedule the examination, not on the day of your examination. You can leave the examination centre if you complete the examination in less than four hours.
You need a mark of 70% to pass.

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.

Scheduling Your Examination
The examination scheduling process is currently outlined in detail on the College of Trades website: collegeoftrades.ca

Remember these 3 basic steps:

1. Confirm your eligibility to write the examination with the College of Trades.
2. Contact Client Services at the College of Trades to pay your examination fee.
3. Contact the local Ministry apprenticeship office to schedule your examination in their examination centre: http://services.findhelp.ca/eo/tcu/appoff

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 Ministry of Advanced Education and Skills Development Apprenticeship Office immediately to update your sponsor record.

3. Please make sure you do record all of 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	
Registered Training Agreement #	
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 (e.g. UXXXX)	

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, please photocopy as needed or visit collegeoftrades.ca and search Sponsor Record Form

Instructions For Apprenticeship Program Completion (Appendix A)

Once an Apprentice has completed all the classroom training and on-the-job hours specified for the trade, and has acquired all the mandatory skills included in this Log Book:

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

2. They sign the forms and submit them to their local Ministry of Advanced Education and Skills Development apprenticeship office. To find the closest office, check the contact information at *http://services.findhelp.ca/eo/tcu/appoff or call the Employment Ontario toll free number at (1-800-387-5656).*

3. Since this trade is competency based, all mandatory skills in the Log Book must be signed off. If the Sponsor is completing the Apprentice before the industry recommended training hours are done, Ministry 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 Ministry of Advanced Education and Skills Development apprenticeship office by mail, fax, or email (as a scanned document), they should not include their Log Book; if they are presenting this form in person at the local apprenticeship office, they should bring their Log Book with them.

After Ministry 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 Ministry will issue a Certificate of Apprenticeship to the Apprentice.

The Ontario College of Trades will receive notification of this completion, and complete the individual's membership in the Apprentices class for the trade. If the Apprentice has completed a program in a compulsory trade, the College of Trades will automatically register the Apprentice as a member of the Journeyperson Candidates class so the Apprentice can continue to work legally for one year while preparing for the certification examination. If an apprentice completes their apprenticeship in a voluntary trade **and** there is no Certificate of Qualification exam, they can apply for membership in the Journeypersons Class at the Ontario College of Trades. If there is a Certificate of Qualification exam, they must write and pass the exam in order to enter the Journeypersons Class at the Ontario College of Trades.

For permission to schedule an exam once completion is confirmed by the Ministry, the individual must first contact the College of Trades Client Services Department at 647-847-3000 or toll free at 1-855-299-0028 to pay the certification examination fee.

Apprentice Completion Form (Appendix B)

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 Ministry of Advanced Education and Skills Development apprenticeship office (find contact information at https://www.ontario.ca/page/employment-ontario-apprenticeship-offices or by calling Employment Ontario at (1-800-387-5656).

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

Sponsor Information	
Legal Name	
Address	
Telephone Number(s)	
Sponsor's Signing Authority *(print name)*	
E-mail Address	

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

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

X _____
Apprentice's signature Date

X _____
Signature of Sponsor's Signing Authority Date

Skill Set Completion For Sponsors (Appendix C)

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

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

Ministry of Advanced Education 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 _____

Ministry of Advanced Education and Skills Development
Apprenticeship Offices in Ontario (Appendix D)

Location	Contact	Location	Contact
Barrie 705-737-1431	55 Cedar Pointe Dr Unit 609, Barrie, ON L4N 5R7	**North Bay** 705-495-8515	200 First Ave West, North Bay, ON P1B 3B9
Belleville 613-968-5558	135 North Front St, Belleville, ON K8P 3B5	**Oakville** 905-842-5105	700 Dorval Dr., Suite 201, Oakville, ON L6K 3V3
Brantford 519-756-5197	505 Park Rd North Suite 201, Brantford, ON N3R 7K8	**Oshawa** 1-800-461-4608	78 Richmond Street West, Oshawa, ON L1G 1E1
Chatham 519-354-2766	870 Richmond St West 1st Floor, Chatham, ON N7M 5J5	**Ottawa** 613-731-7100	Preston Square, 347 Preston Street, Suite 310, Ottawa, ON K1S 3H8
Cornwall 613-938-9702	132 Second St East Ste 202, Cornwall, ON K6H 1Y4	**Owen Sound** 519-376-5790	1450 1st Ave West, Suite 100, Owen Sound, ON N4K 6W2
Dryden 807-223-4632	Provincial Government Building, 479 Government St, Dryden, ON P8N 3K9	**Peel** 905-279-7333	The Emerald Centre, 10 Kingsbridge Garden Circle, Suite 404, Mississauga, ON L5R 3K6
Durham 1-800-461-4608	78 Richmond Street West, Oshawa, ON L1G 1E1	**Pembroke** 613-735-3911	615 Pembroke St East, Pembroke, ON K8A 3L7
Elliot Lake 705-848-4661	50 Hillside Dr North, Elliot Lake, ON P5A 1X4	**Peterborough** 705-745-1918	901 Lansdowne St West, Peterborough, ON K9J 1Z5
Fort Frances 807-274-8634	922 Scott St 2nd Flr, Fort Frances, ON P9A 1J4	**Sarnia** 519-542-7705	Bayside Mall, 150 Christina St North, Sarnia, ON N7T 7W5
Geraldton 807-854-1966	208 Beamish Avenue West Geraldton, Ontario P0T 1M0	**Sault Ste. Marie** 705-945-6815	477 Queen St East 4th Flr, Sault Ste Marie, ON P6A 1Z5
Halton 905-842-5105	700 Dorval Dr., Suite 201, Oakville, ON L6K 3V3	**St Catharines** 905-704-2991	Garden City Tower, 301 St Paul St East, 10th Flr, St Catharines, ON L2R 7R4
Hamilton 905-521-7764	Ellen Fairclough Bldg, 119 King St West 8th Flr, Hamilton, ON L8P 4Y7	**Sudbury** 705-564-3030	159 Cedar St Ste 506, Sudbury, ON P3E 6A5
Kapuskasing 705-337-4381	Ontario Government Complex, 122 Government Rd West, Kapuskasing, ON P5N 2X8	**Thunder Bay** 807-346-1550	189 Red River Rd Suite 103, Thunder Bay, ON P7B 1A2
Kenora 807-468-2879	227 1/2 Second St South, Kenora, ON P9N 1G4	**Timmins** 705-235-1950	Ontario Government Complex, 5520 Highway 101 East Wing B, South Porcupine, ON P0N 1H0
Kingston 613-548-1151	Cornell Corporate Centre, 299 Concession St Ste 201, Kingston, ON K7K 2B9	**Toronto Centre** 416-927-7366	2 St Clair West, 11th floor Toronto, ON M4A 1L5
Kitchener 519-653-5758	4275 King St East, Kitchener, ON N2P 2E9	**Toronto South** 416-326-5800	625 Church St 1st Fl, Toronto, ON M7A 2B5
London 519-675-7788	1200 Commissioners Rd E, Unit 72, London, ON N5Z 4R3	**Windsor** 519-973-1441	Roundhouse Centre, 3155 Howard Ave 2nd Fl, Suite 200, Windsor, ON N8X 4Y8
Markham 905-513-2695	140 Allstate Parkway, Suite 505, Markham, Ontario L3R 5Y8		

For current office listings, please visit: ***https://www.ontario.ca/page/employment-ontario-apprenticeship-offices***

Completing Your Apprenticeship Program

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

- Check the Ontario College of Trades Public Register to make sure your Apprentices class membership is still active: collegeoftrades.ca
- Follow the completion instructions on the Completion Form (Appendix A) in the Log Book.
- Answer any questions that MAESD staff may have, and provide any additional completion documentation they may require.
- Once they confirm completion, MAESD will issue you a Certificate of Apprenticeship and notify the Ontario College of Trades of your completion.

After Your Apprenticeship

If you are in a trade with a certification exam, the College of Trades will **automatically** complete your membership in the Apprentices class and activate your 12-month membership in the Journeyperson Candidates class. This change will be reflected on your account with the College as well as on the College's Public Register.

Membership in the Journeyperson Candidates class will allow you to continue practising in a compulsory trade for 12 months while you prepare for and write your exam; if you are in a voluntary trade, it is your automatic approval to challenge the certification exam.

The College will send you a Journeyperson Candidates class welcome letter within 3 weeks of completion that outlines any/all of your future requirements for membership and examination as appropriate (different situations for voluntary and compulsory trades).

If you complete an apprenticeship program for which there is no exam, you can submit an application to become a member of the College's Journeypersons class on the basis of having earned a Certificate of Apprenticeship in the trade.

Preparing For Your Exam

Find out if your trade has a Certificate of Qualification exam at: collegeoftrades.ca

For permission to schedule an exam once completion is confirmed by MAESD, you must first contact the College's Client Services Department at 647-847-3000 or toll free at 1-855-299-0028 to pay the certification exam fee. Once you have paid, contact your local MAESD Apprenticeship office to book your exam.

Download Ontario College of Trades exam preparation guide at: collegeoftrades.ca/resources/exam-process **and/or view the exam preparation guide for Red Seal trades at:** red-seal.ca

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