



## The “A” Word: What Service Providers Need To Know

Hello everyone, and welcome. My name is Summer Burton, and I’m here on behalf of Literacy Link South Central. Today we’re going to be talking about Apprenticeship – specifically, building the capacity of service providers to support their clients when working in the skilled trades is one of their goals.

If you work in employment services, adult literacy, continuing education, or social services, we think you will find this presentation particularly useful. It will lay the groundwork for not only your own client support, but for next steps in the larger apprenticeship journey your client may be embarking on.

## Good Things Come in 3's

1. Many literacy learners want to apprentice in the skilled trades
2. Clients often work with multiple agencies at the same time, including Literacy and Employment Services
3. LLSC shares information about the apprenticeship system to help services work together to support clients effectively

Literacy Link South Central is the regional support network for adult literacy programs throughout a six county area in southern Ontario, including Brant, Haldimand, Norfolk, Oxford, Elgin, and Middlesex. In our role as a support network we do a lot of work with local programs, identifying needs, developing training aids and professional development material, doing presentations and spreading awareness around the important role literacy plays in people's success.

So why are we specifically talking about apprenticeship?

- First, because the adult literacy programs we support work with people that have (or could have) apprenticeship as a goal. In fact, it's one of the 5 recognized goal paths in the Literacy and Basic Skills (or "LBS") program, and adult literacy programs offer specific activities and lessons based on real-life apprenticeship tasks as a result.
- Because adult literacy programs can (and do) share clients with employment agencies, many clients who are working with employment counsellors to develop the skills they need for employment, are also working on developing their essential math, reading, writing, interpersonal and digital skills with LBS. This offers an excellent opportunity for coordinated support that moves clients even more quickly toward their goals.
- Finally, Literacy Link South Central has a history of conducting activity in the area of apprenticeship – doing projects, developing resources, and hosting community conversations. This is a continuation of that important work – work that's becoming

more and more critical as we face an impending shortage of skilled tradespeople across Ontario.

## Even More Good Things Coming in 3's

Part 1 of a 3-part series available at [www.llsc.on.ca](http://www.llsc.on.ca), where you can find:

1. Recordings
2. Slides
3. Transcripts



We're pleased to be bringing you today's presentation as the first in a 3-part series about Apprenticeship. If you're watching this presentation now, and would like more information about Literacy Link South Central or this series, please visit us online at [www.llsc.on.ca](http://www.llsc.on.ca).

There, you'll find 3 helpful resources:

- links to this and other recordings in the series
- PDF copies of the slides, and
- a transcript of each presentation.

We'd like to thank the Ministry of Training, Colleges and Universities for providing the funding for this series of presentations.

## What Inspired Today's Presentation?



For several years now, we've heard people talk about the pending skilled trades shortage I mentioned earlier. And frankly, the shortage is no longer pending - it's here! In fact, the Ontario government stated that one in five new jobs are expected to be within the skilled trades. As an industry that helps people find and keep work, that's important information for all of us to have, and to act on.

Yet apprenticeship seems to be an area that people seeking employment, and the people that help them, are sometimes confused about. We believe that we could all do more to build our capacity to help people move towards reaching an apprenticeship goal.

## Sharing Our Learning

*“I learned a lot about apprenticeship and I already thought I knew a lot. I was the go-to person within my organization for matters related to apprenticeship. I didn’t know what I didn’t know.”*



Recently, Literacy Link South Central completed a three-year apprenticeship related project. One of the recurring lessons learned during the project was that service providers need to continue to build their knowledge of the intricacies of the apprenticeship system. One of the project leads reflected that, as the project progressed, he became more effective and efficient in helping his apprentice-bound clients – skill development he said was directly related to his increased knowledge of programs, services and supports that someone can access in pursuit of their career goals.

Throughout the project he learned more about apprenticeship and different ways to navigate existing systems. He said : “I learned a lot about apprenticeship *and I already thought I knew a lot*. I was the go-to person within my organization for matters related to apprenticeship. I didn’t know what I didn’t know.” In learning more about apprenticeship, he also learned how to frame conversations related to apprenticeship – how to talk to clients about apprenticeship in ways that make it sound more achievable and within clients’ reach. What if everyone who in the employment industry had the capacity to talk about apprenticeship this confidently? Would we see more unemployed people realizing that an apprenticeship could be a good opportunity and a good fit? We think so. Would we see more people successfully completing their apprenticeship? Again, the chances would be very good.

As it stands now, many community organizations have someone who is designated as an expert related to apprenticeship, but – as you heard – that individual may not know what they don't know. Some agencies may not feel like they need more information about apprenticeship because they have no direct stake in the apprenticeship system. They don't have to assist a certain number of clients in finding an employer to mentor them each year. There are no targets.

In fact, no single agency within Employment Services or Literacy and Basic Skills is specifically contracted to work with, guide and support potential apprentices. We rely on people coming to our programs with this goal already in mind. If we want to be more proactive in moving people towards careers in the skilled trades, we need to build our collective capacity to talk about apprenticeship to clients who may or may not know this could be their path. Through today's conversation, we'll outline some of the basics and let you know where you can continue learning.

## What We Won't be Talking About



- Changes in the apprenticeship system
- Financial incentives

As we said, today we want to provide service providers with a basic understanding of apprenticeship, especially as it relates to helping their clients. There are several moving and changing pieces within the apprenticeship system, and some information can and will change in the months ahead. We won't be digging into those changes, nor will we be talking about the details of various financial incentives that are available for apprentices and employers or how specifically to access those incentives. Given the fluctuating nature of some elements of the system, it's best to source some of this information directly through your local Employment Ontario apprenticeship office.

## Step 1: Identify Apprenticeship-able Careers

Over 150 recognized trades in Ontario in 4 sectors:

- Motive Power
- Service
- Construction
- Industrial

Training for these 150 trades may be:

- Voluntary
- Compulsory



Visit: <https://www.ontario.ca/page/apprenticeship-ontario>

We believe that one way to attract more people to the trades is have more people **talking** about the trades. It might surprise some of you to hear that there are over **150 trades** to choose from, separated in four sectors: motive power, service, construction and industrial. The people you work with might not even know that they are interested in a career that can be supported through the apprenticeship system. Now it's not necessary to commit the entire list of 150 + recognized trades to memory, is but it is a good idea to ask yourself... *"I wonder if this could be an apprentice-able trade?"* You might already know that plumbers, electricians and auto mechanics go through an apprenticeship... but what about a residential painter, retail meat cutter, or arborist? There are some really fascinating trades recognized in Ontario, and we encourage you to review them using some of the resources we're going to share with you in a moment.

In an ideal world, rather than waiting for clients or learners to express an interest in becoming an apprentice, a service provider in literacy, employment (or elsewhere) will be knowledgeable enough to identify when training for a career goal is achievable through the apprenticeship system, and comfortable enough to suggest that path to a client.

Another key thing Service Providers need to know is that there are currently two types of apprenticeships: Voluntary and Compulsory... and they're just as they sound.

Voluntary means that someone can train as an apprentice to work a specific trade. But, they can also work in that trade without having been an apprentice, getting their training informally, or through school. Of course, going the apprenticeship route means the school portion of their training is largely paid for by the government, and they're also paid for their on-the-job training. Those who chose to complete apprenticeship training in a voluntary trade also get access to provincial and federal financial incentives, and earn recognized certification in their chosen career, which often makes them more competitive in the labour market. This can be especially true in Red Seal trades, where the certification is recognized across Canada. However, its up to the person choosing to learn these trades whether or not they want to pursue an apprenticeship - it's "voluntary."

A "compulsory" trade means the person has no choice - to follow their chosen career path they must train as an apprentice and become certified, or they will not legally be able to work in that trade. It's important to note that as a result of the modernization of the apprenticeship system, the classification of trades as voluntary and compulsory will change over time. Be sure to follow updates on the Ontario Apprenticeship website (using the link on your screen) to keep up-to-date on changes as they occur.

## Resources to help



[https://oyap.com/documents/assets/uploads/files/en/oyap\\_poster\\_2016\\_update2.pdf](https://oyap.com/documents/assets/uploads/files/en/oyap_poster_2016_update2.pdf)

Please select the sector below:  
 ▲ Indicates a designated compulsory trade.  
 □ Indicates that there is a trade fact sheet available to download for that trade.

Construction Industrial Motive Power Service

**BRICK AND STONE MASON**

Architectural Glass and Metal Technician (pdf)  
 Brick and Stone Mason (pdf)  
 Cement (Concrete) Finisher (pdf)  
 Concrete Pump Operator (pdf)  
 Construction Baller/Setter (pdf)  
 Construction Craft Worker (pdf)  
 Construction Millwright (pdf)  
 Drywall Finisher and Plasterer (pdf)  
 Drywall, Acoustic and Lathing Applicator (pdf)  
 Electrician — Construction and Maintenance ▲ (pdf)  
 Electrician — Domestic and Retail ▲ (pdf)  
 Exterior Insulated Finish Systems Mechanic  
 Floor Covering Installer (pdf)  
 General Carpenter (pdf)  
 Hazardous Materials Worker (pdf)  
 Heat and Frost Installer (pdf)

**BRICK AND STONE MASON** is a trade regulated by the Ontario College of Trades and Apprenticeship (OCTA). OCTA is a not-for-profit organization that provides a regulatory framework for most industry operators of practice for the trade.

As a trade regulated by OCTA, Brick and Stone Mason is a compulsory trade. This means that all individuals who wish to practice in this trade must complete the required training program in the trade.

Trade description or description: The Brick and Stone Mason is responsible for the installation, repair and maintenance of brick, stone and masonry work. This includes the construction of walls, chimneys, fireplaces, and other masonry structures.

Skills and knowledge: Brick and Stone Masons must have a strong understanding of masonry techniques, including the use of tools and equipment. They must also have a good understanding of safety procedures and the ability to work in a team.

Work environment: Brick and Stone Masons typically work outdoors in a variety of weather conditions. They may also work in confined spaces or at heights.

Education and training: Brick and Stone Masons must complete a 4-year apprenticeship program. This includes 2 years of in-school training and 2 years of on-the-job training.

Apprenticeship program: The apprenticeship program consists of an on-the-job and in-school training. The on-the-job training is completed for 2 years and the in-school training is completed for 2 years. The total training time is 4 years.

Compulsory trade: Brick and Stone Mason is a compulsory trade. This means that all individuals who wish to practice in this trade must complete the required training program in the trade.

Trade fact sheet: A trade fact sheet is available for this trade. It provides information on the trade, including the description, skills and knowledge, work environment, education and training, and apprenticeship program.

For more information about this trade, please visit the website: [www.collegeoftrades.ca](http://www.collegeoftrades.ca)

**ALL TRADE (JOB TRAINING)**  
 An apprenticeship program is a combination of on-the-job and in-school training. The on-the-job training is completed for 2 years and the in-school training is completed for 2 years. The total training time is 4 years.

**IN-SCHOOL TRAINING**  
 In-school training is a part of the apprenticeship program. It includes classroom instruction, hands-on training, and assessment. The in-school training is completed for 2 years.

**ON-THE-JOB TRAINING**  
 On-the-job training is a part of the apprenticeship program. It includes working on the job under the supervision of a journeyman. The on-the-job training is completed for 2 years.

<https://www.collegeoftrades.ca/trades-in-ontario>

There are several great resources and easy-to-follow websites where you can quickly determine if a client’s employment goal is one they can achieve through an apprenticeship, and whether the trade is voluntary or compulsory.

The “Apprenticeship in Ontario” poster by OYAP is a great example of a quick reference list that highlights each of the skilled trades. They’re colour-coded by sector, and have symbols next to each identifying whether the trade is voluntary or compulsory.

The Ontario College of Trades also offers a comprehensive list of trades, along with pdfs that describe exactly what type of work these tradespeople do, what is taught during the in-school training, the specific number of hours apprentices will spend both on-the-job and in the classroom, and more. Compulsory trades are marked on this website as well.

## Step 2: Understand What's Involved



At its very foundation, the apprenticeship program is based on a “learn while you earn” concept. Unlike some other post-secondary opportunities, the workplace is where much of the learning happens. As an employee, the apprentice is paid to be on the worksite, contributing to the workplace while learning from experts in the field.

While there are several ways to enter, and move through, the apprenticeship system, the graphic on your screen is a representation of each of the elements at play. We’ve chosen a honeycomb shape on purpose, because for many people there isn’t a clear start and finish. That said, the process generally begins with the connection between a potential apprentice wanting to learn, and a qualified employer willing to become a mentor. This is often when those of us working in Employment Services play a role.

In Ontario, the relationship between the employer and apprentice is formalized by the Ministry of Training, Colleges and Universities through a contract called the Training Agreement. The agreement outlines the shared responsibilities and expectations for all parties involved, especially as it relates to on-the-job training.

In the workplace, the employer is responsible for training the apprentice on the knowledge and skills required to be successful in their trade. Both the apprentice and employer sponsor use the Apprenticeship Training Standard Log Book to track what skills should be

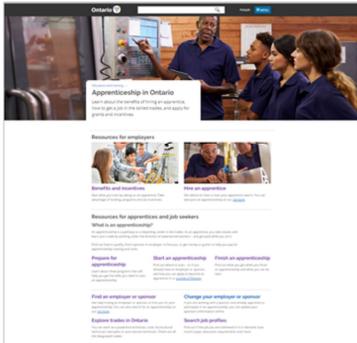
trained, and sign each section of the book as it is completed.

Although the in-school component of apprenticeship training differs between trades, it is a requirement to complete an apprenticeship. This college-level, in-school component can come as a surprise to some people who are drawn to the skilled trades because they excel at working with their hands, but are not as strong at classroom learning, writing, or test-taking. This is an excellent opportunity for Ontario's Literacy and Basic Skills programs to support apprentices on their journey. The in-school portion of an apprentice's training is scheduled by MTCU at an authorized Training Delivery Agent, often an Ontario college. That training may happen one day a week for several months, which is called "day release" training and allows the apprentice to work while they attend school, or it may be several straight weeks of training in a row (called block release training), which require the apprentice to temporarily leave their workplace.

At the end of this process, the fully-trained tradesperson earns their Certificate of Apprenticeship. Additional levels of certification are available in some trades, including a Certificate of Qualification (sometimes called a C of Q) and Red Seal Certification. There are exams involved in most of these certifications, but successfully earning them will give the apprentice more job opportunities, a higher pay level, and greater responsibilities.

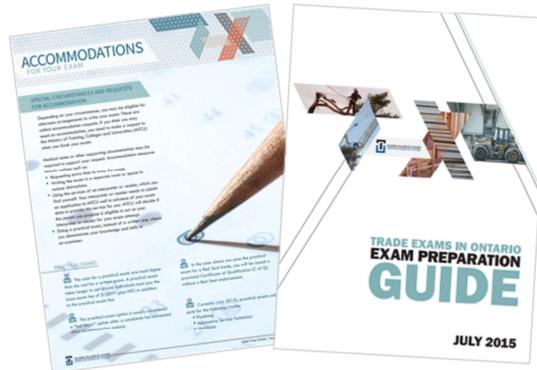
As we know, certification in *any* career choice takes a commitment of time. Depending on the trade and personal circumstances, successfully completing an apprenticeship can take from 3 to 5 years or more. The difference with an apprenticeship, like we said, is that it's an earn-while-you-learn opportunity. The biggest investment the apprentice makes is their time, and the return on investment is great, because being certified in the skilled trades can open new doors to sustainable and lucrative employment.

## Resources to help



<https://www.ontario.ca/page/apprenticeship-ontario>

[https://www.collegeoftrades.ca/wp-content/uploads/Exam\\_Prep\\_Guide\\_FINAL.pdf](https://www.collegeoftrades.ca/wp-content/uploads/Exam_Prep_Guide_FINAL.pdf)



[https://www.collegeoftrades.ca/wp-content/uploads/Exam\\_Prep\\_Guide\\_ACCOMODATION.pdf](https://www.collegeoftrades.ca/wp-content/uploads/Exam_Prep_Guide_ACCOMODATION.pdf)

The Government of Ontario site is a fabulous resource for employers, potential apprentices and service providers to learn about the benefits of hiring an apprentice, how to get a job in the skilled trades, and apply for grants and incentives. Those funding incentives are available to both entice employers to sponsor an apprentice, and offset some of the apprentices financial needs as well. The funding available and the process to access it can, and does, change. The provincial government has been clear that there are even more changes are coming in the near future. So instead of us going into detail about financial incentives here, it's best to bookmark this go-to site to keep current on information as it changes.

If you work with clients who have learning challenges, there may be some additional supports available to support them in their journey . For example, depending on the circumstances, accommodations can be offered for apprenticeship exams like the C of Q. The client might be able to take extra time to write the exam, write it in a separate room to reduce distractions, or use an interpreter or a reader during the exam. In some select cases, the client can do a practical exam instead of a written one to demonstrate their knowledge and skills to an examiner. This request needs to be made to the Ministry of Training, Colleges and Universities (MTCU) before the exam is booked. Medical notes or other supporting documentation may be required to support the request.

Whether your client needs accommodations or not, they will need to give some serious thought to preparing for apprenticeship exams. The College of Trade's exam preparation guide offers excellent advice on how to prepare for apprenticeship testing, including how to access exam preparation classes offered by Training Delivery Agencies.

## Step 3: Recognize the Supports Needed

- The journey isn't linear
- Know that there are many "points of entry"
- Recognize your client's unique skills and barriers
- Find programs resources that can help



Often, when service providers speak about the path to a successful apprenticeship, it's described as a simple and linear process. For example, "First, you find an employer. Then you sign a contract with the Ministry. Then you have on-the-job training and in-school training and then, if applicable, you write the Certificate of Qualification exam." But as we said earlier, in many cases apprenticeship is not a linear path. In fact, the apprenticeship system has **several** points of entry.

- Some people may come to you looking for work in an apprentice-able trade, needing to find an employer to hire them.
- Others may already be working, and it's the **employer** that's suggested they'd like to register them as an apprentice.
- Some may have participated in a high school apprenticeship program through OYAP, and are seeking help with next steps now that they've graduated.
- Others may have left high school before graduating, and won't have the level of education required for their chosen trade.
- Some may enter the system through one of the Governments free pre-apprenticeship training programs, and have several required skills already under their belt.
- Some might have high school diploma but lack the skills and habits that are required by an employer, while others won't have the literacy skills needed to successfully complete their in-school training.

Front line service providers know that people come to us packaged with varying skills, goals, successes and challenges. A strong circle of support is essential for clients entering the skilled trades, including yourself and those at other agencies in your community. Literacy upgrading, employment readiness programs, adult education, pre-apprenticeship, employment services and ongoing skills assessments can each play a role in a client's successful apprenticeship journey. Do you know what local programs can help clients to build this foundation?

# Resources to help



[feats.findhelp.ca/eng/search.html](https://feats.findhelp.ca/eng/search.html)



<https://learningnetworks.ca/contact-my-network/>

If you're not a partner in Employment Ontario, we'd like to let you know that Employment Ontario has a variety of free services to help with employment readiness and skills upgrading. Employment services can help an individual clarify their apprenticeship goal, find an employer and access financial supports provided to apprentices. You can search for the employment service near you by going to the "Find Employment and Training in Ontario" website shown here. To find the free Employment Ontario literacy training program near you, contact your local literacy support network, which can be found on the "Learning Networks of Ontario" website.

## Wrapping up

Continue to learn about:

- Types of careers
- What's involved
- Support available

Share with others!

- Meetings
- Presentations
- Apprenticeship networking groups



<https://www.ontario.ca/page/employment-ontario-apprenticeship-offices>

Our growing need for people become involved in the trades will impact our work as service providers, especially those of us working in the employment and training industry. It's time for all of us to learn more about apprenticeship, to prepare ourselves to help those who could benefit from pursuing training in the career of their choice through this hands-on, skills based training opportunity.

We hope that this presentation has helped you feel more comfortable with how apprenticeship fits for the people you work with. If we each know the basics:

1. What career choice could be an apprenticeship?
  2. What 's involved in an apprenticeship? and
  3. What other services and supports are available to help clients take the next steps
- Then we can successfully engage more people in the trades, and support them as they become the skilled tradespeople of tomorrow.

So don't keep your new knowledge a secret - help build your agency's capacity!

- Make apprenticeship a standing agenda item at staff meetings where you collectively commit to learn something new each time you meet.
- Seek out free video presentations like this one and share the link amongst your professional peers
- Join a local Apprenticeship Network or skill trades related committee in your area.

- Commit to building, brick by brick, your understanding of apprenticeship.

And remember, if ever a question comes up your local Employment Ontario apprenticeship office is just a Google search away

## What's Next?

Other presentations in this series in the Resources section of our website, available at [www.llsc.on.ca](http://www.llsc.on.ca)



Contact us at 519-681-7307 or [literacylink@llsc.on.ca](mailto:literacylink@llsc.on.ca)

Next in the "A" Word series of presentations is "What Clients Need to Know," where we will explore what your apprenticeship-bound clients need to understand about the system and its supports. You can find that presentation and many other helpful documents in the Resources section of our website [www.llsc.on.ca](http://www.llsc.on.ca).

Thank you for joining us today. If you have any questions about this presentation, or any of our other work, please don't hesitate to contact us using the information on your screen.