

NeCTAR (Newcomers Connecting to Trades
Apprenticeship Resources)



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Apprenticeship Resources)**

Enhancing Services for Internationally-Trained Tradespeople

*Guiding Internationally-Trained Individuals through the
Trades Apprenticeship System in Ontario*

Facilitators' Guide

Coordinated by COSTI
Centre for Foreign Trained Professionals & Tradespeople



In partnership with



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INTRODUCTION

The objective of this workshop is to enable front-line staff in immigrant serving agencies to guide internationally-trained clients seeking employment or apprenticeship in the skilled trades using NeCTAR Resources.

TRAINING OUTCOMES

Participants will:

- Be able to guide clients using detailed steps to becoming licensed in Ontario using the certification pathway and the apprenticeship pathway
- Acquire an understanding of how the apprenticeship system works including the roles and responsibilities of key stakeholders
- Identify service interventions and utilize resources and tools to guide ITTs through apprenticeship and/or certification
- Be able to administer self-assessment tools with clients and determine relevancy and scope of ITT's training and experience to Ontario standards
- Prepare clients for employment and certification in the trades
- Assist clients to overcome gaps in training and experience through effective information and referral
- Acquire an understanding of labour market trends in the trades
- Effectively apply the information, resources, and tools in the four target trades: Construction Maintenance Electrician, Industrial Mechanic, Hairstylist and Automotive Repair Technician

PARTICIPANT PROFILE

- Front line staff working with Internationally-Trained Individuals including:
 - Employment consultants and counselors
 - Assessment Counselors
 - Job Search Facilitators
 - Job Developers/Employer Consultants
 - Information and Referral Counsellors
 - Settlement Workers
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LENGTH AND DURATION OF TRAINING

1 ½ Days scheduled over two days. Twelve cumulative hours, from 9:00am to 5:00pm the first day, and from 9:00am to 1:00pm the second day. The 12 hours could also be delivered over two six hour days. The duration of training may be extended to two days to accommodate further activities and discussion developed by the facilitator.



2. METHODOLOGY

The workshop series delivery is based on the principles of adult education methodology. The strategies and techniques accommodate diverse learning styles and are relevant to the service intervention requirements of front-line workers serving Internationally-Trained Individuals seeking entry to the skilled trades.

Techniques and Strategies include:

- PowerPoint Presentations
- Task-based activities that facilitate skills practice
- Interactive pair-work and small group work
- Whole group discussions
- Tools and Resources for Counselling and Referral
- Scenario based, hands-on applications
- Games/Quizzes

Materials and Aids

- LCD Projector and screen
- NeCTAR Resource Kit and Reference Guide
- Flip Chart and Flip Chart Paper
- Internet Access
- Trade-Specific Laminated Photos
- Candies/Chocolate
- Index Cards

TRAINING STRUCTURE

The workshop has been divided into 8 training modules in a sequence that allows for content to build on previous learning objectives:

- 1) Trades Apprenticeship in Ontario
- 2) Becoming a Certified Tradesperson in Ontario
 - a. The Certification Pathway
 - b. The Apprenticeship Pathway
- 3) Role of the Unions
- 4) Trade-Specific Case Scenarios
 - a. Hairstylist
 - b. Construction Maintenance Electrician
 - c. Industrial Millwright
 - d. Automotive Service Technician
- 5) Health and Safety



Preparation

NeCTAR Reference Guide

In order to effectively deliver the workshop it is recommended that the facilitator refer to the NeCTAR Reference Guide for full comprehension of the subject matter. The Facilitator may also do a scan of the websites listed in the resource list.

The Training Standards Manual

The Training Standards Manual is used by the apprentice, trainers and employers as a “blueprint” for apprenticeship training. The manual lists the competency requirements of the trade. It is a useful tool for assisting Internationally-Trained Individuals to assess the relevancy and scope of their training and experience according to Ontario Standards. In addition, the manual can be used to prepare for the Certificate of Qualification examination.

The facilitator can use these manuals to prepare trade-specific self-assessment checklists for their clients. It is possible to order bulk copies of the training standards manual for agency use from the Pickering Workplace Support Services Branch Office. (*refer to the list of Workplace Support Service Branch Offices in Ontario for contact information*)

Guest Speakers

The facilitator may chose to invite guest speakers to the workshop. Participants may appreciate asking questions and listening to the following trades-related guest speakers:

- ***Internationally-trained tradespeople*** who have completed either the apprenticeship or certification process.
- A ***training consultant*** from one of the workplace support services branch offices
- An ***employer*** who has success stories to share with the group
- ***Union representatives*** who can provide specific information about intakes, membership eligibility requirements, pre-apprenticeship and apprenticeship requirements
- ***Training institution representatives*** who can speak about training and upgrading opportunities

Trade-Specific Case Scenarios

The case scenarios provide participants with application of the intervention pathways and NeCTAR tools and resources to realistic case scenarios.

Each of the case studies provides a scenario of a newcomer trying to re-enter the skilled trades in Ontario. Each case study is specific to one of the four target trades and is profiled from one of four positions on the ***apprenticeship formality continuum*** handout. In each of the cases, the prospective client has come to the service provider



in need of information and support to assist them in overcoming the barriers they are facing while attempting to access the trades.

After completing one of the four cases participants will be able to:

- Identify appropriate service interventions to take with clients at different stages in the client pathway
- Identify appropriate tools and resources to utilize with clients during the service interventions
- Develop an action plan for a newcomer looking for employment and or training in the trades
- Enhance problem solving with Newcomers who face barriers accessing skilled trades employment, certification and training

The facilitator should review the apprenticeship formality continuum, the case scenarios, and the sample answer sheets prior to delivery.

Module #1 Trades Apprenticeship in Ontario 105 minutes

Training Module Objective: To familiarize participants with skilled trades and the trades apprenticeship system in Ontario.

Learning Outcomes

Participants will:

- acquire knowledge about the skilled trades and certification in Ontario.
- understand how the trades apprenticeship system works, including roles and responsibilities of key stakeholders.
- develop an awareness of access issues for Internationally-Trained Trades people.

Resource Kit Handouts

- Trades Apprenticeship Glossary
- Workplace Support Services Branch Offices in Ontario
- Trades Apprenticeship Website Resources
- Regulation of the Apprenticeship Trades and Trade Designations

Introductions and Agenda (10 minutes)

Facilitator Notes: Using the round robin approach, requests participants to introduce themselves and state what they are hoping to gain from the workshop. The facilitator records the group's expectations on a flipchart. Based on this information, the facilitator links the expectations to the agenda of the workshop.

Introductory Activity: The Magic Lamp (10 minutes)

Facilitator Notes: The facilitator divides participants into groups of 3-5 people and gives them a piece of flip chart paper and a marker. Participants are told that their team has



just found a lamp. They rub it, and surprise! A genie appears. The genie grants three wishes. They are allowed to make three changes at work- you could change something about the program you are delivering, something about your clients, something about the employers who should be hiring them, the work environment, or something about themselves and how they work. When the group designs their wish list for the genie, post it on the wall and report back to the group.

Discussion (10 minutes)

The facilitator assesses the group's level of experience working with ITT's and their level of knowledge of the apprenticeship trades system. The following questions might lead the discussion:

- How often do you serve clients who want to enter the skilled trades?
- Where do you currently find information on the skilled trades to assist your clients?
- What are the main barriers that they face accessing the trades?

This discussion leads into the topic of module one, "Trades Apprenticeship in Ontario".

PowerPoint Presentation

Trades Apprenticeship In Ontario (60 minutes)

Facilitator presents **Slides#1-31** and gives an overview of the trades Apprenticeship system. **Refer to Module One in the NeCTAR Reference Guide**

Activity: Using the Regulation of the Apprenticeship Trades and Trades Designations Diagram (5 minutes)

Participants are requested to refer to **NeCTAR resource Trade Designations and Legislations**. Facilitator asks the group to locate the four target trades, Hairstylist, Construction Maintenance Electrician, Industrial Mechanic and Automotive Service Technician on the diagram and to determine the designation and legislation for each of these trades. They can also be asked about whether it is a Red Seal Trade. This tool will assist agency staff in determining the certification requirements of a client's trade and the significance of the trade legislation to their trade.

Q & A Period (10 Minutes)

Module 2: The Certification Pathway 215 minutes

Training Module Objective: To familiarize participants with targeted interventions on the certification pathway to help clients prepare for employment and certification in the skilled trades.

Learning Outcomes

Participants will be able to:

- Identify the detailed steps involved in becoming certified in Ontario.
- Recognize barriers faced by clients during the certification pathway.
- Deliver appropriate service interventions during the certification pathway:
 - screen for appropriate documentation and advise on obtaining absent documentation
 - administer self-assessment tools based on the training standards manual and the competency attestation form
 - cross-reference skill sets of closely related trades and determine the relevancy and scope of ITT's training and experience
 - identify potential gaps in their training and experience
 - provide trade-specific information and referral
 - provide exam preparation strategies, resources and organize study groups
 - utilize tools and resources to assist clients

Resource Kit Handouts

- Certification Pathway Flowchart
- Steps to Certification
- Certification Pathway Checklist
- Documentation Checklist
- Study Guide for Certificate of Qualification Examination
- Self-Assessment Checklists (Construction Maintenance Electrician and Industrial Millwright)
- Apprenticeship Pathway Fact sheets (Construction Maintenance Electrician and Industrial Millwright)
- Certification Pathway Fact sheets (Construction Maintenance Electrician and Industrial Millwright)
- Case Scenarios 3 and 4 (Construction Maintenance Electrician and Industrial Millwright)
- Apprenticeship Formality Continuum

Resource Kit Activities

- Certification Pathway Review- Line Up Activity

Introduction (5 minutes)

The facilitator instructs participants to refer to the flowchart, ***The Certification Pathway: Service Provider Interventions*** and provides an overview of the steps to



certification 3 interventions for obtaining certification: 1 MTCU Assessment Preparation, 2 Temporary Certification Preparation, and 3 Trade Certification Preparation.

PowerPoint Presentation

1. MTCU Assessment Preparation (15 minutes)

Facilitator presents the detailed steps 1-3 and provides client information, service interventions, and the tools and resources to be utilized during these steps. Group discussion is held over barriers that ITT's may face during these steps in the process.

Review (5 minutes)

After completing *MTCU Assessment Preparation*, the steps are reviewed by asking questions to the participants. The following sample questions may be asked: What documentation is required for an MTCU assessment? What should a client do if they do not have appropriate documentation? What does a client need to accomplish in the assessment interview in order to be eligible to write the C of Q exam?

PowerPoint Presentation

2. Temporary Certification Preparation (20 minutes)

Facilitator presents the detailed steps 4-6 and provides client information, service interventions and tools and resources to be utilized during these steps. Group discussion is held over barriers that ITT's may face during this step in the process.

Review (5 Minutes)

After completing *Temporary Certification Preparation*, the steps are reviewed by asking questions to the participants. The following sample questions may be asked: How long can someone work on a provisional certificate or letter of permission? What information will help prepare an ITT for the Certificate of Qualification Exam?

Discussion: Providing job search support to ITTs. (10 minutes)

What do you think may be some of the challenges that ITTS face when seeking work on a provisional license? What service delivery initiatives and or programs would support their entry to the trades?

PowerPoint Presentation

3. Trade Certification Preparation (10 minutes)

Facilitator presents the detailed steps 7-9 and provides client information, service interventions, and the tools and resources to be utilized during these steps. Group discussion is held over the barriers that ITT's may face during this step in the process.



Review (5 minutes)

After completing *Trade Certification Preparation*, the steps are reviewed by asking questions to the participants. The following sample questions may be asked: What does a client do after they have failed a C of Q exam? What should a client do if they have failed the 3rd and final exam? What could an improvement action plan contain?

Activity #2 Certification Pathway Review-Line-up Activity (15 Minutes)

Oversized sheets with each step of the pathway are handed out to each participant. Participants are asked to get themselves in order from beginning to end in a line at the front of the room. Once they are in line, review each step of the process and make any adjustments that are needed. If the group is large, select a number of people to complete the exercise in front of the group. The steps should be written large enough for the whole group to see.

Q & A Period (10 Minutes)

ACTIVITY (30 Minutes)

Team Challenge: Quiz Questions

Facilitator breaks participants into two groups/teams and directs them to prepare 4 questions to ask the other team about the content learned in Trades Apprenticeship in Ontario and the Certification Pathway.

ACTIVITY (75 Minutes)

Certification Pathway Case Scenarios

The two case scenarios to be utilized for the certification pathway are Construction Maintenance Electrician and Industrial Millwright Mechanic. These two case scenarios were profiled from the middle to the right of the apprenticeship formality continuum. These clients would likely meet the prior training and experience requirements to apply for Certification in Ontario. Participants will be asked to determine this when they complete the case scenario activity.

Grouping Activity

Facilitator breaks participants into 2 small groups using the grouping activity. Each individual is given a piece of a puzzle- the puzzle is part of a picture related to one of the trades in the four trade-specific case scenarios. The pictures are taped to 2 different areas in the room where participants will work together in their group. The participants are instructed to find their group members, who hold the rest of the pieces of the trade-related puzzle. Each group will participate in a case study for one of the four trades. If it is a large group, participants can be broken into four groups, with two groups working on the same case scenario allowing for group examination of different insights and approaches to the case scenarios.



PowerPoint Presentation

Facilitator introduces the Apprenticeship Formality Continuum and describes its application. It is then explained that the case scenarios are based on the four target trades and the apprenticeship formality continuum. Participants are given their case scenarios and told to refer to the following tools and resources that should be used to complete their case studies:

- Case Scenario 1, 2, and answer sheets
- Case Scenario Self –Assessment Checklists
- Certification Pathway Fact sheets
- Apprenticeship Formality Continuum
- Certification Pathway Service Provider
- Steps to Certification

When answering question number 3, participants will need to use the self-assessment checklists that are checked off to determine the percentage of competencies that the client has. Does it fall into the guidelines of 80% utilized by the Workplace Support Services Branch Offices Assessment? They would also need to refer to the Certification Pathway fact sheet to determine if the years of prior experience meet the requirements of an apprenticeship for the trade in Ontario.

All other tools and resources can be utilized and/or referred to and cited in the case study activity as deemed appropriate by participants.

Module 3: The Apprenticeship Pathway 230 minutes

Training Module Objective: To familiarize participants with the apprenticeship process in Ontario; the steps and requirements for completing apprenticeship training.

Learning Outcomes

Participants will be able to:

- identify benefits and challenges of apprenticeship training for Newcomers
- conduct an information session on apprenticeship
- identify the detailed steps to complete apprenticeship training and guide clients through these steps
- raise their awareness of the rights of an apprentice, and be better able to advocate and problem solve with clients during training

Resource Kit Handouts

- Apprenticeship Pathway Flowchart
- Steps to Apprenticeship
- Apprenticeship Pathway Checklist
- Newcomers Guidelines to Apprenticeship Maintenance
- Self-Assessment Checklists (Auto service Technician and Hairstylist)
- Apprenticeship Pathway Fact sheets (Auto service Technician and Hairstylist)
- Certification Pathway Fact sheets (Auto service Technician and Hairstylist)
- Case Scenarios 3 and 4 (Auto service Technician and Hairstylist)

Resource Kit Activities

- Trades Apprenticeship Quiz
- Apprenticeship Pathway Review- Line Up Activity
- Trades Apprenticeship Crossword Puzzle

Warm-up Activities

Trades Glossary Crossword Puzzle (10 minutes)

Facilitator hands out the crossword puzzle activity and instructs participants to work with a partner to complete the puzzle and see which partners complete the puzzle first. The answers are taken up in the whole group.

Group Discussion (20 minutes)

The facilitator writes an incomplete sentence on flipchart paper and requests participants to complete the sentence by discussing their answers in small groups. **It may be challenging to refer newcomers to apprenticeship training because.....** Facilitator records points on flipchart paper and points out any relevance to what will be covered in the apprenticeship pathway.

Introduction (5 minutes)



The facilitator instructs participants to refer to the flowchart, *The Apprenticeship Pathway: Service Provider Interventions and* provides an overview of the 3 interventions for completing apprenticeship training. 1 Apprenticeship Application Preparation, 2 Apprenticeship Training Preparation, and 3 Apprenticeship Completion Preparation.

PowerPoint Presentation

Slides#50-67 Facilitator presents Apprenticeship pathway module slides.

Apprenticeship Training Delivery and Legislations (10 Minutes)

Before delivering the information on the apprenticeship pathway, the facilitator provides details around the delivery of apprenticeship training and how the two different legislations affect the delivery of apprenticeship.

A. Apprenticeship Application Preparation (20 minutes)

Facilitator presents the detail steps 1-3 and provides client information, service interventions, and the tools and resources to be utilized during these steps in the process. Group discussion is held over the barriers that ITT's may face during this step in the process.

Review (5 minutes)

After completing *Apprenticeship Application Preparation*, the steps are reviewed by asking questions to the participants. The following sample questions may be asked: What are the advantages of apprenticeship training for an Internationally-Trained Individual? What are some of the challenges, and what might help them to overcome these challenges? What the many barriers for newcomers attempting to find an apprenticeship sponsor? What should a client do that cannot access their academic documents?



B. Apprenticeship Training Preparation (10 Minutes)

Facilitator presents the detailed steps 4-6 and provides client information, service interventions and tools and resources to be utilized during these steps. Facilitator browses two apprenticeship information websites online. Group discussion is held over barriers that ITT's may face during this step in the process.

Review (5 minutes)

After completing Preparing Client for Apprenticeship Training, the steps are reviewed by asking questions to the participants. The following sample questions may be asked. What are the fast tracking opportunities for in-class and on-the-job training? Where would you advise clients to seek out information about apprenticeship programs? How might this information benefit them?

C. Apprenticeship Completion Preparation (10 minutes)

Facilitator presents the detailed steps 7-9 and provides client information, service interventions, and the tools and resources to be utilized during these steps. Group discussion is held over the barriers that ITTs may face during this step in the process.

Review (5 Minutes)

After completing ***Apprenticeship Completion Preparation***, the facilitator reviews the steps with the group by asking questions such as: What would you advise a client to do that is having difficulties achieving a well-rounded apprenticeship training experience? If an apprentice switches sponsors, can they carry over their training that they have completed to date?



Activity Apprenticeship Pathway Review-Line-Up Activity (15 minutes)

Oversized sheets with each of the steps are handed out to each participant. Participants are asked to get themselves in order from beginning to end in a line at the front of the room. Once they are in line, review each step of the process and make any adjustments if needed. If the group is large, select a number of people to complete the exercise in front of the group. The steps should be written large enough for the whole group to see.

Q & A Period (10 Minutes)

Activity: Quiz on Trades Apprenticeship in Ontario and the Certification and Apprenticeship Pathways (30 minutes)

Team members are asked to volunteer to come up from their team and pick a quiz question out of the envelope and ask the question to the opposing team. Candies are given out to those with the correct answers.

ACTIVITY (75 Minutes)

Apprenticeship Pathway Case Scenarios

The two case scenarios to be utilized for the apprenticeship pathway are Automotive Service Technician and Industrial Millwright Mechanic. These two case scenarios were profiled from the left to the middle of the apprenticeship formality continuum. They may not meet the prior training and experience requirements to apply for Certification in Ontario, and would likely be referred to the apprenticeship pathway.

Grouping Activity

Facilitator breaks participants into 2 small groups using the grouping activity. Each individual is given a piece of a puzzle- the puzzle is part of a picture related to one of the trades in the four trade-specific case scenarios. The pictures are taped to 2 different areas in the room where participants will work together in their group. The participants are instructed to find their group members, who hold the rest of the pieces of the trade-related puzzle. Each group will participate in a case study for one of the four trades. If it is a large group, participants can be broken into four groups, with two groups working on the same case scenario allowing for group examination of different insights and approaches to the case scenarios.

Participants are given their case scenarios and told to refer to the following tools and resources that should be used to complete their case studies:

- Case Scenario 3, 4 and answer sheets
- Case Scenario Activity-Trade-Specific Self –Assessment Checklists
- Apprenticeship Pathway Fact sheets
- Apprenticeship Formality Continuum
- Steps to Apprenticeship
- Apprenticeship Pathway Flowchart Service



When answering question number 3, participants will need to use the self-assessment checklists that are checked off to determine the percentage of competencies that the client has. Does it fall into the guidelines of 80% utilized by the Workplace Support Services Branch Offices Assessment? They would also need to refer to the Certification Pathway fact sheet to determine if the years of prior experience meet the requirements of an apprenticeship for the trade in Ontario.

All other tools and resources can be utilized and/or referred to and cited in the case study activity as deemed appropriate by participants.

Training Module # 4: Role of the Unions

55 minutes

Training Module Objective: To familiarize participants with the role of trade unions in the Apprenticeship trades system

Learning Outcomes: Participants will be able to:

- lead a discussion on the role of organized labour in Canada
- identify the role of trade unions as key stakeholders in the trades apprenticeship system
- Answer questions regarding the advantages of unionized versus non-unionized employment
- Provide union information and website referrals

Discussion (15 minutes)

The facilitator elicits from the group their level of knowledge about unions around the world. Using the ***Discussion Sheet: Unions around the world*** participants discuss how the political role of unions from their client's former countries may affect their level of ease when considering employment or apprenticeship with trade unions in Canada, and what information will help clients who may be in a heavily unionized trade sector.

Discussion Format

In order to encourage equal participation, participants are broken into small groups and each group discusses the questions amongst themselves. One group member acts as a recorder and jots down answers on flip chart paper to bring back to the group.

PowerPoint Presentation

Role of The Unions (20 Minutes)

Slides #75-90 are presented and facilitator provides an overview of the role of unions in the trades apprenticeship system and discusses the advantages of unionized and non-unionized workplaces.

Website Browse (10 Minutes)

Facilitator browses various union websites and discusses key information requirements for union application procedures. Facilitator asks participants to work in partners to develop a list of questions/information requirements that they would need to provide clients who are applying to the union. The websites provided in the website resource list can be utilized by participants to research and record this information independently.

Q & A Period (10 Minutes)

Health and Safety for Newcomers

80 minutes

Training Segment Objective: To familiarize participants with health and safety considerations of newcomers: rights, risk reduction and responsibilities.

Learning Outcomes Participants will be able to:

- Deliver group Health and Safety Workshops
- Provide trade-specific Health and Safety Information and resources
- Assist trades people to recognize their rights and responsibilities under the health and safety act
- Identify employers key obligations under the health and safety act

Resource Kit Handouts

- Toronto Workers Health and Safety Legal Clinic Workshop
- Refusing Unsafe Work Flowchart
- Health and Safety Case Studies
- Trade-Specific Health and Safety Fact Sheets

PowerPoint Presentation

Health and Safety in Ontario (75 minutes)

Facilitator presents health and safety Information using the NeCTAR slide Presentation. Throughout the presentation, the facilitator can provide case study examples from the handout ***Health and Safety Case Studies*** to enable participants to answer questions using the RAA health and safety method outlined in the presentation slides. Participants should be asked to identify the hazards in the case, assess the risks in the case, and determine what appropriate actions should have been taken to prevent the industrial accident.

True or False Quiz (5 minutes)

Facilitator asks participants to answer true or false questions given in a list to each participant. A show of hands is given for those who think it is true and a show of hands is given for those who think it is false. Whoever guessed correctly gets a point. The facilitator can give out candies to participants with the most points!

Toronto Workers Health and Safety Legal Clinic Workshop

The workshop developed by the Toronto Workers Health and Safety Legal Clinic may be used as a resource, or may be delivered as a stand-alone workshop.