



**Skilled  
Trades**  
Ontario

**Métiers  
spécialisés**  
Ontario

Apprenticeship  
Training Standard  
Logbook

**Information Technology —  
Hardware Technician**

634B

2007

# Apprenticeship Training Standard

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

## Training As An Apprentice

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



## Completing Your Logbook

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

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



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

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

\_\_\_\_\_

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

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

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

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

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

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

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

# Apprenticeship Pathway to a Certificate of Qualification

Phase 1: Registration

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

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

Training agreement signed and registered by both apprentice and sponsor

Access your Apprenticeship Training Standard Logbook\*\*  
skilledtradesontario.ca/about-trades/trades-information

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

Complete on-the-job training

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

Complete in-school training

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

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

Review and finalize your logbook with your sponsor

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

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

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

Certificate of Apprenticeship is issued

Trades without examination

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

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

Provisional Certificate of Qualification issued for a 12 month term

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

Make payment for your Certificate of Qualification examination

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

Schedule a date to write your Examination

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

Pass Certificate of Qualification examination

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

Certificate of Qualification is issued

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

Phase 2: Apprenticeship

Phase 3: Certification

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

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

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

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

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*Maintained with transfer to Skilled Trades Ontario 2007 (V100)*

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

### **Purpose:**

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

### **The Apprentice agrees:**

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

### **The Sponsor agrees:**

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

## Trade Specific Resources and Links

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

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

## Methodology-Standard Development

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

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



### Introduction to the Logbook

This “on-the job” Logbook is the training standard for Information Technology — Hardware Technician 634B and was developed by Skilled Trades Ontario in consultation with representatives from industry. It identifies all the skills associated with and required to learn the trade.

The Logbook is divided into skill sets, which are further divided into skills. These skill sets and skills are written in statements that describe what the Apprentice must perform and to what standard, in order to be considered competent in that skill.

The successful performance of these skills is tracked in the Logbook. Once achieved, this skills’ sign-off, along with the completion of in-school program requirements or equivalent, is how the apprenticeship program is completed and apprentices receive a Certificate of Apprenticeship.

The Sponsor/trainer and Apprentice are required to sign-off and date each skill after the Apprentice has demonstrated proficiency in these skills. However, if a skill is shaded, it is optional and does not need to be signed-off, though it has been defined as a part of the scope of practice for the trade.

All practices described in this standard must be performed by the apprentice according to the specific criteria identified. In general, the standard of performance for this trade is to be performed according to all applicable jurisdictional codes and standards and all health and safety standards must be respected and observed.

All skills within the Apprenticeship Training Standard are to be performed, as applicable, according to and in compliance with the following:

- Occupational Health and Safety Legislation and Regulations;
- Other applicable legislation, regulation, codes and standards;
- Industry best practices;
- Company policies and procedures.

The information presented in this standard is, to the best of our knowledge, current at time of printing and is intended for general application. Please refer to the Skilled Trades Ontario website for the most accurate and up-to-date information: [skilledtradesontario.ca](http://skilledtradesontario.ca)

## Roles and Responsibilities

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

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

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

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

is responsible for:

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

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

### Roles and Responsibilities of the Apprentice

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

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

### Roles and Responsibilities of Sponsors and Trainers

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

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

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

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

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

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

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

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

### Health and Safety

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

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

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

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

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

### The Internal Responsibility System:

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

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

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

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

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

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

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

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

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

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

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

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

The OHSA gives workers and apprentices three important rights:

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

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

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

## Apprenticeship Program Summary/Guidelines

### Scope of Practice

The Scope of Practice for the trade of Information Technology — Hardware Technician is set out in section 77 of Ontario Regulation 875/21 under BOSTA and reads as follows:

**77.** The scope of practice for the trade of information technology — hardware technician includes the following:

1. Assembling, repairing, and upgrading microcomputer systems, components and peripherals.
2. Installing operating systems and application software.

\*While the Logbook draws on the scope of practice regulation (Section 77 of Ontario Regulation 875/21 under BOSTA). The Logbook does not purport to add to or modify the scope of practice as provided in regulation. \*

### Program Guidelines

#### On-the-Job Training Duration

Industry has identified 6420 hours as the benchmark necessary for any Apprentice to become competent in the skills required. There may be circumstances in which the duration varies from this guideline.

#### In-Class Training Duration

Industry has identified 630 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

#### Total Training Hours

7050 hours

#### Journeyman to Apprentice Ratio

##### Industry Recommended Ratios:

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



## Program Requirements

### Compulsory and Non-compulsory Classification

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

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

### Skills for Success Summary

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

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

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

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

### **Standard of Performance**

#### **Academic Background**

Industry has identified relevant secondary school course(s) likely to increase an individual's chances of success if completed before program entry. For details, see the document Apprenticeship Subject Pathways.

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

Industry Safety Standards which are based upon:

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

#### **Other Suggested or Required Certification(s) and Training**

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

## Training the Apprentice - Tips for Apprentices, Sponsors and Trainers

### Tips for Apprentices

Remember, it takes time to learn. The following is a list of additional tips and tools to help make the most of your apprenticeship training:

- Practice safe work procedures early to create good habits;
- Use your Logbook as a journal to keep track of the skills you have achieved;
- Review your training plan with your Training Consultant, Trainer, or Sponsor;
- Discuss your training needs with your Trainer and/or Sponsor;
- Listen to the suggestions of your Trainer;
- Ask your Trainer questions if you are unsure of any skill you need to perform or any tools or equipment you need to use to perform your duties;
- Show enthusiasm and develop good work habits; and,
- Upon demonstration of competency, ensure that you and your Trainer sign-off the individual skills.

***To get the most from this mentoring experience, request exposure to the full scope of the trade; meet regularly with your Sponsor/Trainer to discuss your progress, ask questions and seek feedback.***

### Tips for Sponsors

- Select Trainers with good communication skills and who work well with others;
- Ensure that the Apprentice always works under the direction of or has access to a qualified Trainer;
- Encourage Trainers to take upgrading courses (e.g. Train the Trainer, Mentor, Coach, etc.);
- Set out clear expectations and involve both the Apprentice and Trainer in developing the training plan
- Encourage safe work habits;
- Allow time for the Trainer to train and demonstrate skills to the Apprentice;
- Provide opportunities and time for the Apprentice to learn the trade;
- Ensure that the Apprentice receives the varied on-the-job trade training experience outlined in this document;
- Recognize good performance;
- Observe frequently;
- Provide constructive feedback and conduct regular performance reviews involving the Apprentice and Trainer;
- Use the Logbook as a monitoring tool and a part of regular performance evaluations; and,
- Complete the Skill Set Completion Form once the Apprentice has demonstrated competency in the skills.

- The detailed content listed for each skill is not intended to represent an inclusive list; rather, it is included to illustrate the intended direction for the skill acquisition.

### **Tips for Trainers**

Trainers are responsible for ensuring the Apprentice is developing the skills outlined in this document. Here is a list of tips and tools to help Trainers in their supervision of Apprentices:

- Demonstrate model safe work habits;
- Provide opportunities and time for the Apprentice to learn the trade;
- Treat Apprentices fairly and with respect;
- Review the Logbook with the Apprentice and develop a training plan;
- Set out clear expectations and recognize good performance;
- Expose Apprentices to the full scope of the trade by providing training on the skills outlined in this document;
- Encourage and respond to all questions;
- Be patient;
- Explain, show and demonstrate the skill;
- **Meet regularly with the Apprentice to discuss the apprentice's progress**
- Provide continuous feedback;
- Sign-off skills when your Apprentice demonstrates competency, and,
- Use the Logbook as a guide to evaluate competence in each skill area. By using the Logbook, Trainers will be able to guide the process to and assist Apprentices to develop skills outlined in this document.

***The best mentoring experience is when an Apprentice is given as much training/exposure to the full scope of the trade as possible. If this is not possible, help them to determine other ways this may be possible.***

## Notice of Collection of Personal Information

1. At any time during your apprenticeship training, you may be required to show this Logbook to the local Service Delivery Office. You will be required to submit the signed Apprenticeship Completion form to the Service Delivery Office in order to complete your program. The Service Delivery Office will use your personal information to administer and finance Ontario's apprenticeship training system, including confirming your completion and issuing your Certificate of Apprenticeship.
2. The Service Delivery Office will disclose information about your program completion and your Certificate of Apprenticeship to Skilled Trades Ontario, as it is necessary for Skilled Trades Ontario to carry out its responsibilities.
3. Your personal information is collected, used and disclosed by the Ministry of Labour, Immigration, Training and Skills Development under the authority of the *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*.
4. Questions about the collection, use and disclosure of your personal information by the Ministry may be addressed to the:

Manager, Employment Ontario Contact Centre  
Ministry of Labour, Immigration, Training and Skills Development  
33 Bloor St. E, 2nd floor, Toronto, Ontario M7A 2S3  
Toll-free: 1-800-387-5656; Toronto: 416-326-5656  
TTY: 1-866-533-6339 or 416-325-4084

### List of Trainers

Trainer's Name (Please Print)	Trainer's Signature	Date of start with Trainer (day/month/year)

**6270.00 Protect Self and Others**

**General Performance Objective**

Comply with occupational health and safety procedures by identifying potential workplace health and safety hazards; handling, storing, and disposing of hazardous materials; applying fire hazard prevention methods; wearing and maintaining personal protective equipment; complying with workplace-related legislation; interpreting and applying service-related information; practising good housekeeping in the workplace; and complying with *Environmental Protection Act* and Workplace Hazardous Materials Information System (WHMIS) guidelines, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

**Skills**

**6270.01 Identify and take preventative action against potential workplace environmental, health, and safety hazards**, including adhesives, dust, soldering fumes, sound levels, and electrical and mechanical hazards (e.g., damaged electrical cables and/or inadequate ventilation), so that the potential for personal injury and damage to equipment and the environment are minimized, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6270.02 Handle, store, and recycle hazardous workplace materials**, including new and used lubricants and fluids, gases, toners, inks, solvents, filters, and adhesives, by using personal protective equipment and specified handling, storing, and recycling equipment, so that individuals are protected from injury and the environment from contamination, and safety procedures are followed, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

## Information Technology — Hardware Technician

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

**6270.03**     **Wear and maintain personal protective equipment**, including eye, ear, hand, respiratory, body, and foot protection, and ensure that correct fit and optimum protection is provided to the wearer for the specific task performed, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

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

**6270.04**     **Comply with workplace-related legislation**, including the *Occupational Health and Safety Act* and the *Environmental Protection Act*, by identifying the personal and legal liabilities of technicians and employers when performing and/or conducting work estimates and repairing and/or replacing damaged components, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

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



**6270.05 Practise and apply fire-hazard prevention methods**, including maintaining a clean and orderly work area; identifying, removing, and disposing of potential fire hazards; cleaning up grease, oil, and/or fluids, ensuring work area is free of obstructions; and safely using, storing, and maintaining all tools and equipment to minimize accident or injury to self and others, according to the *Occupational Health and Safety Act*, manufacturers' recommendations and specifications, and government regulations.

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

**6270.06 Comply with Workplace Hazardous Materials Information System (WHMIS) guidelines**, including reading and interpreting labels and Material Safety Data Sheets (MSDS) and ensuring receipt of training in WHMIS regulations and practices, according to the *Occupational Health and Safety Act*.

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

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**6271.00 Demonstrate Quality Customer Service and Communication Skills**

**General Performance Objective**

Demonstrate quality customer service and communication skills, including listening, speaking, writing, teamwork, public relations, conflict resolution, logical reasoning, critical thinking, and problem solving, by professionally interacting with customers, colleagues, supervisors, and manufacturers, according to company policies and procedures and customer satisfaction.

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**Skills**

**6271.01 Use active listening techniques**, including focusing to avoid distractions; interrupting only to redirect or refocus; carefully clarifying, paraphrasing, and summarizing when necessary; visualizing the user’s screen based on a verbal description of the problem; and taking notes, to assist in accurate interpretation to establish resolution or enable further diagnosis and/or communication when interacting with customers, colleagues, supervisors, and manufacturers, according to company policies and procedures.

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mm/dd/yy	Apprentice Print Name	Apprentice Signature

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**6271.02 Use effective speaking techniques**, including a pleasant, professional tone; appropriate clarity, volume, and speed of speech; proper business language, avoiding the use of jargon; creating simple visuals to illustrate equipment or procedures; and leading a client or peer through technical procedures by using telephones, voice-mail recordings, and formal presentations, when interacting with customers, colleagues, supervisors, and manufacturers, according to company policies and procedures.

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

**6271.03 Prepare written and typed communications**, including memos, letters, time sheets, and inspection, testing, performance, progress, and incident reports, by using proper business and technical language, and recording required information accurately by using internal and external forms and format when communicating with customers, colleagues, supervisors, and manufacturers, according to company policies and procedures.

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

**6271.04 Work as part of a team** by communicating effectively with others, identifying methods for developing personal networks, cooperating with colleagues as a team member or leader, and dealing effectively with workplace stress and conflict resolution, according to company policies, procedures, and customer satisfaction.

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

**6271.05 Liaise with vendors to acquire hardware and software components** by accessing and researching vendor databases to project specifications, identifying key industry contacts, determining costs of materials that comply with project specifications, and practising personal and professional ethics specific to the industry, according to company policies and procedures, manufacturers' specifications, and customer satisfaction.

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

**6271.06 Handle workload completion to meet target deadlines and ensure customer satisfaction** by employing methods to prioritize tasks, developing strategies to cope with multitasking, scheduling and coordinating response time, determining time lines for problem solving, identifying service-level objectives, escalating problems to appropriate level and person, and conducting quality service follow-up, according company policies procedures and customer satisfaction.

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

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**6272.00 Create and Maintain Documentation**

**General Performance Objective**

Create and maintain accurate documentation by reviewing and documenting issue resolution according to customer satisfaction, industry standards, and within manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6272.01 Create documentation**, including customer information, product and installation specifications, workstation environment, and operating system data, by using internal and external forms and formatting according to company policy and procedures, customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6272.02 Record issue diagnosis and resolution**, including hardware and software information, user data, peripherals, cabling, and client situation, by interacting with client and capturing pre-defined solutions by using quality customer service standards, manufacturers’ manuals, resource database and diagnostic tools, according to company policy and procedures, customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6272.03 Verify accuracy of issue and document resolution**, including customer feedback through testing and analysing performance and function, by using quality customer service standards, manufacturers’ manuals, resource database and diagnostic and operating system troubleshooting tools, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6272.04 Review and document issue resolution and any modifications**, including manufacturers’ manuals, resource database, diagnostic tools, and operating system and troubleshooting tools, by communicating solution to user, identifying trends, and updating and recording internal and external resources, according to company- specific standard operating procedures, customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

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**6273.00      Configure, Service, and/or Replace Microcomputer Systems**

**General Performance Objective**

Configure, service, and/or replace microcomputer systems by visually inspecting, diagnosing, troubleshooting, and verifying performance and function, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6273.01      Visually inspect microcomputer systems**, including peripherals, cabling, documentation and software, processors, memory subsystem, graphics, and direct- access storage devices, by checking for error indicators; power source; communications; hardware and software configuration; moving worn, loose, defective, damaged, and missing components; temperature; humidity; ventilation; dust; spillage; and environmental conditions, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6273.02 Set up microcomputer systems and peripherals**, including cabling, documentation and software, processors, memory subsystem, graphics, and direct- access storage devices, by assembling and installing components and using service and installation documentation, block/schematic diagrams, software media kit, vendor resources, and hand, power, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6273.03 Diagnose and troubleshoot microcomputer systems**, including peripherals, cabling, documentation, software, processors, memory subsystem, graphics, and direct-access storage devices, by visually inspecting, testing, and analysing performance and function; checking for error indicators; power source; communications; hardware and software configuration; moving, worn, loose, defective, damaged, and missing components; temperature; humidity; ventilation; dust; spillage; and environmental conditions, by using sensory indicators, manufacturers’ manuals, software, diagnostic utilities, customer applications, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6273.04**     **Service and/or configure microcomputer systems**, including peripherals, cabling, documentation, software, processors, memory subsystem, graphics, and direct- access storage devices, by exchanging, reconditioning, reconfiguring. or servicing by using sensory indicators, manufacturers’ manuals and software, diagnostic utilities, customer applications, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6273.05**     **Verify service and/or configuration of microcomputer systems**, including peripherals, cabling, documentation, software, processors, memory subsystem, graphics, and direct-access storage devices, by visually inspecting, testing, and analysing performance and function by using sensory indicators, manufacturers’ manuals and software, diagnostic utilities, customer applications, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

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**6274.00 Install and Support Microcomputer Operating Systems**

**General Performance Objective**

Install and support microcomputer operating systems by visually inspecting, diagnosing, troubleshooting, and verifying performance and function according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6274.01 Visually inspect microcomputer operating systems**, including base operating system and device drivers, installation and/or configuration documentation, and software media kits, by checking for hardware and software specifications, licence agreements, preparation steps, and start-up sequence, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6274.02 Install microcomputer operating systems**, including device drivers and required supporting applications, by following preparation steps and installation and/or configuration documentation by using installation and/or configuration documentation, licence agreements, and software media kits, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6274.03**     **Diagnose and troubleshoot microcomputer operating systems**, including device drivers and software applications, by visually inspecting, testing, and analysing performance and function by checking for error indicators, hardware and software failures, viruses, device conflicts, system lockups, environmental conditions, and performance inhibitors, by using installation and/or configuration documentation, internal and external resources, and diagnostic utilities, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6274.04**     **Repair microcomputer operating systems**, including device drivers and software applications, by exchanging, reinstalling, or configuring by using installation and/or configuration documentation, internal and external resources, and diagnostic utilities, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6274.05**     **Verify the installation and repair of microcomputer operating systems**, including device drivers, software applications, and vendor supported peripheral devices, by visually inspecting, testing, and analysing performance and function by using installation and/or configuration documentation, internal and external resources, and diagnostic utilities, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

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**6275.00 Install and Use Software Applications**

**General Performance Objective**

Install and use software applications by visually inspecting, diagnosing, troubleshooting, and verifying performance and function, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6275.01 Visually inspect software applications**, including word processor, spreadsheet, database, web browser, utilities, email, messaging, and graphic/video applications, by checking for installation and licence agreements, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6275.02 Install software applications**, including word processor, spreadsheet, database, web browser, utilities, email, and graphic/video applications, by installing and/or configuring by using installation and/or configuration documentation, licence agreements, software media kits, and internal and external resources, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6275.03 Diagnose and troubleshoot software applications**, including word processor, spreadsheet, database, web browser, utilities, email, and graphic/video applications, by visually inspecting, testing, and analysing performance and function by checking for error indicators, compatibility, valid licence agreements, viruses, and configuration and security devices by using installation and/or configuration documentation, licence agreements, software media kits, and internal and external resources, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6275.04**     **Configure software applications**, including word processor, spreadsheet, database, web browser, utilities, email, and graphic/video applications, by adding licences, modifying permissions and/or configuration, verifying security devices, removing viruses, verifying compatibility, recommending user training, adding or applying service pack or patch level, restoring data, and installing or reinstalling software applications by using installation and/or configuration documentation, licence agreements, software media kits, and internal and external resources, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6275.05**     **Verify configuration of software applications**, including word processor, spreadsheet, database, web browser, utilities, email, and graphic/video applications, by visually inspecting, testing, and analysing performance and function by using installation and/or configuration documentation, licence agreements, software media kits, and internal and external resources, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

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**6276.00 Operate a Networking Environment**

**General Performance Objective**

Operate a networking environment by visually inspecting, diagnosing, troubleshooting, controlling, and verifying performance and function, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6276.01 Visually inspect a networking environment**, including server platform, network hardware and software components, power source, network interface cards, network attached peripherals, and end-user data, by checking connectivity and environmental conditions, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6276.02 Diagnose and troubleshoot a networking environment**, including server platform, network hardware and software components, power source, network interface cards, network-attached peripherals, and end-user data, by visually inspecting, testing, and analysing performance and function by checking for power sources, error indicators, connectivity, configuration, compatibility, security, environmental conditions, and user information by using software utilities, configuration documentation, internal and external resources, and sensory indicators, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6276.03**     **Control a networking environment**, including server platform, network hardware and software components, power source, network interface cards, network-attached peripherals, and end-user data, by inspecting, deploying, and migrating by using software utilities, configuration documentation, internal and external resources, and sensory indicators, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6276.04**     **Verify the operation of a networking environment**, including server platform, network hardware and software components, power source, network interface cards, network-attached peripherals, and end-user data, by visually inspecting, testing, and analysing performance and function by using software utilities, configuration documentation, and internal and external resources, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

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**6277.00 Implement Logical Troubleshooting Techniques**

**General Performance Objective**

Perform logical troubleshooting techniques by diagnosing, troubleshooting, and verifying performance and function, and reviewing and documenting issue resolution, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6277.01 Obtain preliminary information**, including customer and product information, by checking operating system, workstation environment, and product installation specifications, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6277.02 Diagnose, troubleshoot, prioritize, and plan issue resolution**, including hardware, software, user, peripherals, cabling, workstation environment, and client situation, by interacting with client and suggesting pre-defined solutions, and checking for error indicators, sensory indicators, connectivity, and performance inhibitors by using diagnostic tools, hardware and software utilities, manufacturers' manuals, and internal and external resources, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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



**6277.03**     **Implement issue resolution**, including hardware, software, peripherals, workstation environment, and client situation, by communicating, servicing, exchanging, reinstalling, configuring, and escalating by using quality customer service standards, manufacturers’ manuals, resource database, and diagnostic and operating system troubleshooting tools, according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6277.04**     **Verify the implementation of issue resolution** by inspecting, testing, and analysing performance and function by using customer feedback, quality customer service standards, manufacturers’ manuals, resource database, and diagnostic and operating system troubleshooting tools, according to customer satisfaction and industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

**6277.05**     **Document and report issue resolution** by communicating the solution to the user, and updating and reporting to internal and external resources, by using company specific standard operating procedures according to customer satisfaction, industry standards, manufacturers’ recommendations and specifications, safety requirements, and government regulations.

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

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**6278.00 Identify and Service Cables and Conduits**

**General Performance Objective**

Identify and test cables and conduits by visually inspecting, diagnosing, troubleshooting, repairing, and verifying performance and function according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6278.01 Visually inspect cables and conduits**, including labelling, network, serial, parallel, USB/USB2, fire wire, optical fibre, and data cables, by checking connectivity, cable type, breaks, fraying, shielding, environmental interference, connector types, length, and fastening and mounting devices, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6278.02**     **Diagnose and troubleshoot cables and conduits**, including labelling, network, serial, parallel, USB/USB2, fire wire, optical fibre, and data cables, by visually inspecting, testing, and analysing performance and function by checking connectivity, cable type, breaks, fraying, shielding, environmental interference, connector types, and fastening and mounting devices, by using software utilities, environmental measurement tools, documentation, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6278.03**     **Repair and/or replace cables and conduits**, including labelling, network, serial, parallel, USB/USB2, fire wire, optical fibre, and data cables, by replacing, reconditioning, or servicing by using software utilities, environmental measurement tools, documentation, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6278.04**     **Verify the repair and/or replacement of cables and conduit**, including labelling, network, serial, parallel, USB/USB2, fire wire, optical fibre, and data cables, by visually inspecting, testing, and analysing performance and function by using software utilities, environmental measurement tools, documentation, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

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**6279.00 Restore Electrical and Electronic Assemblies and Components**

**General Performance Objective**

Restore electrical and electronic components by visually inspecting, diagnosing, troubleshooting, and verifying performance and function according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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**Skills**

**6279.01 Visually inspect electrical and electronic components**, including transistors, resistors, capacitors, diodes, circuit-protection devices, jumpers, cables, switches, motors/fans, solenoids, isolators, circuit boards, memory, display/control modules, proximity and auditory alarms, diagnostic lights, sensors, lighting/illumination, and fastening and mounting devices, by checking for moving, worn, loose, and missing components, discoloration, contamination, and environmental conditions, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6279.02 Diagnose and troubleshoot electrical and electronic components,** including transistors, resistors, capacitors, diodes, circuit-protection devices, jumpers, cables, switches, motors/fans, solenoids, isolators, circuit boards, memory, display/control modules, proximity and auditory alarms, diagnostic lights, sensors, lighting/illumination, and fastening and mounting devices, by visually inspecting, testing, and analysing performance and function by checking for error indicators, power source, load and consumption, shorts, opens, grounds, resistance, voltage, amperage, continuity, connectivity, compatibility, configuration, sensory indicators, environmental conditions, and physical limitations, by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, diagnostic tools, internal and external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6279.03 Restore electrical and electronic components,** including transistors, resistors, capacitors, diodes, circuit-protection devices, jumpers, cables, switches, motors/fans, solenoids, isolators, circuit boards, memory, display/control modules, proximity and auditory alarms, diagnostic lights, sensors, lighting/illumination, and fastening and mounting devices, by exchanging, restoring, or servicing, by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, diagnostic tools, internal and external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6279.04**    **Verify restoration of electrical and electronic components** by visually inspecting, testing, and analysing performance and function by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, diagnostic tools, internal and external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

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**6280.00 Repair, Upgrade, and Maintain Microcomputer Systems and Peripherals**

**General Performance Objective**

Repair, upgrade, and maintain microcomputer systems and peripherals by visually inspecting, setting up, diagnosing and troubleshooting, repairing, and verifying performance and function, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

**Skills**

**6280.01 Visually inspect microcomputer systems and peripherals**, including power supply, circuit boards, processors, memory, installed internal components, input/output devices, and fastening and mounting devices, by checking for error indicators; power source; communications; hardware and software configuration; moving, worn, loose, defective, damaged, and missing components; temperature; humidity; ventilation; dust; spillage; and environmental conditions, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**\* A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

**6280.02 Diagnose and troubleshoot microcomputer systems and peripherals**, including power supply, circuit boards, processors, memory, installed internal components, input/output devices, and fastening and mounting devices, by visually inspecting, testing, and analysing performance and function, collecting and documenting facts, and checking for error indicators; power source; communications; hardware and software configuration; viruses; moving, worn, loose, defective, damaged, and missing components; temperature; humidity; ventilation; dust; spillage; and environmental conditions by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, internal/external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6280.03 Repair microcomputer systems and peripherals**, including power supply, circuit boards, processors, memory, installed internal components, input/output devices, and fastening and mounting devices, by exchanging, reconditioning, servicing, documenting, and reporting facts by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, internal/external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

**6280.04 Verify the assembly and/or repair of microcomputer systems and peripherals**, including power supply, circuit boards, processors, memory, installed internal components, input/output devices, and fastening and mounting devices, by visually inspecting, testing, and analysing performance and function by using sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, internal/external resources, ad hand, power, electrical, and electronic service tools and equipment, according to logical troubleshooting techniques, customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.



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

**6280.05 Maintain microcomputer systems and peripherals**, including power supply, circuit boards, processors, memory, installed internal components, input/output devices, and fastening and mounting devices, by reconditioning, exchanging, servicing, optimizing, and upgrading, and training the end user by using preventative maintenance schedule, sensory indicators, service documentation, block/schematic diagrams, software and hardware utilities, internal/external resources, and hand, power, electrical, and electronic service tools and equipment, according to customer satisfaction, industry standards, manufacturers' recommendations and specifications, safety requirements, and government regulations.

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

## Definitions

### Apprentice

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

### BOSTA

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

### Certificate of Apprenticeship (C of A)

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

### Certificate of Qualification (C of Q)

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

### Competence

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

### Competency Analysis Profile (CAP Chart)

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

### Journeyperson

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

### Mandatory Skill

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

### Optional Skill

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

### **Provisional Certificates of Qualification**

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

### **Ratios**

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

### **Sign-off**

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

### **Skill**

Individual competency/task described in the Logbook.

### **Skill Sets**

Group or selection of individual skills found in the Logbook.

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

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

### **Sponsor**

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

### **Sponsor of Record**

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

### **Trainer**

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

## Ready to Write Your Exam?

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

There are two types of trade certification examinations in Ontario:

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

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

## Ontario's Exam Preparation Guide

[Exam Resources – Skilled Trades Ontario](#)

### Basic Examination Details for You to Know

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

### Scheduling Your Examination

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

### Remember these 3 basic steps:

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

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

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

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

## Sponsor Record #1

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

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

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

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

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

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

## Change of Sponsor Record #2

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

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

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

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

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

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



### Change of Sponsor Record #3

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

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

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

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

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

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

### Change of Sponsor Record #4

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

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

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

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

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

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

## Appendix A — Instructions for Apprenticeship Program Completion

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

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

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

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

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

Skilled Trades Ontario will receive notification of this completion.

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

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

## Appendix B — Apprentice Completion Form

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

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

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

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

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

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

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

## Appendix C — Skill Set Completion for Sponsors

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

Skill Set #	Skill Set Title	Signing Authority Signature
6270.0	Protect Self and Others	
6271.0	Demonstrate Quality Customer Service and Communication Skills	
6272.0	Create and Maintain Documentation	
6273.0	Configure, Service, and/or Repair Microcomputer Systems	
6274.0	Install and Support Microcomputer Operating Systems	
6275.0	Install and Use Software Applications	
6276.0	Operate a Networking Environment	
6277.0	Implement Logical Troubleshooting Techniques	
6278.0	Identify and Service Cables and Conduits	
6279.0	Restore Electrical and Electronic Assemblies and Components	
6280.0	Repair, Upgrade, and Maintain Microcomputer Systems and Peripherals	

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

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

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

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

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

Date \_\_\_\_\_

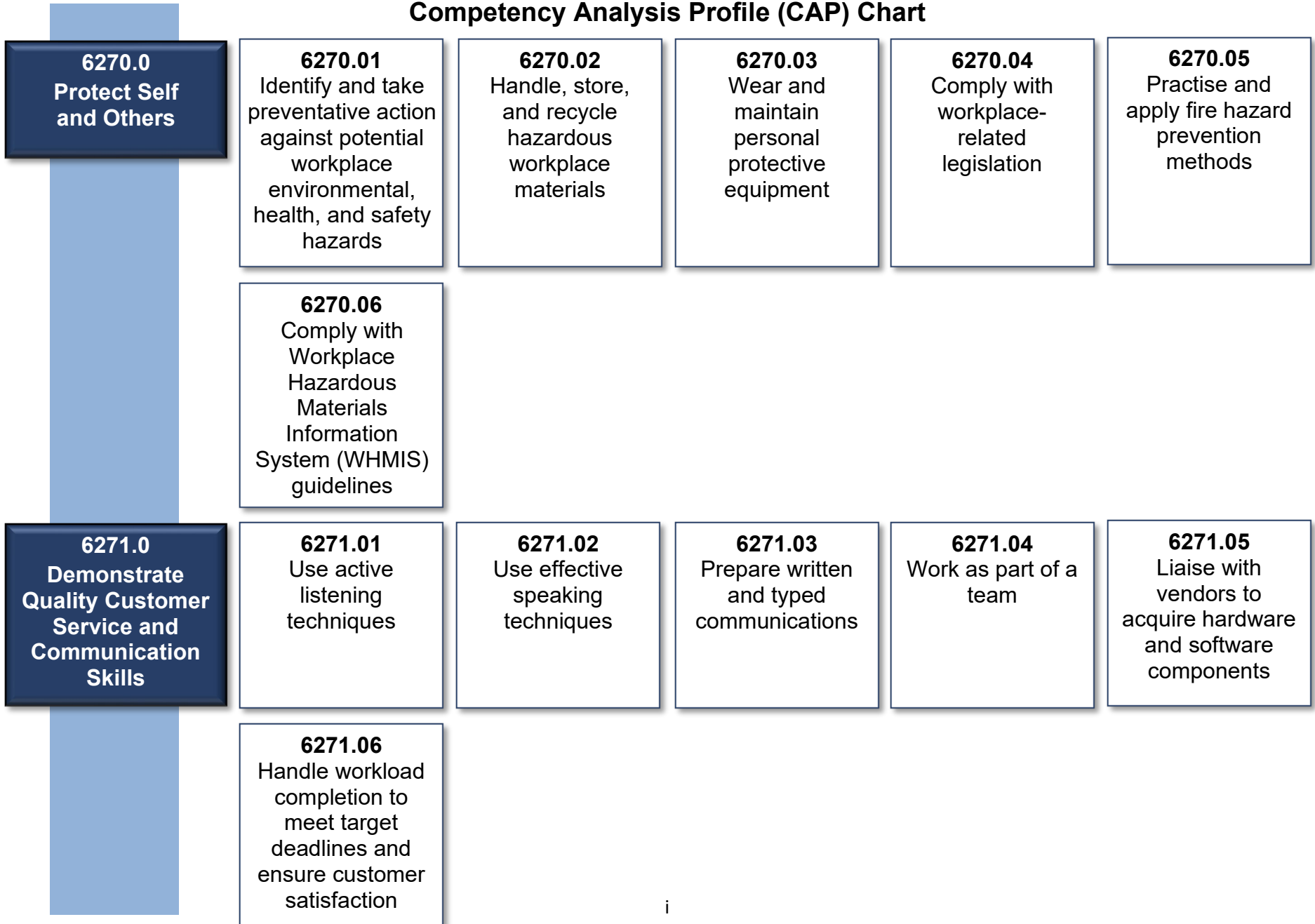
## Appendix D — Local Service Delivery Offices in Ontario

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

Location	Contact	Location	Contact
<b>Barrie</b> 705-737-1431	55 Cedar Pointe Dr Unit 609, Barrie, ON L4N 5R7	<b>Marathon</b> 807-346-1550	52 Peninsula Road, Suite 103 Marathon, Ontario, P0T 2E0
<b>Belleville</b> 613-968-5558 1-800-953-6885	135 North Front St, Belleville, ON K8P 3B5	<b>Markham</b> 905-513-2695	140 Allstate Parkway, Suite 505, Markham, Ontario L3R 5Y8
<b>Brantford</b> 519-756-5197	505 Park Rd North Suite 201, Brantford, ON N3R 7K8	<b>North Bay</b> 705-495-8515 1-800-236-0744	200 First Ave West, North Bay, ON P1B 3B9
<b>Chatham</b> 519-354-2766 1-800-214-8284	870 Richmond St West 1st Floor, Chatham, ON N7M 5J5	<b>Ottawa</b> 613-731-7100 1-877-221-1220	Preston Square, 347 Preston Street, Suite 310, Ottawa, ON K1S 3H8
<b>Cornwall</b> 613-938-9702 1-877-668-6604	132 Second St East Ste 202, Cornwall, ON K6H 1Y4	<b>Owen Sound</b> 519-376-5790 1-800-838-9468	1450 1st Ave West, Suite 100, Owen Sound, ON N4K 6W2
<b>Dryden</b> 807-456-2665 1-800-734-9572	Provincial Government Building, 479 Government St, Dryden, ON P8N 3K9	<b>Peel</b> 905-279-7333 1-800-736-5520	The Emerald Centre, 10 Kingsbridge Garden Circle, Suite 404, Mississauga, ON L5R 3K6
<b>Durham</b> 905-433-0595 1-800-461-4608	78 Richmond Street West, Oshawa, ON L1G 1E1	<b>Pembroke</b> 613-735-3911 1-800-807-0227	615 Pembroke St East, Pembroke, ON K8A 3L7
<b>Elliot Lake</b> 1-800-236-8817	50 Hillside Dr North, Elliot Lake, ON P5A 1X4	<b>Peterborough</b> 705-745-1918 1-877-433-6555	901 Lansdowne St West, Peterborough, ON K9J 1Z5
<b>Fort Frances</b> 807-274-8634	922 Scott St 2nd Flr, Fort Frances, ON P9A 1J4	<b>Sarnia</b> 519-542-7705 1-800-363-8453	162 Lochiel Street, Suite 101, Sarnia, ON N7T 7W5
<b>Geraldton</b> 807-854-1966	208 Beamish Avenue West Geraldton, Ontario P0T 1M0	<b>Sault Ste. Marie</b> 705-945-6815 1-800-236-8817	477 Queen St East 4th Flr, Sault Ste Marie, ON P6A 1Z5
<b>Halton</b> 905-842-5105 1-844-901-5105	700 Dorval Dr., Suite 201, Oakville, ON L6K 3V3	<b>St Catharines</b> 905-704-2991 1-800-263-4475	Garden City Tower, 301 St Paul St East, 10th Flr, St Catharines, ON L2R 7R4
<b>Hamilton</b> 905-521-7764 1-800-668-4479	Ellen Fairclough Bldg, 119 King St West 8th Flr, Hamilton, ON L8P 4Y7	<b>Sudbury</b> 705-564-3030 1-800-603-5999	159 Cedar St Ste 506, Sudbury, ON P3E 6A5
<b>Kapuskasing</b> 705-465-5785 705-235-1950	Ontario Government Complex, 122 Government Rd West, Kapuskasing, ON P5N 2X8	<b>Thunder Bay</b> 807-346-1550 1-800-439-5493	189 Red River Rd Suite 103, Thunder Bay, ON P7B 1A2
<b>Kenora</b> 807-468-2879 1-800-734-9572	227 1/2 Second St South, Kenora, ON P9N 1G4	<b>Timmins</b> 705-235-1950 1-877-275-5139	Ontario Government Complex, 5520 Highway 101 East Wing B, South Porcupine, ON P0N 1H0
<b>Kingston</b> 613-548-1151 1-866-973-4043	Alliance Business Centre, 299 Concession St Ste 201, Kingston, ON K7K 2B9	<b>Toronto Centre</b> 416-927-7366 1-800-387-5656	2 St Clair West, 11 <sup>th</sup> floor Toronto, ON M4A 1L5
<b>Kitchener</b> 519-653-5758 1-866-877-0099	4275 King St East, Kitchener, ON N2P 2E9	<b>Toronto South</b> 416-326-5800	625 Church St 1st Fl, Toronto, ON M7A 2B5
<b>London</b> 519-675-7788 1-800-265-1050	1200 Commissioners Rd E, Unit 72, London, ON N5Z 4R3	<b>Windsor</b> 519-973-1441	Roundhouse Centre, 3155 Howard Ave 2nd Fl, Suite 200, Windsor, ON N8X 4Y8

**Competency Analysis Profile: Information Technology — Hardware Technician 634B**  
*(all unshaded skill sets must be completed)*

**Competency Analysis Profile (CAP) Chart**



**Competency Analysis Profile: Information Technology — Hardware Technician 634B**  
*(all unshaded skill sets must be completed)*

<p align="center"><b>6272.0</b>  <b>Create and Maintain Documentation</b></p>	<p align="center"><b>6272.01</b>            Create documentation</p>	<p align="center"><b>6272.02</b>            Record issue diagnosis and resolution</p>	<p align="center"><b>6272.03</b>            Verify accuracy of issue and document resolution</p>	<p align="center"><b>6272.04</b>            Review and document issue resolution and any modifications</p>	
<p align="center"><b>6273.0</b>  <b>Configure, Service, and/or Replace Microcomputer Systems</b></p>	<p align="center"><b>6273.01</b>            Visually inspect microcomputer systems</p>	<p align="center"><b>6273.02</b>            Set up microcomputer systems and peripherals</p>	<p align="center"><b>6273.03</b>            Diagnose and troubleshoot microcomputer systems</p>	<p align="center"><b>6273.04</b>            Service and/or configure microcomputer systems</p>	<p align="center"><b>6273.05</b>            Verify service and/or configuration of microcomputer systems</p>
<p align="center"><b>6274.0</b>  <b>Install and Support Microcomputer Operating Systems</b></p>	<p align="center"><b>6274.01</b>            Visually inspect microcomputer operating systems</p>	<p align="center"><b>6274.02</b>            Install microcomputer operating systems</p>	<p align="center"><b>6274.03</b>            Diagnose and troubleshoot microcomputer operating systems</p>	<p align="center"><b>6274.04</b>            Repair microcomputer operating systems</p>	<p align="center"><b>6274.05</b>            Verify the installation and repair of microcomputer operating systems</p>
<p align="center"><b>6275.0</b>  <b>Install and Use Software Applications</b></p>	<p align="center"><b>6275.01</b>            Visually inspect software applications</p>	<p align="center"><b>6275.02</b>            Install software applications</p>	<p align="center"><b>6275.03</b>            Diagnose and troubleshoot software applications</p>	<p align="center"><b>6275.04</b>            Configure software applications</p>	<p align="center"><b>6275.05</b>            Verify configuration of software applications</p>

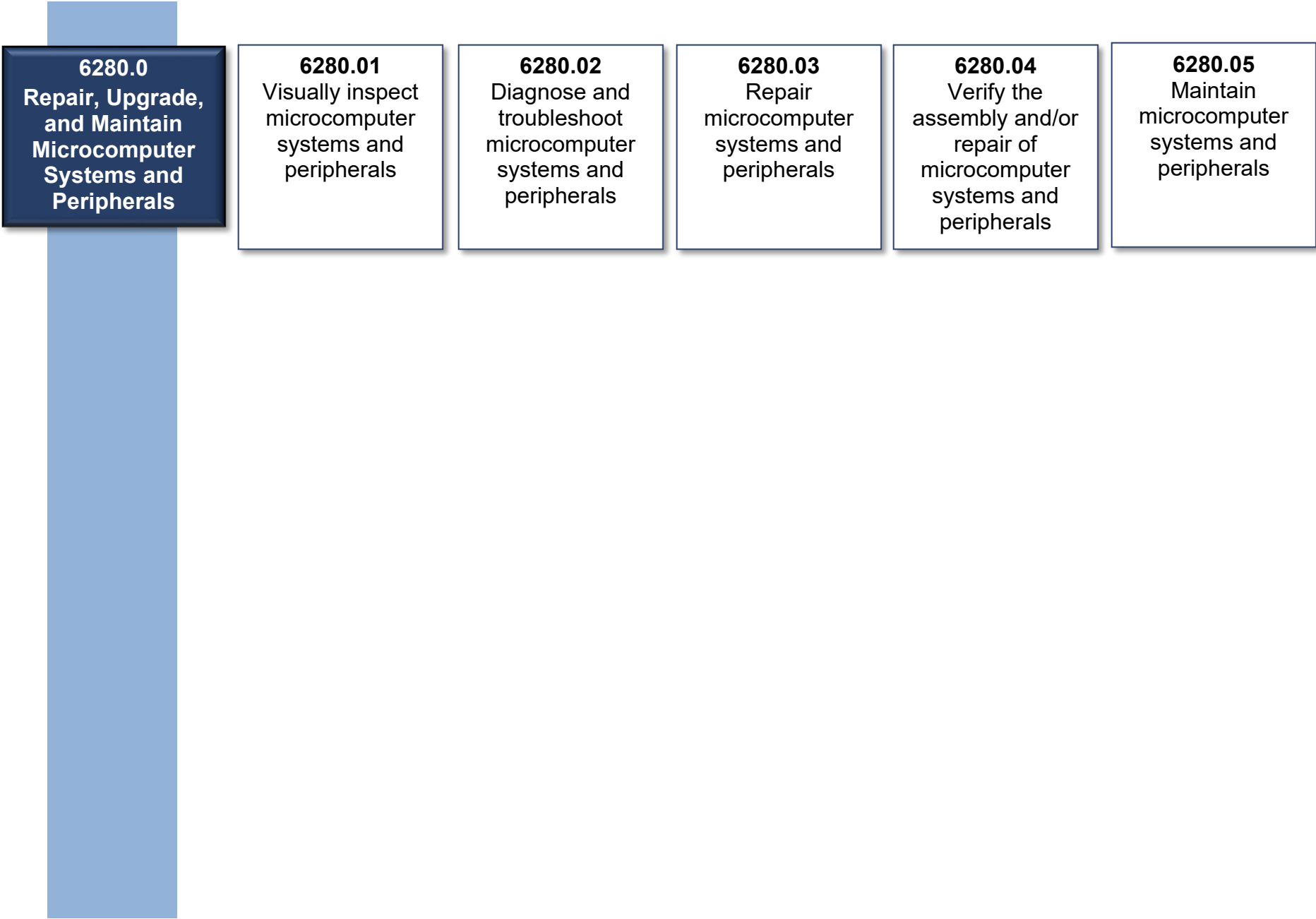


**Competency Analysis Profile: Information Technology — Hardware Technician 634B**  
*(all unshaded skill sets must be completed)*

<p align="center"><b>6276.0</b> Operate a Networking Environment</p>	<p align="center"><b>6276.01</b> Visually inspect a networking environment</p>	<p align="center"><b>6276.02</b> Diagnose and troubleshoot a networking environment</p>	<p align="center"><b>6276.03</b> Control a networking environment</p>	<p align="center"><b>6276.04</b> Verify the operation of a networking environment</p>	
<p align="center"><b>6277.0</b> Implement Logical Trouble Shooting Techniques</p>	<p align="center"><b>6277.01</b> Obtain preliminary information</p>	<p align="center"><b>6277.02</b> Diagnose, troubleshoot, prioritize and plan issue resolution</p>	<p align="center"><b>6277.03</b> Implement issue resolution</p>	<p align="center"><b>6277.04</b> Verify the implementation of issue resolution</p>	<p align="center"><b>6277.05</b> Document and report issue resolution</p>
<p align="center"><b>6278.0</b> Identify and Service Cables and Conduits</p>	<p align="center"><b>6278.01</b> Visually inspect cables and conduits</p>	<p align="center"><b>6278.02</b> Diagnose and troubleshoot cables and conduits</p>	<p align="center"><b>6278.03</b> Repair and/or replace cables and conduits</p>	<p align="center"><b>6278.04</b> Verify the repair and/or replacement of cables and conduit</p>	
<p align="center"><b>6279.0</b> Restore Electrical and Electronic Assemblies and Components</p>	<p align="center"><b>6279.01</b> Visually inspect electrical and electronic components</p>	<p align="center"><b>6279.02</b> Diagnose and troubleshoot electrical and electronic components</p>	<p align="center"><b>6279.03</b> Restore electrical and electronic components</p>	<p align="center"><b>6279.04</b> Verify restoration of electrical and electronic components</p>	

**Competency Analysis Profile: Information Technology — Hardware Technician 634B**  
*(all unshaded skill sets must be completed)*

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Notes

# Completing Your Apprenticeship Program

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

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

## After Your Apprenticeship

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

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

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

## Preparing For Your Exam

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



**Skilled  
Trades**  
Ontario

**Métiers  
spécialisés**  
Ontario

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