



**Skilled  
Trades**  
Ontario

**Métiers  
spécialisés**  
Ontario

Apprenticeship  
Training Standard  
Logbook

Schedule of Training

**Special Events  
Coordinator**

297B

2013

# 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

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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 2013 (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 and 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 **Special Events Coordinator 297B** 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. These include the following:

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 Special Events Coordinator is set out in section 128 of Ontario Regulation 875/21 under BOSTA and reads as follows:

**128.** The scope of practice for the trade of special events co-ordinator includes assisting in the co-ordination and execution of events such as meetings, conferences and conventions, sporting events, fundraising events, festivals, consumer and trade shows, incentive programs, product launches and weddings

\*While the Logbook draws on the scope of practice regulation (Section 128 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 5000 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 375 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

#### Total Training Hours

5375 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.” The trade of Special Events Coordinator is non-compulsory.

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

#### Skills for Success Summary

Skills for Success are needed in a quickly changing world for work, learning and life. They are foundational for building other skills and important for effective social interaction. Everyone benefits from having these skills as they help individuals get a job, progress at their current job and change jobs. They also help individuals become active members of their community and succeed in learning.

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

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

### **Standard of Performance**

In general, the standard of performance for this trade 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



**1.0 Protect Self And Others**

**Skills**

**1.1 Practice good housekeeping in the workplace** by keeping area clean and clear of obstructions, ensuring that tools and equipment are in place, available and in working order, and when not in use are stored, according to organisation policies and procedures, Health and Safety legislation and risk management plan.

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.**

**1.2 Wear, adjust and maintain personal protective equipment and clothing** including gloves, belts, mats, safety shoes, glasses and hairnets to protect co-workers according to organisation policies and procedures, Health and Safety legislation and risk management plan.

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

**1.3**

**1.4 Respond to health risks** including abrasions, cuts, bleeding and communicable diseases by identifying potential hazards through researching event profile and responding according to organisation policies and procedures, Health and Safety legislation and risk management plan.

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

**1.5 Ensure a hazard-free venue** by providing and ensuring the utilisation of appropriate protective gear and staffing is appropriate according to organisation policies and procedures, Health and Safety legislation and risk management plan.

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

**1.6 Follow emergency procedures** by remaining calm, analyzing the situation and determining appropriate action, including First Aid contingency, evacuation procedures and crowd control according to organisation policies and procedures, Health and Safety legislation and risk management plan.

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



**1.7 Handle, store, and dispose of hazardous and caustic materials** by researching WHMIS legislation to identify applicable materials and handling materials appropriately according to WHMIS legislation.

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

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**2.0 Communicate with Clientele And Co-Workers**

**Skills**

**2.1 Communicate orally** by speaking clearly and concisely; listening attentively; using all supporting documentation pertaining to the event (e.g. timelines, to assess clients and co-workers needs); summarizing information; and, obtaining constructive feedback of the conversation to ensure that information is communicated accurately according to organisation policies and procedures.

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

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**2.2 Communicate in writing** by writing clearly and concisely, interpreting and verifying details, and editing documentation to ensure completeness and accuracy, ensuring both clientele and co-workers have signed off on all documentation.

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

**2.3 Maintain productive interpersonal relationships** by listening, recognizing verbal and non-verbal cues and sharing concerns and ideas according to the organisation's policies and procedures, event evaluation forms and performance reviews.

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

**2.4 Act as a liaison** by working with committees, using different types of communication and relationship styles, and receiving and sharing new information and revisions to meet objectives according to the event plan.

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

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**3.0 Perform Office And Events Administration Duties**

**Skills**

**3.1 Perform and coordinate administrative duties** by preparing and completing daily time sheets, managing filing system, preparing event resume and related reports, and responding to inquiries according to the event plan and the organisation’s policies and procedures.

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

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**3.2 Use technology and communications equipment** by operating computer software, telephone systems, fax, photocopier and scanner to create documents, research related information and manage databases according to the event plan and the organisation’s policies and procedures.

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

**3.3 Manage multiple priorities** by demonstrating time management skills, setting priorities, trouble shooting, managing schedules and meeting physical requirements and time commitments according to the event plan, the organisation’s policies and procedures and workload requirements.

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

**3.4 Review, interpret and enforce terms and conditions of event documents** by monitoring and completing tasks according to event documents and the critical path.

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

**3.5 Administer financial controls and procedures** by monitoring accounts payable and receivable, handling cash and balancing monthly events' statements according to event budget and the organisation's accounting policies and procedures.

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

**3.6 Arrange for shipping, receiving, and storage of event supplies** by contracting the appropriate suppliers to execute the delivery and distribution according to event timelines, budget and recommended supplier list.

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

**3.7 Monitor and report event progress** by coordinating and attending regular event/logistics meetings, adhering to the critical path, revising the event plan and providing updates to event team, manager and client in both verbal and written form according to the event plan and the organisation’s policies and procedures.

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

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**4.0 Develop And Coordinate Preliminary Event Plan According To Event Objectives**

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**Skills**

**4.1 Prepare an event plan** by researching, sourcing and analyzing the components of a business plan, designing timelines, staying within budgetary constraints, researching target market, history and event objectives according to the client’s guidelines and the organisation’s policies and procedures.

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

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

**4.2 Develop a preliminary site plan** by identifying the venue, co-ordinating venue infrastructure, exhibits, staging, seating arrangements, services for people with special needs, signage and food and beverage service according to the event plan.

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

**4.3 Develop, revise and monitor the critical path** by following and revising timelines, inserting and removing components according to necessary changes to the event and the business plan.

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

**4.4 Coordinate venue and accommodation** by determining the appropriate set up, space requirements, number of participants and food and beverage requirements according to event plan and the organization’s policies and procedures.

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

**4.5 Coordinate food and beverage services** by determining the amount, type and style of food and beverage required, determining service timelines, obtaining appropriate permits, identifying special dietary needs and relaying requirements to venue according to event plan, supplier contracts and applicable legislation.

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



**4.6 Coordinate technical production** including staging, audio-visual, sound, lighting, special effects, decor, design, theme, and type of entertainment by liaising with the service providers according to event plan, venue guidelines and supplier contracts.

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

**4.7 Coordinate communication supplies and services** including interpretation and translation services, and internal and external communications by liaising with relevant suppliers according to event plan and suppliers' contracts.

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

**4.8 Coordinate contracted utilities, waste management, transportation systems and parking** by liaising with relevant suppliers according to applicable legislation, event plan and supplier contracts.

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

**4.9 Design and coordinate transportation services and schedules** by analysing the event plan according to event locations and supplier contracts.

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

**4.10 Collect, coordinate and input registration forms** by reviewing and interpreting the registration forms, balancing receipt of cheque and credit card payments, performing data entry to provide registrants with confirmation forms and creating appropriate documentation according to event plan.

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

**4.11 Develop and coordinate registration site and information areas** by determining space requirements, traffic flow, furniture, equipment requirements and staffing and training requirements according to anticipated registration numbers and the event plan.

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

**4.12 Coordinate exhibits** by allocating space and working with suppliers and exhibitors according to the event plan and applicable legislation.

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

**4.13 Recommend and coordinate social programs** such as Master of Ceremonies, guest, and youth entertainment by reviewing the client’s goals and objectives and liaising with contracted suppliers according to event plan and supplier contracts to determine suitable programs.

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

**4.14 Coordinate educational programs** such as speaker requirements and collateral material by determining A/V requirements, room set up and room assignment according to the event plan.

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

**4.15 Coordinate security and emergency services** by obtaining appropriate supplies and service, ensuring appropriate staffing levels and planning for crowd control according to risk management plan and applicable legislation.

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

**4.16 Finalize event plan** by interpreting information from pre-event meeting(s) with contractors and suppliers, and implementing improvements and changes according to new information, comments and feedback presented at the meeting(s).

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

**4.17 Coordinate site set up and tear down** by liaising with suppliers and exhibitors, reviewing and revising schedule and ensuring appropriate resources according to event plan and the organisation's policies and procedures.

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

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**5.0 Event Marketing Plan According To Event Objectives**

**Skills**

**5.1 Promote events** by liaising with suppliers, developing and distributing promotional materials, using media according to the marketing plan, budget and the organisation's policies and procedures.

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

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

**5.2 Compile event evaluation data** by distributing and collecting evaluation summary and ensuring all evaluation summaries are qualified and quantified according to the event plan.

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

**5.3 Coordinate and distribute collateral materials** including website updates, distribution of printed materials and preparing and posting signage according to marketing plan and event plan.

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

**5.4 Execute an advertising plan** by purchasing print and electronic advertising space in accordance with the marketing plan and the event plan.

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

**5.5 Execute a media plan** by preparing, distributing and following up media releases, and setting up and co-ordinating media events such as media days, press conferences, scrums and live remotes according to marketing and event plans.

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

**5.6 Organize and coordinate sponsorship programs** by fulfilling sponsorship agreements such as signage, tickets, pamphlets, donor benefits and collateral material according to sponsorship plan/marketing plan.

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

**5.7 Coordinate crisis communications team** by identifying key spokesperson, following crisis communications guidelines, submitting crisis communications report, and liaising with the media to enhance public relations according to marketing and event plans.

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

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**6.0 Implement Risk Management Plan**

**Skills**

**6.1 Interpret risk management plan** by researching, sourcing and analyzing components of the plan and summarize details according to event plan and the organisation’s policies and procedures.

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

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**6.2 Minimize event risk** by ensuring that suppliers, contractors, exhibitors and staff comply with policies and procedures of the risk management plan and applicable legislation.

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

**6.3 Implement contingency plan** by analyzing the situation, choosing the appropriate response, communicating and ensuring correct actions from staff and suppliers according to the risk management plan

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



**6.4**      **Coordinate alcohol risk management** to minimise excessive alcohol consumption by observing clientele for over-consumption and ensuring that bar tenders and servers are certified by an alcoholic beverage awareness program according to legislation and the risk management plan.

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

**6.5**      **Evaluate post incident activities** by liaising with suppliers, clients and other involved parties, completing an incident report and making recommendations to minimise future risk according to the organisation’s policies and procedures.

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

**7.0 Coordinate Staff And Volunteers**

**Skills**

**7.1 Implement human resources component of the event plan** by recruiting, scheduling, training, supervising and evaluating volunteers and staff according to the event plan, codes of conduct, budget and the organisation’s human resource policies and procedures.

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

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**7.2 Demonstrate leadership** by setting expectations, leading by example, evaluating team performance, responding to performance levels and modelling professional development according to the organisation’s policies and procedures and the manager’s expectations.

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

**7.3 Develop teamwork** by fostering a co-operative work environment and recognizing co- workers’ professional and personal needs according to the organisation’s human resource policies and procedures.

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

**7.4**      **Develop, practise and model professional ethics comporment** by using industry specific opporties such as farm trips, hotel and facilities' complimentary services according to the organizations and industry-specific Ethics Principles (e.g. Meeting Planners International, IMPAC, PCMA, CSAE, SITE, ISES).

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

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**8.0 Implement On-Site Events**

**Skills**

**8.1 Implement site plan** by ensuring all components have been completed, including supervising set-up and on-site suppliers according to the event plan and applicable legislation.

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

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**8.2 Respond to changing priorities** by assessing the situation, determining who has responsibility for implementing changes, seeking management assistance, submitting a written or oral report detailing the response to the change to ensure a successful event according to the organisation's policies and procedures and the event plan.

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

**8.3 Manage changes to accommodations** by confirming and documenting changes, relaying them to appropriate suppliers and obtaining an updated list from the supplier according to client needs and the organisation’s policies and procedures.

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

**8.4 Manage security and emergency services** by verifying that security and emergency services are in designated locations on a timely and ongoing basis throughout the event according to the event plan and the organisation’s policies and procedures and applicable legislation.

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

**8.5 Implement registration and accreditation services** by setting up and staffing registration booths, ensuring all attendees have registered as per attendance list, confirming payment of fees, distributing event information including kits, badges, agendas and handouts and ensuring all attendee questions are answered according to registration criteria.

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

**8.6 Implement communication supplies and services** including interpretation and translation services, and internal and external communications by ensuring equipment is in place and functional according to the event plan and supplier contracts.

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

**8.7 Implement contracted technical services and supplies** such as utilities, waste management, transportation systems and parking by ensuring equipment and staff are in place and functional according to the event plan, supplier contracts and applicable legislation.

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

**8.8 Implement technical production** such as staging, audio-visual, sound, lighting, special needs, decor, design, and theme on site by supervising all related suppliers to ensure they perform their contracted functions according to the technical production schedule, the event plan and applicable legislation.

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

**8.9 Manage exhibits** by overseeing set-up, on-site administration, tear down and responding to changing requirements according to the event plan, venue rules and regulations and applicable legislation.

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

**8.10 Implement food and beverage services** by communicating with the food and beverage team to ensure that food and beverage requirements are prepared for and executed according to the banquet event order.

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

**8.11 Implement educational programs** by ensuring that keynote speakers and VIP guests are registered and equipped with specified aids and requirements and that all room set ups are prepared according to the banquet event order and contract of hired speaker or facilitator.

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

**8.12 Implement social programs** including V.I.P. and guest programs, and entertainment by liaising with suppliers, confirming timing and guest participation and that all facets are executed according to the event plan.

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

**8.13 Supervise event tear down** by following tear down timelines in the critical path and ensuring safety measures are complied with until the site is cleared according to the event plan, venue rules and regulations, the organisation’s policies and procedures and applicable legislation.

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

**8.14 Evaluate event and make recommendations for future events** by hosting post event meetings with client, suppliers and event team, presenting an event summary, tabulating and analyzing surveys, identifying and resolving issues arising from the event and analyzing and reporting on event financials according to the goals and objectives of the event as outlined in the event plan.

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

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## Learning Outcomes

### 1. Protect Self and Others – 18 hours

The apprenticeship is able to:

- identify fire code and applicable sections of Health and Safety legislation;
- explain which areas are governed by applicable legislation;
- describe standard building emergency and evacuation procedures;
- describe standard first-aid procedures;
- list potential hazards as they pertain to the work environment;
- list good housekeeping procedures;
- list most common hazardous materials found in the industry;
- list key components of WHIMIS legislation as it pertains to the industry environment;
- list appropriate protective equipment and clothing.

### 2. Communication – 21 hours

The apprenticeship is able to:

- communicate effectively verbally by:
  - paraphrasing, mirroring and summarizing information;
  - sharing critical event information with co-workers, suppliers and management;
  - recognizing verbal and non-verbal cues;
  - summarizing orally an event plan;
  - delivering oral presentations.
- communicate effectively in written form by:
  - writing event summaries and presentations;
  - preparing written documents that are clear, concise and grammatically sound;
  - editing documents.
- distinguish between different communication styles by:
  - identifying specific needs of different audiences;
  - altering/ tailoring style based on audience (corporate; non-profit; co-workers);
  - preparing written documents that meet specific formatting criteria (e.g. minutes, agenda, correspondence);
  - identifying the types of documentation that require signatures and who is responsible for those signatures (deposit, B.E.O.)

- participate in teambuilding by:
  - describing the role of a committee;
  - explaining the role of the liaison within the committee;
  - offering and accepting constructive criticism in a group setting;
  - analyzing and reporting committee communications in written and verbal format.

### 3. Administrative and Office Duties – 30 hours

The apprenticeship is able to:

- perform basic administrative duties by:
  - preparing and completing daily time sheets;
  - describing the basic principles of filing systems;
  - listing all documents required for an event (i.e. event resume, contracts, critical path, marketing plan);
  - using office equipment that would be found in the industry (i.e. fax, photocopier);
  - identifying related software programs that would be of value in the industry.
- organize a schedule by:
  - demonstrating the basic principles of time management;
  - describing priority setting techniques;
  - listing priorities;
  - developing, troubleshooting and managing a schedule.
- interpret an event document by:
  - interpreting a critical path and analyzing each of its components;
  - writing a report on the correlation between the event document and the critical path;
  - monitoring event progress in relation to the critical path;
  - revising event plan as required;
  - reporting event changes and progress to event team, team leader and instructor;
  - ensuring follow-through of action items.
- perform basic accounting operations by:
  - explaining basic accounting procedures (e.g. accounts payable, accounts receivable, cash transactions, trial balance and general ledger);
  - preparing an event budget;
  - reading and analyzing a financial reconciliation.

- Explain basic logistical principles by:
  - listing the means of transportation for shipping event supplies;
  - determining the most cost-effective methods of shipping event supplies according to varying scenarios.
- plan a post-event meeting by:
  - describing the importance of a post-event meeting;
  - listing attendees for a post-event meeting;
  - listing the topics to be discussed at a post-event meeting;
  - preparing a post-event summary;
  - describing the types and purposes of different evaluation approaches.
- prepare an event/conference budget by:
  - calculating a breakeven event;
  - identifying fixed and variable expenses;
  - determining registration fees;
  - determining exhibitor fees.

#### **4. Development and Coordination of Preliminary Event Plan – 99 hours**

The apprenticeship is able to:

- determine needs according to event objectives, venue guidelines and timelines by:
  - researching and sourcing information relevant to the event (e.g. research target market, history, past events etc.);
  - identifying technical production components of the specific event (e.g. staging, sound, lighting);
  - listing and defining communication supplies and services (e.g. interpretation, translation);
  - determining A/V and speaker requirements;
  - identifying the appropriate transportation services;
  - identifying the appropriate utilities and waste management needs;
  - describing applicable legislation governing waste management and transportation systems;
  - estimating attendance according to marketing statistics, numbers prepaid, on-site registration etc.;
  - determining the appropriate staffing requirements;
  - identifying common special needs (e.g. accessibility, dietary restrictions, etc);
  - describing applicable legislation governing food and beverage;
  - identifying and designing social programs for the event;
  - determining if a guest program is needed;
  - developing and assessing a guest program.

- identify appropriate site venue according to event objectives by:
  - describing venue guidelines;
  - identifying key factors to consider when choosing accommodations and venue;
  - analyzing peak usage;
  - evaluating the impact of location on scheduling;
  - creating a floor plan to ensure that it matches the event plan;
  - identifying different types of room sets (classroom, U-shaped);
  - determining appropriate set-up for the specific environment.
- design a preliminary event plan according to event objectives by:
  - listing the factors to be considered when allocating exhibit space (e.g. competition, traffic flow, sales, history, etc.);
  - drawing a site plan to include exhibits, staging, seating and special needs;
  - developing a registration plan by analyzing the strengths and weaknesses of different registration processes;
  - determining the impact of on-site registrations and staffing variables;
  - drawing up a contingency plan to accommodate changes in registrations and staffing;
  - identifying the key factors to coordinate contracted utilities;
  - developing a plan for the ordering and delivery of supplies and services;
  - preparing food and beverage documents for submission to the supplier taking into account special dietary needs, venue restrictions, permits and applicable legislation;
  - designing a plan to communicate with suppliers.
- write a critical path by:
  - describing the process to develop a critical path;
  - evaluating the timeframe for each component of a specific event;
  - designing a schedule for a specific event;
  - writing an accurate timeline;
  - modifying the timeline based on new information or needs;
  - determining who is responsible for the task and specific time allocated to each function.

### 5. Marketing – 54 hours

The apprenticeship is able to:

- describe a marketing plan respecting time, staff and budgetary constraints by:
  - researching the demographics of the target audience;
  - describing various survey methods;
  - conducting a survey based on event requirements;
  - listing different methods of marketing (e.g. direct mail, media buys, etc);
  - assessing the advantages of different forms of promotion;
  - determining best means of distributing materials;
  - identifying legislative requirements affecting promotion and distribution(e.g. signage restrictions);
  - setting measurable marketing objectives according to budgetary restrictions;
  - describing industry practices regarding purchasing policy and procedures;
  - explaining how changes to the marketing plan may affect the critical path;
  - adjusting the marketing plan and/or the critical path.
  
- develop marketing materials by:
  - writing the appropriate materials for the specific event and target audience;
  - demonstrating proper usage of advertising technical language;
  - distinguishing between different styles and formats (e.g. brochures, flyers, etc.);
  - applying advertising and media standards and procedures (e.g. specific formats);
  - proofreading materials.
  
- develop a media strategy by:
  - identifying different media forms and their purposes (e.g. print, radio, TV, etc.);
  - identifying specific trade or commy media related to a specific event;
  - selecting the appropriate media based on the marketing and event plan;
  - drafting a media release;
  - writing in a style that is appropriate to a given audience and target media;
  - writing to acceptable media industry standards (e.g. press releases).

- develop a sponsorship plan by:
  - distinguishing the objectives and benefits to both the sponsor and the event organizers;
  - listing reasons sponsors become involved in events from the perspective of both the sponsor and the event;
  - listing key elements required in a successful sponsorship program;
  - identifying the relationship between different types of sponsorships;
  - suggesting appropriate sponsorship materials;
  - listing ways of communicating with sponsors in order to fulfill sponsorship agreements.
  
- develop a public relations strategy by:
  - defining what constitutes a crisis;
  - distinguishing between different types of crises and responses;
  - distinguishing between internal information and public information;
  - defining the appropriate response according to marketing and event plans;
  - describing standard policies and protocol regarding issues with the media.
  
- assess effectiveness of a marketing plan by:
  - identifying key benefits of performing a marketing plan evaluation;
  - listing tools available for distributing, collecting and analyzing client feedback;
  - compiling and analyzing data from an event evaluation.

### **6. Risk Management – 21 hours**

The apprenticeship is able to:

- develop a risk management plan by:
  - researching key elements of applicable legislation (municipal, provincial and federal);
  - explaining the basic terminology of contingency plans and its uses;
  - explaining the principles of risk management (e.g. due diligence, T bar theory, etc.);
  - identifying potential risks involved in a given event plan;
  - designing a contingency plan;
  - describing third party liability.

- implement and monitor a risk management plan by:
  - explaining supervisory and enforcement techniques of risk management;
  - determining potential risks and appropriate action according to a case study;
  - communicating the policies and procedures of the plan and applicable legislation to appropriate personnel;
  - explaining liabilities related to the serving of alcohol;
  - completing an alcohol beverage service awareness program.
  
- complete a post-incident report by:
  - articulating key elements of the post-incident evaluation process;
  - determining what type of post-incident activity is required;
  - writing an incident report according to industry accepted policies and procedures;
  - proposing recommendations for correction of incident.

### **7. Coordinate Staff and Volunteers – 33 hours**

The apprenticeship is able to:

- describe a human resources plan by:
  - describing the elements of a human resources plan (e.g. recruiting, scheduling, training, supervising and evaluating staff);
  - explaining the meeting industry's various codes of conduct, codes of professionalism and codes of ethics (e.g. Meeting Professionals International, IMPAC, PCMA, CSAE, SITE, ISES);
  - describing the special considerations one must adopt with volunteers (e.g. role, scheduling, training and incentives);
  - describing the codes of conduct, policies and procedures one would practice with staff and volunteers.
  
- describe team-building and leadership capabilities by:
  - identifying teamwork exercises that foster a cooperative work environment;
  - participating in team-building exercises;
  - identifying the elements of a successful team;
  - identifying the challenges and possible solutions to effective teambuilding;
  - identifying leadership qualities and explaining why they are effective and how to apply them;
  - identifying professional development courses that would improve leadership skills (e.g. Myers-Briggs).

## 8. Implement an Event Plan – 99 hours

The apprenticeship is able to:

- review a site plan by:
  - identifying the components of the site plan that comply with applicable legislative requirements (e.g. fire codes, building codes, LLBO);
  - comparing the event plan with the contract;
  - comparing the site plan to the event plan to ensure that all physical components have been allocated sufficient space;
  - determining that staffing levels are adequate;
  - listing all supplies and their suppliers;
  - determining the changes required and who has the required authority to approve them;
  - reviewing contingency plans;
  - reviewing the industry accepted policies and procedures.
- determine infrastructure services by:
  - identifying the location of water and waste management outlets;
  - identifying electrical and other utilities outlets and co-ordinating their usage;
  - identifying transportation needs and co-ordinating their usage (parking, public transportation, traffic flow, etc.);
  - listing the challenges one would encounter in co-ordinating infrastructure services and proposing solutions;
  - identifying area not accessible by the physically challenged and recommending solutions.
- determine communication systems and technical equipment required by:
  - listing communications systems required;
  - listing technical equipment and services required (e.g. A/V, lighting, etc.);
  - describing the usage of equipment and services;
  - listing contracted suppliers of communications systems and technical equipment;
  - reading and interpreting an equipment contract;
  - listing the challenges in co-ordinating communications and technical equipment and proposing solutions.
- determine human resources by:
  - creating a table of responsibilities;
  - determining back-up duties;
  - listing the challenges when co-ordinating human resources and proposing solutions.



- describe a site set-up by:
  - listing all the elements of the exhibition component of an event;
  - identifying the sequential steps in setting up an exhibit (e.g. lead in/out, Rules and Reps);
  - listing the different types of room set-ups according to presentation needs;
  - explaining the principles of meeting room design (e.g. theatre, boardroom, hollow square, etc. as per industry guidelines.);
  - matching site set-up with contract obligations;
  - listing the challenges when co-ordinating a site set-up and proposing solutions.
  
- determine security and safety needs by:
  - explaining the concepts and principles underlying the security and emergency components on an event;
  - identifying reasons for security;
  - identifying a series of emergency situations and how they would be resolved.
  
- plan registration logistics by:
  - explaining the principles of registration logistics;
  - listing standard registration requirements (e.g. staffing, kits, handouts, etc.);
  - explaining the industry's accreditation practices (e.g. VIP, protocol);
  - listing the components of a registration/accreditation process for a particular event;
  - explaining the differences between VIP, registrant and guest programs;
  - listing the challenges one would encounter during registration and proposing solutions.
  
- determine services and supplies by:
  - explaining the principles of food and beverage management (e.g. guarantee policy special needs, dietary requirements, overages);
  - listing the food and beverage requirements of a specific event;
  - reading and interpreting BEOs and applicable contracts;
  - explaining the basic principles of hotel management;
  - describing the reservation/accommodation process;
  - explaining how to manage changes to an accommodation plan and their implications;
  - reading and interpreting speaker contracts;
  - liaising and maintaining communication with suppliers ;
  - listing the challenges one would encounter when co-ordinating services and supplies and proposing solutions.

- plan a site teardown by:
  - identifying legislative requirements of a site teardown;
  - identifying the sequential steps of a site teardown procedure according to venue rules, applicable legislation and event plan;
  - listing safety precautions to be taken during a site teardown;
  - identifying best practices for a successful teardown;
  - listing the challenges one would encounter during a teardown and proposing solutions.
  
- write a post-event report by:
  - extracting and collecting feedback from clients and suppliers;
  - organizing a post-event meeting;
  - identifying the elements of a successful post-event meeting;
  - determining if goals and objectives of the meeting were met;
  - identifying the role and responsibilities of the chair of a post-event meeting;
  - writing a report on the event and suggesting improvements

## 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.

### Journey person

Journey person means an individual who holds a certificate of qualification (in a compulsory or non-compulsory trade) and/or an individual who practices as a journey person 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 Journey person 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 Records #1**

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

<b>Summary of Training</b>	
<b>Employment Start Date</b>	
<b>Employment End Date</b>	
<b>Total hours of training &amp; instruction between dates of employment.</b>	
<b>Skill Sets Completed</b>	

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**

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

<b>Summary of Training</b>	
<b>Employment Start Date</b>	
<b>Employment End Date</b>	
<b>Total hours of training &amp; instruction between dates of employment.</b>	
<b>Skill Sets Completed</b>	

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**

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

<b>Summary of Training</b>	
<b>Employment Start Date</b>	
<b>Employment End Date</b>	
<b>Total hours of training &amp; instruction between dates of employment.</b>	
<b>Skill Sets Completed</b>	

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**

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

<b>Summary of Training</b>	
<b>Employment Start Date</b>	
<b>Employment End Date</b>	
<b>Total hours of training &amp; instruction between dates of employment.</b>	
<b>Skill Sets Completed</b>	

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
1.0	Protect Self And Others	
2.0	Communicate With Clientele And Co-Workers	
3.0	Perform Office And Events	
4.0	Administration Duties	
5.0	Develop And Coordinate Preliminary	
6.0	Event Plan According To Event Objectives	
7.0	Event Marketing Plan According To Event Objectives	
8.0	Implement Risk Management Plan	

**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 \_\_\_\_\_

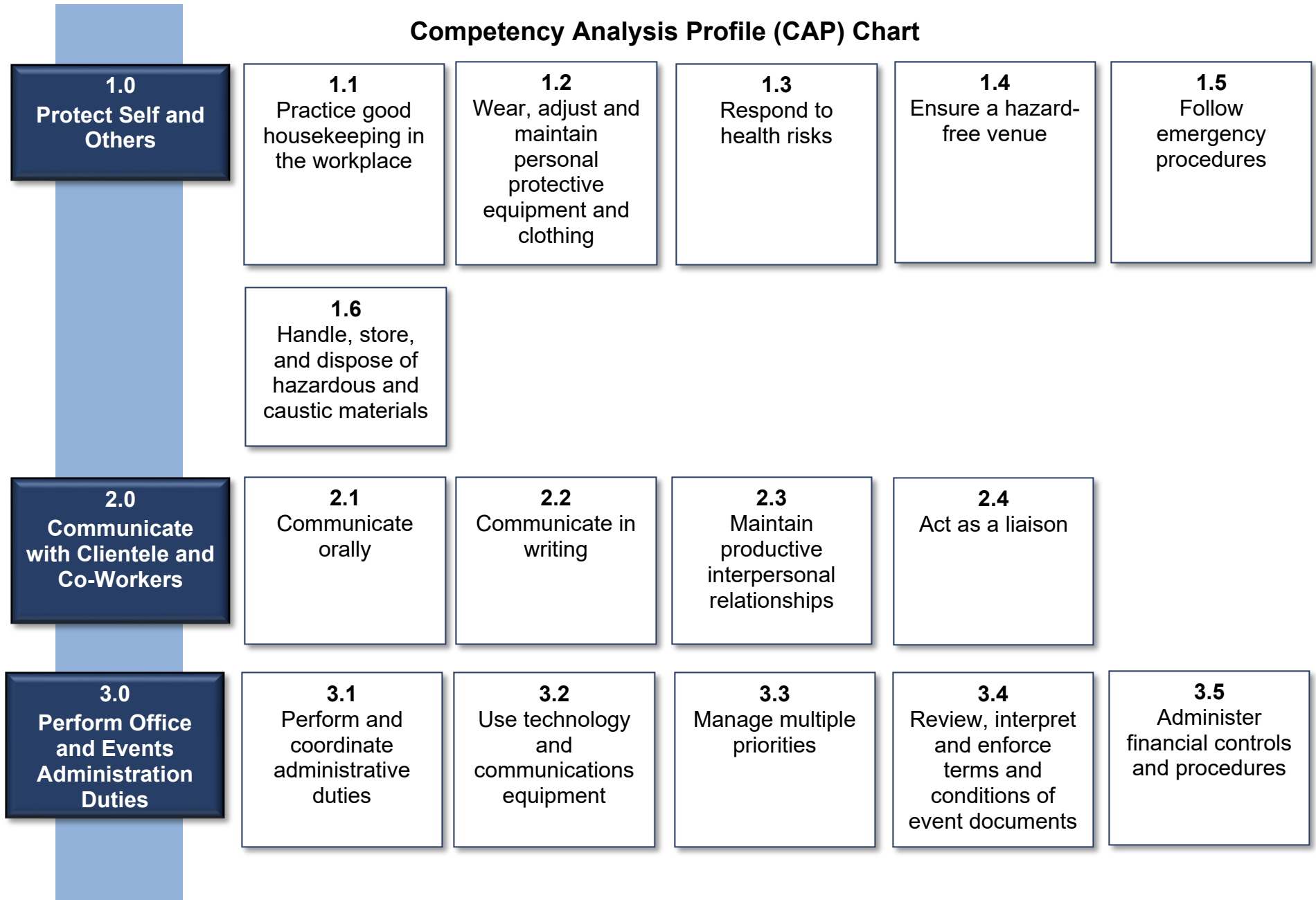
Date \_\_\_\_\_

## Appendix D — Local Service Delivery Offices in Ontario

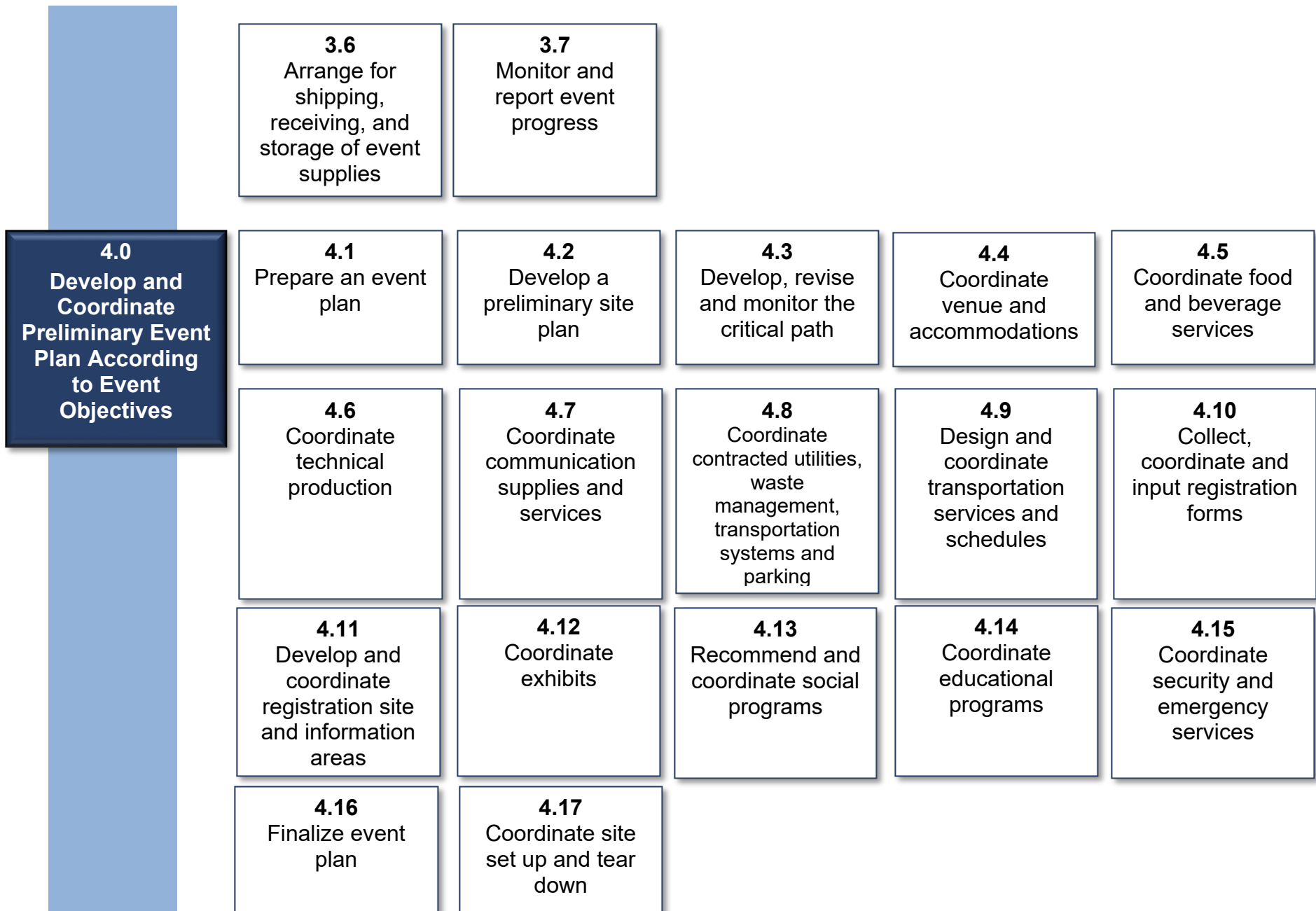
For current office listings visit: [ontario.ca/page/employment-Ontario-apprenticeship-offices](http://ontario.ca/page/employment-Ontario-apprenticeship-offices)

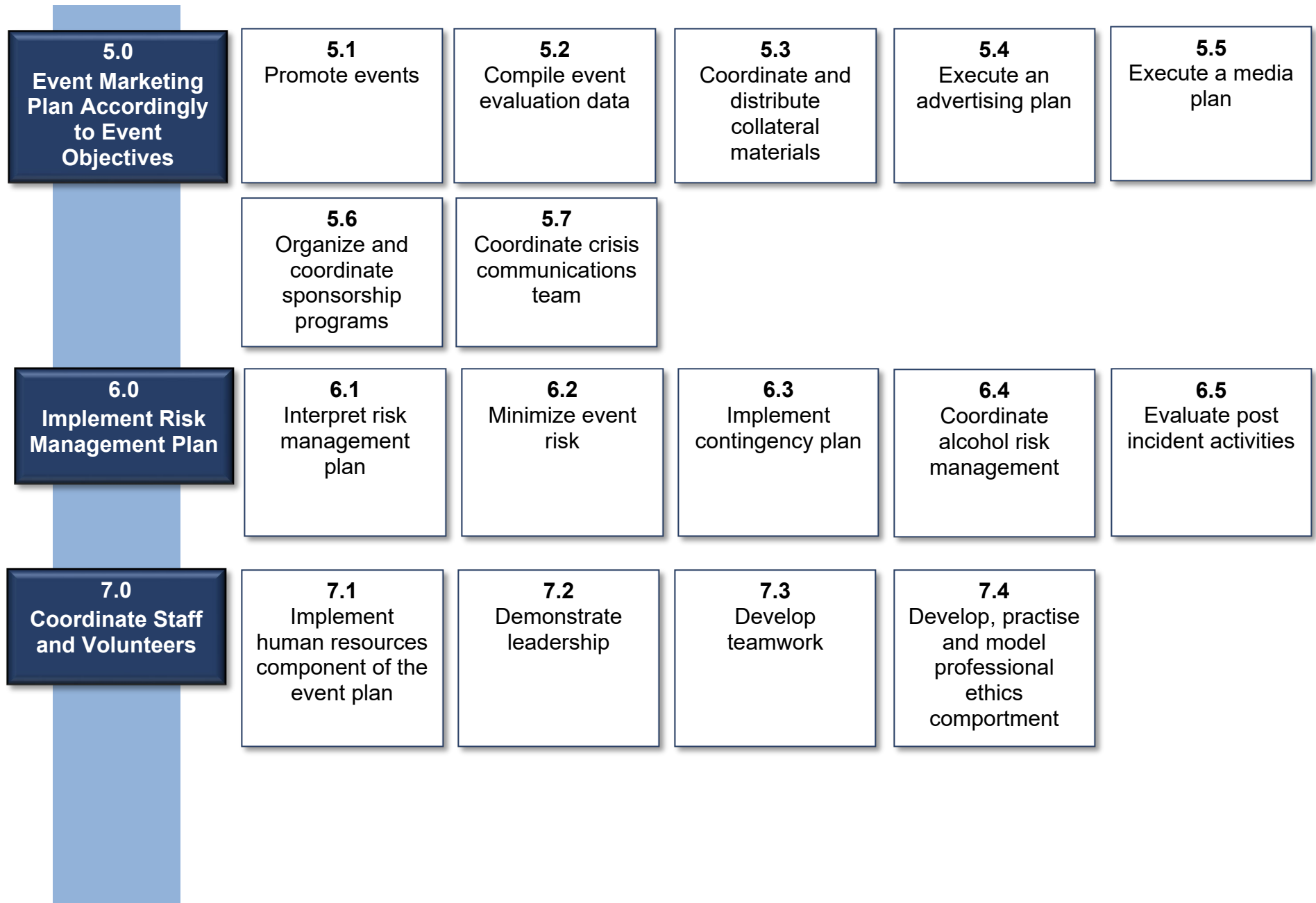
Location	Contact	Location	Contact
<b>Barrie</b> 705-737-1431	55 Cedar Pointe Dr Unit 609, Barrie, ON L4N 5R7	<b>Marathon</b> 807-346-1550	52 Peninsula Road, Suite 103 Marathon, Ontario, P0T 2E0
<b>Belleville</b> 613-968-5558 1-800-953-6885	135 North Front St, Belleville, ON K8P 3B5	<b>Markham</b> 905-513-2695	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 (CAP) Chart











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)



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