



**Saskatchewan
Apprenticeship and
Trade Certification
Commission**

**UNDERSTANDING THE ASSESSMENT AND RECOGNITION OF
FOREIGN TRAINED WORKERS IN THE RED SEAL TRADES:
*A Cross-Canada Review of Methodology and Processes in Apprenticeship
Systems to Assess and Recognize Credentials and Trade Experience***

February 2011



Government of
Saskatchewan

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Canada

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The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

Saskatchewan



**Saskatchewan
Apprenticeship and
Trade Certification
Commission**

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Dear Colleagues in Apprenticeship:

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) recently embarked on research to gain a better understanding of foreign credential and trade experience assessment practices used in Canadian apprenticeship jurisdictions. I believe the main objective of the research was met in that the report will provide the apprenticeship community with a much better understanding of these processes. However, it is evident that much more is to be done if we, collectively, are to better support foreign trained workers in their pursuit of Canadian credentials, especially with respect to the assessment of their existing credentials and trade experience toward provincial/territorial trade certification and the interprovincial Red Seal endorsement.

The research activity and final report were made possible through the Government of Saskatchewan's Immigrant Bridge to Licensing Program with financial support from the Government of Canada's Foreign Credential Recognition Program and I want to thank both organizations. I also want to take this opportunity to acknowledge the valuable contributions of staff in each of the participating apprenticeship jurisdictions.

The report includes several recommendations that must be seriously considered in the pursuit of excellence in the assessment and certification of foreign trained workers.

I trust you will find this document informative and that it will awaken your spirit of collaboration to seek consistencies in jurisdictional practices.

Limited copies of the report have been published. However, I am pleased to provide you with a link to the final report. It is located on our website www.saskapprenticeship.ca under 'Publications & Videos - Other Reports & Info'.

Sincerely,

A handwritten signature in black ink that reads "Joe Black".

Joe Black
CEO

INTRODUCTION

The provincial/territorial practices related to the assessment and recognition of credentials and trade experience for foreign trained workers in the Red Seal designated trades are not easily understood and are not consistent across Canada. The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) initiated a pan-Canadian survey of jurisdictional methodologies and processes to begin to heighten understanding of what exists across Canada. This research project seeks to provide information to all Canadian jurisdictions and to specifically inform the Saskatchewan Apprenticeship and Trade Certification Commission's (SATCC's) Trade Time Assessment unit.

In Canada's apprenticeship community, two terms are often used interchangeably in reference to skilled trades workers who receive training and acquire work experience outside of Canada. These terms are *Foreign Trained Worker (FTW)* and *Internationally Trained Worker (ITW)*. In this report, the term, Foreign Trained Worker (FTW), will be used exclusively.

In Canada's apprenticeship systems, the provinces and territories alone have the legislated authority to issue journeyperson certificates in the skilled trades. The Red Seal is affixed as an endorsement to these certificates when a tradesperson has achieved the standards identified in the Interprovincial Standards Red Seal Program. In most provinces and territories, the interprovincial examination, developed through the Red Seal program, has been adopted as the certification examination. When tradespersons achieve the 70 % pass mark on these exams, they are issued the provincial/territorial journeyperson certificate with the Red Seal endorsement affixed.

In some provinces/territories, journeyperson certification is awarded based on provincial/territorial criteria. Certified journeypersons in the Red Seal trades then have the option to challenge the interprovincial examination. When tradespersons achieve the 70 % pass mark on these exams, the Red Seal endorsement is affixed to the provincial/territorial journeyperson certificate.

The study was conducted through personal interviews with each jurisdiction's apprenticeship staff who work directly with credential and trade experience assessment for foreign trained workers. This report provides both narrative and tabular information on current foreign credential and trade experience assessment practices for Red Seal trades in Canadian jurisdictions and includes an analysis of the findings and recommendations for best practices which will be shared with the Canadian Council of Directors of Apprenticeship (CCDA) for its consideration.

I want to express my sincere appreciation to the apprenticeship jurisdictions that supported the SATCC in this research project and I want to especially thank jurisdictional staff who gave their time and efforts to help shape this report.

Sincerely,

A handwritten signature in black ink, appearing to read "Caron". The signature is fluid and cursive, with the first letter being a large, stylized 'C'.

Denis Caron

Caron Creative Consulting Ltd.

ACKNOWLEDGEMENTS

This report was made possible through the significant contributions of the jurisdictional apprenticeship staff listed below. They participated in interviews, provided data and edited transcript summaries. See Appendix A for contact information for each jurisdiction.

Alberta	Olie Schell, Irene Darius and Hitesh Mehta
British Columbia	Ashifa Dhanani, Richard Ho and Janna Wright
Manitoba	Guy Champagne
New Brunswick	Wendy Maher and Francine Marcoux
Newfoundland and Labrador	Gerard Ronayne and Nick Flynn
Nova Scotia	Darlene Clark and Diane Gordon
Northwest Territories	Angela Littlefair
Ontario	Helen Knoll and Janice Wainwright
Prince Edward Island	Susan Lefort and Roger MacInnis
Québec Commission de la construction du Québec (CCQ)	Chantal Dubeau and Philippe Gagnon
Québec Ministère de l'Emploi et de la Solidarité sociale (MESS)	Melissa Sanzari and Éric Thérien
Saskatchewan	Melody Burzminski and Glenn Heisler
Yukon	Judy Thrower and John Gryba

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EXECUTIVE SUMMARY

Canadian apprenticeship jurisdictions support foreign trained workers in their pursuit of Canadian credentials, especially with regard to the assessment of their existing credentials and trade experience toward provincial/territorial trade certification and the interprovincial Red Seal endorsement. Jurisdictional policies and procedures related to the assessment of foreign credentials and trade experience have evolved over time, and continue to be refined to better meet the needs of foreign trained workers and Canadian industry.

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) embarked on this research to better understand how other Canadian apprenticeship jurisdictions assess the credentials and trade experience of foreign trained workers. Face-to-face interviews and follow-up telephone interviews were held with apprenticeship staff who work directly with the application and assessment process. This study identifies system pressures that apprenticeship staff experience when conducting assessments and provides recommendations to improve assessment practices.

KEY FINDINGS

Numbers - 969,364¹ new Permanent Residents and Temporary Foreign Workers entered Canada between 2007 and 2009. Of those, 19,233 (approximately 2% of the total) applied to challenge the certificate of qualification examination. This percentage has remained relatively stable over that time frame.

According to information received from Canadian apprenticeship jurisdictions, the majority of foreign trained workers challenging for provincial/territorial certification and the interprovincial Red Seal endorsement came from China, India, and the United Kingdom. The electrician trade was identified as the trade requiring the most assessments; second was the carpentry trade.

Requirements, Language Assessment and Certification Process - All foreign trained workers applying for provincial/territorial certification and the interprovincial Red Seal endorsement must meet Canadian and provincial/territorial immigration laws and regulations. Language assessments are not conducted by apprenticeship jurisdictions. All provinces and territories use similar application, assessment and approval processes for candidates challenging examinations for provincial/territorial certification and the interprovincial Red Seal endorsement. Québec has an additional requirement that workers must attain provincial journeyman status prior to challenging the interprovincial Red Seal examination.

Credential Assessment - Jurisdictional assessments of foreign trained candidates for access to provincial/territorial certification and interprovincial Red Seal examinations include more than the assessment of credentials alone. Three jurisdictions, Nova Scotia,

¹ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p. 6 & p. 53

Northwest Territories and Saskatchewan, placed significant weighting on the credential in the application approval process.

Trade Experience Assessment - Apprenticeship jurisdictions viewed foreign trained workers' trade experience as the critical element for the approval of an application for provincial/territorial certification and the interprovincial Red Seal endorsement. It is estimated that the majority of staff time and energy (54% provincial/territorial average) is spent assessing and verifying trade experience. A variety of documentation is used to assess and verify candidates' trade time, scope of work and level of trade experience. The majority of jurisdictions use internal staff to assess and verify trade experience.

Fees - Assessment fees and the timing of payments are not consistent from jurisdiction to jurisdiction. Each jurisdiction has the right to set its own fees. These are affected by factors such as the level of effort and resources devoted to assessment processes, the degree to which apprenticeship authorities are required to move to a cost recovery model, and the level of subsidy they receive to support the process. The difference in jurisdictional fees creates confusion for applicants. Many apprenticeship jurisdictions indicated that applicants shop around for the best deal.

SYSTEM PRESSURES

Jurisdictional apprenticeship staff who process foreign trained worker applications, assessments and approvals for provincial/territorial certification and the interprovincial Red Seal endorsement have identified the following system pressures:

1. Time to process applications and assessments because of difficulty in contacting international employers.
2. Time to process applications and assessments because of internal policies and processes.
3. Communication barriers caused by language differences.
4. Administrative staff performing credential and trade experience assessments with limited or no trade expertise.
5. Challenge of comparing international credentials to Canadian apprenticeship training programs and curricula.
6. Applicants' level of frustration and anxiety with the application, assessment and approval processes.

RECOMMENDATIONS

1. On a national basis, determine the appropriate balance in weighting for the assessment and recognition of credentials versus the assessment and recognition of trade experience for foreign trained workers.
2. Provide a continuum of supports for foreign trained workers when they apply for provincial/territorial certification and the interprovincial Red Seal endorsement. Supports could include the following:
 - a. Provide applicants with a list of contacts for language service agencies. These agencies could assist applicants with interviews, document translations and language education programs (i.e. English as a Second Language - ESL).

- b. Enlist volunteer foreign trained journeypersons who have gone through the application and examination processes. These volunteers could support and mentor new applicants.
 - c. Develop a national Website where foreign trained workers would be able to compare their trade experience and training against Canadian standards (such as National Occupational Analysis) before arriving in Canada. The Website could also house the supports (such as links, who to contact, etc) for candidates who want to challenge provincial/territorial certification and the interprovincial Red Seal endorsement examinations.
 - d. Develop a pan-Canadian strategy to encourage more employers to support foreign trained workers, pre- and post-employment, and to improve workplace culture.
 - e. Use common terminology in application and information documents. For instance, a variety of terms, such as immigrant and foreign worker, are used to identify a foreign trained worker.² Other terms used interchangeably are voluntary, optional and non-compulsory trade.
3. Provide more supports for apprenticeship units who conduct credential and trade experience assessment for foreign trained workers. Support could be provided as follows:
 - a. Each jurisdiction should examine staffing resources.
 - b. Provide staff training in conflict management, credential recognition and trade experience assessment.
 - c. Share and adopt provincial and territorial best practices for the certification process.
 - d. Create a national inventory of resources related to provincial/territorial certification processes (i.e. common forms, templates, standards for trade experience assessment).
 - e. As a cooperative effort, review and revise (as required) jurisdictional policies and procedures on a pan-Canadian basis (i.e. simplify and consolidate documentation).
4. The recommendation is to conduct a pan-Canadian review of fees for the application process with the view to establish a fee schedule that is as consistent as possible across Canada.
5. Continue to work collaboratively with government agencies that support foreign trained workers.
6. Re-examine the CCDA's policy with respect to the use of translators, to ensure foreign trained workers are treated consistently all across Canada.
7. Gather statistical information on foreign trained workers to better understand and continuously improve the certification processes.

² CCDA recommends the use of the term internationally trained worker.

RESEARCH METHODOLOGY

The purpose of this research was to gain a better understanding of foreign credential and trade experience assessment processes used by Canadian apprenticeship jurisdictions. On May 31, 2010, the Chief Executive Officer of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC), sent a letter of invitation (see Appendix B) to the heads of all thirteen Canadian apprenticeship authorities offering them the opportunity to participate in this research initiative. Twelve of the thirteen jurisdictions (92.3%) participated in the research. Nunavut elected to not participate.

Research, conducted by a consultant engaged by SATCC, included face-to-face interviews which were conducted from July 23 to October 7, 2010 in the following jurisdictions:

Alberta (Edmonton)	Nova Scotia (Halifax)
British Columbia (Vancouver)	Ontario (Toronto and Ottawa)
Manitoba (Winnipeg)	Prince Edward Island (Charlottetown)
New Brunswick (Fredericton)	Québec (Montréal)
Newfoundland and Labrador (St. John's)	Saskatchewan (Regina)
Northwest Territories (Yellowknife)	Yukon (Whitehorse)

The main interview survey instrument (see Appendix B) posed twenty-nine open ended questions. The survey questions were listed under the following headings:

- Contact information.
- Number of foreign credential and trade experience assessment applications.
- Country of origin.
- Foreign credential and trade experience assessment applications by trade.
- Foreign credential and trade experience assessment: Pre-application.
- Credential assessment process.
- Trade experience assessment process.
- System pressures and recommendations.

Face-to-face interviews were held with apprenticeship staff members who worked directly with the application and assessment processes for foreign credential and trade experience recognition. In a few jurisdictions, provincial/territorial nominee program staff participated in the interview sessions. The interviews were recorded and the conversations transcribed. These transcriptions were summarized and forwarded to all jurisdictions for review, edits and approvals.

A follow-up survey (see Appendix B) with five closed questions was used to gather additional information relative to the following areas:

- Impact of the credential and trade experience assessment on the approval of foreign trained workers' applications for certification.
- Staff time spent on the application, assessment and certification process.

The **Key Findings** section of this report contains a summary of jurisdictional responses. Tables and charts are used to illustrate the statistical information. The **Analysis** section examines the collective and individual responses through illustrative measures and narrative expression. The **System Pressures** section identifies research participants' responses under dominant themes.

The surveys principally gathered qualitative information. It is important to note that the information collected for the number of foreign credential and trade experience assessment applications, country of origin and foreign credential and trade experience assessment applications by trade were primarily anecdotal, and in some cases, are a partial representation of the total numbers. Apprenticeship jurisdictions capture statistical information generally for examination applicants; however, very few jurisdictions maintain information systems that identify foreign trained workers separate from the total number of applicants.

KEY FINDINGS

Foreign trained workers have many options to consider for their entry into Canada. Citizenship and Immigration Canada (CIC) lists the following categories for entry:

Skilled workers and professionals - Skilled workers are selected as permanent residents based on their education, work experience, knowledge of English and/or French, and other criteria that have been shown to help them become economically established in Canada.

Québec-selected skilled workers - Under the *Canada-Québec Accord on Immigration*, Québec establishes its own immigration requirements and selects immigrants who will adapt well to living in Québec. If you want to go to Québec as a skilled worker, you must first follow a separate selection process before your application is finalized by Citizenship and Immigration Canada.

Canadian Experience Class - If you are a temporary foreign worker or a foreign student who graduated in Canada, you often have the qualities to make a successful transition from temporary to permanent residence. You are familiar with Canadian society and can contribute to the Canadian economy. You should have knowledge of English or French and qualifying work experience.

Investors, entrepreneurs and self-employed people - The Business Immigration Program seeks to attract experienced business people to Canada who will support the development of a strong and prosperous Canadian economy. Business immigrants are expected to make a C\$800,000 investment or to own and manage businesses in Canada, and must meet certain experience and/or net worth criteria.

Provincial nominees - Persons who immigrate to Canada under the Provincial Nominee Program have the skills, education and work experience needed to make an immediate economic contribution to the province or territory that nominates them. They are ready to establish themselves successfully as permanent residents in Canada. To apply under the Provincial Nominee Program, applicants must be nominated by a Canadian province or territory.

Sponsoring your family - Citizenship and Immigration Canada (CIC) knows it is important to help families who come from other countries to reunite in Canada. If you are a Canadian citizen or a permanent resident of Canada, you can sponsor your spouse, common-law partner, conjugal partner, dependent child (including adopted child) or other eligible relative (such as a parent or grandparent) to become a permanent resident.³

The federal government also has a program that supports temporary foreign skilled workers and professionals. The program is described as follows:

The federal government's Temporary Foreign Worker program allows eligible foreign workers to work in Canada for an authorized period of time if employers can demonstrate that they are unable to find suitable Canadians/permanent residents to fill the jobs and that the entry of these workers will not have a negative impact on the Canadian labour market. Employers from all types of businesses can recruit foreign workers with a wide range of skills to meet temporary labour shortages.⁴

³ <http://www.cic.gc.ca/english/immigrate/index.asp>

⁴ <http://www.cic.gc.ca/english/resources/publications/tfw-guide.asp#a2>

For the purpose of this research, the assumption has been made that foreign trained workers seeking to gain provincial/territorial certification and the interprovincial Red Seal endorsement have met all of the Federal and Provincials regulations prior to applying. In Canada, a candidate with relevant and adequate trade experience, training and trade time may be allowed to challenge certification examinations. These candidates may or may not have formal training or credentials from their home countries, which may be submitted for assessment.

The following section provides a summary of each jurisdiction's responses to the survey. The survey questions have been grouped under the following headings:

- FIGURES
- PRE-ASSESSMENT
- CREDENTIAL ASSESSMENT
- TRADE EXPERIENCE ASSESSMENT
- PROCESS SUMMARY
- SYSTEM PRESSURES
- RECOMMENDATIONS

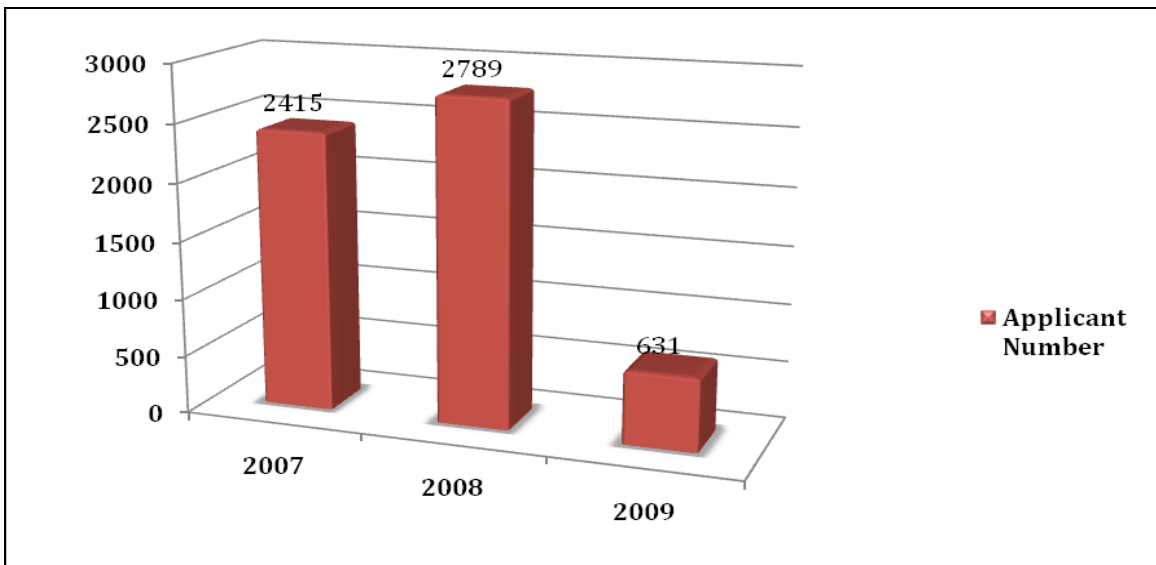


ALBERTA Apprenticeship and Industry Training (AIT)

FIGURES

Applicant Number (actual)

Chart 1 Number of Temporary Foreign Worker applicants for a Qualification Certificate



Country of origin and trades (actual)

Table 1 Qualification Certificate Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. Philippines 2. United Kingdom 3. India	1. Steamfitter - Pipefitter 2. Welder 3. Electrician
2008	1. Philippines 2. Saudi Arabia 3. India	1. Steamfitter - Pipefitter 2. Welder 3. Electrician
2009	1. Philippines 2. United Kingdom 3. India	1. Steamfitter - Pipefitter 2. Welder 3. Electrician

PRE-ASSESSMENT

Requirements

The majority of Temporary Foreign Workers wanting to work in Alberta (AB) are required to have a work permit. They don't need to acquire a work permit prior to applying to Apprenticeship and Industry Training (AIT).

Language Assessment

AIT does not have any language requirements for the Qualification Certificate program. Employers are expected to ensure that the individuals are able to work safely on work sites. AIT encourages employers to recruit Temporary Foreign Workers who can read and understand English at a satisfactory level. Some employers have supervisors that can speak the Temporary Foreign Workers' native language. In addition, AIT recommends English as a Second Language (ESL) training to Temporary Foreign Workers who have limited abilities when communicating in English.

Red Seal and Provincial Certification

It is the same process for Canadians and Temporary Foreign Workers in either a Provincial or Red Seal trade.

CREDENTIAL ASSESSMENT

Process

Majority of the emphasis of the Qualification Certificate program lies on trade time and work experience, not the credential. AIT will assess credentials for those Temporary Foreign Workers who have taken a formal apprenticeship program similar to Alberta's apprenticeship program.

Most Temporary Foreign Workers apply from abroad. Temporary Foreign Workers complete a Qualification Certificate program application form, provide verification of trade work experience through letters from employers, and work experience forms completed by employers. AIT also receives applications from visitors traveling on holiday visas and people with open work permits. The Temporary Foreign Worker must have all documentation translated and stamped/certified by an authorized translator from Canada or from their country of origin.

AIT assessors conduct the credential and trade experience verification process. Most of the assessors are retired Alberta Apprenticeship and Industry Training staff. AIT also uses translators from professional translation organizations or through the universities. These translators assist assessors when they are trying to verify work experience and credentials in other countries with employers or institution representatives who do not speak English.

AIT primarily reviews the credential to determine if the applicant has completed a formal apprenticeship program. For verification purposes, AIT requires specific documentation

including an apprenticeship contract, course outline, transcripts and certificate of completion. Verification is to ensure the applicant successfully completed the program and that the certificate/credential is authentic. Very few countries provide formal apprenticeship programs comparable to Alberta's. Some which do include Australia, Ireland, South Africa and the United Kingdom in specific trades.

When AIT receives an application with a credential indicating completion of an apprenticeship program, assessors contact the foreign institution and the government body or organization that has issued the certificate to validate the credential. Assessors validate the course outline in detail and compare the courses with Alberta's apprenticeship program. If the program is comparable to Alberta's apprenticeship program, their application will be approved and the individual will be eligible to work in the trade.

TRADE EXPERIENCE ASSESSMENT

Process

If a Temporary Foreign Worker wants to receive trade certification in an optional or compulsory trade in Alberta they must complete a Qualification Certificate Program application. In this application they must identify the trade, provide trades training and credential information, list all employers and work experience (trade hours/months and tasks completed). The application package is initially reviewed for the completeness, and if in order, the application is sent to an assessor for verification. These assessors are the same individuals who perform credential verification. Translators are available to help assessors perform the trade experience verification process.

Assessors contact all the employers, training institutions and certification issuing bodies that the applicant has listed. Assessors contact employers and Human Resource representatives to verify the applicant's trade time and to determine the applicant's work experience during the employment period. Assessors also speak with supervisors to verify the applicant's technical work experience. If an applicant meets the requirements that have been specified for that trade, the application is approved and a letter is sent stating that the individual is eligible to work in a compulsory trade in Alberta under the supervision of a certified journeyman.

The letter of approval permits an out-of-country Temporary Foreign Worker the opportunity to work in the trade in Alberta. The Temporary Foreign Worker must work under the supervision of a certified tradesperson.

Before an applicant is eligible to challenge the trade exam(s), AIT requires a letter of declaration from the employer. This letter must indicate that the individual is working at the level of a certified journeyman and that they are performing the tasks and activities at the level required of a certified journeyman. The letter of declaration has to be from an Alberta employer or an out of province employer that is working at an Alberta project worksite.

Temporary Foreign Workers wanting to work in optional trades in Alberta are not required to go through the Qualification Certification process. They would go through this process only if they wanted to secure a trade certificate. More and more employers are encouraging Temporary Foreign Workers to apply for a Qualification Certificate because employers want to get a better sense of the potential employee’s training and work experience.

An individual applying for a Qualification Certificate typically requires trade time that is one and a half times apprenticeship time. If an applicant has completed a formal out-of-country apprenticeship program that is comparable to Alberta’s, they submit their apprenticeship contract, course outline and trade certificate for verification and for work experience approval. Equal time is accepted if the applicant has completed an acceptable formal apprenticeship program.

PROCESS SUMMARY

Table 2 Qualification Certificate Process (Temporary Foreign Worker) - Major milestones

Optional Trades ⁵	Compulsory Trades
1. Submit Temporary Foreign Worker Qualification Certificate application form complete with: <ul style="list-style-type: none"> • Education and training information • Work experience in the trade • Employer letters or confirmation of work experience forms 	1. Submit Temporary Foreign Worker Qualification Certificate application form complete with: <ul style="list-style-type: none"> • Education and training information • Work experience in the trade • Employer letters or confirmation of work experience forms
2. AIT’s verification and approval process	2. AIT’s verification and approval process
3. AIT’s approval letter issued	3. AIT’s approval letter issued
4. Employer declaration letter submitted verifying performance in trade equivalent to a certified journeyman (AIT authenticates letter)	4. Employer declaration letter submitted verifying performance in trade equivalent to a certified journeyman (AIT authenticates letter)
5. Successful attempt of trade or Red Seal exam(s)	5. Successful attempt of trade or Red Seal exam(s)
6. Issue trade certification/Red Seal	6. Issue trade certification/Red Seal

Note Both applicants in compulsory or optional trades that apply for certification must secure employment in order to provide the employer letter of declaration and in order to challenge exams.

Processing Time

Table 3 Percentage of time spent processing an application to Red Seal certification

PROCESS	AB
Pre-assessment	30%
Assessment and approval	60%
Red Seal exam	10%

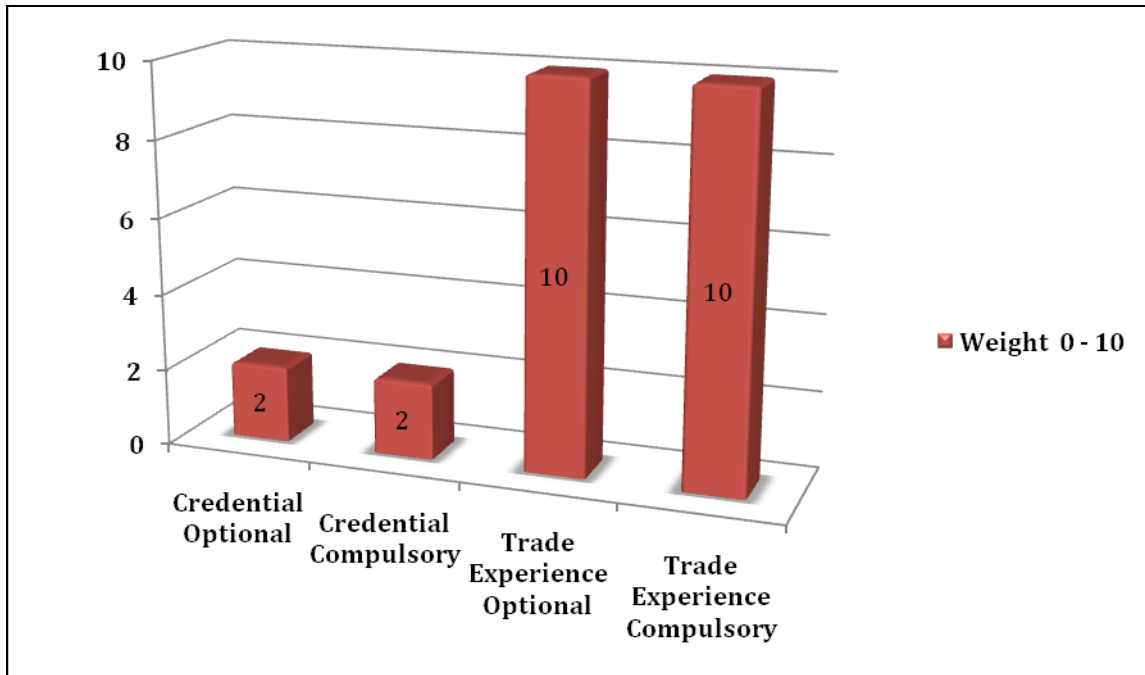
⁵ Same as voluntary or non-compulsory trade.

Fees

- \$450 payable upon submission of Qualification Certificate application package (all trades).

Credential and Trade Experience Impact

Chart 2 Impact of credential and trade experience on application approval (weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

It is imperative to process an application in a timely fashion in order that applicants receive approval or non-approval notification as soon as possible, yet exercising due diligence. Apprenticeship and Industry Training has implemented a process that strives for a ten working day turn around for the assessment of applications.

RECOMMENDATIONS

Provinces/Territories should continue to collaborate to design common processes and standards for trade credentials.

Provinces/Territories should continue to share best practices on program processes and procedures.

Provinces/Territories should continue to collaborate with Service Canada to provide an efficient Temporary Foreign Worker program while maintaining standards.

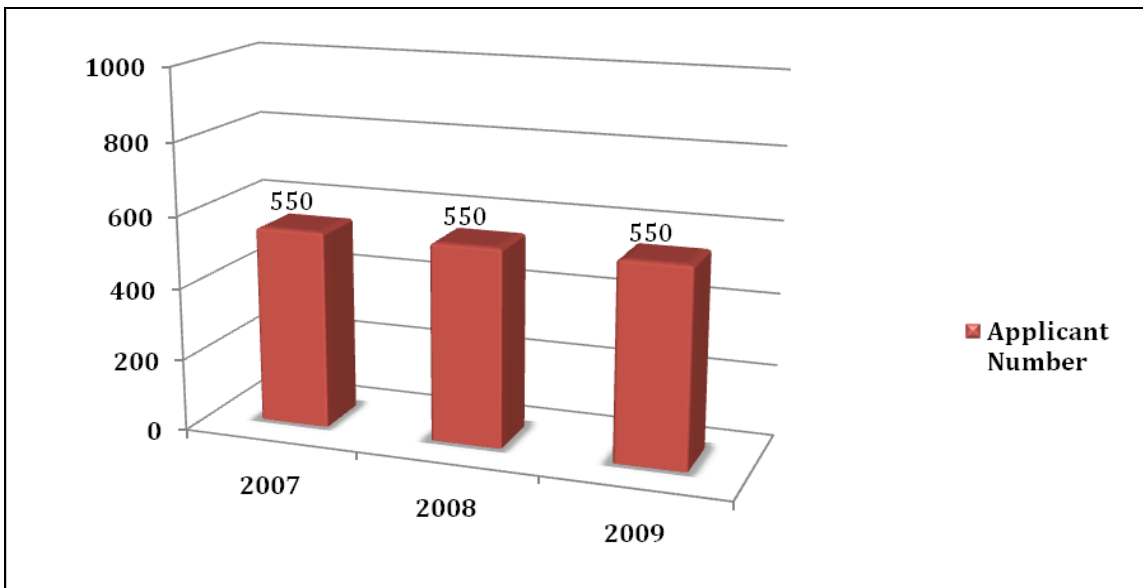


**BRITISH COLUMBIA
Industry Training Authority (ITA)**

FIGURES

Applicant Number (estimates)

Chart 3 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 4 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. China 2. India 3. United Kingdom	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial
2008	1. China 2. India 3. United Kingdom	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial
2009	1. China 2. India 3. United Kingdom	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial

PRE-ASSESSMENT

Requirements

The only requirement is that the applicant must provide a British Columbia (BC) address. Industry Training Authority (ITA) does not check the applicant's immigration status. There is no high school graduation requirement of any kind. ITA relies on the right amount and type of work experience.

Language Assessment

ITA does not perform any language assessments and they do not check to see if the applicant has English 10, 11 or 12.

Red Seal and Provincial Certification

One process only, the Red Seal exam challenge process; for trades that are not Inter-Provincial Red Seal, the same process applies. In such cases of no Red Seal, a BC Certificate of Qualification is issued. For trades that are Red Seal, for example Carpenter, the Certificate of Qualification and Red Seal are granted simultaneously where the Red Seal supersedes the Certificate of Qualification.

CREDENTIAL ASSESSMENT

Process

ITA maintains the policy and the procedural prospective. Each trade in BC specifies the requirements for Red Seal challenges. Foreign credentials are not evaluated. The applicant could present ITA with their trade certificate from a particular country and that may or may not be an item that someone looks at as part of the evaluation. ITA does not directly assess a credential and compare it to the requirements. There is no parallel training certification where ITA will provide certification equivalency.

ITA does not include other public or private agencies in Canada and in the originating country for the evaluation of the credential. Credential assessments are not performed, only work experience validation.

ITA will not accept an application that is not completed in English. This also includes the translation of the certificate, even though ITA places minimal emphasis on the credential. The applicant is aware that all of their documents must be translated at their own expense. These documents must be translated by a certified agency/translator.

ITA is not aware of any local, national or international accreditation bodies for the trades. On a smaller scale, in terms of parallel credit for trades, ITA works informally with different provinces on gathering information about training institutions for apprentices.

TRADE EXPERIENCE ASSESSMENT

Process

The ITA administration unit does not separate foreign applications from domestic applications.

A British Columbia mailing address is required in order to apply. A challenge application must be completed in full and the criteria are very clear. An employer declaration form is part of the application documentation.

Applications have to be fully original, including all the employer declarations. Every package is the same, except for specific competencies; each has an employer declaration and a statutory declaration. Foreign credentials and experience require an original letter on the company letterhead stating the applicant's job title, job tasks/responsibilities and their employment period. ITA keeps the originals on files. ITA can also go back to verify the previous content if necessary.

Declaration Part 1 verifies the work start and end date, and direct related work experience hours. *Declaration Part 2* lists the tasks that are part of the National Occupational Analysis (NOA) for that trade. The employer would confirm that these tasks were completed on the job. The employer would be called to verify information contained in the application as well as to provide examples of work completed. The trade-training certificate would be supplementary information. ITA only focuses on the amount of hours of direct work experience reported and that the individual has completed at least 70% of the full scope of the trade.

If an apprentice wants to become a Trade Qualifier and challenge the Interprovincial Red Seal exam, the ITA will not automatically take what they have on record and put it towards that application. Applicants would have to reapply, verifying hours and work experience. As long as the applicant submits hours pertaining to at least 70% of the full scope of the trade, ITA will accept the hours. Generally speaking, for a Trade Qualifier it is time and a half of the apprenticeship requirement. If an electrician needs 6,000 hours as an apprentice, that individual would need 9,000 hours as a Trade Qualifier.

At one point the ITA processed and assessed immigrant applications for all individuals challenging the Red Seal exam, now the ITA relies primarily on the Industry Training Organizations (ITO) for the assessments, these groups are subject matter experts in the trade area. The ITA processes the payment and sends the specific challenge application to specific ITO. Most immigrant applications go to the ITO for evaluation; however, there are exceptions. The ITA does perform in-house assessments for a few trades. Examples of assessments not performed by the ITO include Hairstylist, Appliance Service Technician and Oil Burner Mechanic. For assessment purposes, the ITO and the ITA use the same evaluation process.

There are instances where the ITA and ITOs do not speak a particular language and cannot verify work experience. In these cases Mosaic, a translator company, is used. They specialize in translations for countries such as China, Taiwan, Korea and India.

Mosaic translators have a scripted questionnaire to follow as they gather pertinent information for the ITO and the ITA. Mosaic is a multicultural agency that provides services to immigrants, but also has translation and interpretation component services which ITA contracts. If someone comes from China, Mosaic can help verify their work experience when the employer does not speak English. Mosaic is a BC agency funded by the government.

A key element in the application process is the employer declaration. Either ITO, ITA or Mosaic will call the employer to verify the number of hours and the scope of the work performed.

The ITA and ITOs do not call employers' mobile phones; they call the company's main line and try to speak with the applicant's direct supervisor or colleague. For example, the ITA and ITOs will not take trade information from HR or the CFO. Information must come from someone with the trade background.

If the ITA or ITO denies the individual's application, the applicant will be given the reason why they were not successful and suggestions for improvement will be provided. For example, they may not have the full scope of work and may need to gain experience in these specific areas.

Once an application has been approved, the ITA schedules an exam as per their request of location and first availability.

When writing the exam the applicant can have a translator or they can have a translation dictionary (word to word dictionary). The applicant has to attach a modified exam request, a translator declaration and any other type of documentation required. At the present time anyone can request a translator and they can bring a translator in at their own cost (if applicable). The ITA does not specify whether there is a relationship between the two participants but the translator must be over 18 years of age. The translator cannot have any appreciable knowledge of the trade being tested. The translator is bound to attest that they will not aid the individual. There is a commissioner's oath that the ITA asks them to submit under the *Canada Evidence Act*.

ITA has no compulsory trades. Regulatory bodies are used for only a few specific trades; they include Electrical (BC Safety Authority), Crane Operator (WorkSafe BC) and Gasfitter (BC Safety Authority). Regulatory bodies such as BC Safety Authority and BC Work Safe have additional requirements. For example, electricians have a two-year work requirement and a training course. ITA is a non-regulatory body that certifies the skills earned as part of certification.

In some situations the ITA uses a statutory declaration where the applicant can claim their own work experience. It cannot be the majority of their experience they are reporting, unless they were self-employed, where ITA requires three references. References can be employees, clients or suppliers. In these instances it is primarily a judgment call. The Interprovincial Red Seal exam is the final check.

PROCESS SUMMARY

Table 5 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit a trade specific Certificate of Qualification application form which includes: <ul style="list-style-type: none"> • Employer Declaration - Part 1 section (employment history and trade time) • Employer Declaration - Part 2 section (National Occupational Analysis tasks) • Statutory Declaration form (i.e. self-employed, employer is unavailable for contact/verification) 	Not applicable
2. Industry Training Authority or Industry Training Organization's verification and approval process	
3. Successful attempt of Red Seal exam	
4. Award Red Seal certification	

Processing Time

Table 6 Percentage of time spent processing an application to Red Seal certification

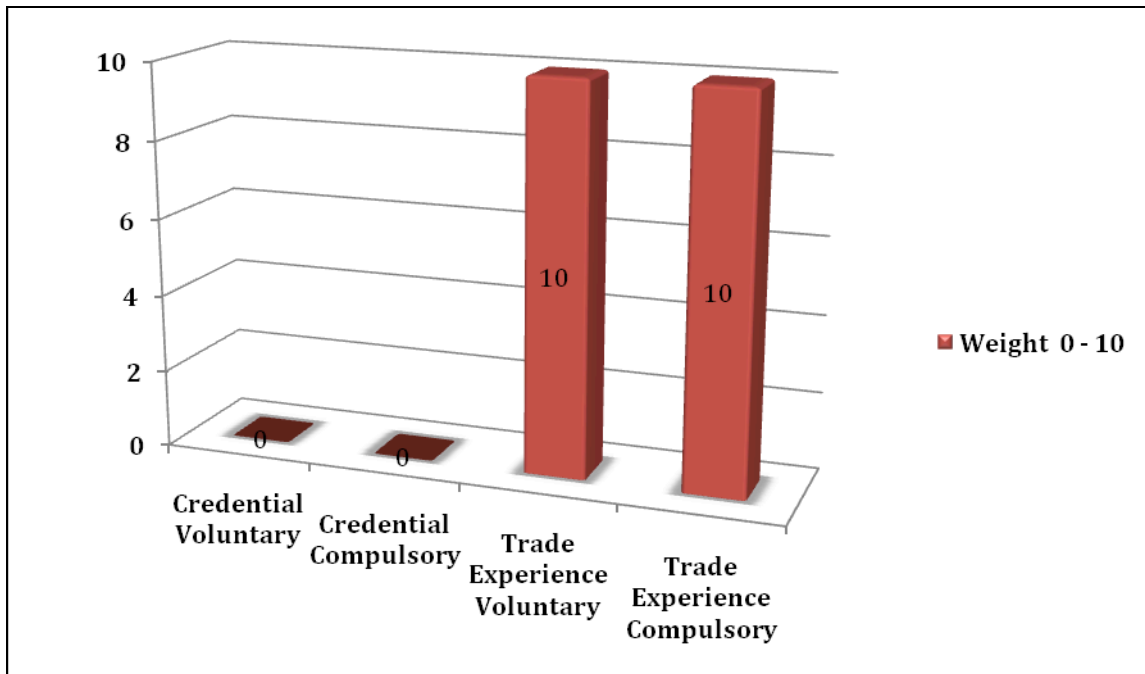
PROCESS	BC
Pre-assessment	15%
Assessment and approval	70%
Red Seal exam	15%

Fees

- \$120 payable upon submission of Certificate of Qualification application package (all trades).

Credential and Trade Experience Impact

Chart 4 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

Language ability of the applicants and employers remain an issue when completing applications and when verifying trade experience for the immigrant applicant. Mosaic acts as a translator. They ask specific questions, gather and translate information for the ITO and the ITA. At times Mosaic has to reassess the file because the translated information is inconclusive or insufficient.

Different time zones make it difficult to contact employers in various countries.

It takes time to connect with the right person, the individual that can verify the work experience of the immigrant applicant. The ITA cannot always get someone to comment on the applicant's skills. For example, if it is a small company and the applicant was the only electrician working in that company they cannot be referenced. If the ITA cannot contact someone they will send the application back to the applicant and ask them to provide alternate information.

Ideally, the ITA likes to complete the evaluation process in a ten-day window from the day the individual applies to the day a decision is made. There are instances it takes 30 days and in some cases it takes six months. At some point ITA draws a line, and asks the applicant to provide additional information.

There is significant pressure faced when an application is dependent on staff making the final decision. Even when the ITA or ITO has spoken with an employer, they may still have doubts. The ITA staff members are not skilled in the trades.

The pressure is reduced when an ITO performs the assessment because it is a competency conversation with an experienced tradesperson. The ITO assesses the competencies. The ITA does not always take the assessment from the ITO at face value. The ITA may ask additional questions to meet policy requirements.

RECOMMENDATIONS

The movement towards getting more people involved. BC is leading a national initiative called Multiple Assessment Pathways (MAP) and Occupational Performance Standards (OPS). MAP and OPS are more of a hands-on approach to assessment, an approach that examines the whole body of evidence; education, work experience, competencies, practical assessment and portfolios.

Occupational Performance Standards (OPS) are descriptive outcomes of a trade. OPS break down the skills into a library of requirements.

Consolidating the point of contact with the ITO and standardizing and streamlining administrative processes and documentation. For example, making record keeping more efficient in terms of reconciling how long applications are taking to complete, and to determine what supports ITO need to make a qualified assessment of applications. Getting all seven ITO to assist with the assessments for challengers of the Red Seal exam.

Developing a standard challenge application form. The current form has been used for three years and issues have arisen from this document. ITA wants to create an application form that is user-friendly. Depending on the particular trade, the applications forms ranges from 8 to 18 pages in length.

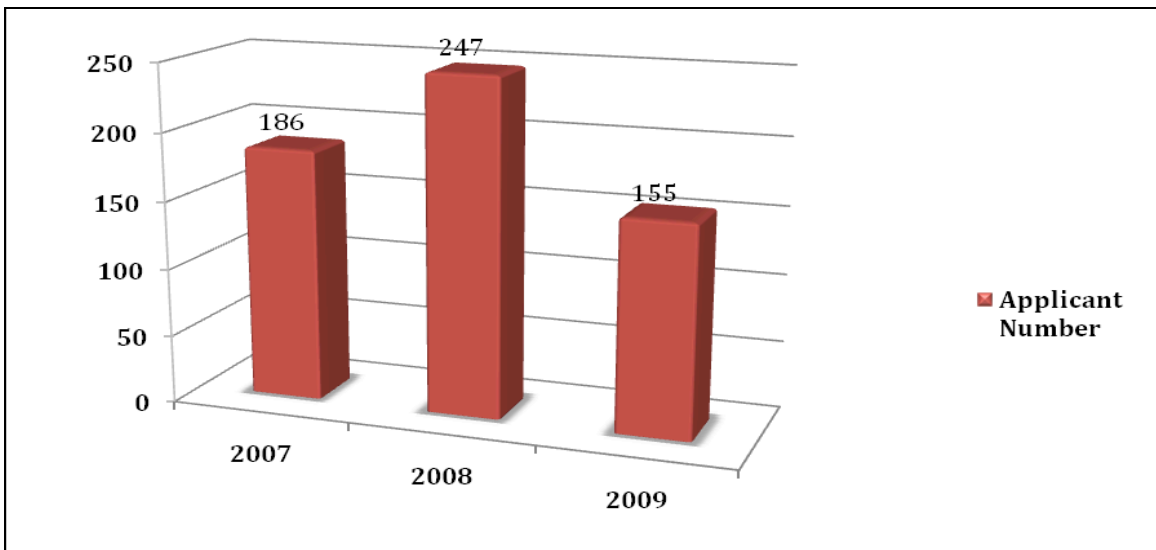


**MANITOBA
Apprenticeship Manitoba**

FIGURES

Applicant Number (estimates)

Chart 5 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 7 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. Philippines 2. India Not available	1. Motor Vehicle Mechanic 2. Millwright 3. Hairstylist
2008	1. Philippines 2. India Not available	1. Hairstylist 2. Motor Vehicle Mechanic 3. Electrician - Industrial
2009	1. Philippines 2. India Not available	1. Motor Vehicle Mechanic 2. Cook 3. Electrician - Industrial

PRE-ASSESSMENT

Requirements

Apprenticeship Manitoba (MB) does not require information pertaining to the applicant's immigration status. Immigrant status is a function of another provincial government department.⁶

An application to challenge a Red Seal or Provincial exam may arrive from any country and Apprenticeship Manitoba will follow the same process for immigrants as they would for Canadian applicants.

Language Assessment

There is no language benchmark requirement for Apprenticeship Manitoba. The Manitoba Provincial Nominee Program offers, at no cost, an entry program whereby an immigrant's language ability will be assessed.

Red Seal and Provincial Certification

The application and assessment process is the same for either the Red Seal or Provincial Certificate exams in Manitoba.

CREDENTIAL ASSESSMENT

Process

Apprenticeship Manitoba assesses work history and credentials, and provides limited learning supports to clients wishing to challenge the certification examinations. Apprenticeship Manitoba staff members perform every component of the application process. There are no external public or private agencies/institutions that support the assessment process for trade credentials or work experience.

Every document has to be translated into either English or French. It is up to the client to do so, but Apprenticeship Manitoba can recommend a provincial government agency such as the Immigrant Centre of Manitoba. If the applicant is a permanent resident, all translation services are at no cost for three years.

Assessing foreign credentials is a part of an overall assessment process and carries some weight but has little impact on the approval process. Apprenticeship Manitoba does not have the capacity or expertise to apply a value to the credential. For example, the credentials typically received do not contain detailed curriculum against which Apprenticeship Manitoba can compare the immigrant's technical training with Manitoba's standard; there is no exhaustive analysis other than Apprenticeship Manitoba's own interpretation.

⁶ <http://www2.immigratemanitoba.com>

Apprenticeship Manitoba periodically receives applications from other countries that provide an “Engineering” credential, in several different disciplines. These applicants are referred to the Certified Technicians and Technologists Associations of Manitoba (CTTAM) or the Association of Professional Engineers and Geoscientists (APEGM) to determine whether the “Engineering” credential is at the professional or trade level. CTTAM and APEGM use their own processes analysis and assessment of credentials.

Apprenticeship Manitoba does not assess validity of credentials; and does not contact training institution staff. There is two qualifications assessment staff that work with more than 50 trades, and there is currently no capacity to develop a database on institutions, universities, colleges, etc. As a rule, Apprenticeship Manitoba does not contact other countries or employers to verify credentials unless there is something suspicious in the application.

Apprenticeship Manitoba does not have access to, nor do they know of, any public or private credentialing bodies for the trades. Apprenticeship Manitoba does not have a standing record of credits or accreditation of trades, certificates or institutions outside of that performed on an *ad hoc* basis for the purposes of the Agreement on Internal Trade. This information may be found on Apprenticeship Manitoba’s website.⁷

TRADE EXPERIENCE ASSESSMENT

Process

There are a minimum number of years and hours required in order to qualify for Trades Qualification. Eligible candidates are required to submit a Trades Qualification Application, Work Experience Form, employer letter(s) on company letterhead and copies of any trade related certificates. Employer letter(s) must include the exact dates of employment, total hours worked, a brief description of duties performed and the employer signature. If an employer letter(s) cannot be attained due to self-employment, unknown address or a business closure, a letter from the applicant outlining the employment details listed above is required.⁸

If the applicant provides proof outlined above, which is a requirement of Apprenticeship Manitoba’s regulations (i.e. hours, years and 70% scope of the trade), the client may be eligible to challenge the exam for voluntary trades. Apprenticeship Manitoba also allows for self-declaration if the applicant is unable to provide employer letters or has been self-employed. This document mirrors the employer letter in terms of hours, years of experience and duties.

Apprenticeship Manitoba staff members conduct all of the trade verification process. They analyze the applicant’s self-assessment form (Work Experience Form)⁹ which is based on the National Occupational Analysis (NOA) or the Provincial Occupational

⁷ <http://www.gov.mb.ca/tce/apprent/skilledworker/ait.html>

⁸ http://www.gov.mb.ca/tce/apprent/forms/pdf/app_tradesqualification.pdf

⁹ http://www.gov.mb.ca/tce/apprent/forms/work_exp.html

Analysis (POA). They also analyze the employer letter(s) and rely on the fact that the employer is attesting to a particular skill set. To verify trade experience documentation, Apprenticeship Manitoba performs random reference checks with Canadian employers. They do not contact employers in other countries to verify work experience unless there is something suspicious in the application. Apprenticeship Manitoba believes that trade work experience and the Red Seal exam helps determine the legitimacy of the application.

For voluntary trades, an approved out-of-country applicant can write the exam whenever they submit the exam application with the associated fee and have a provincial address. For compulsory trades, an approved out-of-country applicant may register as an apprentice so they can work legally in the trade so as to gain Canadian experience prior to challenging the exam. The applicant is not expected to attend in-school technical training. Applicants have one (1) year in which to write the exam but that may be extended if the applicant feels they require more time in the trade (Apprenticeship Manitoba consider this to be a form of approved upgrading and they encourage clients in this regard).

Clients are allowed to have an interpreter for the exam; however, the interpreter cannot be certified in the trade. Challengers can use a language dictionary or have someone read the exam.

PROCESS SUMMARY

Table 8 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit a Trades Qualification Application form	1. Submit a Trades Qualification Application form
2. Submit Work Experience forms	2. Submit Work Experience forms
3. Submit employer letter(s) or self-declaration letter	3. Submit employer letter(s) or self-declaration letter
4. Submit trade related certificates (if available)	4. Submit trade related certificates (if available)
5. Apprenticeship Manitoba's verification and approval process	5. Apprenticeship Manitoba's verification and approval process
6. Successful attempt of Red Seal exam	6. If client wishes to work in their trade they must secure employment and be registered as an apprentice (client will not be called to in-school technical training)
7. Award Red Seal certification	7. Successful attempt of Red Seal exam
	8. Award Red Seal Certification

Processing Time

Table 9 Percentage of time spent processing an application to Red Seal certification

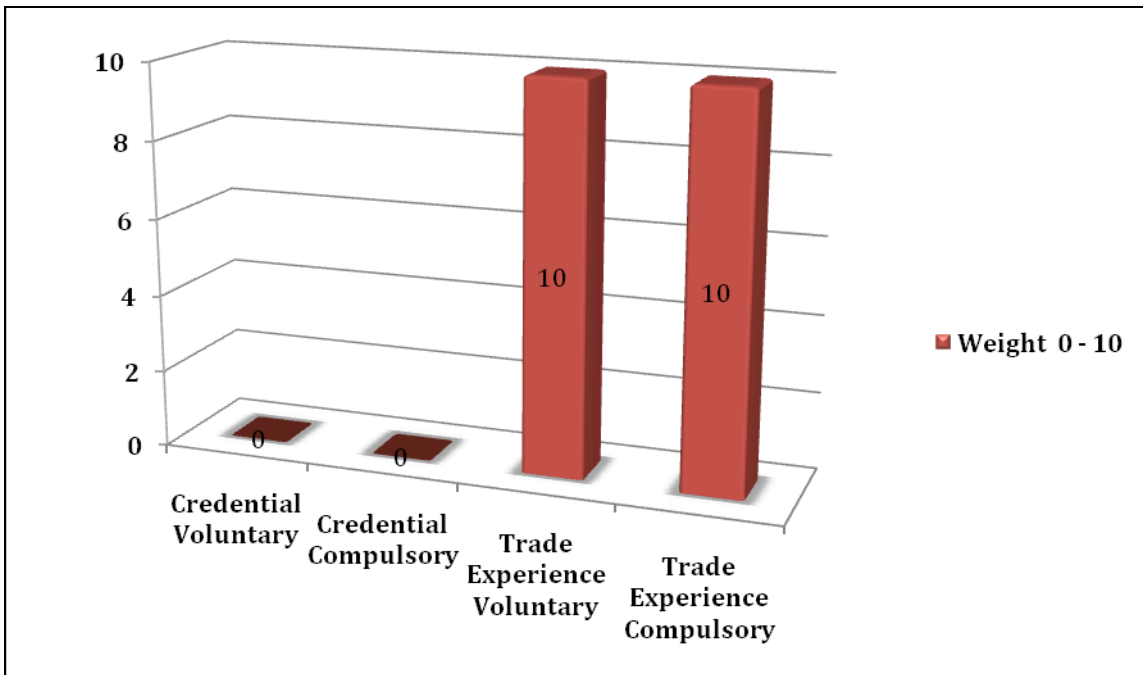
PROCESS	MB
Pre-assessment	30%
Assessment and approval	60%
Red Seal exam	10%

Fees

- \$100 payable upon submission of Certificate of Qualification application package (all trades).
- \$250 payable at the time Red Seal exam is scheduled (all trades).

Credential and Trade Experience Impact

Chart 6 Impact of credential and trade experience on application approval (weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

Ensuring that proper support is provided to the immigrant applicant and making sure that the trade verification process accurately identifies the training gaps.

Ensuring that the learning supports are available for immigrants, and that these supports are used prior to writing the Red Seal exam.

Attempting to verify credentials when no criteria are established, and when there are no credentialing bodies to assist with the assessment of credentials.

Staff resources do not permit the full investigation of work experience for all applicants. Also the Manitoba Fair Registrations Practices, found in the *Regulated Professions Act*, govern registration processes and require that they are objective, impartial, transparent and fair.¹⁰

RECOMMENDATIONS

The Canadian Council of Directors of Apprenticeship (CCDA) and Interprovincial Standards and Examination Committee (ISEC) should conduct research that would compare the Red-Seal training standard to other countries' training standards, at least for those countries that have the most immigrants landing in Canada.

The CCDA/ISEC should create a national assessment based on the National Occupational Analysis (NOA) and Interprovincial Program Guides (IPG), and update the assessment as the NOA, IPG and exams change (i.e. are updated or modified to reflect changes to the NOA).

The CCDA/ISEC should change their website to mirror Tradesinfo.ca. The website would provide immigrants the opportunity to assess themselves against the Canadian standard before they arrive in Canada.

The CCDA/ISEC could allow for the re-writing of certification exams in only those Blocks in which they scored below 70% so as to avoid redundant assessment.

The CCDA/ISEC could organize a national educational and information-sharing event (i.e. conference or forum) for apprenticeship staff that assess and approve immigrant credentials and trade experience.

The CCDA/ISEC should consider developing a framework for a national strategy to improve workplace culture for immigrants and to encourage more employers to support immigrants, before and after employment.

The CCDA/ISEC should continue the work Alberta began when they integrated NOAs with their Individual Learning Modules (ILMs) so challengers can prepare themselves for the certification exam in areas that require focused attention.

¹⁰ <http://web2.gov.mb.ca/laws/statutes/2007/c02107e.php>

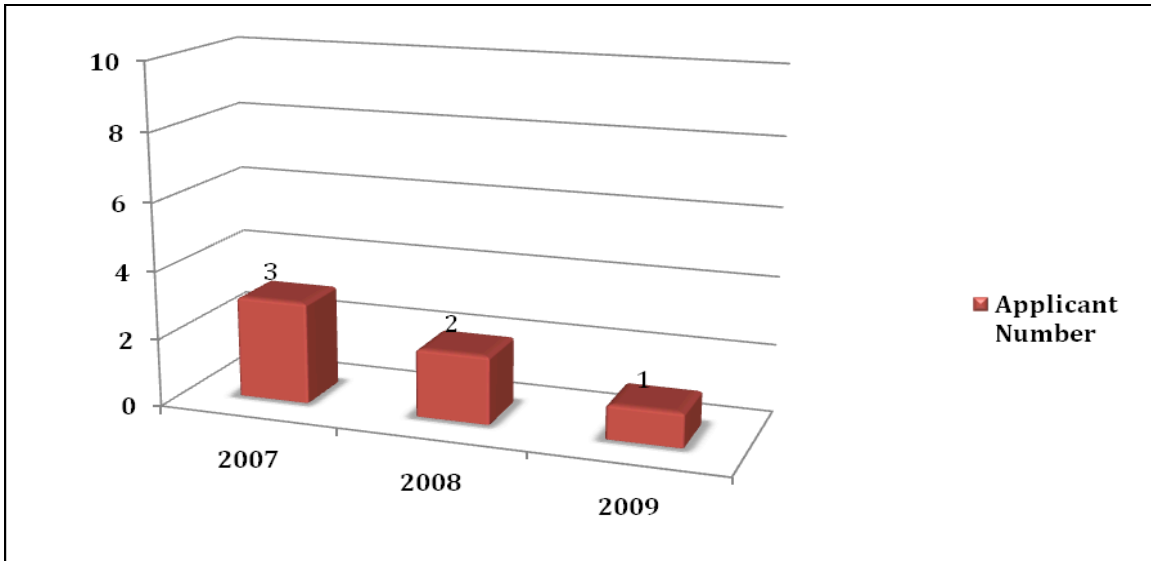


NEW BRUNSWICK Apprenticeship and Occupational Certification

FIGURES

Applicant Number (actual)

Chart 7 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (actual)

Table 10 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. France 2. Romania 3. Saudi Arabia	1. Truck and Transport Mechanic 2. Electrician Not available
2008	1. United Kingdom 2. Peru Not available	1. Carpenter 2. Electrician - Industrial Not available
2009	1. USA Not available	1. Electrician - Construction Not available

PRE-ASSESSMENT

Requirements

In order to challenge a Red Seal exam in New Brunswick (NB) the immigrant must be living and/or working in the province. Immigrants applying in NB must meet the same criteria that are outlined by legislation, as any other Canadian applicant. By NB policy, any applicant challenging an examination regardless of where they come from, must be living and/or working in NB. The applicant is required to provide proof of full trade time and coverage of the scope of work in the trade.

For immigrants planning on moving to NB and requesting an assessment as to their eligibility once they relocate to the province, NB Apprenticeship would perform an initial assessment, and if approved, the applicant would be notified that they are eligible to challenge the examination once they arrive in NB. Once the immigrant has landed and has either established residency and or found employment, the individual would be permitted to write the Red Seal exam upon completion of the application and payment of the examination fee.

Language Assessment

NB Apprenticeship does not perform language assessments for any applicants.

Red Seal and Provincial Certification

NB Apprenticeship uses the same process for the Provincial and Interprovincial Red Seal exams.

CREDENTIAL ASSESSMENT

Process

NB Apprenticeship receives requests for information on obtaining a Certificate of Qualification at the central office and the regional offices. Information requests come directly from immigrants or from their representatives and are directed to NB Apprenticeship's Central Office or one of the eight regional offices; however, assessments are performed at NB Apprenticeship's Central Office. NB Apprenticeship receives many applications from lawyers and legal companies. Approximately half of the Certificate of Qualification applications received from non-residents come through legal companies. An application package is forwarded to these individuals for completion. All of the documentation for the application needs to be translated into one of New Brunswick's official languages, English or French. It is the applicant's responsibility to have the documents translated. Once the immigrant has completed and returned the required documentation to NB Apprenticeship, an initial assessment on the qualifications is performed.

For Certificate of Qualification applications, although the immigrant often supplies these documents, NB Apprenticeship doesn't review or assess the immigrant's certificates or credentials. Credential review applies more to apprentices. Certificate of Qualification

applicants must have the required time in the trade and covered the tasks associated with the occupation if they want to challenge the Red Seal exam.

New Brunswick's legislation specifically references trade time and practical experience as the main requirements for Certificate of Qualification applicants. Approvals in NB are based on the relevant job experience; however on a few occasions they have taken certificates or credentials into consideration, but only to support the application.

A Certificate of Qualification will be issued upon proof of required practical experience, payment of the prescribed fee, and successful writing of the certification examination. In an interprovincial occupation/trade, an Interprovincial Red Seal will be affixed to the Certificate of Qualification.¹¹

NB Apprenticeship does not use public or private credentialing assessment bodies nor do they have a standing record of credits in the province.

TRADE EXPERIENCE ASSESSMENT

Process

To work in New Brunswick immigrants are required to have a work permit and/or work visa with the employer identified. The applicant has to be working and/or living in New Brunswick, but the assessment of documentation can be done before the immigrant arrives in New Brunswick.

The immigrant begins the process by completing a Certificate of Qualification application form. Second, the applicant must submit trade specific Employer Confirmation forms that have been completed and signed off by their employers.

The vast majority of applications are for individuals already living and/or working in NB and come in through the regional offices. NB Apprenticeship has 8 regional offices; 99% of the time regional staff knows the employers listed in the applications. They know whether that employer completing the form would be legitimate or not. If the applicant only has foreign trade experience, the applicant is required to have the trade specific employer confirmation forms completed by the out-of-province/country employers supporting their trade time and relevant trade experience.

A high percentage of the trade work experience is verified, through email or by telephone. Reference checks are performed at the regional level and at the central office. Employers are contacted to verify that the information contained in the Employer Confirmation forms accurately captures the applicant's trade time and experience and scope of work. The majority of Certificate of Qualification applicants have face-to-face meetings with staff at the regional offices. The trade verification process does not include support from other public or private agencies.

¹¹ <http://www.gnb.ca/0381/003-e.asp>

For a voluntary trade, the applicant must be living and working in New Brunswick, have completed an application and submitted Employer Confirmation forms that identify required hours and trade experience. For the particular trade the applicant is required to submit more trade time than an apprentice (generally one year more).

When an immigrant applies for a Certificate of Qualification for a compulsory trade they must comply with article 17(2)¹² under the *NB Apprenticeship Act* which requires the applicant to:

- 1) Register as an apprentice.
- 2) Obtain journey person status.
- 3) Be a holder of a work permit.
- 4) Be a holder of an “improver” card before they are eligible to work in NB.

Immigrants can use a translator or an interpreter for a Red Seal exam. The CCDA policy states that the use of translators and interpreters are at the discretion of the directors. NB Apprenticeship has guidelines in place for the use of translators or interpreters. Translators or interpreters must verify that they are not associated with the trade.

PROCESS SUMMARY

Table 11 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Certificate of Qualification Application form	1. Submit Certificate of Qualification Application form
2. Submit Employer Confirmation form	2. Submit Employer Confirmation form
3. Submit Affidavit/Statutory Declaration if self-employed or if employer is unavailable for contact/verification	3. Submit Affidavit/Statutory Declaration if self-employed or if employer is unavailable for contact/verification
4. NB Apprenticeship verification and approval process	4. NB Apprenticeship verification and approval process
5. Residency or Employment in NB	5. Residency or employment in NB
6. Successful attempt of certification/Red Seal exam	6. Successful attempt of certification/Red Seal exam
7. Issue certification including Red Seal if applicable	7. Issue certification including Red Seal if applicable

Processing Time

Table 12 Percentage of time spent processing an application to Red Seal certification

PROCESS	NB
Pre-assessment	10%
Assessment and approval	70%
Red Seal exam	20%

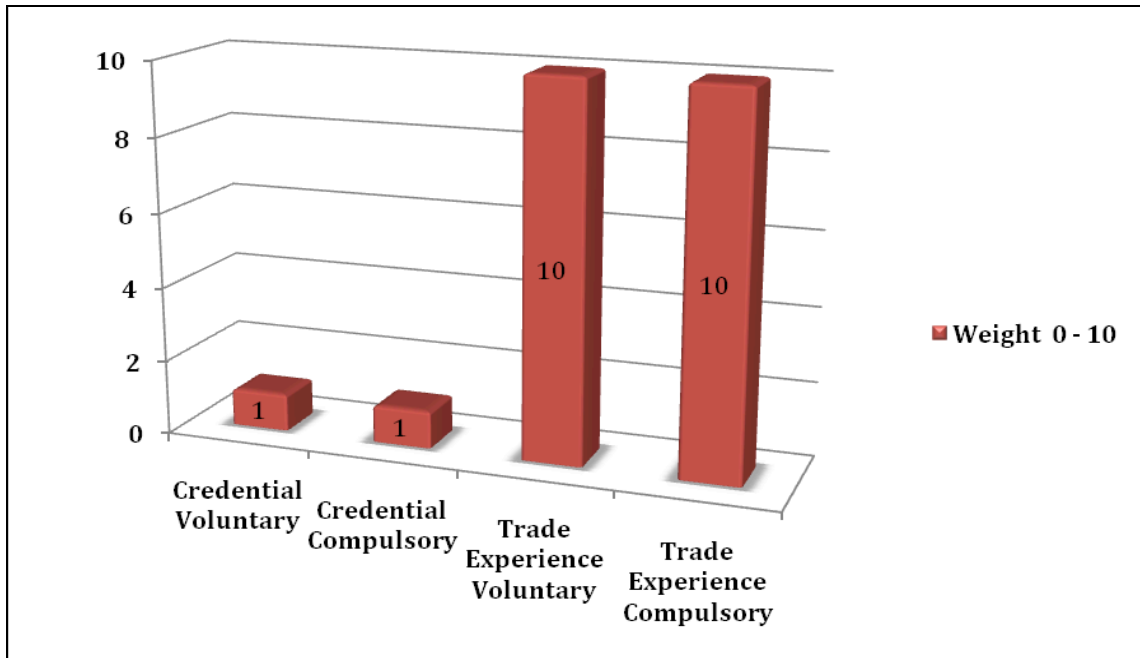
¹² <http://www.gnb.ca/0062/PDF-acts/a-09-1.pdf>

Fees

- \$250 payable before the candidate can challenge the examination (fee can be paid prior to the examination sitting or at the time of the exam sitting).

Credential and Trade Experience Impact

Chart 8 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

One of the main pressures faced by staff is the language barrier. Even though applicants may have their documents translated, they struggle with communications during the face-to-face meetings, making it difficult to understand their work history and level of skills and abilities.

Validating work experience is difficult at times, especially letters of employment from international employers. Even with Canadian employers it can be difficult to capture the trade experience and scope of work and determine if they can safely perform in the workplace.

A concern exists when NB Apprenticeship approves a Certificate of Qualification application for an individual who can't speak or comprehend English or French. These individuals cannot operate effectively in either official language, yet they've met the legislative requirements for the Certificate of Qualification application process.

RECOMMENDATIONS

Work more closely with related agencies, such as CIC and the Provincial Nominee Program.

Create a Central/Provincial assessment office.

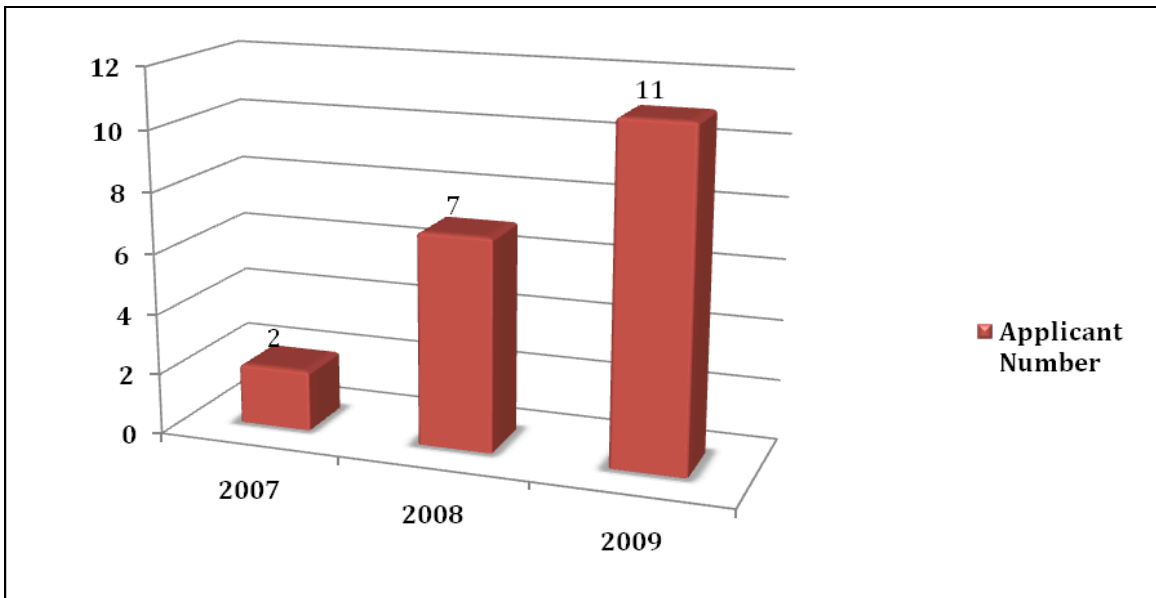


NEWFOUNDLAND AND LABRADOR Apprenticeship and Certification

FIGURES

Applicant Number (estimates)

Chart 9 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 13 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. United Kingdom 2. USA Not available	1. Electrician 2. Steamfitter - Pipefitter Not available
2008	1. United Kingdom 2. Germany 3. Cuba	1. Electrician 2. Automotive 3. Welder
2009	1. United Kingdom 2. USA 3. Australia	1. Electrician 2. Welder 3. Ironworker

PRE-ASSESSMENT

Requirements

An immigrant who has landed or not landed could make an application but they would not be offered the opportunity to write the Red Seal exam until they provided their work experience history that is signed off by a Canadian journeyman. Newfoundland and Labrador (NL) Apprenticeship would need to verify the credential and work experience as well as have the immigrant tested by an industry expert. To be tested by an industry expert, unless they can fund the assessment themselves, the applicant has to be Employment Insurance eligible to attend the Prior Learning and Assessment Recognition (PLAR) process.

If a challenger was self-employed or worked in a situation where there is no journeyman on site, NL apprenticeship would request that the applicant sign a sworn affidavit to verify their skills.

Language Assessment

NL Apprenticeship does not perform language assessments. All documentation must be translated and the applicant is responsible for the translation into French or English.

Red Seal and Provincial Certification

It is the same process for the Red Seal exams and the provincial trade exams.

CREDENTIAL ASSESSMENT

Process

NL Apprenticeship performs an initial review of documentation for authenticity and may have a face-to-face interview with the applicant if required. Through this interview NL Apprenticeship is receiving PLAR feedback from the applicant. At this point, the applicant may be advised if there is additional information required for validation purposes.

NL Apprenticeship examines the course outline and the breakdown of the courses listed on the credential. NL Apprenticeship will contact the institution where the certification came from and confirm that the certificate was issued and gather a better understanding of the program. The credential will be assessed, and if there is some commonality, credit will be awarded.

If no credit is granted, NL Apprenticeship relies on the local training institution instructor to perform an assessment over a designated period of time (generally one or two week period). This is a PLAR process that will provide credit to the challenger. Following the PLAR process, an official transcript is received from the training institution. This assessment will determine whether or not the individual has full credit (ability to perform full scope of work) or whether further training is required.

The application process is conducted by NL Apprenticeship staff, no other institutions (public or private) assist with this process. A local training institution would be engaged to perform additional PLAR testing of the applicant if required. There is no standing record of credits or accreditation of trades in NL. There is no such thing for trades, only for universities and colleges.

TRADE EXPERIENCE ASSESSMENT

Process

The first component is the completion of an application. Included in the application package is a document that the employer and journeyperson must complete to verify the applicant's trade hours that was worked with that company. The signing employer has to identify their business number. A person of authority in the company must verify the trade time.

The applicant also receives a list of competency skills, work place skills that was created by trade advisory committees. The advisory committee has identified what an individual has to complete within their field of work during a five-year period. The application requirement is that the competency skills have to be verified and signed off by a journeyperson.

Apprenticeship staff members perform a thorough reference check process with employers in the province and with international employers. NL Apprenticeship begins the verification process when all of application documentation is received. If sign-off employers were individuals that NL Apprenticeship typically works with on a regular basis, the program development officers would generally accept the employer business information as stated. If it is a new business (local), NL Apprenticeship will verify the documentation with the business. In addition, staff will make a point of contacting the journeyperson that signed off on the application. Apprenticeship staff will confirm that that person worked for that company during the time period and performed the necessary scope of work. A Trade Qualifier requires one additional year of trade time above regular apprenticeship trade time requirements (1,800 hours).

In the event that there is no journeyperson to sign off on the applicant's skills, the process does change. Apprenticeship allows individuals to sign off on their own skills under a sworn affidavit. The employer then completes the skills forms to verify the person performed the work there and has the required trade time. There may be extra steps for these applicants including a training institution instructor performing a PLAR process to assess trade skills. An approved instructor assesses challengers for a designated period of time, generally one or two week period depending on the occupation and the applicant's experience. Following the assessment period, the training institution verifies in writing confirming eligibility to write the Red Seal exam or that the candidate requires additional training. The institute will recommend the training program and duration.

As a trade qualifier, it is compulsory to complete a practical examination for four specific trades in the province of Newfoundland and Labrador. These trades are welding, cook,

machinists and hairstylist. NL Apprenticeship doesn't allow Certificate of Qualification challenges for compulsory certified occupations. The applicant has to register and work as an apprentice.

NL Apprenticeship does not have a policy or process in place to accommodate a translator. However, readers are permitted when writing the Red Seal exam. Readers are permitted with the submission of supporting documentation from a medical professional or from an educational institution. Apprenticeship staff verifies the documentation and perform the readings.

PROCESS SUMMARY

Table 14 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Application to be Examined form	Applicants must go through apprenticeship program
2. Submit Record of Work Experience form	
3. Submit list of competency skills verified and signed off by a journeyperson	
4. Submit a supporting affidavit if employer verification of hours worked and/or journeyperson verification of skills is not possible	
5. Prior Learning Assessment and Recognition (PLAR) may be requested by the Industrial Training section to be conducted at a recognized training institution	
6. NL Apprenticeship and Certification verification and approval process	
7. Successful attempt of Red Seal exam	
8. Award Red Seal certification	

Processing Time

Table 15 Percentage of time spent processing an application to Red Seal certification

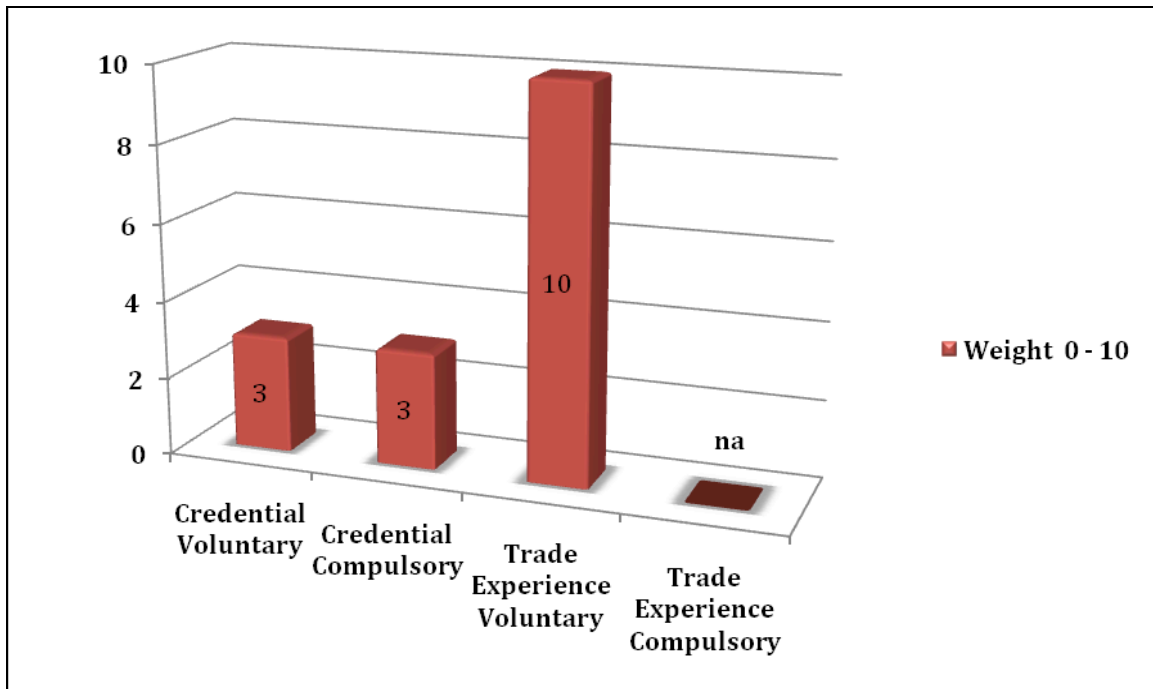
PROCESS	NL
Pre-assessment	30%
Assessment and approval	50%
Red Seal exam	20%

Fees

- \$150 payable at time of writing an Interprovincial/Provincial examination (all trades).

Credential and Trade Experience Impact

Chart 10 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

A primary issue remains with language barriers and the ability to interpret foreign documents.

For international applicants, it is difficult and very time consuming to obtain the appropriate contact, contact numbers and information, and to perform the verification process.

Applicant's expectations are high, they want their application to be processed quickly. NL Apprenticeship informs individuals that it may take three to six weeks to process an application. One of the biggest pressures is time constraint.

RECOMMENDATIONS

Perform a complete review of the existing process to determine gaps and to develop an effective process that will assist NL Apprenticeship bring more people into the province, thereby supporting industry's needs.

Ensure better coordination between Canadian jurisdictions so that the Certificate of Qualification process is consistent across the country.

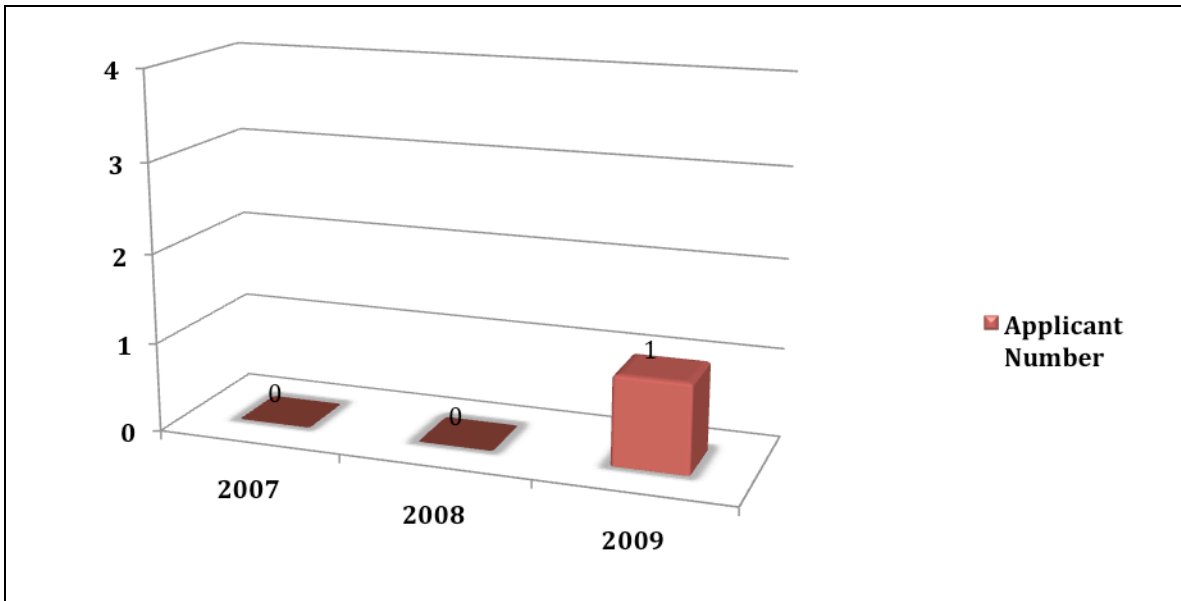


NORTHWEST TERRITORIES Apprenticeship

FIGURES

Applicant Number (actual)

Chart 11 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (actual)

Table 16 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	Not Available	Not Available
2008	Not Available	Not Available
2009	1. Denmark Not Available	1. Carpenter Not Available

PRE-ASSESSMENT

Requirements

Northwest Territories (NT) Apprenticeship doesn't ask for a work permit. The application requires a local address. NT Apprenticeship wouldn't provide an applicant the opportunity to write the Red Seal exam if they didn't live in the NT.

NT Apprenticeship would also require a letter from a certified Canadian journeyman indicating that the individual was competent in the trade, along with the application and work verification documentation.

Language Assessment

NT Apprenticeship does not provide language assessment.

Red Seal and Provincial Certification

NT Apprenticeship does not have a provincial qualifying exam for Red Seal Trades. Trade Qualifier applicants write the Red Seal exam where available; otherwise, they will write the Trade Qualification exam or final level exam. The application process is the same for either one.

CREDENTIAL ASSESSMENT

Process

NT Apprenticeship asks applicants for credentials (if available). All documentation, including credentials, must be translated and documentation has to be a certified true copy. The applicant is responsible for the translation services.

NT Apprenticeship does not perform a formal review of the credential. If credential clarification were required, NT Apprenticeship would usually refer to Alberta asking if they had experience with a particular credentialing institute. NT Apprenticeship would take the Alberta assessor's feedback and seek a letter of recommendation from a Canadian journeyman supporting that the applicant is competent.

NT Apprenticeship does not have experience with credential verification. They rely on other apprenticeship departments, divisions and commissions for credential assessments. No private agencies are involved. To date foreign applicants had enough trade experience in Canada to qualify, therefore the credential was not required.

TRADE EXPERIENCE ASSESSMENT

Process

The first step in the process is the submission of an application form and a resume. The resume is compared with the National Occupational Analysis (NOA) in an attempt to gain a better understanding of the applicant's scope of work in the trade. A letter from a

Canadian journeyman, in the same trade, is required indicating that they have worked with the applicant and he/she is competent in the trade at a journeyman level. The journeyman is signing off on the scope of work and all letters must be on company letterhead. NT Apprenticeship verifies this information with the journeyman. The application process ceases if there is no sign off by a Canadian journeyman.

Trade experience verification forms are required to record trade time with each employer. Applicants need to provide trade time that is 1,800 hours more than the required apprenticeship time for their trade. Immigrants need to work in the trade in the NT for a minimum of 12 months before they can challenge the Red Seal exam.

Random reference checks are performed with employers and the NOA is used as a guideline. Employers would be phoned if they didn't respond to Apprenticeship's email. Apprenticeship staff would go through the process of calling the employer and asking if the information submitted was legitimate. Alberta Apprenticeship and Industry Training and NT trade advisory boards support the assessment process when needed.

NT has no compulsory trades (as per the *ATOCB ACT*). There are likely many trade persons who are living and working in the NT who have foreign credentials but don't seek certification.

PROCESS SUMMARY

Table 17 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit an application form (including credentials if available) and resume	Not applicable
2. Submit letters signed off by Canadian journeymen verifying that the applicant is competent in the trade	
3. Submit trade experience verification forms (applicants must work in the trade a minimum of 12 months in the NT)	
4. NT Apprenticeship's verification and approval process	
5. Successful attempt of Red Seal exam	
6. Award Red Seal certification	

Processing Time

Table 18 Percentage of time spent processing an application to Red Seal certification

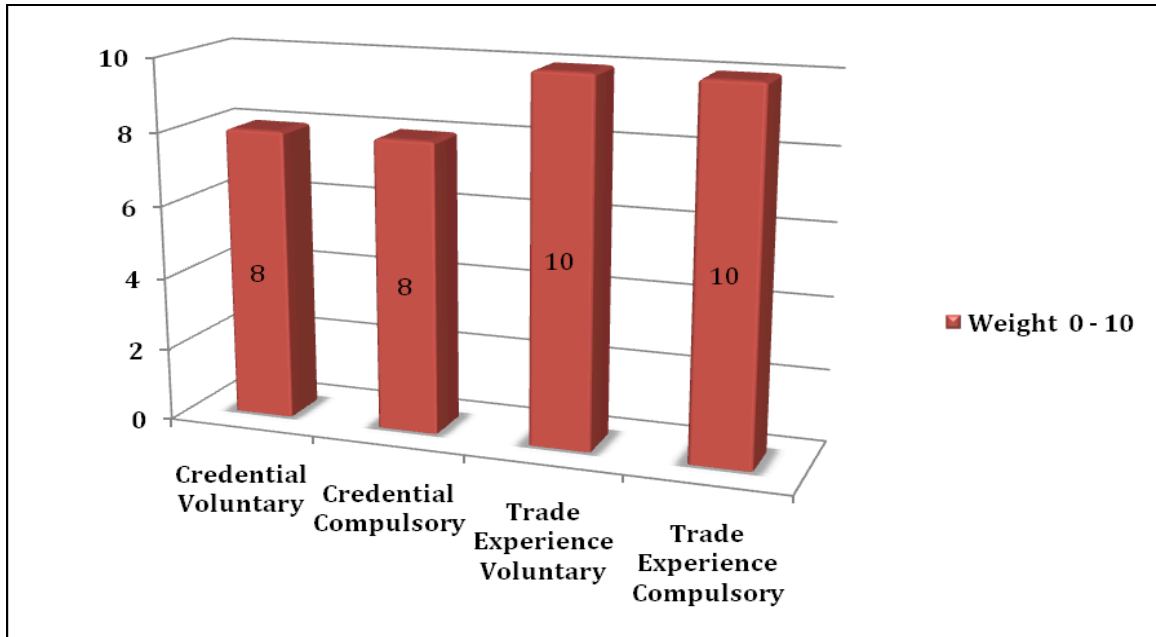
PROCESS	NT
Pre-assessment	10%
Assessment and approval	75%
Red Seal exam	15%

Fees

- No charge (current fee policy under review).

Credential and Trade Experience Impact

Chart 12 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

It is difficult to verify trade time and scope of work in a timely manner.

Human resources would be required in order to phone and interview employers in other countries. These calls would be made to determine whether the candidate has covered the scope of the trade. NT Apprenticeship would need qualified assessors to assist in the assessment process.

RECOMMENDATIONS

Ensure consistent application processes are used across Canada. Perhaps the use of a common form or template for applications could be considered at the national level.

Build a general list of criteria that would be used by assessors when verifying trade experience.

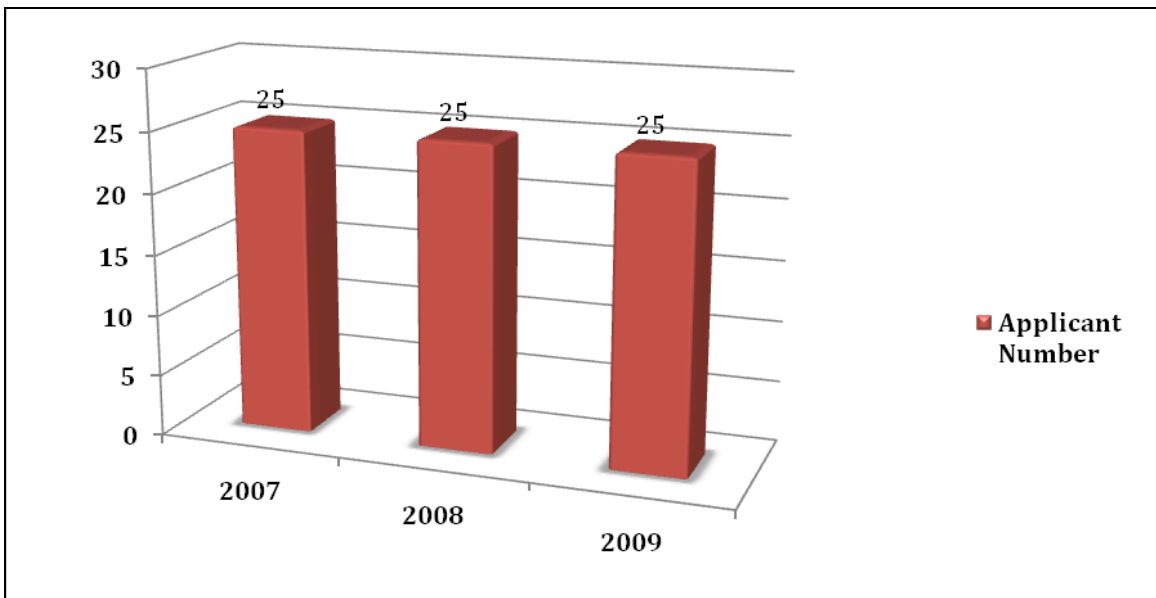


**NOVA SCOTIA
Apprenticeship**

FIGURES

Applicant Number (estimates)

Chart 13 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)¹³

Table 19 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. United Kingdom 2. Germany 3. USA	1. Automotive Service Technician 2. Powerline Technician 3. Electrician - Construction
2008	1. United Kingdom 2. Germany 3. USA	1. Automotive Service Technician 2. Powerline Technician 3. Electrician - Construction
2009	1. United Kingdom 2. Germany 3. USA	1. Automotive Service Technician 2. Powerline Technician 3. Electrician - Construction

¹³ NS Apprenticeship does not track this information in their database.

PRE-ASSESSMENT

Requirements

Nova Scotia (NS) Apprenticeship does not require applicants for examination to hold work permits or permanent resident status. Individuals can come to NS on a visitor's visa, file an application as a Trade Qualifier, get approved, write the certification examination and if they are successful, they receive a Certificate of Qualification.

Provincial legislation states that individuals must be certified or registered apprentices to work in compulsory trades in Nova Scotia. The only exception is if the Apprenticeship Training Division has issued them a temporary work permit (the Apprenticeship Trades Qualifications Act Temp Work Permit).

Nova Scotia Apprenticeship has very few immigrants applying for a Certificate of Qualification. There are an equal number that look into the certification process and are directed to a level in the apprenticeship system to gain Canadian experience and access to the in-school training.

The Government of Nova Scotia is working towards doubling the yearly number of new immigrants to the province. Assisting individuals to have their previous work and learning valued and recognized, without lowering the current standard, is important to achieve this goal.

Language Assessment

NS Apprenticeship does not provide or require a language assessment.

Immigrants, other than those who have come to Canada under a Temporary Foreign Worker Permit, have access to the services of Immigrant Settlement and Integration Services (ISIS). ISIS, along with a couple of other organizations, perform most of the language assessments.

Red Seal and Provincial Certification

NS Apprenticeship has 15 provincial trades; the vast majority of trades (50) are Red Seal trades. The same application process is used for both.

CREDENTIAL ASSESSMENT

Process

The immigrant must complete a formal application and pay a fee before writing the certification examination. NS Apprenticeship cannot charge an assessment fee since the fee schedule was written into legislation, so other than the Trade Qualifier process, they can only charge an examination fee. All documentation, including the original certified credentials, must be translated into English or French. The client is responsible for the translation cost. Certified copies of the original certification or transcript are required along with the translations.

NS Apprenticeship has two processes. One specifically for individuals who hold an international credential that is generally equivalent to a trade in Nova Scotia and the other for Trade Qualifiers from any country:

- 1) The international credential must be equivalent or generally equivalent to the credential in Nova Scotia, in both scopes of practice as well as training. NS Apprenticeship may recognize the applicant's previous training and require that they have completed the same number of hours of hands-on work in the scope of practice as an apprentice before writing the certification examination. When an immigrant has a credential that appears to be similar to the apprenticeship program they are not charged the Trade Qualifier fee of \$630. They are charged the examination fee of \$130. NS Apprenticeship will give some credit for their training program that is generally consistent with NS Apprenticeship's program. Ultimately Trade Qualifiers and immigrant applicants both have to challenge the certification examination and they both have to have completed the required hours. Some Trade Qualifiers must complete one and half times the apprenticeship hours to be eligible.
- 2) An immigrant could also come in as a regular Trade Qualifier. They may not have a credential but could provide reasonable evidence they have worked in the scope of the trade and have employer letters to back up the time. They would have to pay \$630 to write the certification examination. Trade Qualifiers typically do not have any technical training. A Trade Qualifier is a long-term practitioner who has extensive experience and hours working in the trade. They are not required to have any theoretical schooling. Trade Qualifiers must provide, where the legislation and regulations states, typically one and half times the regular term of apprenticeship.

To verify the credential, NS Apprenticeship does research on the web which is helpful to obtain an understanding about credentialing institutions, especially institutions that are recognized by state or country governments. Information typically includes an overview of the vocational training and education system. In some countries, learners complete general education in grade nine or ten and then attend vocational school. This information provides a sense of the education process within a particular country. NS Apprenticeship also tries to get an idea of the scope of practice for the trade. There are blogs and other services, such as World Education Services¹⁴ (WES), where an individual can correspond with other registrars and get information about education systems and/or individual institutions.

In every case, NS Apprenticeship sends an email asking for a verification of the credential. They have a standard letter for this process. The institution response rate to the verification letter is approximately 10%. NS Apprenticeship has had success with German institutions such as the Chamber of Commerce in Germany and with institutions in the United Kingdom. City and Guilds is the United Kingdom's main vocational education source and they will verify a credential for the applicant for a fee.

¹⁴ <http://www.wes.org/>

At times, immigrants will arrive in NS without their credentials. NS Apprenticeship has had refugees come to their office with no documentation. These refugees have worked in the trades in their home country and have the least ability to pay the Trade Qualifier fee and have the most need to be working in their field.

NS Apprenticeship will arrange face-to-face consultation with the applicant to do an informal assessment of language abilities and their trade experience. This meeting helps determine what the best course of action is for the individual. Field consultants have support from the central office; therefore, staff that are not in the Metro area have access to the same information.

NS Apprenticeship staff does all of the credential verification and validation to the best of their abilities. The credential and training must be comparable to NS apprenticeship course outlines. Contact with institutions is made on a case-by-case basis. Some of it by email, sometimes it is a phone call.

NS Apprenticeship does not have a standing record of credits or accreditation of trades, certificates or institutions. Credential verification and assessment is an informal process based on staff experience with various institutions over time.

TRADE EXPERIENCE ASSESSMENT

Process

NS Apprenticeship has a template letter that must be completed by every employer. The employer must state that the applicant is familiar with NS trade regulations and scope of the occupation, work dates and hours of work must also be indicated. The employer attests to the fact that they have read and understand the trade regulations and that they understand what the scope of the occupation is for their particular trade.

In addition, two letters of reference are required. These letters of reference are not about trade time, these are work references from qualified individuals in the trade who have worked alongside the applicant or it could be from an employer or supervisor (either must be qualified in the trade). Letters must be on the company letterhead complete with contact information.

Reference checks are performed randomly with employers and with submitted references. NS Apprenticeship doesn't check every single one, but they all remain open and the application states that references and information may be checked. It is difficult to verify with foreign employers (i.e. time zone and language barriers).

The trade letter verifies the applicant's trade time and work scope and NS Apprenticeship uses the National Occupational Analysis (NOA) as a checklist. All candidates are given the NOA, where one exists, to review prior to being approved to challenge the certification examination. Every applicant must go through the NOA checklists at the back of the document and highlight what they don't know.

With self-employed immigrants, they must sign an affidavit confirming that they understand the scope of work and that they have the hours required. Back up documentation is also required (i.e. business number, reference letters and work orders). The affidavit has to be notarized, they have sworn to this in front of a Notary of the Public or a lawyer. Self-declaration applicants must state the reasons why they cannot provide information; it could be because their employer is out of business or because they are refugees. The applicant must demonstrate that they attempted to get this information.

NS Apprenticeship will often bring in Subject Matter Experts (SME) to speak to the applicant in an informal competency conversation. This conversation is not recorded. It is a vehicle to determine if the person has a similar scope of practice and start the process of finding the appropriate intervention for the client.

Provincial legislation states that individuals must be certified or an apprentice to work in compulsory trades in Nova Scotia. The only exception is if they have been issued a temporary work permit.

PROCESS SUMMARY

Table 20 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit an application form (including credential if available)	1. Submit an application form (including credential if available)
2. Submit employer letter(s) (self-employed applicants must submit an affidavit for self-declaration)	2. Submit employer letter(s) (self-employed applicants must submit an affidavit for self-declaration)
3. Submit two letters of reference from qualified individuals	3. Submit two letters of reference from qualified individuals
4. NS Apprenticeship's verification and approval process	4. NS Apprenticeship's verification and approval process
5. Successful attempt of certification examination	5. If the individual has an employer either register them as an apprentice or issue a Temporary Permit
6. Award certification	6. Successful attempt of certification examination
	7. Award certification

Note If at any point in this process (usually at or before the verification process) it is determined that the individual is not eligible to challenge the certification examination, apprenticeship staff will work with the applicant and their employer to determine the appropriate intervention or apprenticeship level to bring the individual into the system.

Processing Time

Table 21 Percentage of time spent processing an application to certification

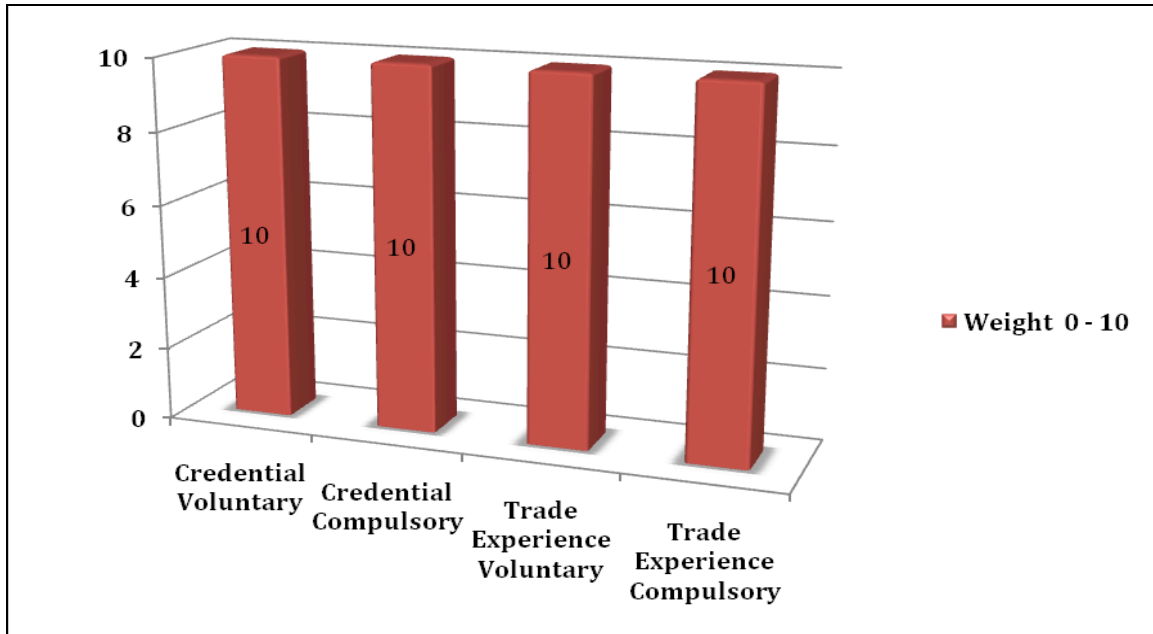
PROCESS	NS
Pre-assessment	40%
Assessment and approval	50%
Certification examination	10%

Fees

- \$130 payable before writing the certification examination (all trades with credential recognition).
- \$630 payable before writing the certification examination (all trades without credential recognition).

Credential and Trade Experience Impact

Chart 14 Impact of credential and trade experience on application approval (weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

Gain more resources to better understand and verify credentials. This is the primary challenge.¹⁵

Various time zones and language barriers make it difficult to communicate with the clients, employers and institutions.

Many immigrants are frustrated by having to go through the credential and trade verification process, especially when they are fully certified in their home country. This is particularly true of countries where the standards are equivalent or higher than in Canada.

Ensuring immigrants understand the importance of language assessment and learning the language in the workplace.

¹⁵ The Government of Australia has been compiling a data base of international credentials for 10 years and may be willing to share (sell) this information with Canada, or particular provinces.

RECOMMENDATIONS

Include practical assessments to help verify trade knowledge and skill level (i.e. Occupational Performance Standards and the Multiple Assessment Pathways projects are going in the right direction. Assess the individual not the credential).

Pooling of resources on a national level, so information and experience from territories and provinces could be consolidated for reference.

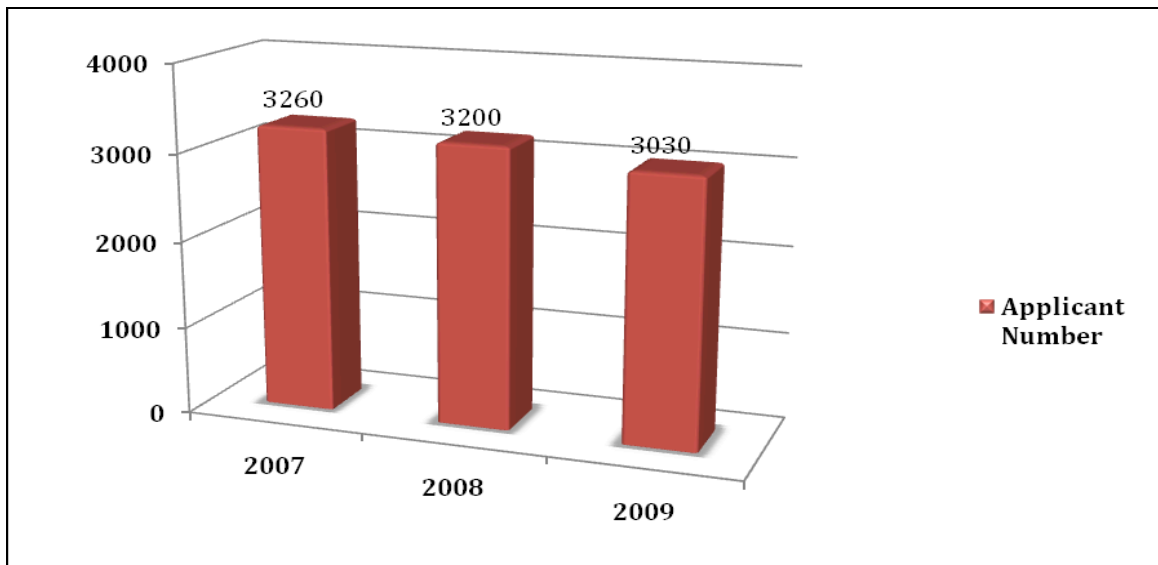
There needs to be funding for an individual's assessment available from government, the same way there is funding for training. Individual assessments are a better tool than credential assessments in that the individual could have attained a higher level of learning post credential that may not be taken into account when looking solely at their certificate. Individuals may need to register as apprentices to qualify and this assessment helps with the placement.



FIGURES

Applicant Number (estimates)

Chart 15 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 22 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. China 2. India 3. Russia	1. Electrician - Construction 2. Millwright 3. Hairstylist
2008	1. China 2. India 3. Russia	1. Electrician - Construction 2. Millwright 3. Hairstylist
2009	1. China 2. India 3. Russia	1. Electrician - Construction 2. Millwright 3. Hairstylist

Overview

Ontario has two pieces of legislation: *Trades Qualification and Apprenticeship Act* and *Apprenticeship Certification Act*, 1998. The *College of Trades and Apprenticeship Act*, 2009 will eventually replace the two Acts. There are 22 trades that are called “compulsory” or “restricted”. There are over 80 trades that are called “voluntary” or “unrestricted” which have examinations. Not all Ontario trades have examinations. Ontario participates in 47 Red Seal trades.

PRE-ASSESSMENT

Requirements

Applicants do not require a work permit or any other type of permission before applying to challenge a Certificate of Qualification examination for a trade in Ontario. Applicants do not need to be residents of Ontario. Application packages must be filled out by the applicant, however, others such as Immigration consultants can pick up an application package on behalf of their clients and assist an applicant residing in another country to fill out an application package.

A Social Insurance Number (SIN) is required for the Ontario Apprenticeship program but is not required to submit an application to challenge a Certification of Qualification examination for a trade in Ontario. Ontario Apprenticeship will provide a temporary number (SUB) in lieu of a Social Insurance Number, a database requirement, if an applicant is unable or unwilling to provide a SIN. An applicant can challenge the Certification of Qualification examination using a SUB number. It is the employer’s responsibility to ensure the employee is legally entitled to work in Canada.

If the applicant passes the examination, they will receive a letter indicating that they have passed and be issued a Certificate of Qualification for their trade. Candidates in compulsory trades may qualify for a temporary license that allows them to work for 90 days while they prepare to challenge the certification examination.¹⁶

Language Assessment

Ontario Apprenticeship does not perform language assessments. If an applicant requests assistance they may be referred to English or French as a Second Language classes or an Employment Ontario service provider.

Red Seal and Provincial Certification

Ontario Apprenticeship uses the same application process for the Red Seal and provincial examinations.

¹⁶ See Customer Service Standards
<http://www.edu.gov.on.ca/eng/tcu/employmentontario/training/servicestandards.html>

CREDENTIAL ASSESSMENT

Process

Ontario Apprenticeship does not assess an applicant's trade credentials.

There are three required documents to qualify to challenge a Certificate of Qualification examination, they include a signed and completed Application form, a signed and completed Affirmation of Skills for the trade and documentation which provides proof of experience as a skilled worker and proof of the length of time worked in the trade. This documentation is typically in the form of a letter from an employer or from unions to whose membership includes workers in the trade. Documentation related to credentials, training and education could also be included as supplementary or supporting information in the application package.

Ontario Apprenticeship does not use public and/or private agencies or credentialing assessment bodies. There is no central bank or standing record of credits in Ontario or in Canada.

TRADE EXPERIENCE ASSESSMENT

Process

The application and approval process for the Certificate of Qualification is largely paper-based but applicants are also interviewed in person or over the phone.

All documents included must be in either English or French. If any of them is in another language, they must be translated into one of these two languages and include both the translation and the document in the original language with the application. A professional translator in the applicant's home country or in Canada must do translations. Translators must be members of a recognized association of professional translators (i.e. Association of Translators and Interpreters of Ontario). Translations by anyone else are not acceptable.

An application form and the Affirmation of Skills must be completed and signed. In addition, applicants must submit proof of experience as a skilled worker and proof of the length of time worked in the trade usually in the form of original letters from current or past employers detailing the applicant's work experience. The employment letter must match the list of evidence required to confirm eligibility, such as the hours the applicant worked, specific duties and skills. The employment letters must also contain start and end dates of every position and identify all the different skills that the applicant has completed during that period of employment. The letter should be on letterhead, stamped with a company stamp or include a business card that includes the company's name, contact information and signed by a signing authority within that organization. Ontario Apprenticeship compares the work experience and scope of the trade outlined in the Apprenticeship training standard. A Certificate of Qualification applicant must be able to show that the number of hours they have worked in a trade meets the minimum standards set by industry in Ontario.

Applicants must complete an Affirmation of Skills (self-declaration) document. Every examination challenger receives a training standard (a competency based on-the-job guide) that they are required to read in order to understand the full scope of their trade in Ontario and to be aware of what they will be tested on in the examination. The Affirmation of Skills asks applicants challenging the examination to assess themselves based on their training standard and they must sign a document affirming that they have read and understood all of the required skills listed.

As part of the Certificate of Qualification process, staff meet with the applicant to ensure they are applying for certification in the trade that best matches their work experience, they know the number of hours required in their trade, review the application process, review the training standard and to answer any questions the applicant may have about the application process. If needed, Ontario Apprenticeship may suggest that the client bring a translator for the face-to-face meeting.

Without any documentation to prove work experience and knowledge of the skills of the applicant's trade, ministry staff cannot approve the applicant to challenge the Certificate of Qualification examination. Applicants must make every possible effort to collect evidence of their workplace experience including contacting Service Canada for Records of Employment or T4 documents.

If an applicant cannot obtain documents that provide evidence of work or experience in a trade, for reasons beyond the applicant's control, such as being a refugee, a refugee claimant or having immigrated to Canada from a war-torn country, the application must include: a signed and completed Application for Certificate of Qualification form, a signed Affirmation of Skills form, confirmation of the applicant's status from Canada's Immigration and Refugee Board or Citizenship and Immigration Canada (whichever applies) and a written explanation of why documentation of trade skills and work experience is not available.

Employers may be contacted or phoned to verify the information in the employment letters. Reference checking is typically done through email, phone and at times with a letter. In the last six years the volume of applications has increased. Ontario Apprenticeship staff occasionally has had challenges verifying documents and determining document authenticity.

Reference checking can be challenging. Ontario Apprenticeship has introduced an assessment framework in 2010. There are three questions that make up the framework. If the answer to one of the questions is "no" then staff are required to verify an application package:

1. Does the evidence provided match the list of evidence required to confirm eligibility? (appropriateness)
2. In your judgement, does the evidence demonstrate the required work experience? (appropriateness)
3. In your judgement, is the evidence believable? (credibility)

Additionally, for all compulsory trades letters of support for a Certificate of Qualification application need to be directly validated with the employer where all of the following apply:

- The trade experience occurred more than five (5) years ago.
- The employer letter is not corroborated by any other documentation.
- The letter copies almost verbatim the skills and time that are required for the trade.

If an application for Certificate of Qualification is approved, a temporary license valid for 90 days is provided allowing the individual to work until they can write the examination.

No other agencies or institutions are used for the verification of trade experience; this work is done in-house. Toronto is the only office, out of 25 Ontario offices, where a Certificate of Qualification applicant can write the examination as a walk-in client. As a walk-in client in Toronto, it is possible for an applicant with a complete application package, to have their package assessed in the morning, and if approved, write the examination in the afternoon. The Toronto office permits writing of the examination without an appointment. Applicants require scheduled appointments everywhere else in Ontario to write the examination.

Ontario Apprenticeship permit challengers to have a translator, interpreter or reader present when writing the examination. These individuals do not have to be a professional translator but they must apply and be accepted by ministry staff. The translator, interpreter or reader has to complete an application and sign an oath. A translator, interpreter or reader must not be working or have been educated in the trade or in a related trade. Dictionaries are also provided for examination candidates, if requested.

PROCESS SUMMARY

Table 23 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Certificate of Qualification Application form	1. Submit Certificate of Qualification Application form
2. Submit Affirmation of Skills form	2. Submit Affirmation of Skills form
3. Submit letters from employers or supporting documentation if self-employed or if employer is unavailable for contact/verification	3. Submit letters from employers or supporting documentation if self-employed or if employer is unavailable for contact/verification
4. Ministry of Training, Colleges and Universities verification and approval process	4. Ministry of Training, Colleges and Universities verification and approval process
5. Successful attempt of examination	5. Receive temporary license (valid for 90 days) for employment
6. Award certification	6. Successful attempt of examination
	7. Award certification

Processing Time

Table 24 Percentage of time spent processing an application to certification

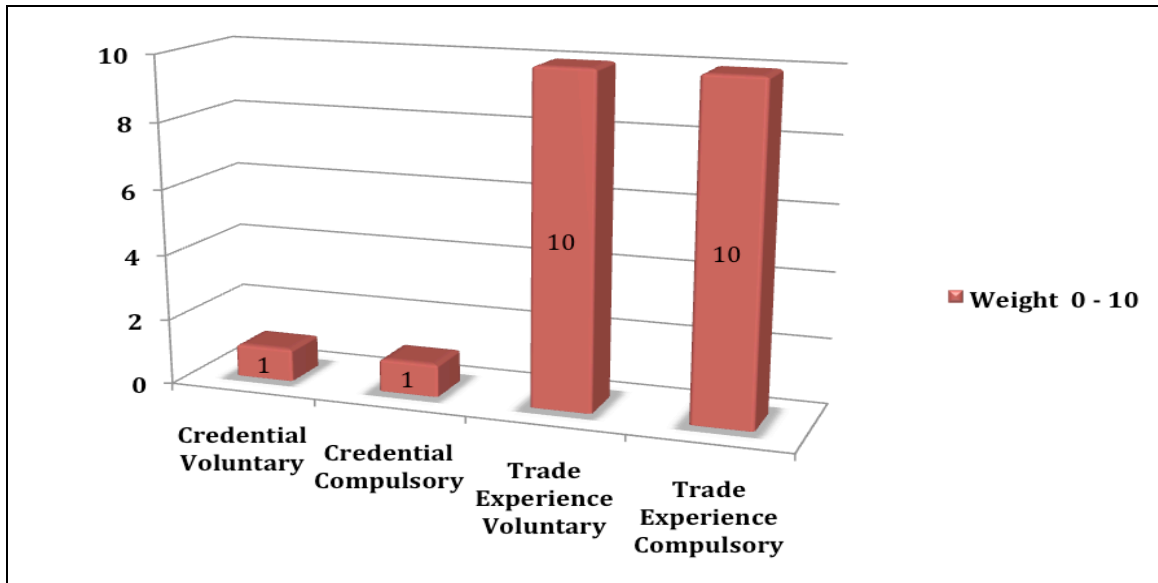
PROCESS	ON
Pre-assessment	30%
Assessment and approval	60%
Certification exam	10%

Fees

- \$100 payable at the time the exam is scheduled (all trades).

Credential and Trade Experience Impact

Chart 16 Impact of credential and trade experience on application approval



SYSTEM PRESSURES

The potential for fraudulent documentation is a pressure in some offices in Ontario.

Volume of applications is another pressure for Ontario. Large volumes of applications is a consequence of Ontario being the destination for half of all new immigrants to Canada, many of whom seek to challenge the Certificate of Qualification, and in part because there is no cost to apply for the Certificate of Qualification in Ontario.

The large urban offices are sometimes faced with demanding clientele who often expect immediate approval. There is a level of expectation, intensity and urgency by applicants, who need to work to support their family. It is difficult for staff members dealing with difficult clients.

Having sufficient time to assess an application package can be an issue, especially in high volume offices such as Toronto, particularly because applicants expect one-day service.

Language barriers with applicants and employers create communication challenges particularly when verifying an applicant's documentation and trade experience.

RECOMMENDATIONS

Provide training for staff (i.e. assessment, identifying fraud and dealing with difficult clients).

Incorporate the appropriate staffing resource mixes in the offices to support the volume of work that is coming in to the office.

Introduce interpretive services for applicants who don't speak English or French.

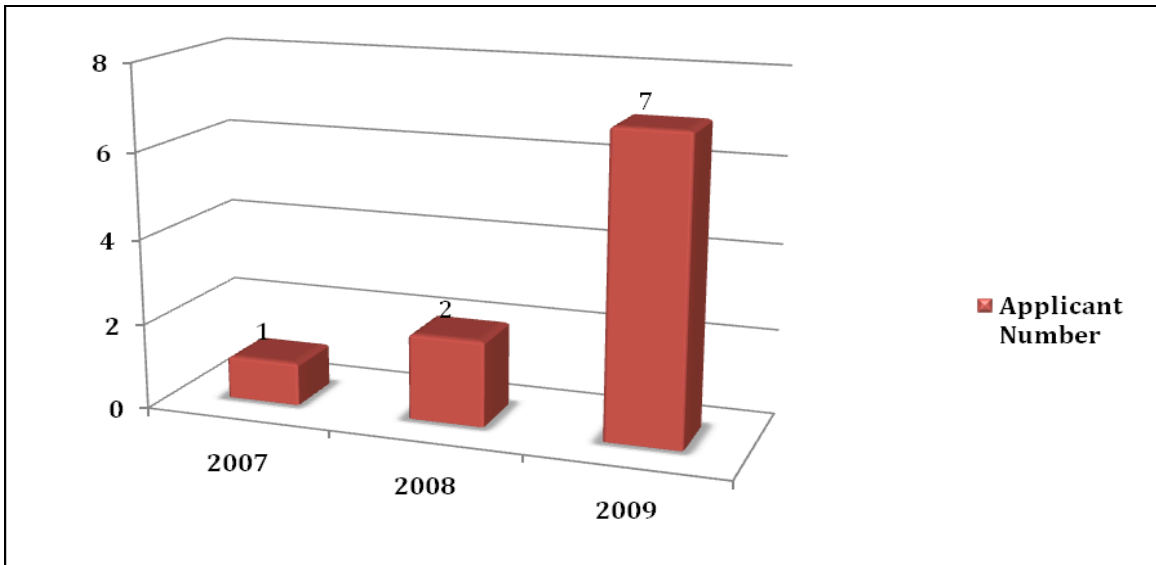


PRINCE EDWARD ISLAND Apprenticeship, Training and Certification

FIGURES

Applicant Number (actual)

Chart 17 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (actual)

Table 25 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. United Kingdom Not Available	1. Electrician Not Available
2008	1. United Kingdom 2. Beirut Not Available	1. Automotive Service Technician 2. Machinist Not Available
2009	1. Iran 2. Sri Lanka 3. United Kingdom	1. Automotive Service Technician 2. Plumber 3. Machinist

PRE-ASSESSMENT

Requirements

The foreign trained worker has to be living and working in Prince Edward Island (PE) and they must have a SIN. Many immigrants with trades background pickup application forms and inquire about the requirements for a Trade Qualifier. They may have permanent status or still be waiting approval.

To be a Trade Qualifier in PE, an applicant needs a licensed journeyperson to sign off verifying that the applicant is competent in the trade. These industry representatives help verify the competencies of foreign trained workers.

Language Assessment

PE Apprenticeship does not perform language assessments for applicants.

Red Seal and Provincial Certification

PE Apprenticeship uses the identical process for both exams. There is only one provincial trade in PE, Service Station Mechanic.

CREDENTIAL ASSESSMENT

Process

An application package has to be completed in English and applicants are responsible for the cost.

PE Apprenticeship does not place much weight on the applicant's credential. The credential is accepted as part of the application but it is not a requirement of the application process. PE Apprenticeship staff members do not have the expertise to verify international programs or credentials. The full weight on a Trade Qualifier application lies on trade experience.

TRADE EXPERIENCE ASSESSMENT

Process

A Trade Qualifier must submit an application package complete with an employer declaration form. The employer must complete and sign the document. PE Apprenticeship will also accept a letter from the employer.

The employer declaration form is used to obtain information such as occupation, start and end date of employment (if applicable), total number of hours, and the employer must sign the document. The declaration form is customized for each trade. A Trade Qualifier must have one-year (2,000 hours) trade time beyond apprenticeship training. For example, if an apprentice needs 8,000 hours for a particular trade, then a Trade Qualifier requires 10,000 hours.

Apprentice staff members have a face-to-face interview/meeting with everyone that applies as a Trade Qualifier. Apprenticeship staff completes all of the verification and assessment process. There is no support from outside agencies or institutions.

For compulsory trades, immigrants need to sign up as an apprentice and work three to six months in the province. Even if the applicant has complete trade time, they must sign up as an apprentice because it is a compulsory trade. After the three to six-month period, the employer/journeyperson signs off indicating that the individual is competent in all areas of the trade and then the applicant can write the Red Seal exam. PE has not had any Trade Qualifiers challengers for the non-compulsory trades.

PE Apprenticeship calls every employer to verify the applicant’s trade time but they do not always call the journeyperson who signs off. Apprenticeship will call the actual person who did the sign offs if there are discrepancies in the application documentation package. If there is no journeyperson to sign off on the tasks the application is denied. The application process is the same for compulsory and non-compulsory trades.

Translators for the Red Seal exam are permitted as per the national policy. However, PE has not had any requests to date. If a candidate requests a reader for the Red Seal exam, and meets the requirements as outlined in the Red Seal policies, then PE Apprenticeship provides a reader.

PROCESS SUMMARY

Table 26 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Trade Qualifier application form	1. Submit Trade Qualifier application form
2. Submit Employer Declaration forms for trade time and work experience history (employer letter will also be accepted)	2. Register as an apprentice and work in the trade for a minimum of 3 to 6 months until a journeyperson signs off on the applicant’s competency
3. Submit journeyperson letter signing off on the applicant’s competency in the trade	3. Submit Employer Declaration forms for trade time and work experience history (employer letter will also be accepted)
4. PE Apprenticeship verification and approval process	4. Submit journeyperson letter signing off on the applicant’s competency in the trade
5. Successful attempt of Red Seal exam	5. PE Apprenticeship verification and approval process
6. Award Red Seal certification	6. Successful attempt of Red Seal exam
	7. Award Red Seal certification

Processing Time

Table 27 Percentage of time spent processing an application to Red Seal certification

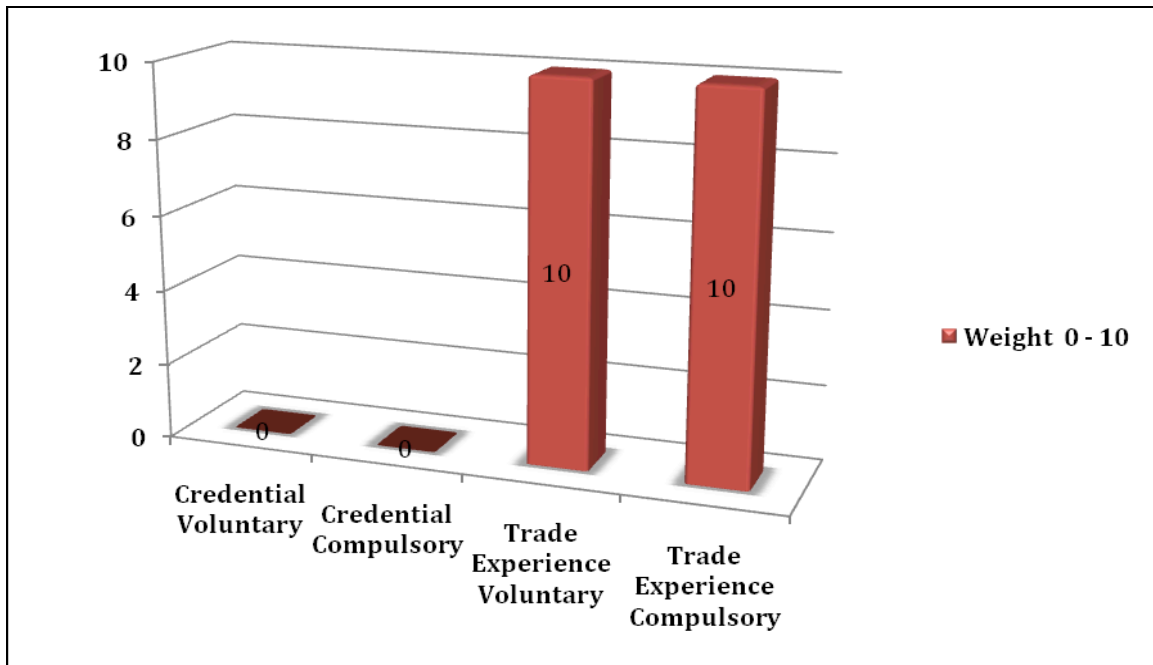
PROCESS	PE
Pre-assessment	10%
Assessment and approval	40%
Red Seal exam	50%

Fees

- \$50 payable at the time of writing the Red Seal exam (all trades).

Credential and Trade Experience Impact

Chart 18 Impact of credential and trade experience on application approval (weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

At times it is difficult for an applicant to find an acceptable journeyman to sign off on their skills level. PE Apprenticeship policy requires that a journeyman must sign off on a Certificate of Qualification application.

Language barriers are an issue. Getting through the application and assessment process with a language barrier is difficult, and more importantly, it is difficult for that applicant to communicate in the workplace.

The trade competencies vary from country to country making it hard to verify work experience and the scope of the trade. Different time zones also hamper efforts in contacting employers to verify trade experience for the applicant.

RECOMMENDATIONS

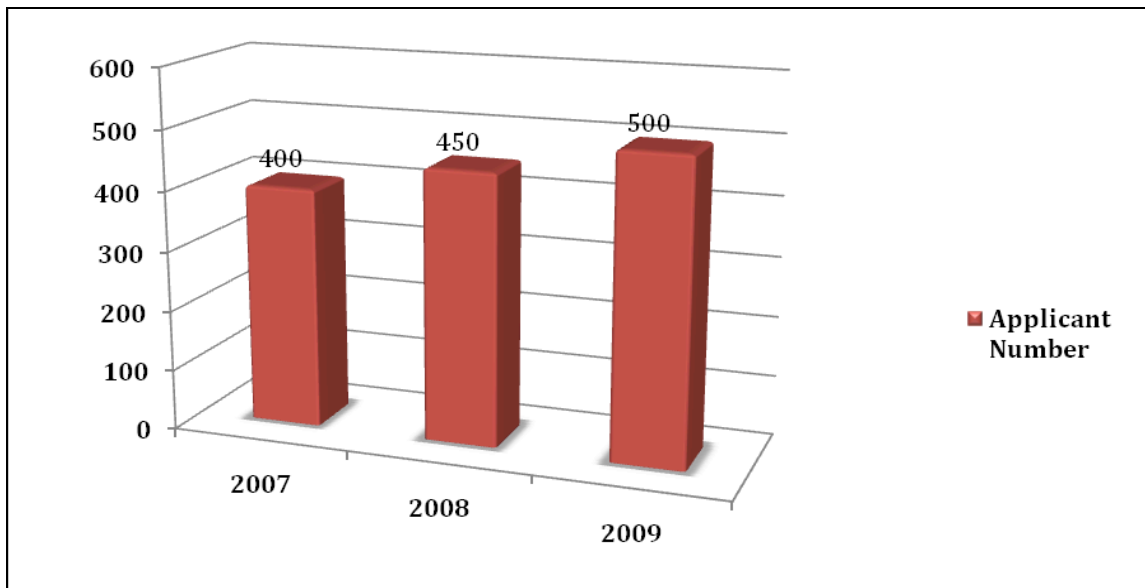
Examine commonalities between jurisdictions to see if a common process template could be adopted at a national level.



FIGURES

Applicant Number (estimates)

Chart 19 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 28 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. France 2. Algeria 3. Romania	1. Carpenter 2. Electrician 3. Pipefitter
2008	1. France 2. Algeria 3. Romania	1. Carpenter 2. Electrician 3. Pipefitter
2009	1. France 2. Algeria 3. Romania	1. Carpenter 2. Electrician 3. Pipefitter

¹⁷ All of the information in the CCQ section pertains to the Provincial Certification (not Red Seal Certification) of compulsory construction trades in Québec.

PRE-ASSESSMENT

Requirements

To challenge the Red Seal exam in Québec (QC), immigrants must first obtain provincial certification. Immigrants must also have a work permit to obtain a provincial certificate and they must be living in QC.

Language Assessment

Commission de la construction du Québec (CCQ) does not perform language assessment for clients.

Red Seal and Provincial Certification

CCQ manages only the provincial certification relative to the construction trades in QC. Individuals interested in gaining Red Seal certification are referred to Ministère de l'Emploi et de la Solidarité sociale (MESS).

CREDENTIAL ASSESSMENT

Process

The following information is for QC's provincial certification process, not for the Red Seal certification process. MESS is responsible for the Red Seal Certification process.

CCQ does not assess or verify credentials for provincial certification. If an applicant has a foreign credential, CCQ refers them to the Ministère de l'immigration et des communautés culturelles (MICC)¹⁸. MICC sets the level of equivalency for diplomas. MICC will ask for the documents to be translated by a certified translator.

MICC will determine whether or not the diploma is equivalent to a level five post-secondary school. They will provide a letter indicating the diploma equivalency towards provincial certification.

TRADE EXPERIENCE ASSESSMENT

Process

MESS manages the Red Seal exam process. CCQ manages the provincial certification process for the Construction Industry Trades. The Red Seal designation is not mandatory in Québec. The provincial certification is mandatory.

Anyone interested in obtaining QC provincial certification in a trade must go to a high school or technical school to obtain a trade specific diploma. With the diploma, individuals can seek employment in the industry and register as an apprentice. Depending on the trade, they will have a period of apprenticeship to obtain the required hours. Having a diploma and the trade hours, the apprentice can write the provincial exam (pass

¹⁸ <http://www.immigration-quebec.gouv.qc.ca/en/education/comparative-evaluation/index.html>

mark 60%). After they pass the exam they become a certified provincial tradesperson. If the individual decides they want to challenge the Red Seal exam they must go to the MESS with their QC provincial qualification card before they can write the Red Seal exam (70% pass mark).

An immigrant has to go through the provincial certification process. CCQ requires letters of employment from the immigrant complete descriptions of the work tasks and the number of hours acquired per year. Monetary proof is required to demonstrate that they have been paid to do this work. If they have enough relevant trade hours and letters of employment, CCQ will let them write the provincial exam. Letters of employment have to be on official letterhead. If something doesn't seem right CCQ will call the employer.

If an immigrant has sufficient and relevant work experience they may have access to the provincial exam providing they:

1. Supply proof that they are at least 16 years of age.
2. Supply their Social Insurance Number and home address.
3. Provide evidence of trade time and trade experience through letters of employment.
4. Present their certificate for having passed the course *Santé et sécurité générale sur le chantier de construction*.
5. Pay the examination fee.

Only a very small percentage of individuals, immigrant or non-immigrant, write the Red Seal exam. In some provinces employees seek Red Seal designation for mobility and for higher compensation. The Red Seal designation does not make any difference in QC. If someone arrives to QC with a Red Seal certificate, CCQ will recognize their qualifications as equivalent to the provincial certification. The individual needs to pay an administration fee and obtain the provincial certification in order to work in QC.

The provincial exam is administered in French and English. The applicant can have a reader but not a translator. Red Seal exams are in French or English. Non-French or Non-English speaking/reading challengers cannot pass the exam because they are not allowed to bring a translator.

PROCESS SUMMARY

Table 29 Provincial Certificate Process - Major milestones

Voluntary Trades	Compulsory Trades
Not applicable (Ministère de l'Emploi et de la Solidarité sociale's responsibility)	1. Attend a high school or technical school to obtain a trade specific diploma
	2. Secure employment
	3. Submit an apprentice registration form
	4. Work in the trade to obtain trade time and scope of work
	5. Submit trade verification forms, letters of employment and diploma
	6. CCQ's verification and approval process
	7. Successful attempt of provincial exam
	8. Successful attempt of Red Seal exam (MESS administers Red Seal process)
	9. Award Red Seal Certification (MESS administers Red Seal process)

Processing Time

Table 30 Percentage of time spent processing an application to provincial certification

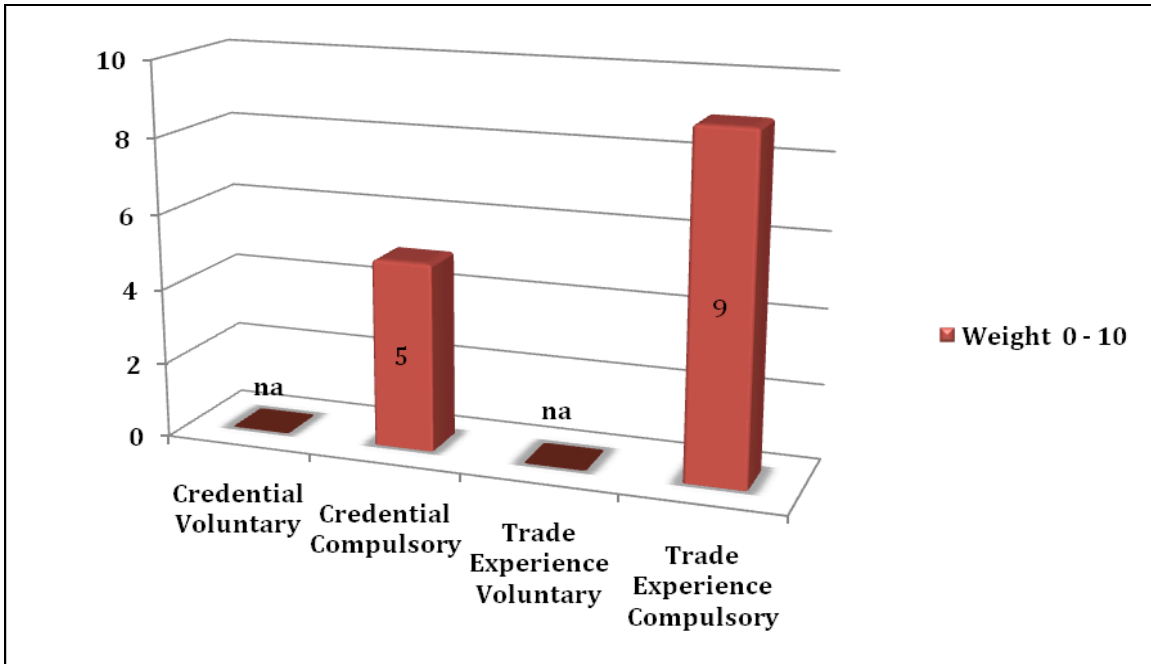
PROCESS	QC - CCQ
Pre-assessment	30%
Assessment and approval	50%
Red Seal exam	20%

Fees

- \$100 payable upon registration to write the CCQ provincial exam.

Credential and Trade Experience Impact

Chart 20 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

CCQ finds it difficult to validate documentation for the application because of language barriers and because trade scopes are different from other countries.

The time to process a claim with an immigrant is greater because of communication issues, availability of information and documentation, and inability to contact previous employers.

RECOMMENDATIONS

A sector committee is currently comparing Red Seal certification to QC's provincial certification. Perhaps these certificates may be seen as equivalent; therefore, an immigrant would only need to complete the QC provincial exam in order to receive Red Seal designation.

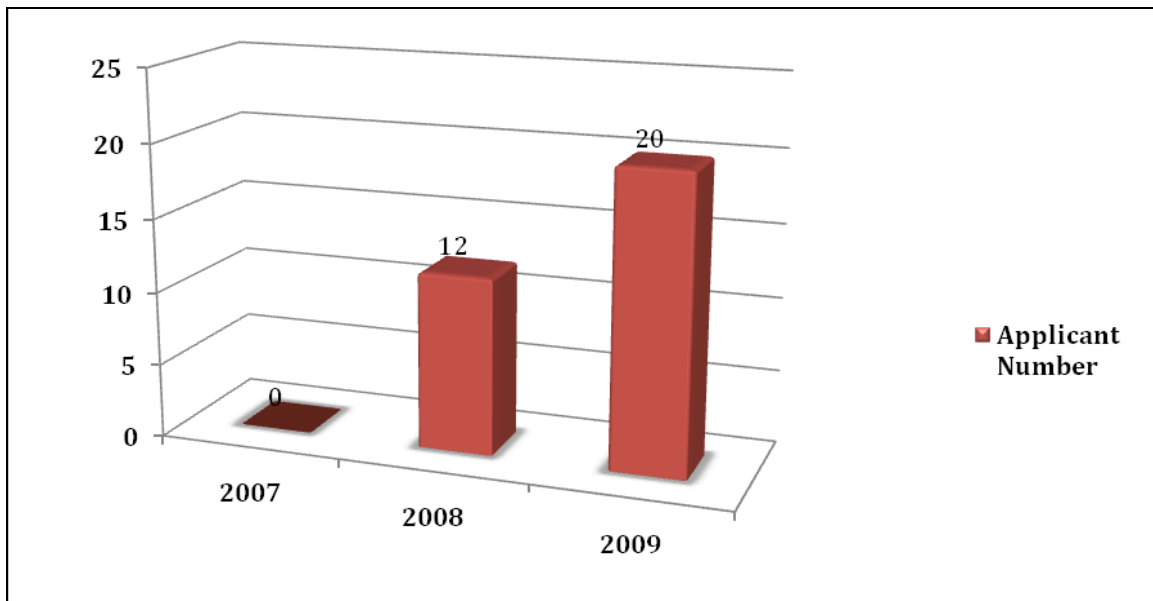
Obtain language services to help immigrant clients with translations.



FIGURES

Applicant Number (estimates)

Chart 21 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 31 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	Not Available	Not Available
2008	1. Algeria 2. Morocco 3. Tunisia	1. Electrician - Industrial 2. Operating Engineer 3. Refrigeration Technician
2009	1. Algeria 2. Morocco 3. Tunisia	1. Electrician - Industrial 2. Operating Engineer 3. Refrigeration Technician

¹⁹ Information contained in the MESS section only pertains to regulated trades. The only exception is non-regulated trade information found under the Voluntary column in Table 32, p. 69.

PRE-ASSESSMENT

Requirements

Quebec (QC) Ministère de l'Emploi et de la Solidarité sociale (MESS) has very few individuals that challenge the Red Seal exam. All tradespersons working in QC must do so with the provincial certificate that is obtained through an apprenticeship program. All tradespersons in QC must have their provincial certificate in order to work. The provincial apprenticeship program requirements include:

1. Obligatory courses taken through training institutions, whose courses have been previously approved by MESS.
2. The minimum number of trade hours.
3. The apprenticeship guide signed by a journeyman in their trade.
4. Successful completion of the provincial certification exam.

Immigrants need to find employment, register as an apprentice and challenge the QC provincial certificate. They cannot challenge a Red Seal exam without having the QC provincial certificate. In addition, an immigrant cannot challenge the Red Seal exam or the QC provincial exam until the trade guide is completed and verified. The trade guide lists specific work tasks and a journeyman has to attest that the immigrant can perform these tasks.

If an immigrant is self-employed, they must find a journeyman who will sign the trade guide providing the applicant meet the requirements. An individual would not be able to operate a shop in Québec without a provincial certificate.

Language Assessment

QC MESS does not perform language assessment for Provincial or Red Seal applicants.

Red Seal and Provincial Certification

QC provincial exam must be written first (60% pass mark). Once completed, the applicant can write the Red Seal exam (70% pass mark).

CREDENTIAL ASSESSMENT

Process

The candidate applies for credential recognition at the Centre Administratif de la Qualification Professionnelle (CAQP). CAQP transfers the request to QC MESS, at which point they analyze the request. If further information is needed, CAQP is asked to gather the missing information from the applicant. It is the applicant's responsibility to find the information and transmit it to the CAQP who will then transmit it back to DQR-MESS.

A credential may provide credit towards obligatory courses that are required for the provincial certificate. It may also be used to help determine work experience as found in

the trade guide. The credential and all other documentation have to be translated by a member of the Québec Order of Translators. The applicant would pay for this service.

QC MESS requests a syllabus or course descriptions for the submitted credential. QC MESS doesn't contact the credentialing institution directly. They would perform very informal research through the Internet to determine if the course content will provide the applicant credit towards the obligatory courses required for the provincial program. At times, QC MESS staff members perform basic research of the credential and the institution. No outside agency or institutions assist QC MESS with the credential verification process.

There is an agreement that was signed in 2009 with France. This agreement recognizes qualifications between QC and France. Specific diplomas from France have been matched with QC's qualification certificates. A person who has the appropriate diploma will be exempted from apprenticeship and may directly receive the applicable provincial qualification certificate. If the candidate's courses do not completely align with QC's provincial program, the Québec-France agreement stipulates that the French candidate must complete specific courses or gain more hours in the trade. These applicants must also sign up as an apprentice and have sign-off on the apprenticeship guide before they can challenge the provincial exam and the Red Seal exam.

The standing record takes the form in a procedure manual. This manual is used by the CAQP when processing credential recognition requests. If a candidate requests a recognition that is not in the procedure manual, the recognition request is sent to QC MESS.

TRADE EXPERIENCE ASSESSMENT

Process

The first step for an immigrant is to seek and secure employment. The applicant then needs to complete an application form to register as an apprentice in the province. The immigrant is required to complete QC provincial certification before they can apply to challenge the Red Seal exam.

The applicant is required to complete, or have completed, the mandatory training courses for their particular trade. These mandatory training courses can be taken at a training institution in QC who has been pre-approved by QC MESS. If an applicant has a diploma from France that has been matched with Québec qualification certificates, this individual would be exempt from apprenticeship training and they would obtain the applicable qualification certificate.

The applicant must also complete a trade guide that contains a list of skills that the tradesperson must possess. The completed trade guide must be signed off by a qualified and certified tradesperson indicating that the applicant has met all of the requirements listed in the guide.

QC MESS seeks employment letters from applicants. These letters contain details such as hours worked in the trade, specific skill set attained, start and end dates of every position and a detailed description of their job duties. The employment letters must be on official company letterhead. It is important to note that all applicants are required to verify a specific number of hours for their particular trade and they must have worked the full scope of the trade as specified in the trade guide.

QC MESS does not contact every employer to verify the employment letters and they do not verify the trade guide with the individual's direct supervisor (employer). The trade guide verification is done by the qualified tradesperson that signed off on the applicant's skill set. QC MESS does not verify the apprenticeship guide with the tradesperson that signed off on the applicant's skill set. However, a summary sheet of the guide with the tradesperson's and employer's signature is sent to the CAQP and kept in the applicant's file.

If an immigrant wants to be a self-employed tradesperson, they must contact a journeyperson in their trade who can sign-off their apprenticeship guide. Some journeypersons are employed at the training schools and are available for assessment and validation of their trade skills. These journeypersons spend time with the self-employed applicant to verify their skills and abilities and sign off the trade guide, if the applicant meets the requirements. An individual would not be able to operate a shop in Québec without a provincial qualification certificate and other applicable licenses (i.e. Licence d'entrepreneur de la Régie du bâtiment du Québec).

The QC Provincial and Red Seal exams are available in French and English. The applicant cannot use a translator. In Québec, there is a law governing language at work (French only). If the immigrant's language skills are not good enough in French or English, they will not be successful with the QC Provincial or Red Seal exam.

PROCESS SUMMARY

Table 32 Certificate of Qualification Process - Major milestones

Voluntary Trades (non-regulated)	Compulsory Trades
1. Secure employment	1. Secure employment
2. Register as an apprentice	2. Register as an apprentice
3. Complete a trade guide and have sign-off by journey person	3. Complete a trade guide and have sign-off by journey person
4. Receive the certification (automatic when the guide is completed, no exam)	4. Complete, at least, the minimum number of hours (credential may offset some of the hours)
5. Register to write the Red Seal exam	5. Complete obligatory training courses (credential may offset some of the hours)
6. Successful attempt of Red Seal exam	6. QC MESS verification and approval process
7. Award Red Seal exam	7. Successful attempt of QC provincial exam
	8. Award QC provincial certification
	9. Successful attempt of Red Seal exam
	10. Award Red Seal certification

Processing Time

Table 33 Percentage of time spent processing an application to Red Seal certification

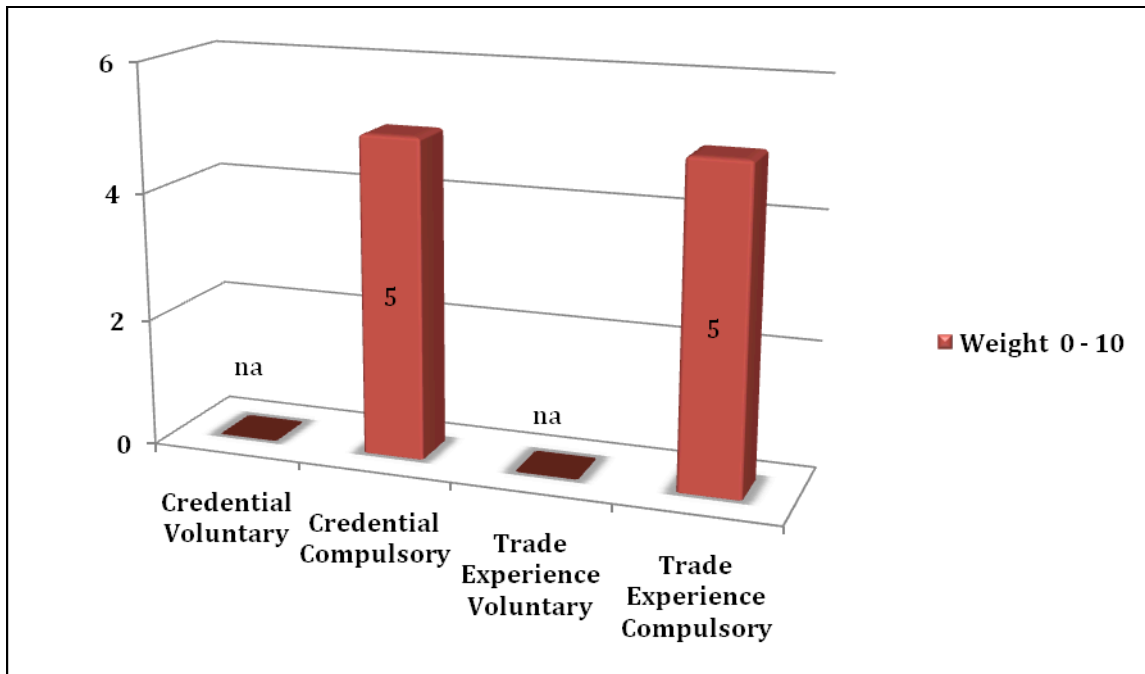
PROCESS	QC - MESS
Pre-assessment	25%
Assessment and approval	50%
Red Seal exam	25%

Fees (regulated trades only)

- \$102 payable with the submission of recognition request to CAQP and must be done simultaneously with registration to the apprenticeship program.
- \$51 payable with the annual renewal of apprenticeship certificate.
- \$102 payable to write the Provincial qualification exam and issuing the qualification certificate.
- \$102 payable to write the Red Seal examination and issuing the Red Seal certificate.

Credential and Trade Experience Impact

Chart 22 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

Immigrants must go through an extensive process before they can challenge the Red Seal exam:

1. Secure employment.
2. Register as an apprentice.
3. Complete a trade guide and have sign off by journeyperson.
4. Complete, at least, the minimum number of hours (credential may offset some of the hours).
5. Ensure they have all obligatory courses (credential may offset some of these courses).
6. Write and pass QC provincial exam.
7. Write and pass the Red Seal exam.

Some applicants are frustrated because they need to find employment and register as an apprentice before challenging the provincial exam or the Red Seal exam. This is seen as a step backwards, decrease in status.

RECOMMENDATIONS

Find some way to support completion of the trade guide. Have some external person who can testify. QC MESS wants to have a list of journeypersons that could assist applicants.

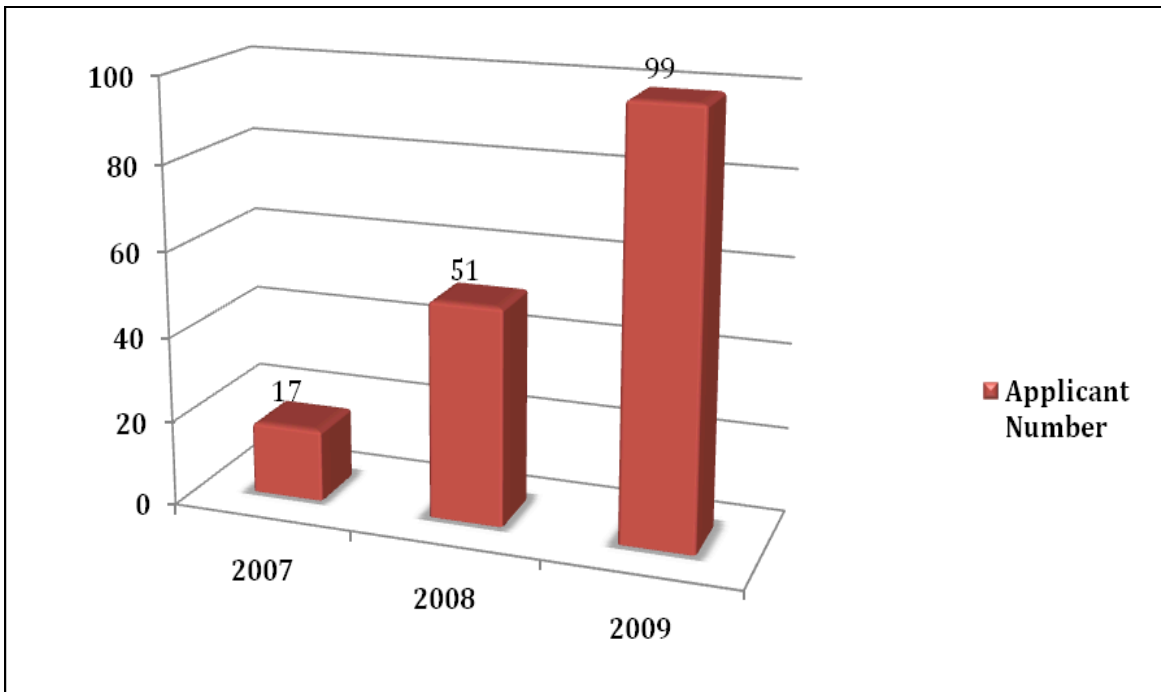


**SASKATCHEWAN
Apprenticeship and Trade Certification Commission (SATCC)**

FIGURES

Applicant Number (actual)

Chart 23 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (actual)

Table 34 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. Philippines 2. United Kingdom 3. Ukraine	1. Electrician 2. Welder 3. Plumber
2008	1. India 2. Philippines 3. Ukraine	1. Electrician 2. Hairstylist 3. Welder
2009	1. Philippines 2. Ukraine 3. Germany	1. Electrician 2. Welder 3. Plumber

PRE-ASSESSMENT

Requirements

Anyone who is not a Canadian citizen or a permanent resident who wishes to work in Canada needs to be authorized to do so. Depending on the nature of the activity, in some cases the person is authorized to work by virtue of the *Immigration and Refugee Protection Act* and *Regulations* themselves. But in most cases, he or she will need to obtain a work permit from Citizenship and Immigration Canada to work legally in Canada.²⁰ Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) requires proof from internationally trained workers that they are authorized to work in Canada.

SATCC works with internationally trained workers at all stages of the application process including prior to their arrival to Canada. The pre-assessment is a non-structured type of review of the information that is required for the application. If the internationally trained worker has not arrived in Canada, SATCC would explain the process to the applicant and forward the documentation required for the application. Approximately half of the internationally trained worker applications are from abroad and the remaining are from those who have arrived in Canada.

A few non-compulsory trades have additional training requirements before an applicant can challenge the Red Seal exam. An upgrader course must be taken for the following non-compulsory trades prior to writing the Red Seal exam: carpenter, powerline technician and insulator. Internationally trained workers who have permanent resident status can have a pre-assessment done to determine eligibility to challenge the Red Seal exam.

Compulsory apprenticeship trade applicants must register their application with SATCC and work a minimum of one year (1,800 hours) before they can challenge the Red Seal exam. As a Hairstylist, the internationally trained worker would need to register their application with the SATCC and obtain a Learner's Certificate before working in the trade.

Language Assessment

The SATCC has no formal process for language assessment. The SATCC may refer the internationally trained worker to various language services such as the Open Door Society, University of Regina, University of Saskatchewan, Saskatchewan Institute of Applied Science and Technology and new provincial welcoming centres called Regional Newcomer Gateways.²¹

²⁰ <http://www.cic.gc.ca/english/information/applications/guides/5487E2.asp>

²¹ <http://www.saskimmigrationcanada.ca/immigration-gateways>

Red Seal and Provincial Certification

The SATCC uses the same application process for individuals challenging the Provincial or Red Seal trades (compulsory or non-compulsory). Saskatchewan (SK) has very few trades that do not have Red Seal designation.

CREDENTIAL ASSESSMENT

Process

Internationally trained workers seeking recognition of qualifications obtained outside of Canada are required to provide proper documentation such as credentials and records of work experience. An English translation of the credential and other documents is required with the translation being the responsibility of the applicant.

SATCC conducts the credential assessment for all trades. The Hairstylist Trade Examining Board, which is appointed by SATCC, assists with the assessment process for the Hairstylist trade. No outside agency or institution is used to support the credential assessment process, nor does SATCC use public or private credentialing assessment bodies.

Credentials are not required when an internationally trained worker is applying to challenge the Red Seal exam for voluntary trades. In these cases a credential helps support the applicant's work experience and scope of work. For compulsory trades, a credential is mandatory for the application process to proceed; otherwise, the applicant must indenture as an apprentice.

The SATCC examines the credential to determine the type of training that was taken and the length of training. The credential is also used to identify the scope of training and further supports and aligns trade time. Even though SATCC considers the applicant's credential, they still rely heavily on the applicant's work experience and scope of work for the final approval.

When assessing the credential, SATCC examines the curriculum outline (i.e. via the internet) especially when they have questions in regards to the institution status and to determine what type of training took place in a particular program. The SATCC wants to ensure that the certificate has been awarded and that the dates of issue are accurate. The SATCC does not phone international institutions, most of the communication occurs by email.

Approximately fifty percent of the time, SATCC staff has face-to-face interviews with the candidates. Most of the interviews occur in the central office and the balance take place in field offices across the province. Apprenticeship staff members feel that the personal interviews help to get a better understanding of the applicant's trade knowledge and experience as well as their language abilities.

The SATCC does not have a standing record of credits or accreditation of trades, certificates or institutions.

TRADE EXPERIENCE ASSESSMENT

Process

SATCC performs the assessment of the internationally trained workers trade experience.

The internationally trained worker must obtain a work permit, complete a Trade Registration Form (Form 7) and submit Verification of Trade Experience forms (Form 6A) completed and signed by the applicant and employers. The Verification of Trade Experience forms are used to validate work experience and scope of work. Applicants may also submit letters from their employers, providing the letters are written on company letterhead. If SATCC did not feel comfortable with the work scope identified in the letter, they would ask the applicant to self-declare and provide a detailed breakdown of their trade experience and scope of work. The applicant requires one and a half times the apprentice trade time, these hours are documented on the Verification of Trade Experience forms.

Exceptions include the carpenter, powerline technician and insulator trades. For these trades, the applicant has to be a permanent resident, register and complete an upgrader course sponsored by apprenticeship. This is mandatory training required before an applicant can challenge the Red Seal exam.

Compulsory trade applicants must register their application with SATCC and work one year (1,800 hours) before they can challenge the Red Seal exam (Hairstylist applicants may work more than a year depending on the assessment and recommendations made by the trade examining board). Compulsory trade applicants must acquire the Red Seal Certificate within an 18-month period. SATCC usually contacts the local Saskatchewan or Canadian employer to gauge the applicant's experience, progress and status. To challenge a Red Seal exam for compulsory trades the applicant must have a credential, Verification of Trade Experience forms completed with correct amount of trade time and scope of work or a self declaration.

Reference checks would be performed on an individual basis. SATCC does not contact every employer when performing trade experience assessments. If SATCC has questions with a particular application, they will contact specific employers. For example, they could call an employer because the trade time form is dated (i.e. over 20 years old) or depending on how they feel about the legitimacy of the forms. SATCC does not phone out of country employers primarily because of time zone differences, difficulty with communications (language barriers) and confidence in the validity of the contact person.

A translator and/or a reader can be used when writing the Red Seal exam. Translator must complete a declaration swearing that they have no in-depth knowledge of the trade that is being tested. Translation dictionaries may not be used.

PROCESS SUMMARY

Table 35 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Tradeperson Application for Registration form	1. Secure employment
2. Submit Verification of Trade Experience forms supported by voluntary employer letters and trade credentials	2. Register with SATCC (internationally trained worker application Form 9)
3. SATCC's verification and approval process	3. Submit Verification of Trade Experience forms supported by voluntary employer letters and trade credentials
4. Successful attempt of Red Seal exam	4. SATCC's verification and approval process
5. Award Red Seal certification	5. Work minimum of one year under a special permit
Voluntary Trades (exceptions)²²	6. Successful attempt of Red Seal exam
1. Submit Tradeperson Application for Registration form	7. Award Red Seal certification
2. Submit Verification of Trade Experience forms supported by voluntary employer letters and trade credentials	
3. SATCC's verification and approval process	
4. Successful attempt of upgrader course	
5. Successful attempt of Red Seal exam	
6. Award Red Seal certification	

Processing Time

Table 36 Percentage of time spent processing an application to Red Seal certification

PROCESS	SK
Pre-assessment	37%
Assessment and approval	30%
Red Seal exam	33%

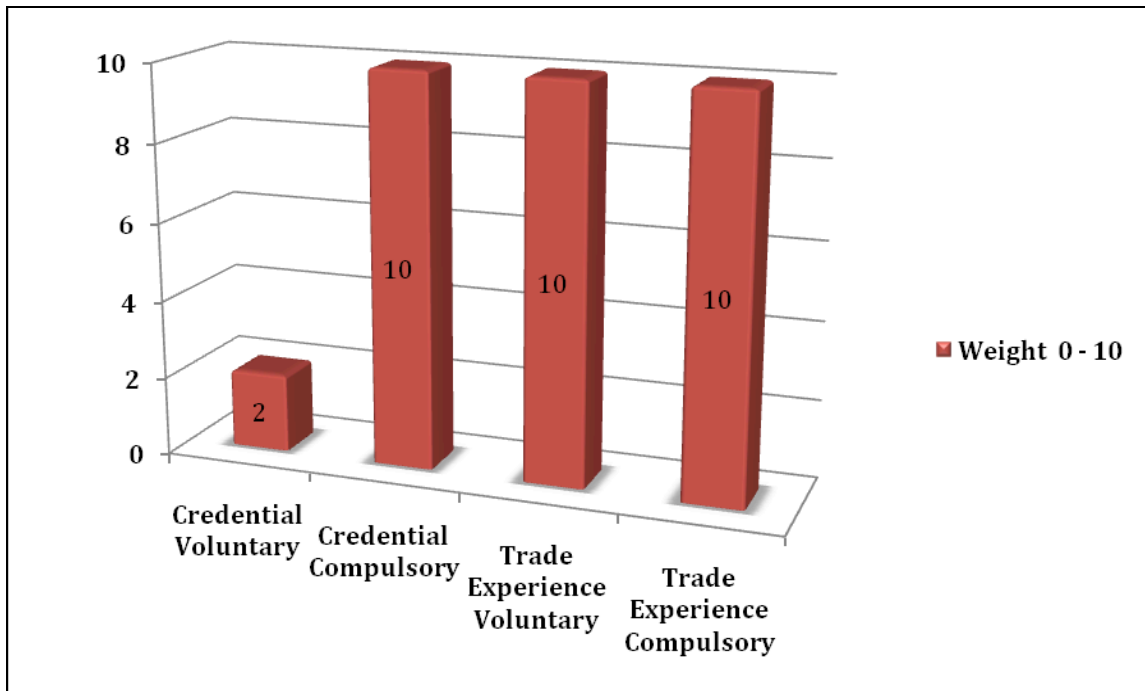
Fees

- \$0 for initial assessment and consultation.
- \$480 payable after application approval (non-compulsory trades).
- \$480 payable after application approval (compulsory trades).
- \$60 payable to obtain learners certificate (Hairstylist).
- \$250 payable when eligible for Red Seal exam (Hairstylist).

²² Carpenter, Insulator and Powerline Technician must hold "Permanent Residency Status" to be eligible for government funded upgrader program.

Credential and Trade Experience Impact

Chart 24 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

It takes significant time to process internationally trained workers' applications. Sometimes SATCC receives the applicant's information near the end of the work permit time limit. The applicant and employer's expectations are such that they feel that applications must be quickly expedited. In order to maintain integrity and to perform due diligence, time is required for proper verification of trade experience and scope of work. Usually individuals applying to challenge the Red Seal exam are not earning income during that time period. These applicants are highly stressed and press the SATCC to perform an immediate assessment and approval of their application so that they can get employment.

The SATCC has only a few staff members performing assessments and these assessments require a considerable amount of time to process. There are many applications coming in on a daily basis.

It is difficult to ensure that the verification of the trade time and scope of work is performed correctly. The SATCC staff wants to make sure, to the best of their ability that they have made the right decision given the information provided and the background checks performed.

The SATCC staff has difficulty communicating with the applicant and their employers because of language barriers, making it difficult to fully understand the applicant's trade

experience and work history. Communicating and working with other government agencies can also be difficult at times, especially when coordinating all of the information from various parties.

RECOMMENDATIONS

Seek additional staffing resources in order to process the increasing number of applications and to perform more detailed assessments of trade experience.

Continue to improve internal processes.

Build on partnerships with other agencies such as Immigration and the Provincial Nominee Program. Spend time educating other agencies and employers about the SATCC's processes and requirements.

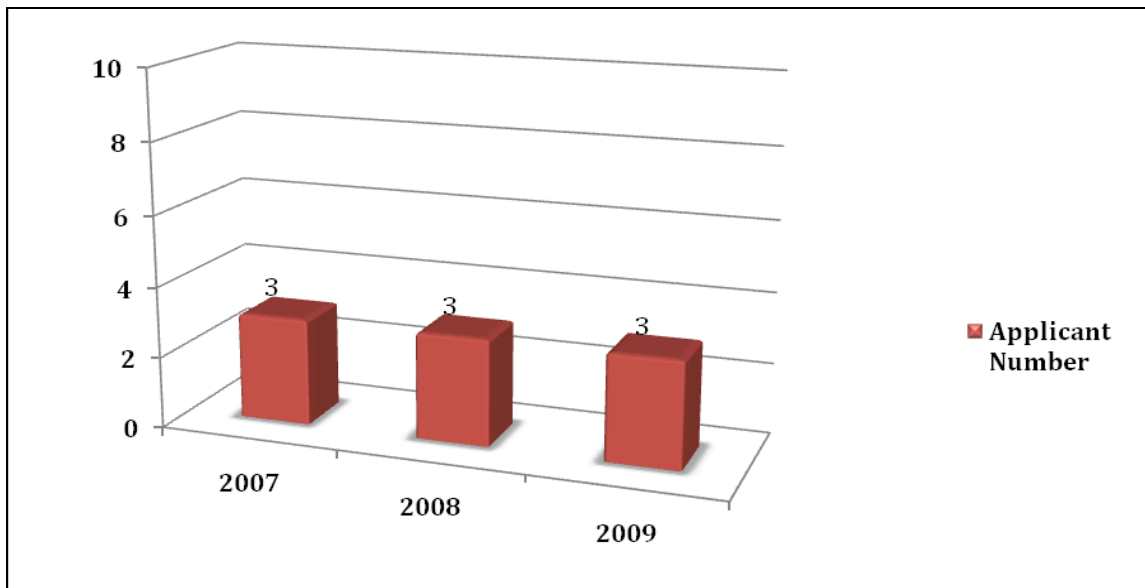


YUKON Apprenticeship

FIGURES

Applicant Number (estimates)

Chart 25 Number of internationally trained workers applying for a Certificate of Qualification



Country of origin and trades (anecdotal)

Table 37 Certificate of Qualification Applicants - Top 3 countries of origin and top 3 trades

Year	Country of Origin	Trades
2007	1. Switzerland 2. Germany 3. USA	1. Carpenter 2. Automotive Mechanic Not Available
2008	1. Switzerland 2. Germany 3. USA	1. Carpenter 2. Automotive Mechanic Not Available
2009	1. Switzerland 2. Germany 3. USA	1. Carpenter 2. Automotive Mechanic Not Available

PRE-ASSESSMENT

Requirements

Under the Yukon Nominee Program the immigrant would require a Federal Government work permit or obtain landed immigrant status. When an immigrant applies to the Yukon Nominee Program, this agency examines the applicant's qualifications and credentials from their home country. Very few of the Yukon Nominee Program applicants are directed to Yukon Apprenticeship for the Certificate of Qualification program where they can challenge the Red Seal exam.

There are no residency or immigration status requirements for applicants of the Certificate of Qualification in the Yukon (YK). Immigrants can obtain their Red Seal certification prior to working or having indicated an entitlement under the Certificate of Qualification.

Language Assessment

No language assessment is completed for applicants.

Red Seal and Provincial Certification

The majority of the trades in the Yukon use the Interprovincial Red Seal exam for the Certificate of Qualification program. They only have a few trades which do not have Red Seal certification, and for these trades they use Alberta's provincial certifications exams. The process is the same whether it is Red Seal exam or the Provincial Certificate exam.

CREDENTIAL ASSESSMENT

Process

Yukon Apprenticeship does not recognize the immigrant's credential. The certificate or credential from an international school has no value or weight on the approval process. Yukon Apprenticeship bases the approval of an applicant for the Certificate of Qualification solely on trade work experience and the scope of work. They might look at the credential from the point of view of scoping work experience.

Letters from employers must be translated into French or English. The credential translation does not matter to Yukon Apprenticeship. Typically a certified translator translates the immigrant's complete package and the applicant is responsible for translation fees.

Yukon Apprenticeship does not perform any follow-up work or verification of the credential, unless required. In the Yukon there are no public or private agencies or known accreditation bodies that can assist with the credential verification process.

TRADE EXPERIENCE ASSESSMENT

Process

The process begins with the submission of an application form. Yukon Apprenticeship has simplified and shortened the application form because the applications numbers are very low and they tend to do more face-to-face contact with the applicants. The Certificate of Qualification application form is a one-page document.

Along with the application form completed, the immigrant applicant must submit Trade Experience forms completed and signed by all of their employers. These forms identify the applicant's trade time and scope of work. Letters of employment can be also used to support the applicant's trade experience and the scope of work. Yukon Apprenticeship will verify the information contained in the Trade Experience forms and employer letters by contacting the employers and by meeting with the applicant. When assessing an immigrant's application, Yukon Apprenticeship relies heavily on the employer to provide detailed information about trade experience and scope of work. This information is documented on the Trade Experience forms and from letters supplied by employers. As a rule, Yukon Apprenticeship communicates with international employers only by email.

Yukon does not have compulsory trades; the only aspect of compulsory trades is the code related trades (i.e. plumber and carpenter) or regulated occupations (i.e. mobile crane operator). For these trades a six-month working period is mandatory. Yukon Apprenticeship checks with the Canadian employer to ensure that the applicant can work within the designated codes. When they receive a letter from the employer, they ask the applicants to complete the Trade Verification forms. Yukon Apprenticeship contacts the Canadian employer to verify how much work the applicant has performed in the various areas of the trade.

Challengers in voluntary trades can attempt the Red Seal exam once their trade time and experience has been verified and approved by Yukon Apprenticeship. Employer's letters must be translated and this translation is the responsibility of the applicant. Yukon's legislation states that all Certificate of Qualification applicants must have one and a half times the standard apprenticeship trade time.

Yukon Apprenticeship staff performs work experience verification internally. If assistance is required in the area of translation (i.e. communicating with employers and applicants) there are a number of employees identified within the Yukon government that can speak other languages. Yukon Apprenticeship would contact these individuals and ask for their assistance. This is an unofficial translation service provided at no cost.

The approval of a Certificate of Qualification is purely based on work experience. An out of country certificate or credential has little value in the process. Yukon Apprenticeship also relies on the Red Seal exam to determine the applicant's trade knowledge and level of experience. The Red Seal exam is administered in English or French; translation of the exam is not permitted. The applicant does not have any other options.

PROCESS SUMMARY

Table 38 Certificate of Qualification Process - Major milestones

Voluntary Trades	Compulsory Trades
1. Submit Certificate of Qualification application form	Not applicable
2. Submit Trade Experience Verification forms or letters of employment	
3. If trade has a Canadian Code book, confirm 6 months employment with a Canadian employer	
4. Yukon Apprenticeship's verification and approval process	
5. Successful attempt of Red Seal exam	
6. Award Red Seal certification	

Processing Time

Table 39 Percentage of time spent processing an application to Red Seal certification

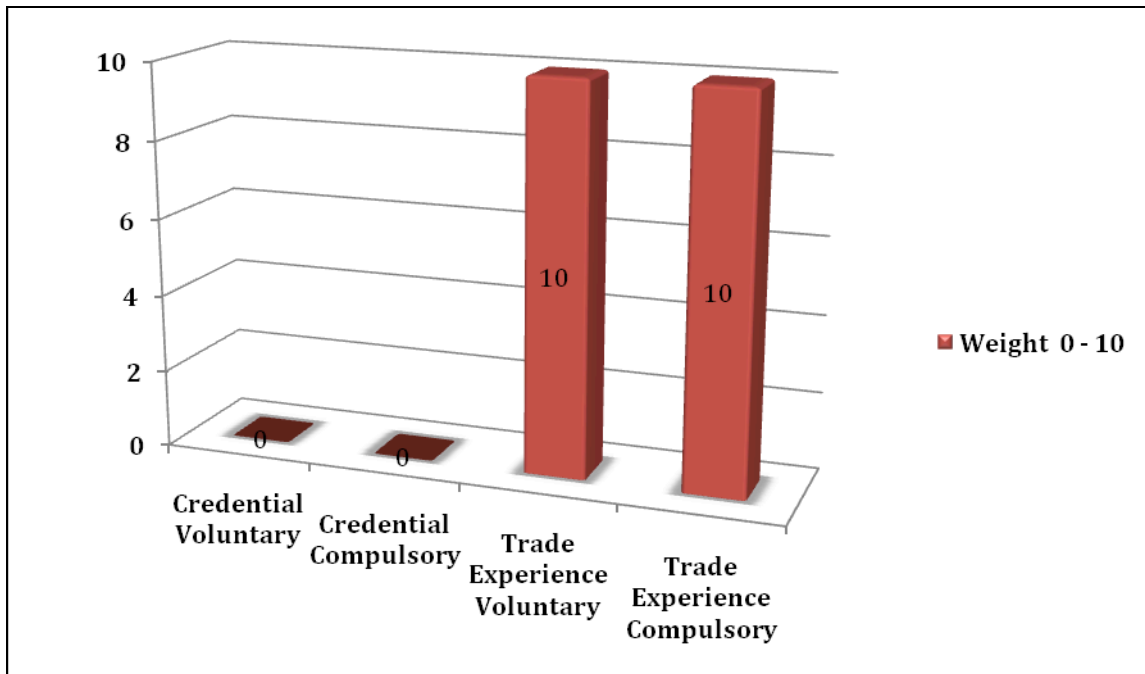
PROCESS	YK
Pre-assessment	30%
Assessment and approval	40%
Red Seal exam	30%

Fees

- \$15 payable at the time Red Seal exam is scheduled (all trades).

Credential and Trade Experience Impact

Chart 26 Impact of credential and trade experience on application approval
(weight 0 = no impact, weight 10 = highest impact)



SYSTEM PRESSURES

Language barriers delay the application and verification process. It is difficult to get a clear understanding of the immigrant's work experience and skill level.

The responsibility of accurately verifying trade experience and scope of work remains a pressure. There is always the question of whether or not an applicant can perform the practical work at the appropriate level. Yukon Apprenticeship considers the Red Seal exam as a significant part of the assessment. The Red Seal exam is application based and is a good assessor.

RECOMMENDATIONS

Share more information about assessment processes between jurisdictions.

Develop a process where we can share information about applicants who move from jurisdiction to jurisdiction.

Determine, on a national level, how much emphasis and resources should occur on the assessment of the foreign credential versus the assessment of the trade experience verification.

ANALYSIS

The research analysis is presented through a combination of tables and prose. The information in this section is structured in the same framework as the survey questionnaire. To better understand the scope of this investigation and provide context, a pan-Canadian perspective is also provided.

FIGURES

Applicant Numbers

According to Citizenship and Immigration Canada (CIC), the figures in Table 40 depict the total number of all new Permanent Residents and Temporary Foreign Workers in Canada from 2007 to 2009.

Table 40 All New Permanent Residents and Temporary Foreign Workers (CIC)

Year	Permanent Residents ²³	Temporary Foreign Workers ²⁴
2007	131,244	164,792
2008	149,071	192,281
2009	153,498	178,478
Total	433,813	535,551

The number of foreign trained workers applying for provincial/territorial certification examinations across Canada (see Table 41) represents a small percentage of the new Permanent Residents and Temporary Foreign Workers in Canada. From 2007 to 2009, approximately 2% of the total number of new Permanent Residents and Temporary Foreign Workers applied to challenge provincial/territorial certification examinations across Canada.

Table 41 Number of foreign trained workers applying for certification examinations (estimates provided by jurisdictions)

Year	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC ^{CCQ}	QC ^{MESS}	SK	YK	TOTAL
2007	2,415	550	186	3	2	25	0	3,260	1	400	0	17	3	6,862
2008	2,789	550	247	2	7	25	0	3,200	2	450	12	51	3	7,338
2009	631	550	155	1	11	25	1	3,030	7	500	20	99	3	5,033
Total	5,835	1,650	588	6	20	75	1	9,490	10	1,350	32	167	9	19,233

Note AB maintains application numbers only for Temporary Foreign Workers and QC-CCQ figures reflect the number of foreign trained workers applying for QC Provincial Certification.

The examination application numbers have remained fairly static from 2007 to 2009, and in a few jurisdictions, the numbers have dropped slightly. The three top regions for Red Seal endorsement challenges are Ontario, Alberta and British Columbia.

²³ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p. 6

²⁴ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p. 53

According to Statistic Canada's 2006 census, the vast majority of foreign trained workers coming to Canada chose city life. Nearly two-thirds locate in Ontario (Toronto), Québec (Montréal) and British Columbia (Vancouver).²⁵

Alberta application numbers have been high as well. Alberta's Temporary Foreign Worker program has brought many foreign trained workers to the province during economic growth (see CIC statistics listed below in Table 42). The top four jurisdictions for Temporary Foreign Workers are Ontario, British Columbia, Alberta and Québec.²⁶

Table 42 Number of Temporary Foreign Workers entering Canada (CIC)

Year	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC	SK	YK	TOTAL
2007	29,366	36,468	3,925	1,294	1,245	1,669	396	64,020	218	22,484	2,473	157	163,715
2008	39,088	46,931	4,196	1,713	1,302	2,129	251	66,685	446	24,199	3,650	235	190,825
2009	28,610	44,372	3,649	1,705	1,395	2,795	148	61,056	521	27,786	3,937	238	176,212
Total	97,064	127,771	11,770	4,712	3,942	6,593	795	191,761	1,185	74,469	10,060	630	530,752

Note Nunavut's numbers (355) are not included and 4,444 individuals did not state province or territory from 2007 to 2009.

Country of Origin - CIC Statistics

In Table 43, CIC identifies the top 3 countries for Permanent Residents and Temporary Foreign Workers in Canada from 2007 to 2009.

Table 43 Top 3 countries of origin (CIC)

Year	Permanent Residents ²⁷	Foreign Workers ²⁸
2007	1. China 2. Philippines 3. India	1. USA 2. Mexico 3. France
2008	1. China 2. Philippines 3. India	1. USA 2. Mexico 3. France
2009	1. China 2. Philippines 3. India	1. USA 2. Mexico 3. France

²⁵ <http://www12.statcan.ca/census-recensement/2006/as-sa/97-557/p15-eng.cfm>

²⁶ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p.74

²⁷ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p.27

²⁸ <http://www.cic.gc.ca/english/pdf/research-stats/facts2009.pdf> - p.70

Country of Origin - Jurisdictional Information

The information shown in Table 44 is primarily anecdotal. The majority of internationally trained workers who challenge interprovincial Red Seal examinations came from China, India and the United Kingdom.

Table 44 Top 3 Country of Origin

Region	Country of Origin		
	2007	2008	2009

AB	1. Philippines 2. United Kingdom 3. India	1. Philippines 2. Saudi Arabia 3. India	1. Philippines 2. United Kingdom 3. India
BC	1. China 2. India 3. United Kingdom	1. China 2. India 3. United Kingdom	1. China 2. India 3. United Kingdom
MB	1. Philippines 2. India Not Available	1. Philippines 2. India Not Available	1. Philippines 2. India Not Available
NB	1. France 2. Romania 3. Saudi Arabia	1. United Kingdom 2. Peru Not Available	1. USA Not Available
NL	1. United Kingdom 2. USA Not Available	1. United Kingdom 2. Germany 3. Cuba	1. United Kingdom 2. USA 3. Australia
NS	1. United Kingdom 2. Germany 3. USA	1. United Kingdom 2. Germany 3. USA	1. United Kingdom 2. Germany 3. USA
NT	Not Available	Not Available	1. Denmark Not Available
ON	1. China 2. India 3. Russia	1. China 2. India 3. Russia	1. China 2. India 3. Russia
PE	1. United Kingdom Not Available	1. United Kingdom 2. Beirut Not Available	1. Iran 2. Sri Lanka 3. United Kingdom
QC^{CCQ}	1. France 2. Algeria 3. Romania	1. France 2. Algeria 3. Romania	1. France 2. Algeria 3. Romania
QC^{MESS}	Not Available	1. Algeria 2. Morocco 3. Tunisia	1. Algeria 2. Morocco 3. Tunisia
SK	1. Philippines 2. United Kingdom 3. Ukraine	1. India 2. Philippines 3. Ukraine	1. Philippines 2. Ukraine 3. Germany
YK	1. Switzerland 2. Germany 3. USA	1. Switzerland 2. Germany 3. USA	1. Switzerland 2. Germany 3. USA

Skilled Trades

When possible, interviewees identified the top three skilled trades where foreign trained workers applied for certification when challenging the examination (see Table 45). Although the information collected is anecdotal in nature, it is evident that the electrician trade was the most common trade identified, followed by carpentry.

Table 45 Top 3 Trades

Region	Trades		
	2007	2008	2009

AB	1. Steamfitter - Pipefitter 2. Welder 3. Electrician	1. Steamfitter - Pipefitter 2. Welder 3. Electrician	1. Steamfitter - Pipefitter 2. Welder 3. Electrician
BC	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial	1. Carpenter 2. Electrician - Construction 3. Electrician - Industrial
MB	1. Motor Vehicle Mechanic 2. Millwright 3. Hairstylist	1. Hairstylist 2. Motor Vehicle Mechanic 3. Electrician - Industrial	1. Motor Vehicle Mechanic 2. Cook 3. Electrician - Industrial
NB	1. Truck & Transport Mechanic 2. Electrician Not Available	1. Carpenter 2. Electrician - Industrial Not Available	1. Electrician - Construction Not Available
NL	1. Electrician 2. Steamfitter - Pipefitter Not Available	1. Electrician 2. Automotive 3. Welder	1. Electrician 2. Welder 3. Ironworker
NS	1. Automotive Service Tech. 2. Powerline Technician 3. Electrician - Construction	1. Automotive Service Tech. 2. Powerline Technician 3. Electrician - Construction	1. Automotive Service Tech. 2. Powerline Technician 3. Electrician - Construction
NT	Not Available	Not Available	1. Carpenter Not Available
ON	1. Electrician - Construction 2. Millwright 3. Hairstylist	1. Electrician - Construction 2. Millwright 3. Hairstylist	1. Electrician - Construction 2. Millwright 3. Hairstylist
PE	1. Electrician Not Available	1. Automotive Service Tech. 2. Machinist Not Available	1. Automotive Service Tech. 2. Plumber 3. Machinist
QC^{CCQ}	1. Carpenter 2. Electrician 3. Pipefitter	1. Carpenter 2. Electrician 3. Pipefitter	1. Carpenter 2. Electrician 3. Pipefitter
QC^{MESS}	Not Available	1. Electrician - Industrial 2. Operating Engineer 3. Refrigeration Technician	1. Electrician - Industrial 2. Operating Engineer 3. Refrigeration Technician
SK	1. Electrician 2. Welder 3. Plumber	1. Electrician 2. Hairstylist 3. Welder	1. Electrician 2. Welder 3. Plumber
YK	1. Carpenter 2. Automotive Mechanic Not Available	1. Carpenter 2. Automotive Mechanic Not Available	1. Carpenter 2. Automotive Mechanic Not Available

PRE-ASSESSMENT

Requirements

All foreign trained workers must meet Canada’s Federal and provincial/territorial immigration laws and regulations. For the most part, apprenticeship jurisdictions require foreign trained workers to live and work in the province/territory before they may apply to challenge the provincial/territorial certification examinations.

Language Assessment

Language assessments are not conducted by apprenticeship jurisdictions. There are no language requirements for foreign trained workers when they apply for a certification examination. Jurisdictions stressed the critical importance of language and communication in the workplace, especially related to personal and public safety. Language assessment and language services are encouraged and many jurisdictions refer foreign trained workers to support agencies.

Interprovincial Red Seal and Provincial Examinations

When viewed from a high level perspective, all provinces and territories, with the exception of Québec, use a similar application, assessment and approval process for candidates who want to challenge the interprovincial Red Seal or provincial examinations. In Québec, a foreign trained worker must gain provincial certification before being eligible to write the interprovincial Red Seal examination.

CREDENTIAL ASSESSMENT

Credential assessment and verification is not the primary criteria used to approve foreign trained worker applications for examination. As illustrated below in Table 46, only a few jurisdictions placed significant weight to the credential in the approval process. All jurisdictions placed primary emphasis on the foreign trained worker’s trade experience for the application approval. The most common reasons apprenticeship staff gave for placing a lower weighting on credential recognition include:

1. Lack of time to both verify credential and assess credit towards apprenticeship time.
2. Lack expertise to investigate credentialing institution and to compare international trade curricula to Canadian curricula.
3. Very few similar apprenticeship programs exist outside the borders of Canada.

Table 46 Weighting given to the credential and trade experience in the application process (weight 0 = no impact, weight 10 = highest impact)

Credential	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC ^{CCQ}	QC ^{MESS}	SK	YK
Voluntary	2	0	0	1	3	10	8	1	0	na	na	2	0
Compulsory	2	0	0	1	3	10	8	1	0	5	5	10	0
Trade Experience	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC ^{CCQ}	QC ^{MESS}	SK	YK
Voluntary	10	10	10	10	10	10	10	10	10	na	na	10	10
Compulsory	10	10	10	10	na	10	10	10	10	9	5	10	10

TRADE EXPERIENCE ASSESSMENT

All apprenticeship jurisdictions felt a foreign trained worker's trade experience was the critical element for the approval of an application to challenge the provincial/territorial certification examinations and interprovincial Red Seal examinations. Most of apprenticeship staff time and energy (54% provincial and territorial average) is spent verifying trade experience (see Table 47).

Table 47 Percentage of time spent processing an application from submission to challenging the Red Seal examination

Process	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC ^{CCQ}	QC ^{MESS}	SK	YK	AVG
Pre-assessment	30	15	30	10	30	40	10	30	10	30	25	37	30	25%
Assessment	60	70	60	70	50	50	75	60	40	50	50	30	40	54%
Red Seal exam	10	15	10	20	20	10	15	10	50	20	25	33	30	21%

Trade experience verification is a process in which information, largely paper based, is first gathered from a foreign trained worker. Second, the information is verified through an exchange of electronic messages or through phone calls with employers and journeypersons. The information gathered confirms the applicant's relevant trade time, scope of work and competency level in the trade. Practical assessments are provided for a few trades across Canada, mostly for compulsory trades. NL uses public or private training institution representatives to conduct practical assessments when an applicant cannot obtain the required sign off by a journeyperson.

Various documents are used to collect information from the foreign trained worker, these include: application forms, employer declaration forms, employer letters, letters of reference, trade time and work experience verification forms, competency/skills check-lists, journeyperson validation letters and sign offs. Apprenticeship staff conduct all of the trade experience assessment process. They are internal administrative staff who may have minimal or no workplace-based trade expertise. The majority of apprenticeship jurisdictions will not call every employer to verify information contained in an application. They may use a sampling method or follow up on incomplete or questionable information.

Alberta's Apprenticeship and Industry Training unit uses internal assessors with trade expertise to support their trade experience verification and assessment process. British Columbia's Industry Training Authority (ITA) is the only jurisdiction using outside agencies to support their trade experience verification and assessment process. The ITA seeks support from Industry Training Organizations (ITO) to verify and assess trade experience and ITA relies on Mosaik (public agency) for language interpretation support.

Due diligence is a high priority for all apprenticeship jurisdictions. Jurisdictions want to ensure that foreign trained workers have the required trade time and full scope of trade experience. Provincial and territorial apprenticeship units view personal and public safety as paramount. They want to ensure industry is receiving competent tradespeople who can work at a journeyperson level. Jurisdictions also generally provide strong administrative

support, through personal attention and assistance to the foreign trained worker throughout the application, assessment and examination process.

Fees

Fee schedules and payment schedules are not consistent across Canada (see Table 48). In many cases provinces/territories provide a considerable amount of support for applicants before a fee is collected. Each jurisdiction has the right to set its own fees. These are affected by factors such as the level of effort and resources devoted to assessment processes, the degree to which apprenticeship authorities are required to move to a cost recovery model and the level of subsidy they receive to support the process. Jurisdictional differences in fees create confusion for applicants. Many apprenticeship jurisdictions indicated that applicants shop around for the best price.

Table 48 Fees and Payment Schedule

Region	Fees	Payment Schedule
AB	\$450	Payable upon submission of Qualification Certificate application package (all trades)
BC	\$120	Payable upon submission of Certificate of Qualification application package (all trades)
MB	\$100	Payable upon submission of Certificate of Qualification application package (all trades)
	\$250	Payable at the time Red Seal exam is scheduled (all trades)
NB	\$250	Payable before the candidate can challenge the examination (fee can be paid prior to the examination sitting or at the time of the exam sitting)
NL	\$150	Payable at time of writing an Interprovincial/Provincial examination (all trades)
NS	\$130	Payable before writing the certification examination (all trades with credential recognition)
	\$630	Payable before writing the certification examination (all trades without credential recognition)
NT	\$0	No charge (current fee policy under review)
ON	\$100	Payable at the time the exam is scheduled (all trades)
PE	\$50	Payable at the time of writing the Red Seal exam (all trades)
QC ^{CCQ}	\$100	Payable upon registration to write the CCQ provincial exam
QC ^{MESS}	\$102	Payable with the submission of recognition request to CAQP and must be done simultaneously with registration to the apprenticeship program (regulated trades only)
	\$51	Payable with the annual renewal of apprenticeship certificate (regulated trades only)
	\$102	Payable upon registration to write the Provincial qualification exam and issuing the qualification certificate (regulated trades only)
	\$102	Payable upon registration to write the Red Seal examination and issuing the Red Seal certificate (regulated trades only)
SK	\$0	Initial assessment and consultation
	\$480	Payable after application approval (non-compulsory trades)
	\$480	Payable after application approval (compulsory trades)
	\$60	Payable to obtain learners certificate (Hairstylist)
	\$250	Payable when eligible for Red Seal exam (Hairstylist)
YK	\$15	Payable at the time Red Seal exam is scheduled (all trades)

SYSTEM PRESSURES

Below are common themes that emerged from the conversations held with apprenticeship staff. These themes are relative to the pressures staff face when processing and approving foreign trained worker applications for certification.

Time

Apprenticeship jurisdictions strive to process certification applications in a timely manner. While an explanation or summary of expected timelines from application to exam sitting was outside the scope of this survey, all jurisdictions expressed a desire to minimize the processing time and provide the best service possible to their clients. The following points have been identified as issues which extend the time required to process applications:

1. Difficult to locate and contact the appropriate individuals when verifying the foreign trained worker's trade time and credential and to assess the applicant's trade experience and scope of work.
2. Time to process applications and assessments.
3. Applicants supply incomplete or inaccurate information.
4. Difficult to telephone employers and training institution representatives in other countries because of different time zones.
5. Internal policies and procedures delay the application and approval process (i.e. submission of multiple forms and letters, completion of trade guides and skill check lists and sign-offs by employers and journeypersons).

Communication

Language differences place significant pressures on the application and approval process. It is difficult to interpret and accurately determine a foreign trained worker's trade time, trade experience and scope of work. It is also difficult to correspond with international employers and educational institutions when assessing trade experience and credentials. Apprenticeship jurisdictions expressed concern that some foreign trained workers will struggle while communicating in the work place, thereby posing a personal and public safety risk. A recent Canadian Apprenticeship Forum study entitled *The Increasing Use of Temporary Foreign Workers: Impacts on Apprenticeship?* stated "Language barriers create safety risks on-the-job".²⁹

Due diligence

Apprenticeship administrative staff performs the vast majority of the work related to application, assessment and approval processes; these staff do not usually have trade experience. Responsibility weighs heavily on them as they try to provide due diligence. Only a few jurisdictions have industry experts on staff assessing trade credentials and trade experience for foreign trained workers. For example, British Columbia's ITA relies primarily on trade experts from the ITOs and Alberta Apprenticeship and Industry Training uses assessors with trade experience to assess credentials and trade experience.

²⁹ http://www.caf-fca.org/en/reports/pdf/CAF_TFW_Eng_June10web.pdf - p. 39

Credential assessment

There are no agencies for the skilled trades, Canadian or international, to support apprenticeship credential recognition processes (although Saskatchewan is working with one group to determine if this service can be provided). Anecdotally, it has been reported that this is due to the significant complexity between different countries' training and certification processes, and the diversity in credential types, names and classifications. For instance, experiential learning is the backbone of Canada's trade certification system; yet is not a requirement in some other countries. All jurisdictions across Canada believe in the principle of credential recognition; however, many struggle with the practical application of this principle.

Applicant's experience

Many foreign trained workers experience frustration and anxiety with the application and assessment process. They want their application processed and approved as quickly as possible. There is an immediate urgency because their trade certification has significant impact on securing or retaining employment in Canada. A foreign trained worker's personal and family livelihood is significantly impacted by the decision. Applicants have also expressed that their personal/trade status is negatively impacted when, in their opinion, they do not receive appropriate recognition for their trade credential and trade experience. However, all apprenticeship authorities are faced with the challenge of ensuring documentation is legitimate.

RECOMMENDATIONS

On a national basis, determine the appropriate balance in weighting for the assessment and recognition of credentials versus the assessment and recognition of trade experience for foreign trained workers. Continue to explore Multiple Assessment Pathways (MAP)³⁰ and Occupational Performance Standards (OPS)³¹ initiatives that focus on practical assessment of trade experience.

Provide a continuum of supports for foreign trained workers when they apply for provincial/territorial certification and the interprovincial Red Seal endorsement. Supports could include the following:

1. Provide applicants with a list of contacts for language service agencies. These agencies could assist applicants with interviews, document translations and language education programs (i.e. ESL).
2. Enlist volunteer foreign trained journeypersons who have gone through the application and examination processes. These volunteers could support and mentor new applicants.
3. Develop a national Website where foreign trained workers would be able to compare their trade experience and training against Canadian standards (such as National Occupational Analysis) before arriving in Canada. The Website could also house the

³⁰ <http://www.itabc.ca/AssetFactory.aspx?did=250>

³¹ <http://www3.skillassess.com/itacook/download/Resource%205.pdf>

- supports (such as links, who to contact, etc) for candidates who want to challenge provincial/territorial certification and the interprovincial Red Seal endorsement examinations.
4. Develop a pan-Canadian strategy to encourage more employers to support foreign trained workers, pre- and post-employment, and to improve workplace culture.
 5. Use common terminology in application and information documents. For instance, a variety of terms, such as immigrant and foreign worker, are used to identify a foreign trained worker.³² Other terms used interchangeably are voluntary, optional and non-compulsory trade.

Provide more supports for apprenticeship units who perform credential and trade experience assessment for foreign trained workers. Support could be provided as follows:

1. Each jurisdiction should examine staffing resources.
2. Provide staff training in conflict management, credential recognition and trade experience assessment.
3. Share and adopt provincial and territorial best practices for the certification processes.
4. Create a national inventory of resources related to provincial/territorial certification processes (i.e. common forms, templates, standards for trade experience assessment).
5. As a cooperative effort, review and revise (as required) jurisdictional policies and procedures on a pan-Canadian basis (i.e. simplify and consolidate documentation).

Each jurisdiction has the right to set its own fees. These are affected by factors such as the level of effort and resources devoted to assessment processes, the degree to which apprenticeship authorities are required to move to a cost recovery model and the level of subsidy they receive to support the process. The recommendation is to conduct a pan-Canadian review of fees for the application process with the view to establish a fee schedule that is as consistent as possible across Canada.

Continue to work collaboratively with government agencies that support foreign trained workers.

Re-examine the CCDA's policy with respect to the use of translators, to ensure foreign trained workers are treated consistently all across Canada.

Gather statistical information, based on to-be-developed standard data elements, on foreign trained workers to better understand and continuously improve the certification process. It is noted that this would support pan-Canadian framework reporting as well.

³² CCDA recommends the use of the term internationally trained worker.

APPENDIX A

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QC	CCQ - Philippe Gagnon	philippe.gagnon@ccq.org
QC	MESS - Melissa Sanzari	Melissa.Sanzari@mess.gouv.qc.ca
SK	Melody Burzminski	Melody.Burzminski@gov.sk.ca
YK	Judy Thrower	judy.thrower@gov.yk.ca

APPENDIX B

LETTER OF INVITATION

UNDERSTANDING THE ASSESSMENT AND RECOGNITION OF FOREIGN TRAINED WORKERS IN THE RED SEAL TRADES

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) has received funding from the Saskatchewan Ministry of Advanced Education, Employment and Labour for a project to gather information on the assessment of foreign credential in Canada, and provide a report to all jurisdictions.

Project Goal(s) and Rationale:

At present, there is not a complete understanding of various jurisdictional practices regarding foreign credential assessment in the Red Seal trades.

This project seeks to provide information to all Canadian apprenticeship jurisdictions and to specifically inform the trade time assessment division of the SATCC.

The project outcomes will provide both a narrative and tabular report on current foreign credential assessment and certification for Red Seal trades practices in every participating Canadian jurisdiction. It would also provide an analysis of the results, and recommendations for best practices which will be forwarded to the Canadian Council of Directors of Apprenticeship (CCDA) for its consideration.

Impact and Value of Project:

The process for accurately crediting foreign credentials across Canada in the skilled trades will be enhanced by this project. Opportunities for consistency across Canada will result. Other jurisdictions can use the results to improve their practices. Additional related projects, currently under development, will use this information as a foundational resource. SATCC will use the results to strengthen its own assessment processes.

Project Objectives:

Project objectives include:

- Notifying all provincial and territorial jurisdictions in Canada and offering the opportunity to participate.
- Developing a survey/questionnaire.
- Conducting on-site interviews.
- Compiling the results into report format.
- Analyzing the results and providing recommendations.

- Forwarding the report and recommendations to the Senior Management Team of the SATCC.
- Forwarding the report and recommendations to the CCDA responsible for administering the Red Seal program for national distribution to apprenticeship jurisdictions.

SATCC has engaged a contractor (Denis Caron) to undertake the interviews. Our goal is to have Denis visit all jurisdictions, and spend time with each jurisdiction's assessment officer. The intention is to complete the visits and have the report distributed early in 2011.

I would appreciate your help on this project by identifying who Denis should contact in your jurisdiction and letting them know he will be calling to arrange for the visit. Similarly, if you do not want to participate in the survey, I would appreciate that information as well.

Thanks,

Joe Black
CEO, SATCC

MAIN SURVEY

Contact information

Jurisdiction	Province
Name	Postal Code
Address	Email Address
City	Phone Number

Number of foreign credential and trade experience assessment applications

1. How many applications did you receive in 2007?
2. How many applications did you receive in 2008?
3. How many applications did you receive in 2009?

Country of origin

1. In order, list top 3 countries of origin for foreign credential and trade experience assessment applications in 2007.
2. In order, list top 3 countries of origin for foreign credential and trade experience assessment applications in 2008.
3. In order, list top 3 countries of origin for foreign credential and trade experience assessment applications in 2009.

Foreign credential and trade experience assessment applications by trades

1. In order, list top 3 trades for foreign credential and trade experience assessment applications in 2007.
2. In order, list top 3 trades for foreign credential and trade experience assessment applications in 2008.
3. In order, list top 3 trades for foreign credential and trade experience assessment applications in 2009.

Pre-assessment process

1. What are the applicant's immigration status requirements (i.e. work permit, landed immigrant)?
2. Is language assessment completed for applicants? If so, who performs the assessment?
3. What process is followed if your jurisdiction has a Provincial and Interprovincial Red Seal exam?

Credential assessment process

1. What is your process to assess the value of the credential?
2. Do you have a process map? If so, can the process map be shared with other jurisdictions?
3. Does the credential assessment process include other public or private agencies in Canada and in the originating country? If so, name these agencies and indicate

their role.

4. If the credential is not in English or French, is translation a requirement? If so, who is responsible for the translation?
5. What criteria is used to establish validity of certification (i.e. Applicant's attendance at training institution, legitimate training institution, legitimate certificate issuing body, curriculum outline and course descriptions)?
6. When assessing the applicant's credential, do you contact the training institution? If so, what process is used for the contact?
7. Does the jurisdiction use public and/or private credentialing assessment bodies? If so, who are these credentialing bodies and what is their role in the process?
8. Does the jurisdiction have a standing record of credits or accreditation of trades, certificates or institutions that have been approved or denied? Can this information be shared with other jurisdictions?

Trade experience assessment process

1. What is your process to assess trade experience?
2. Is a reference check completed with the current or previous employers? If so, what process is used for the reference check?
3. Does the trade experience assessment process include other public or private agencies in Canada and the originating country? If so, name these agencies and indicate their role.
4. If an hour credit is given, is there a difference between Trade Qualifier time and Apprentice time (i.e. Automotive Service Technician 10,800 hours vs. 7,200 hours)?
5. If an individual holds a valid out-of-jurisdiction certificate and is assessed as full-time when entering Canada, can they immediately challenge the certification examination? What are the exceptions?
6. If an individual holds a valid out-of-jurisdiction certificate and is assessed as full-time when entering Canada, are there any differences between compulsory and non-compulsory trades? What additional requirements might be added (i.e. trade with code book requirement)?

System pressures and recommendations

1. List top 3 pressures you face when processing foreign credential and trade experience assessments.
2. What are your recommendations to improve the process?
3. What could be done to make the assessment and certification process more effective and efficient?

FOLLOW-UP SURVEY

1. On a scale of 0 to 10, how much impact does the credential (training certificate) have on the approval of the voluntary Trade Qualifier application? (0 being the lowest impact and 10 highest impact)

Rating Scale 0 1 2 3 4 5 6 7 8 9 10

2. On a scale of 0 to 10, how much impact does the credential (training certificate) have on the approval of the compulsory Trade Qualifier application? (0 being the lowest impact and 10 highest impact)

Rating Scale 0 1 2 3 4 5 6 7 8 9 10

3. On a scale of 0 to 10, how much impact does the trade experience have on the approval of the voluntary Trade Qualifier application? (0 being the lowest impact and 10 highest impact)

Rating Scale 0 1 2 3 4 5 6 7 8 9 10

4. On a scale of 0 to 10, how much impact does the trade experience have on the approval of the compulsory Trade Qualifier application? (0 being the lowest impact and 10 highest impact)

Rating Scale 0 1 2 3 4 5 6 7 8 9 10

5. Examining your workload related to the processing of immigrant applications from start to finish, what percentage of your time is spent in the following categories?
 - Pre-assessment
 - Assessment and approval
 - Red Seal examination

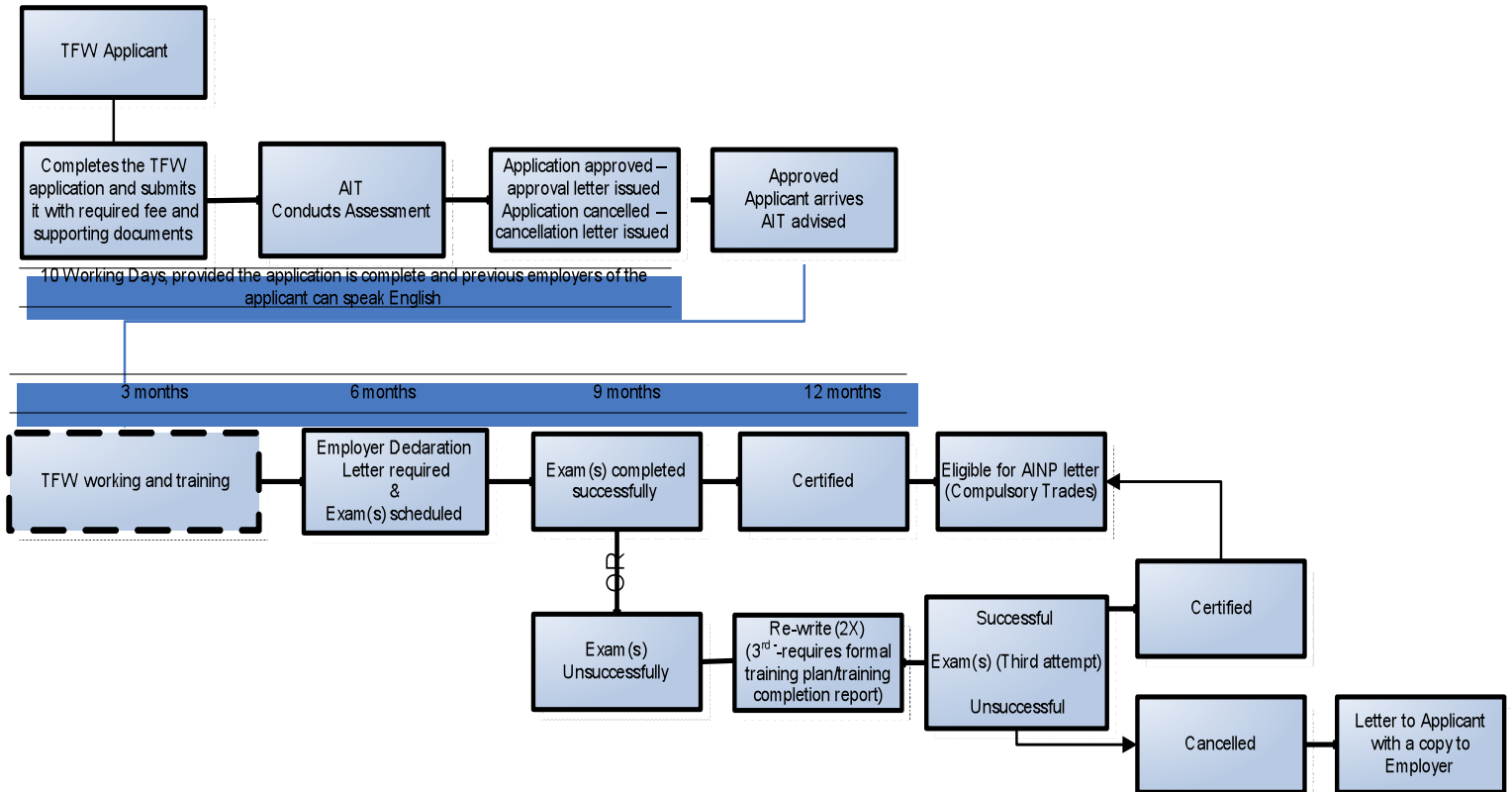
APPENDIX C

PROCESS MAPS

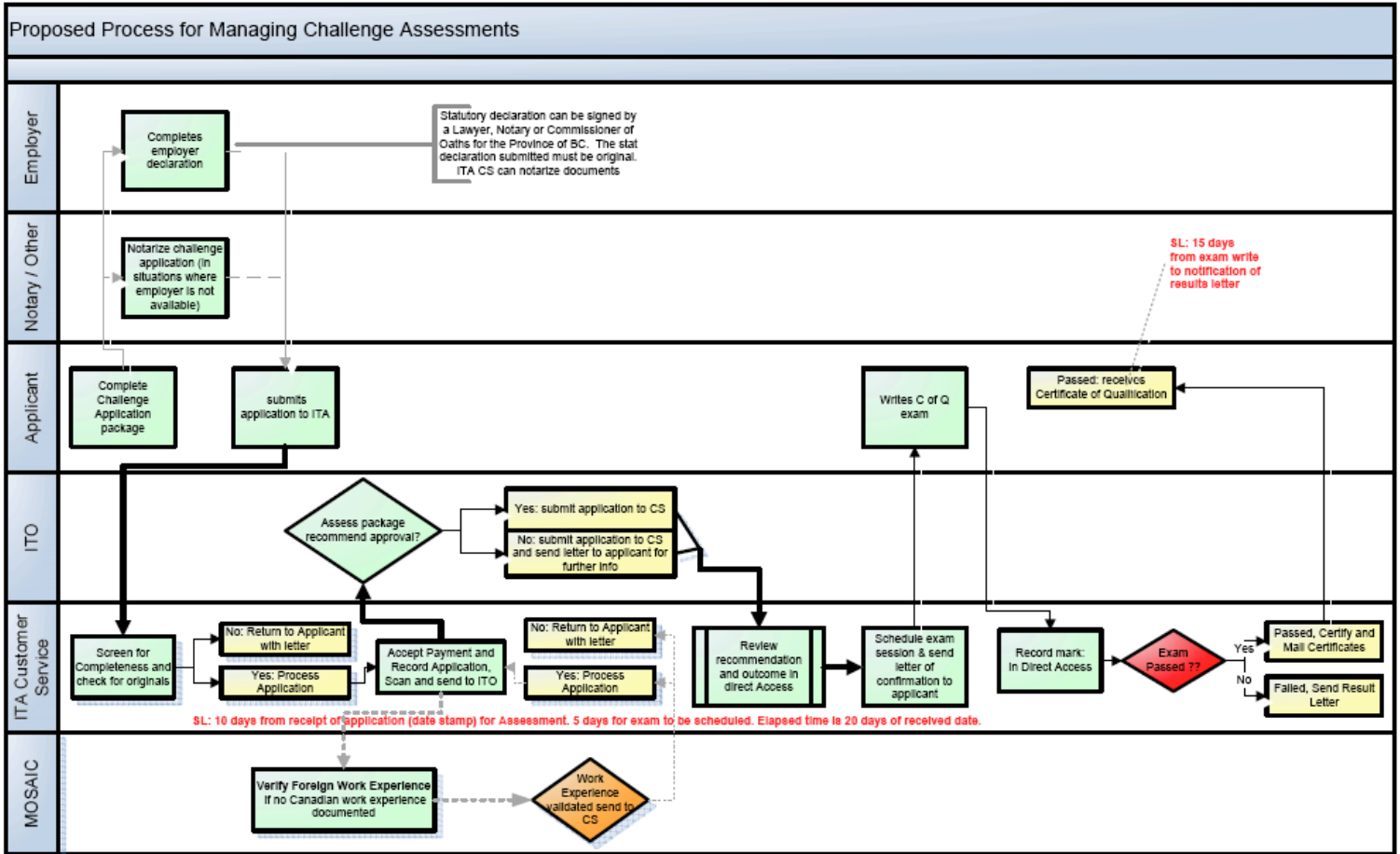
- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Northwest Territories - Currently under development
- Nova Scotia
- Ontario
- Prince Edward Island
- Québec - MESS
- Saskatchewan
- Yukon

ALBERTA

Temporary Foreign Worker Qualification Certificate Application Process

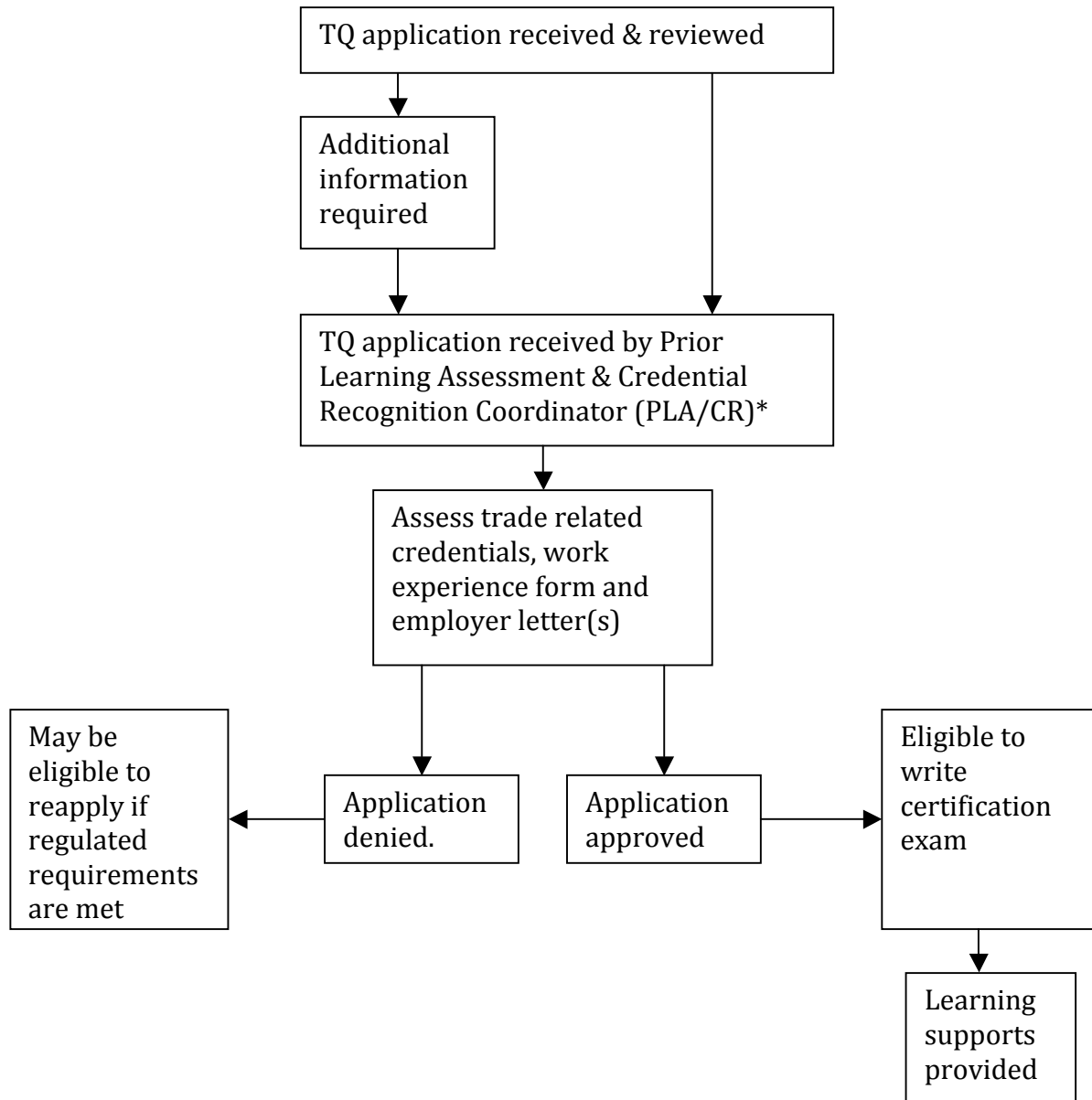


BRITISH COLUMBIA



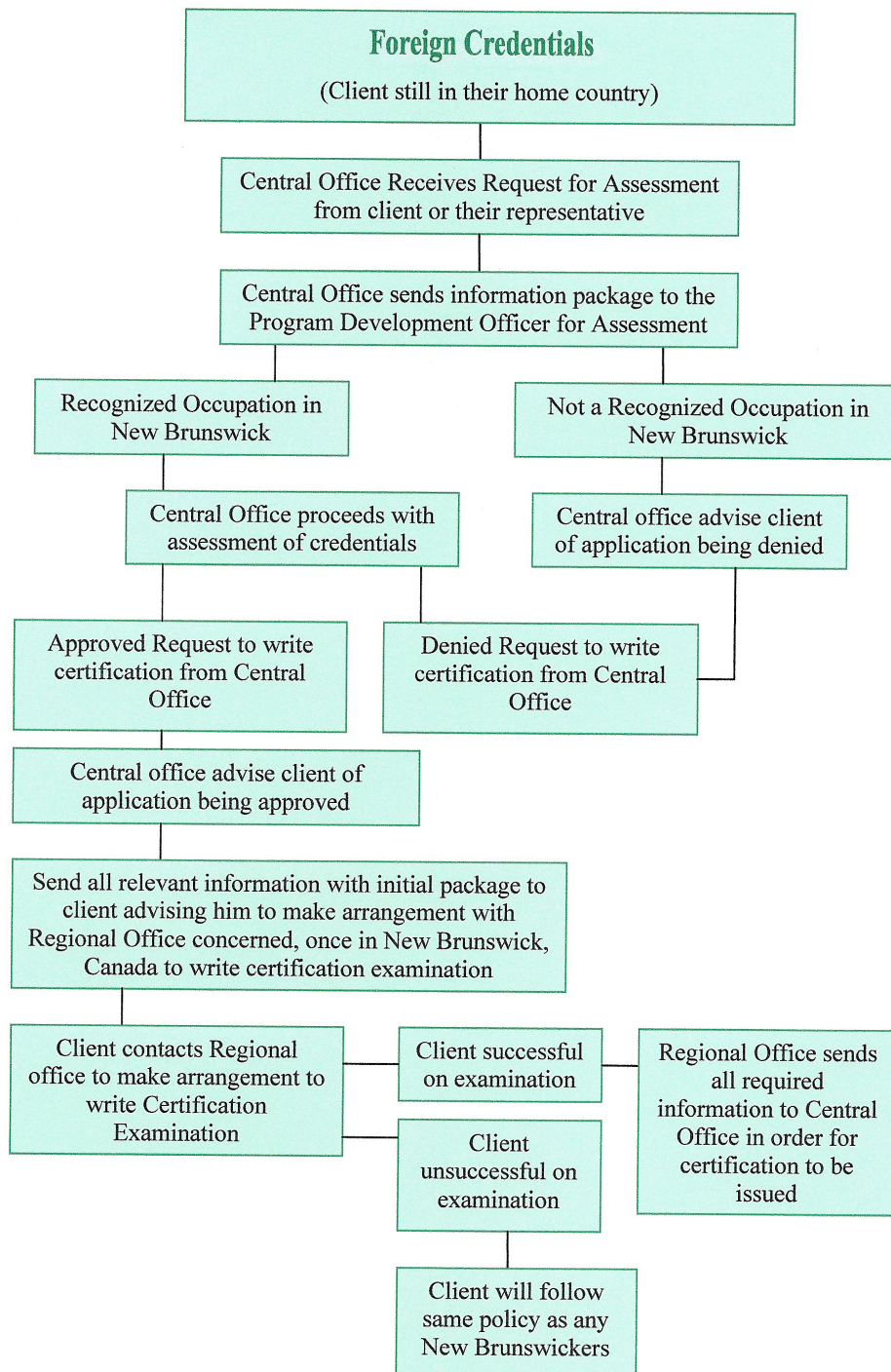
MANITOBA

TRADES QUALIFICATION (SKILLED WORKER) PROCESS MAP

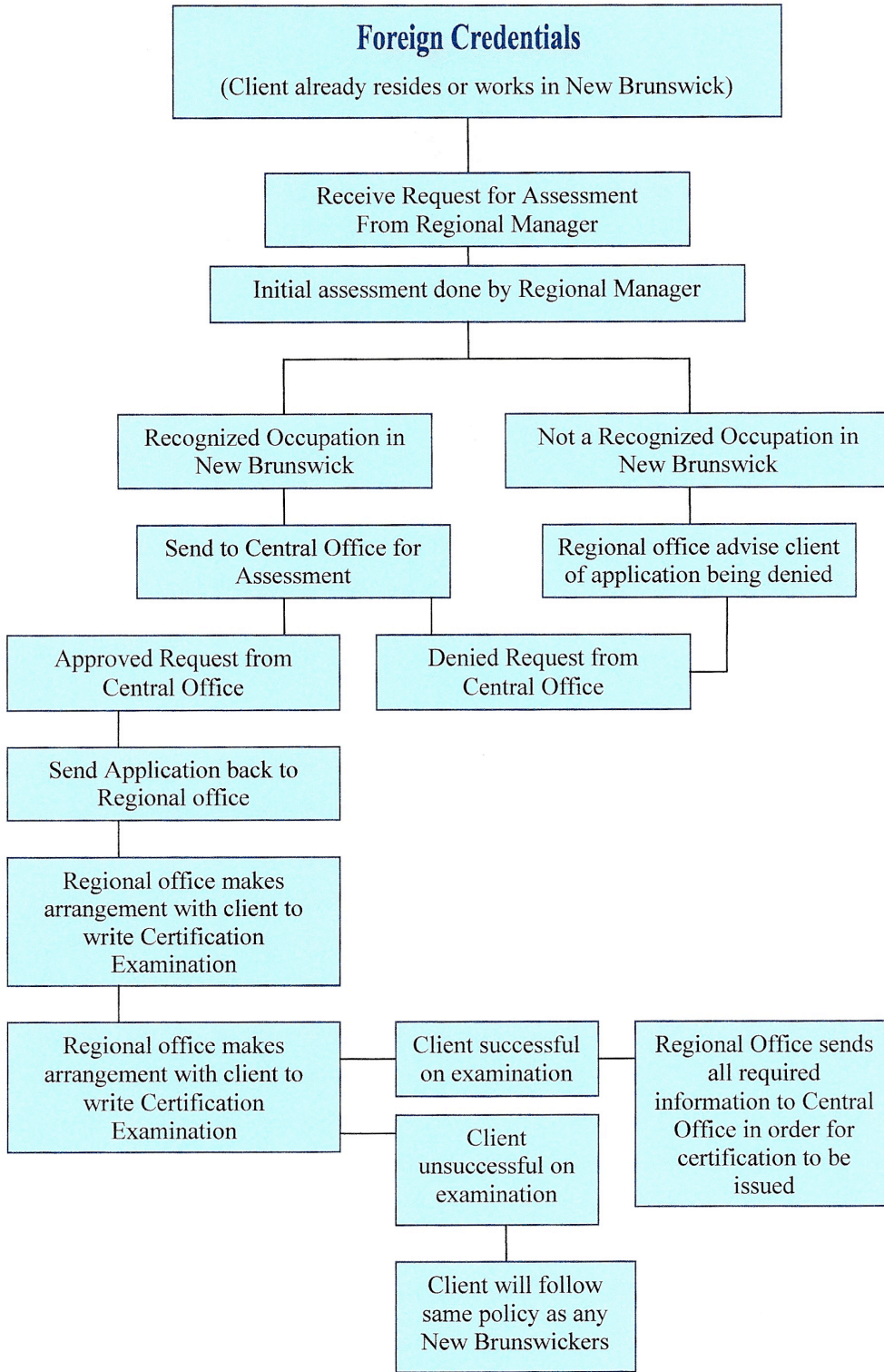


- The future title for this job function will change to Qualifications Assessor & Learning Supports Coordinator, which more accurately defines the duties currently, performed by the PLA/CR.

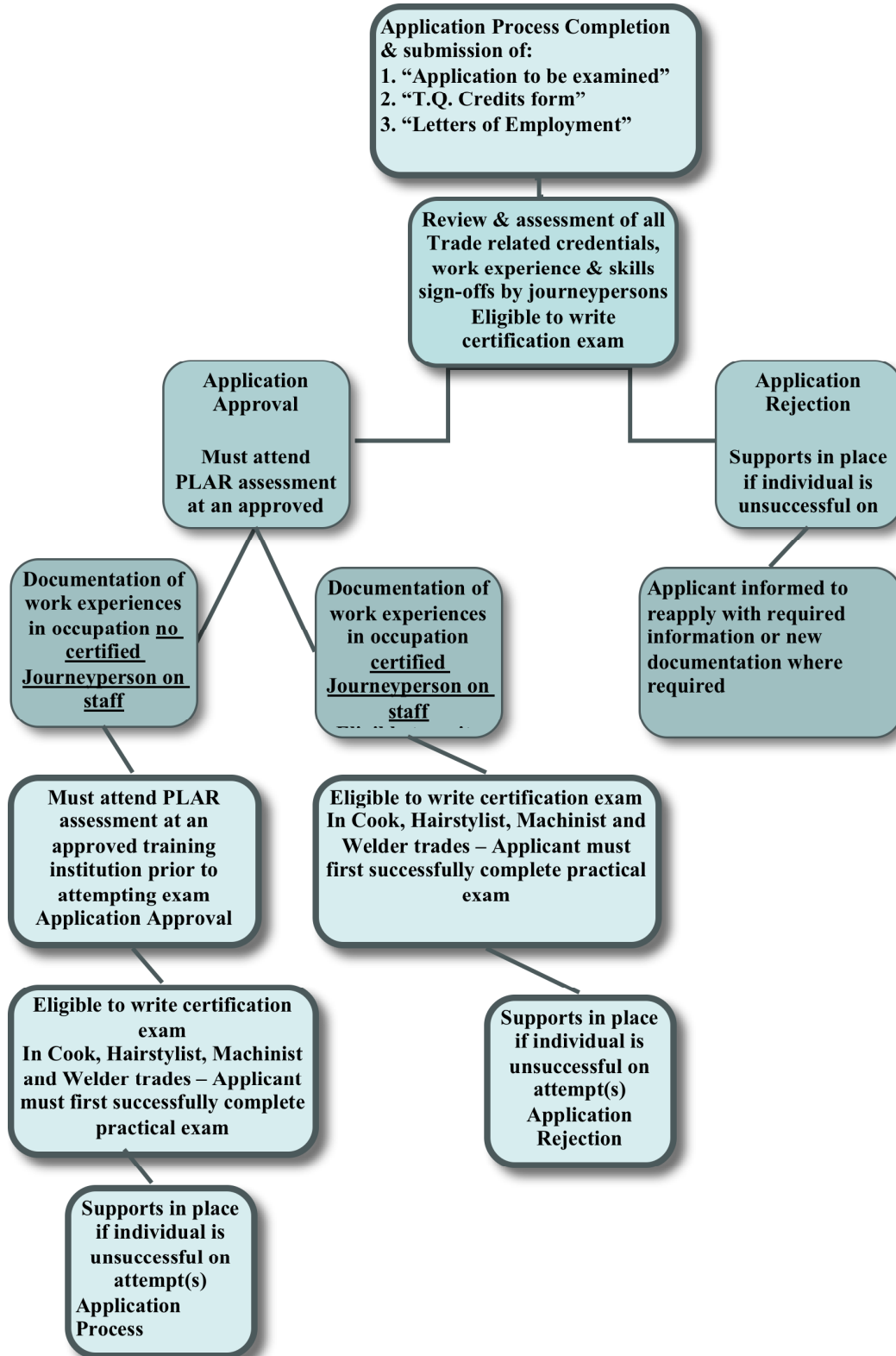
NEW BRUNSWICK - Out of Country Applicant



NEW BRUNSWICK - Applicant in NB



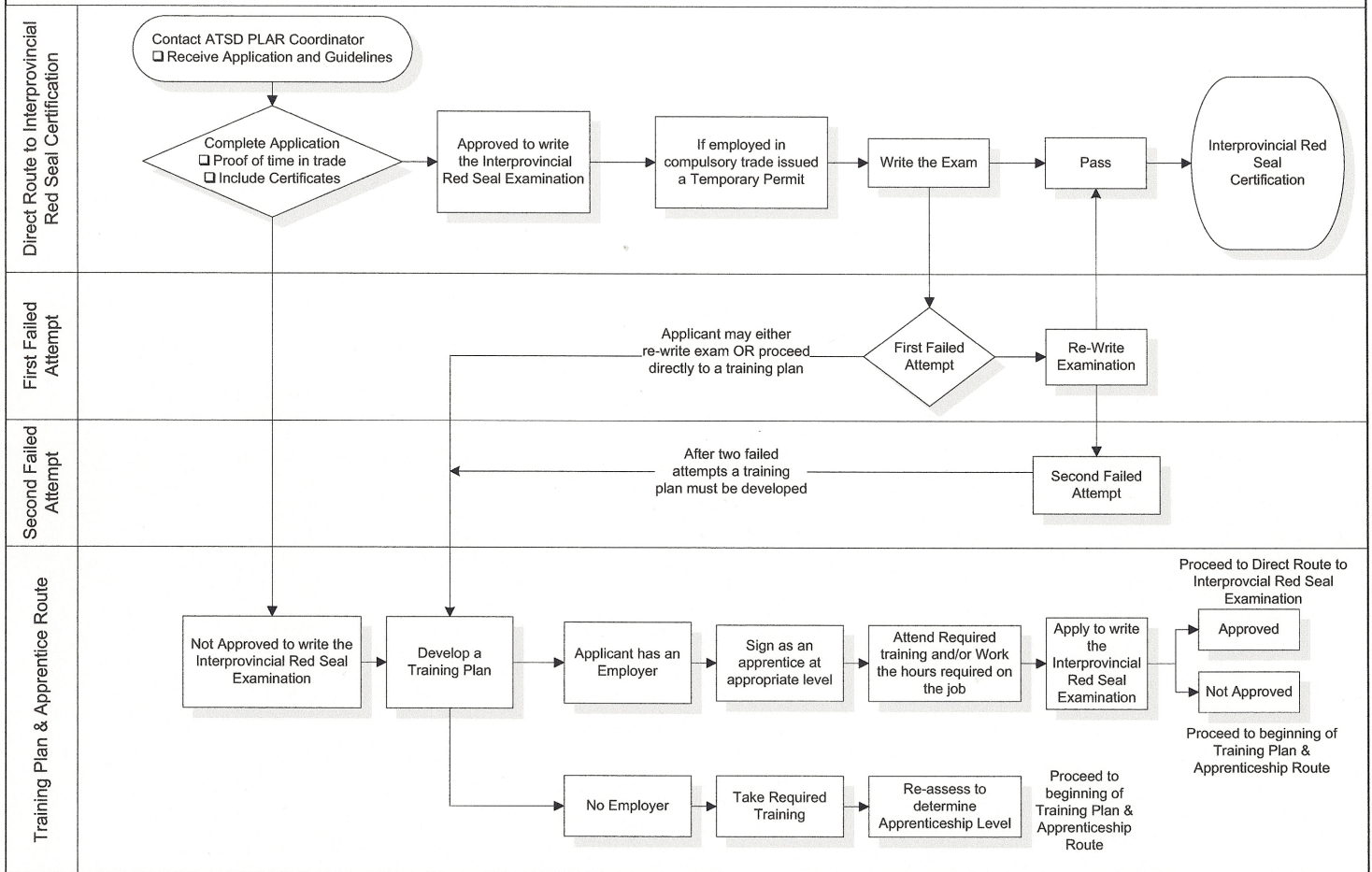
NEWFOUNDLAND AND LABRADOR



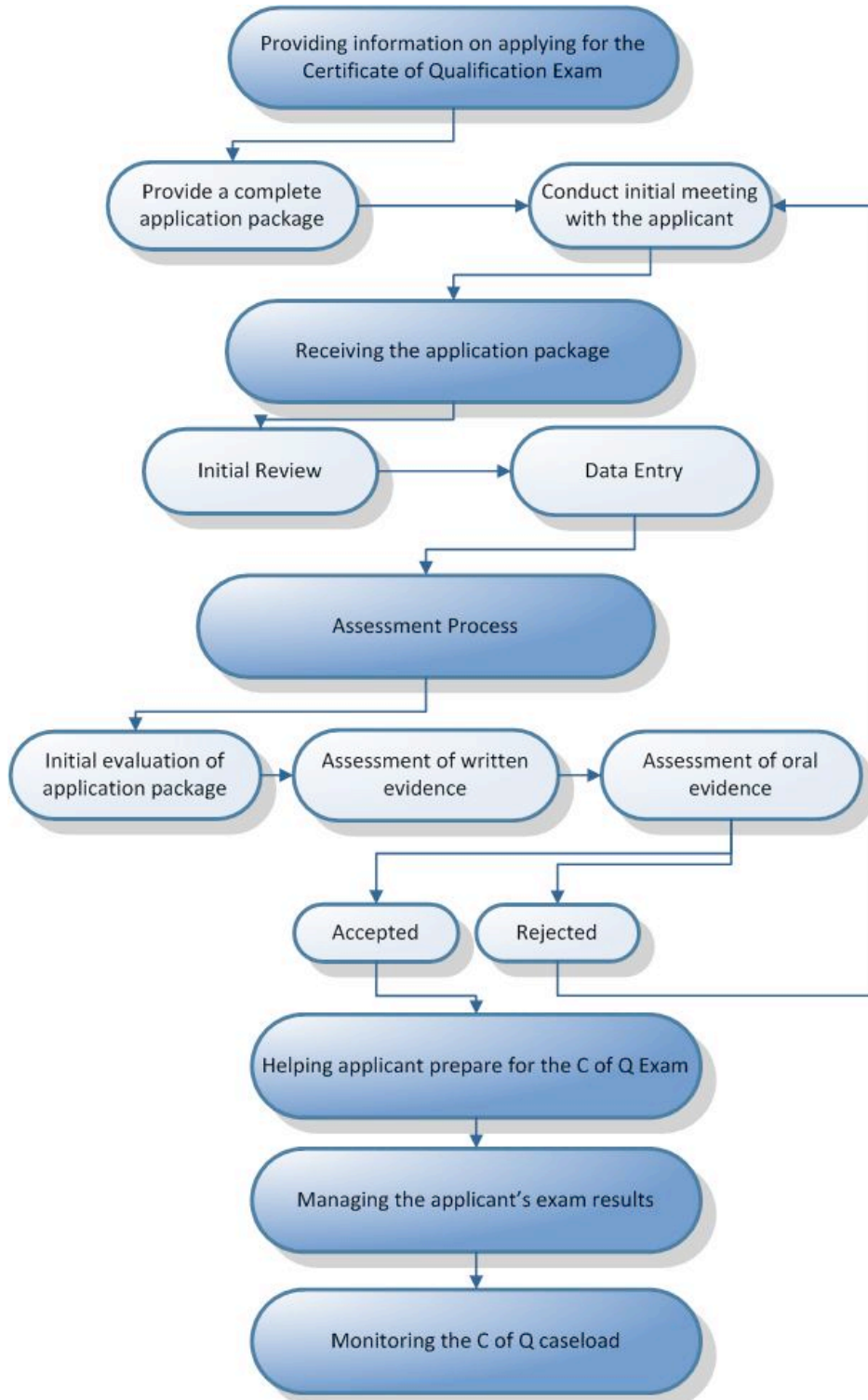
NOVA SCOTIA

Pathways to Certification for Apprenticeship Training

Compulsory Trades: Automotive Service Technician, Automotive Service Technician (Service Station Mechanic), Brick Layer, Construction Electrician, Oil Burner Mechanic, Plumber, Refrigeration and Air Conditioning Mechanic, Sprinkler System Installer and, Truck and Transport Mechanic



ONTARIO - Apprenticeship Staff Guide

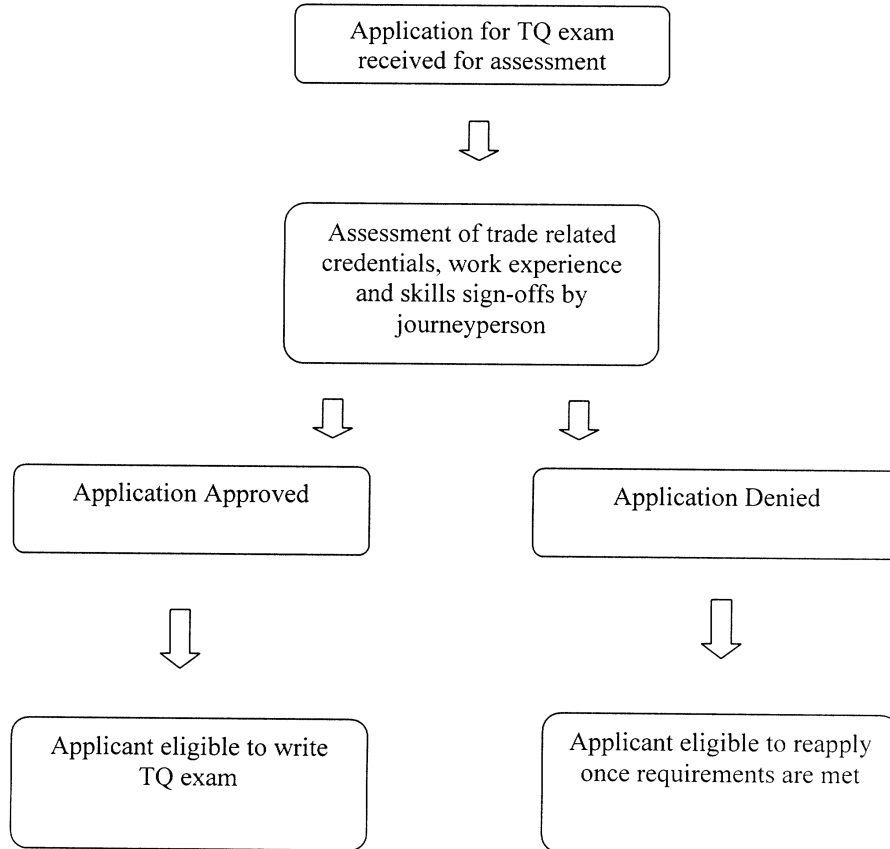


ONTARIO - Applicant Guide

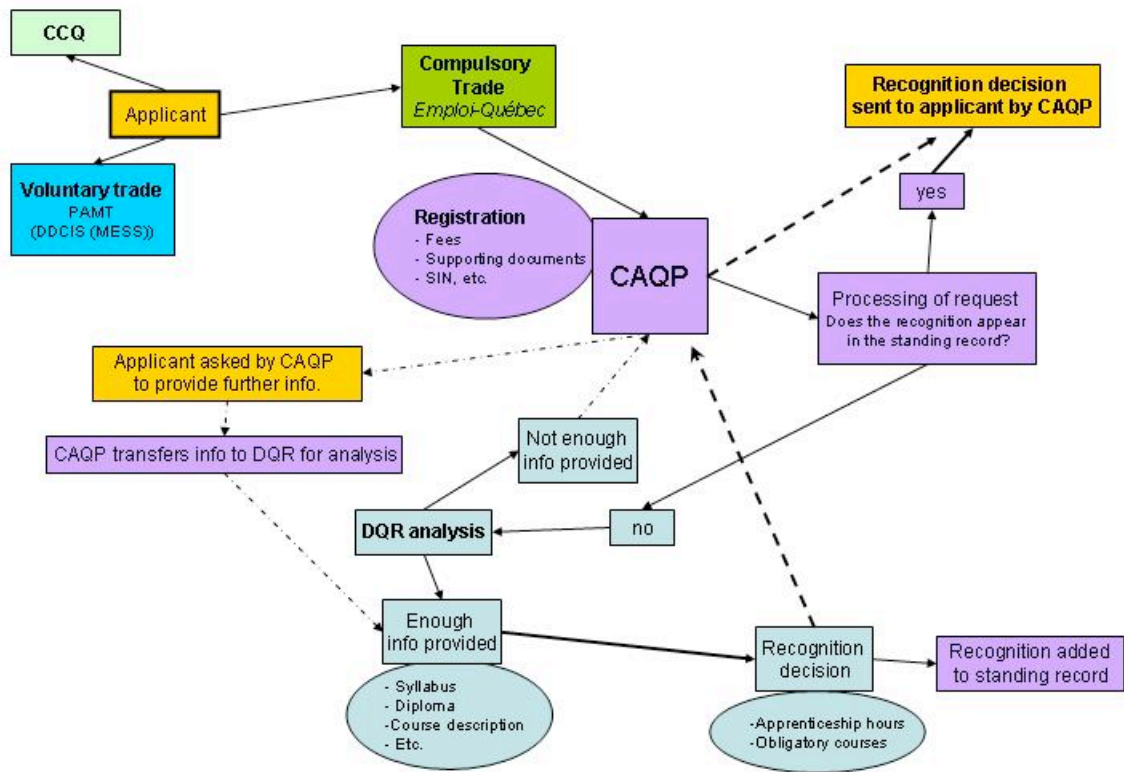


PRINCE EDWARD ISLAND

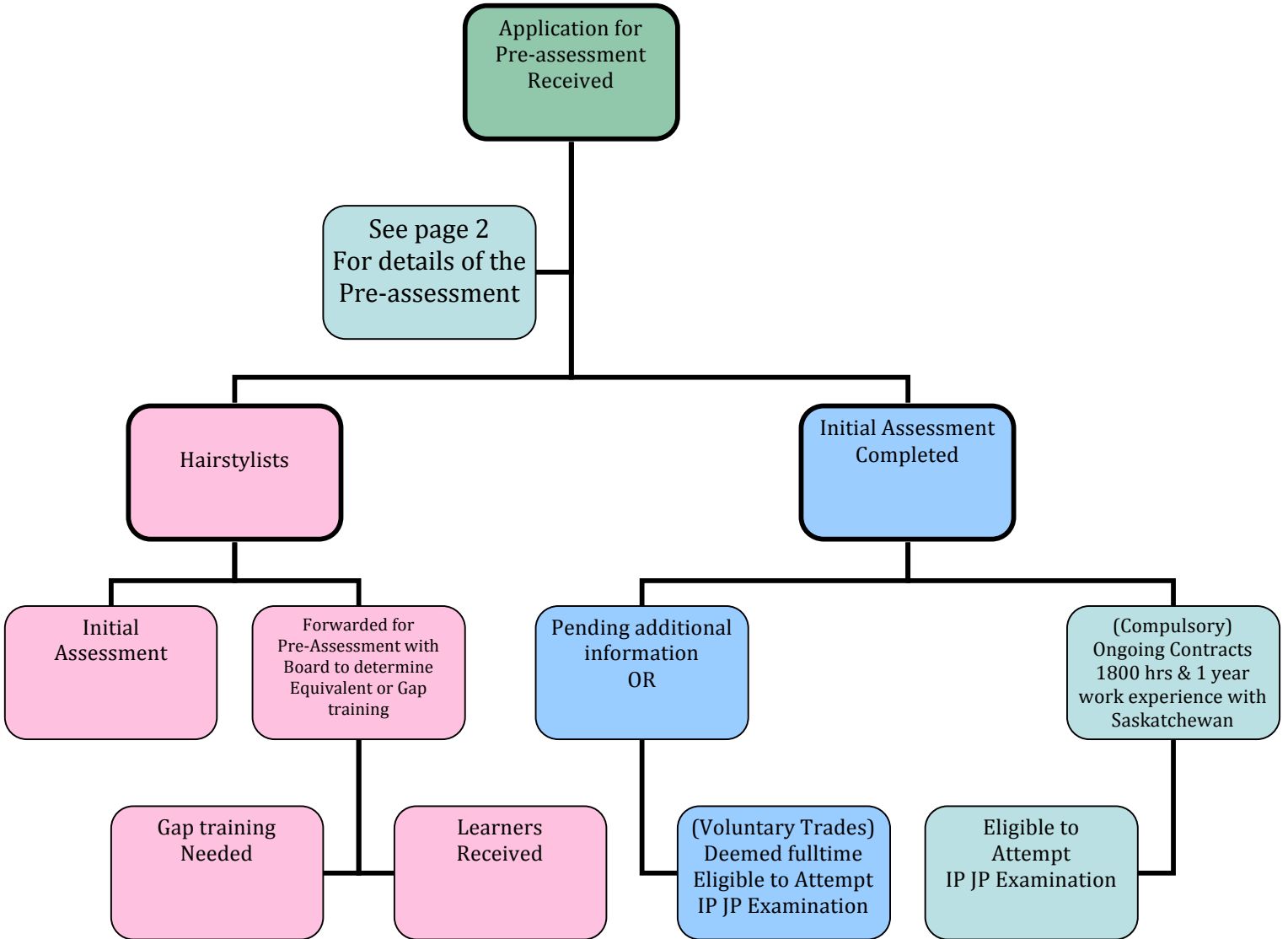
Credential Mapping for TQ Applicants from Within Canada



QUÉBEC - MESS



SASKATCHEWAN - Page 1



Hairstylist

Hairstylist Assessment:

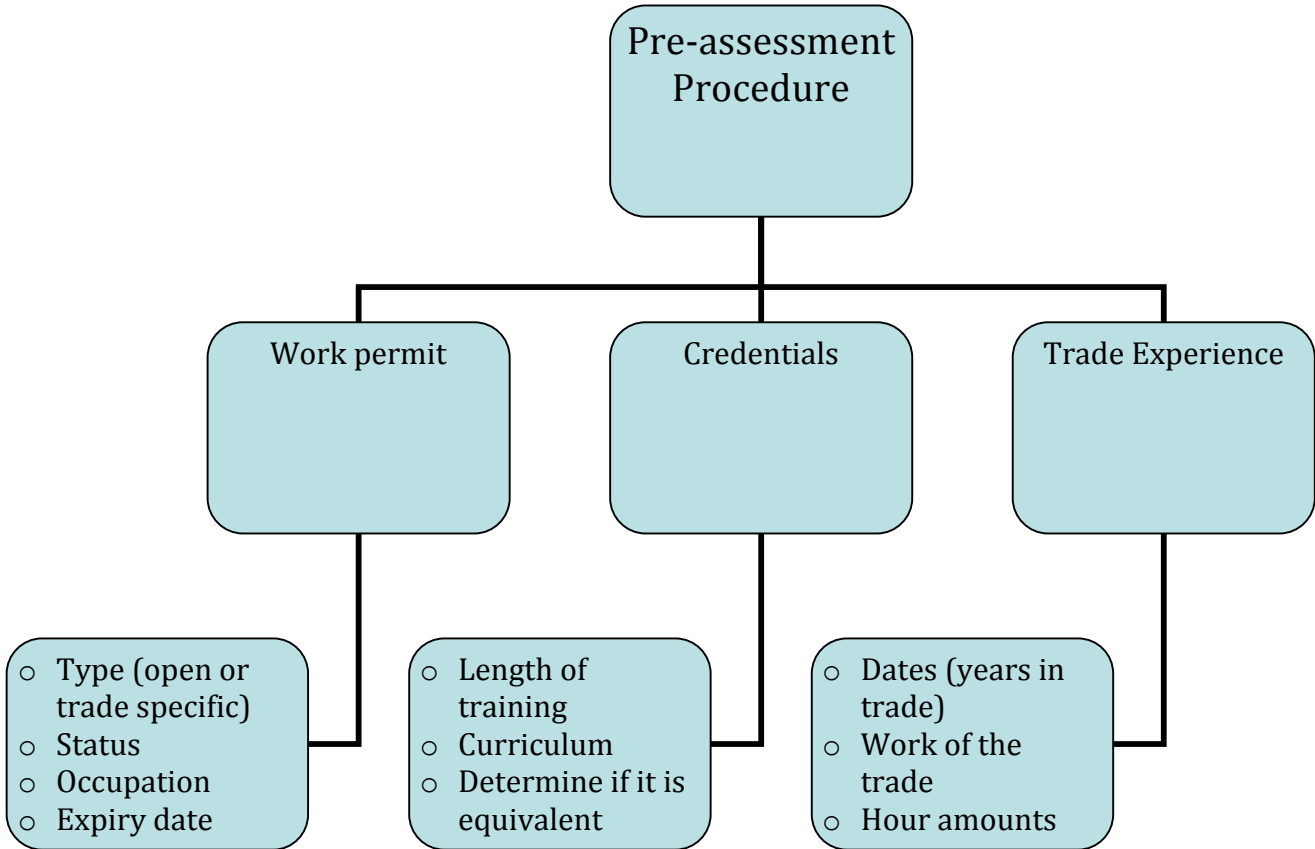
Gap Training:

Learners Received:

Pre-assessment with Chris Stubbs (Asst. Director) & Board

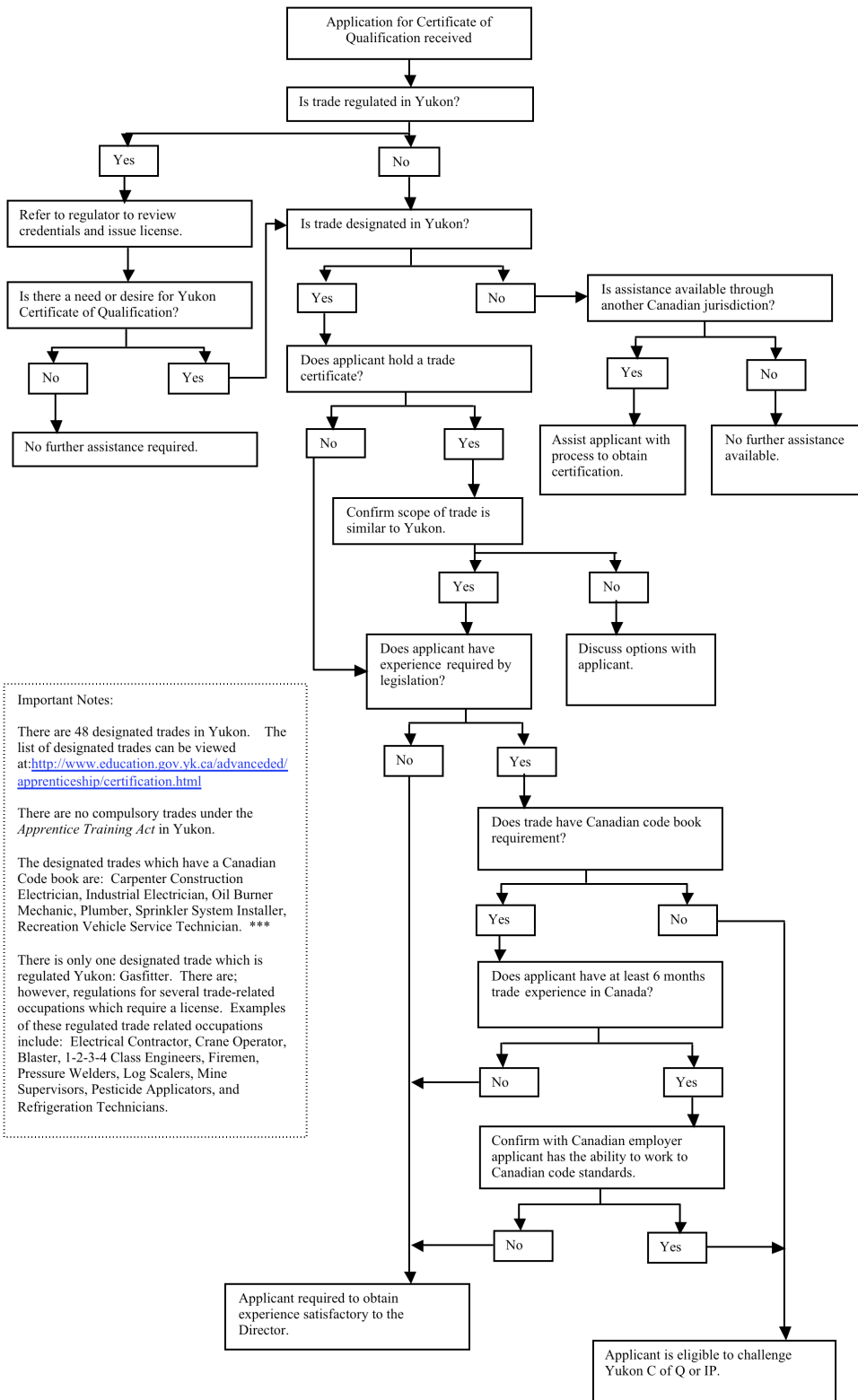
Established by Chris Stubbs (Asst. Director) & Board

working in trade to obtain IP certification



This pre-assessment for each individual applying to certify in: Hairstylist, Voluntary and Compulsory trades. After pre-assessment is completed a letter of eligibility is sent to the applicant.

YUKON



Important Notes:

There are 48 designated trades in Yukon. The list of designated trades can be viewed at: <http://www.education.gov.yk.ca/advanceded/apprenticeship/certification.html>

There are no compulsory trades under the *Apprentice Training Act* in Yukon.

The designated trades which have a Canadian Code book are: Carpenter Construction Electrician, Industrial Electrician, Oil Burner Mechanic, Plumber, Sprinkler System Installer, Recreation Vehicle Service Technician. ***

There is only one designated trade which is regulated Yukon: Gasfitter. There are; however, regulations for several trade-related occupations which require a license. Examples of these regulated trade related occupations include: Electrical Contractor, Crane Operator, Blaster, 1-2-3-4 Class Engineers, Firemen, Pressure Welders, Log Scalars, Mine Supervisors, Pesticide Applicators, and Refrigeration Technicians.

If the applicant is referred to or chooses to take further training, the applicant re-enters the process chart at the appropriate area.