



## Executive Summary

# Registrar's Report for the Second Quarter of 2015

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### A. Communications & Marketing

To promote pride of profession and the skilled trades as a viable career of choice for young people and underrepresented groups, the College has partnered with CHCH Morning Live. Each month a different trades professional will be profiled live on-air. In the second quarter, Preston White — auto body and collision damage repairer, Chelsey Rae Hooker — baker-pâtissier, and Tyler Peach — mobile crane operator were profiled. After each profile aired, the College saw an increase in traffic to our [earnwhileyoulearn.ca](http://earnwhileyoulearn.ca) website and emails about how to get into the specific trades that were profiled.

The College continues to garner great pick up with its College-written stories, letters to the editor and op eds in community newspapers and online publications across the province. In the second quarter, College-written stories were placed in 46 publications reaching over 1,767,654 people and an additional 12 letters to the editor/op eds were published. Promotion of the College's mandate to protect the public interest also continues with Registrar and CEO, David Tsubouchi, Director of Compliance and Enforcement, Bob Onyschuk and Frank Cozzolino, a certified electrician were featured in an article in MediaPlanet's *First-Time Home Buyers* May 28, 2015 supplement that ran in the Toronto Star.

The College's second Annual Report — *Leading the way: Skills for tomorrow* was released at the Annual Meeting of Members on June 16<sup>th</sup>.

## B. Member Services

Overall membership in the College experienced a reduction in the second quarter of 2015 as more than 10% of members in the Apprentices Class chose not to renew and maintain their participation in apprenticeship programs. Membership activity in the Employers/Sponsors Class saw a relatively strong gain as a result of a marketing and communications outreach campaign to drive increased awareness of the College and the value of membership. The second quarter ended with a total of 226,977 members in good standing, distributed as follows:

Member Class	Q2 2015	Change From Previous Quarter
Apprentices	54,680	-11.6%
Journeyman Candidates	3,315	-0.5%
Tradespersons	95	+3.3%
Journeyman	168,667	-0.8%
Employers/Sponsors	220	+358.3%
<b>Total</b>	<b>226,977</b>	<b>-3.5%</b>

Throughout the second quarter, the College continued to receive significant call and email volume from members and the general public. During this time, the College surpassed the 500,000 calls handled threshold since opening its doors in April 2013. Membership application processing time continued to be strong and a new email management software platform that efficiently distributes workload across the entire department has resulted in greatly improved performance.

## C. Compliance & Enforcement

### *Enforcement*

On May 1, 2015, the Compliance and Enforcement Division deployed the new Enforcement Officers that were in training during Q1. These Inspectors have been assigned strategic geographic areas for inspections in order to increase the College's presence throughout the province. The additional Officers are necessary to efficiently address the increase in complaints and incidents compared to the same time period last year. Q2-2014 saw 320 complaints and incidents recorded, compared to a 28% increase in Q2-2015 totaling to 411. The majority of reported incidents come from the Construction sector (179), followed by the Motive Power (173) and Service (59) sectors. It is important to note that due to the increase in complaints and incidents, there has not been a corresponding drop in fines and charges. Provincial Offences Notices issued in Q2-2015 are up 6% compared to Q2-2014. Field inspections in Q2 (2,570) have increased by 22% as compared to Q1 (2,095). These increases are a direct reflection of the activities of our new Inspectors presently in the field. Random inspections, where the majority of fines and charges occur, take considerably less time to complete than investigating complaints or incidents. The Compliance and Enforcement Division has developed a comprehensive protocol for initiating and completing inspection blitzes including targeting by sector and geographical areas to ensure maximum impact based on the sectors with the highest complaints and incidents.

### *Investigations and Hearings*

Investigations and Hearings (I&H) have implemented the new Complaint Summary Report that was developed with recommendations from the Complaints Committee. I&H continues to work closely with the Complaints Committee to consider the recommendations from the Special Advisor's Report (Rothe Report). Two Ottawa staff members have now been classified as Complaints/Incidents Officers. These staff members have completed training to receive and triage reports and incidents of unauthorized workers, to dispatch the appropriate Enforcement Officer. Another key function they will be performing is receiving Formal Complaints via telephone and email. Ottawa staff will deal with the complainant and the member to gather relevant documents, photographs and compile information into a Complaint Summary Report for submission

to the Complaints Committee. Through this process, Enforcement Officers will be able to dedicate more time to inspections and more complex formal complaints.

In Q2 – 2015, 102 Part I tickets and Part III Summons were issued across the following sectors/sub-sectors: ICI Construction, Residential Construction, Motive Power and Motive Power Auto Body. In the Construction sector (both ICI and Residential), 11 charges were laid for Engaging in a Compulsory Trade (Sec 2) and 35 charges were laid for Employing and Engaging (Sec 4). In the Motive Power sector, 21 charges were laid for Engaging in a Compulsory Trade (Sec 2) and 13 charges were laid for Employing and Engaging (Sec 4). In the Motive Power Auto Body sub-sector, 10 charges were laid for Engaging in a Compulsory Trade (Sec 2) and 9 charges were laid for Employing and Engaging Sec (4). All three (3) obstruction charges laid were in the Motive Power sector.

## D. Policy, Programs & Evaluations

### *Policy and Research*

In the second quarter, the Policy and Research Department entered into a partnership with the Higher Education Quality Council of Ontario (HEQCO) to support the development and release of a resource for prospective apprentices. This resource will be directed primarily towards youth who have decided to become apprentices and are looking for more detailed guidance on next steps.

Research capacity has been increased to build our institutional data and trade-specific research. The Department continues to work on a new Policy and Research Service Desk as well as a master work plan for policy related issues. The Policy group has been engaged in significant work supporting the Regulations Committee review of a number of matters relating to Board Regulation 321/12.

Alongside Communications and Marketing, the Department produced a new set of trade/apprenticeship-specific information and trade fact sheets for the public. These new documents will replace the previous produced versions from the Ministry.

A new trade fact sheet template was developed, as well as new guidelines and tools for producing and revising content for trade fact sheets. Upon completion, the objective is to make these fact sheets accessible on the College's website.

The Policy group continues to provide research and support to the Dean Review.

### *Standards*

Apprenticeship modernization continues with the Standards group now publishing 8.5" x 5.5" Log Books for apprentices in high-volume, competency-based trades. These will expand to other trades as the content is regularly updated.

More than 85% of Standards work is focused directly on Red Seal and provincial apprenticeship program support products. Participation continues in many large inter-provincial projects such as the Harmonization Project and the development of the new Red Seal Occupational Standards.

The College is working with the Ministry to refine implementation protocols for the launch of new exam and related products produced by the College. In cooperation with Communications and Marketing, the Department has updated the Exam Preparation Guide — which has been in great demand. Standards has added new exam item analysis/performance review functions to better monitor exam results and released a new exam administration manual to reflect best practices. Also a new "How to use your Training Standard" guide was released.

Program Coordinators continue to engage and respond to the vast apprenticeship and skilled trades industry across Ontario. Standards participated in a total of 36 stakeholder engagement events: National Occupational Analysis and Item Banks (22%), Training/Curriculum Standards Workshops (11%) and presentations to various Sponsor/Employer apprenticeship councils and regional forums (67%). This Department is facing significant additional demands from the Red Seal for support related to Trade Standards harmonization, apprentice mobility mapping and the launching of a more robust Red Seal Development processes.

### *Trade Equivalency Assessment (TEA)*

During the second quarter, a one-year review of the TEA process, fees, best practices, and establishing a Service Delivery Standard took place. The findings will be presented to the appropriate committees for discussion.

TEA is participating in a limited pilot to determine the feasibility of a common assessment package and process with other provinces through the Foreign Qualification Recognition (FQR) initiative. This project is to assess the alignment of the Trade Qualifier standards across the country.

## **E. Corporate Governance**

The Board of Governors met twice in the second quarter (1 in Q1). There were 4 Divisional Board meetings in the quarter (4 in Q1) and 37 Trade Board meetings (39 in Q1). With respect to Trade Boards, there were meetings of 17 Construction Trade Boards in the quarter, 8 Industrial Trade Boards, 6 Motive Power Trade Boards and 6 Service Trade Boards. In addition, there were 3 Committee meetings (1 Executive Committee; 1 Finance & Audit Committee; 1 Governance & Nominations Committee) and 8 Panel meetings (4 Panels of the Complaints Committee; 4 Panels of the Registration Appeals Committee). On June 16, the College hosted its second Annual Meeting of Members and released its 2014 Annual Report, including the 2014 audited financial statements.

## **F. Corporate Services**

### *Information Technology*

Improvements to the Public Register, including member search optimization, pagination, ability to handle (-) and (') searches were completed in Q2. The Public Register is now faster and easier to use.

### *Human Resources*

A Human Resources Policy Handbook for Union and Non-Union staff was rolled out in Q2. Staff training on policies and the release of the new collective agreement also took place in the second quarter.