



Executive Summary

Registrar's Report for the First Quarter of 2016

A. Communications & Marketing

Increasing Public Awareness

Director of Communications and Marketing, Sherri Haigh, was interviewed live on-air by Anwar Knight for CTV News at Noon. During the five segments, Sherri and Anwar promoted the College, our EarnWhileYouLearn.ca website, and encouraged young people to explore a career in the skilled trades. This interview alone reached close to 1.5 million viewers. In total there were 243 media engagements in Q1 reaching over 15,730,657 people — an increase of 126% over Q1 2015 (6,959,605).

In Q1, the College also launched a monthly consumer protection show on Zoomer Radio (AM 740/96.7 FM). The format provides the College the opportunity to discuss how it is protecting the public from uncertified workers and offers tips on how the public can protect themselves and get their trades questions answered by a certified professional. Each month, Sherri Haigh is joined by a special guest, usually a certified member of the College and/or expert. So far, the show has featured Bob Onyschuk, Director of Compliance and Enforcement, and member Shawn Stoughton, plumber.

Trades Today Magazine

The spring issue of Trades Today has been widely received by members and stakeholders, achieving a 45% open rate (industry standard is 27.9%) and increasing click-throughs by 60% compared to the spring 2015 issue.

Job Board Pilot

In Q1, the new job board pilot project was launched. HireWithConfidence.ca is being tested as a source dedicated solely to connecting trades-based youth/apprentices, employers and certified journeypersons across Ontario, as well as a membership recruitment tool for the College. Only members of the College's Journeyperson and Employers/Sponsors classes are able to post job vacancies, thus adding additional value and benefits to membership. As part of the pilot, the College will be seeking feedback from members and

users with the aim of making the job bank a top job-connecting and matching resource for Ontario-based apprentices, journeypersons and employers.

B. Member Services

Overall membership in the College in Q1 increased by 1.0% from 2015 year-end and finished the first quarter of 2016 at 234,399 active members distributed as follows:

Member Class	Q1 2016	Change From Previous Quarter
Apprentices	56,393	+0.4%
Compulsory	28,138	+1.4%
Compulsory - OYAP	1,456	+18.2%
Voluntary	25,116	-1.9%
Voluntary - OYAP	1,683	+7.5%
Journeyperson Candidates	3,065	-0.2%
Compulsory	1,861	+1.2%
Voluntary	1,204	-2.4%
Tradespersons	129	+13.2%
Journeypersons	174,571	+1.1%
Compulsory	166,603	+0.8%
Voluntary	7,968	+7.8%
Employers/Sponsors	241	+3.0%
Total	234,399	+1.0%

During the quarter, a number of enhancements were introduced:

- Enhancements to the application intake and pre-evaluation screening of individuals seeking trade equivalency assessment were implemented and have resulted in reduced processing time, improved applicant outreach and increased productivity.
- Highly customized service delivery training led by professional actors was delivered to all customer service representatives in an effort to raise the level of customer service offered and attention to excellence.
- As a priority for 2016, membership outreach began in an effort to seek an understanding of 'world-class service' expectations from members.

- Production and delivery of the College's new Certificates of Qualification and expiry stickers for both wall certificates and wallet cards began.

C. Compliance & Enforcement

Enforcement

Following up the success of the Q4 2015 Motive Power blitzes, Compliance and Enforcement has started planning six blitzes for 2016. At least two of them will focus on large-scale residential sub-division construction projects. The first blitz will occur in the eastern GTA while the location of the second is still under review.

Starting in February, Enforcement Officers expanded their compliance efforts within the Service sector to address repeated complaints of unlicensed Hairstylists. Locations and individuals that have received multiple warnings about non-compliance started to receive offence notices issued under the Provincial Offences Act (POA) for not taking steps to become compliant with OCTAA. To date, fines (Part I of POA) have been issued, but no summonses to court have been issued (Part III of POA). Legitimate, licensed Hairstylists have provided feedback to the Division that they are pleased that the College has taken action against unlicensed individuals in their industry.

The Division has completed the interviewing and hiring for the permanent Manager, Investigation & Hearings as well as the second permanent Manager, Enforcement. Both new Managers will be fully onboard in April 2016, to be supported by the current interim Managers respectively during the transition.

Investigations and Hearings

Investigations and Hearings continues to work closely with the Director of Litigation, Jennifer Cooper, completing outstanding complaint matters. The new Complaint Form has been designed and is now accessible on the website. The new design of the form assists Division staff in triaging incoming complaints and places emphasis on collecting information about the nature of the alleged professional misconduct, incompetence and/or incapacity of the members. This allows the Intake Officers and other staff to concentrate on the complaints that are within the authority of the College to investigate.

The development of the new Activity Management System is moving forward after completing a full operational review and identifying all requisites for Compliance and Enforcement. The College is completing negotiations with the vendor and will be starting the design phase once the related documents have been reviewed and signed.

In Q1 2016, 87 Part I tickets and 6 Part III summonses were issued under the POA across the following sectors/sub-sectors: ICI Construction, Residential Construction, Service, Motive Power and Motive Power Auto Body. In the Construction sector (both ICI and Residential), 14 charges were laid for Engaging in a Compulsory Trade (Section 2 of OCTAA) and 21 charges were laid for Employing and Engaging (Section 4 of OCTAA). In the Motive Power sector, 19 charges were laid for Engaging in a Compulsory Trade (Section 2), 17 charges were laid for Employing and Engaging (Section 4), and one charge was laid for Obstruction (Section 86(7) of OCTAA). In the Motive Power Auto Body sub-sector, five charges were laid for Engaging in a Compulsory Trade (Section 2) and three charges were laid for Employing and Engaging (Section 4). In the Service sector, five charges were laid for Engaging in a Compulsory Trade (Section 2) and eight charges were laid for Employing and Engaging (Section 4).

D. Policy, Programs & Evaluations

Apprenticeship Training & Curriculum Standards

In collaboration with industry subject matter experts and the College's governance structure, the Division is continuing to make exciting progress in the updating of Curriculum Standards, as well as the updating, publishing and distribution of apprentice Training Standard log books to support completion tracking for apprentices.

- Established an updated renewal planning and approval process for apprentice Training Standard log books and Curriculum Standards;
- A new apprentice Training Standard log book template has been designed to ensure a consistent approach across the trades:
 - 1,803 apprentices have received printed copies of their apprentice Training Standard log books in the new format;
 - Apprentices in the Motorcycle Technician, Tool and Die Maker and Painter and Decorator – Commercial and Residential trades will soon begin to receive printed copies of their apprentice Training Standard log books in the new format;
- More substantive changes (both content and formatting) were made to the apprentice Training Standard log books for five trades this quarter: Appliance Service Technician, Facilities Technician, Recreational Vehicle Technician, Truck and Coach Technician and Truck-Trailer Service Technician;
- Content and formatting changes are currently being made to a further 29 apprentice Training Standard log books and 12 Curriculum Standards across the four sectors;

- The College continues to demonstrate leadership in the Interprovincial Red Seal Standards Program (Red Seal) system, particularly in its role as the ‘host province’ for 12 trades and as the lead for recent program development workshops for the newly revised Red Seal development process; and
- The College was a workshop leader at a recent conference sponsored by the Canadian Apprenticeship Forum in Toronto. The theme was “Strengthening Apprenticeship Success”.

Policy and Research

Several Division initiatives this quarter have contributed to the College’s mandate to reduce barriers and improve access to entry into the trades, specifically as it relates to exams. One of those initiatives involves the College’s commitment to increasing certification rates and improving the apprentice experience of the Certificate of Qualification exam process. As part of this commitment, the Division is piloting an exam support specialist position to provide guidance and support to individuals who are experiencing difficulty passing the Certificate of Qualification exam. Specifically, the focus of the pilot will be to support members of the Journeyperson Candidates Class, and may be expanded to select scenarios as resourcing permits. The Division will evaluate the findings of the pilot for potential next steps, once it is complete.

The Division continues to host and participate in Red Seal examination development workshops and has hosted several exam validation reviews with Ontario-based trade subject matter experts.

Data & Research

To inform and support evidence-based decision making at the College, the Division continues to initiate and engage in research on various issues impacting skilled trades and apprenticeship in Ontario. This quarter, the Division has:

- Engaged with partners on Canadian Council of Directors of Apprenticeship and Canadian Apprenticeship Forum research committees regarding approaches to calculating and measuring apprenticeship completion rates and centralizing relevant information, tools and supports for apprentice mobility;
- Engaged with the Ministry of Training, Colleges and Universities to identify and examine factors affecting apprentice registration, retention and completion, and to update and improve the labour mobility framework for making determinations on existing and non-existing matches for equivalent Canadian trade credentials;
- Prepared customized data reports and information resources, along with recommendations on how to improve local workforce development outcomes and help in the attraction of diverse demographic groups into the skilled trades, for local labour force stakeholders;

- Provided trade-specific data reports to Trade Boards to support decision making; and
- Monitored Certificate of Qualification exam pass rates, and provided regular reports of those statistics to the Red Seal Secretariat.

Trade Equivalency Assessments (TEA)

As part of its continuous quality improvement cycle, the Division is completing a review of TEA policies and processes with the aim of examining ways to streamline the intake and assessment of applications and further enhance transparency and fairness in the way assessments are conducted. A great deal of development work was completed in the first quarter, and changes will be implemented over the course of the year. These will include improvements not only to internal processes, such as paperless application systems, but to TEA-related informational resources for applicants as well. It should be noted that from the time the College assumed the responsibility for TEAs (April 9, 2014), the Division has assessed more than 8,500 applications.

As the governing body for compulsory trades in Ontario and in accordance with the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006*, the College is required to annually review its registration practices and submit a Fair Registration Practices Report for each of the 22 compulsory trades. The Division supported this annual reporting obligation by conducting the review and preparing the qualitative part of the reports in advance of the Office of the Fairness Commissioner's March 1 deadline.

The Division is also proud to report that:

- its Trade Equivalency Assessment Guide was recognized by the Office of the Fairness Commissioner as an exemplary licensing practice related to its effectiveness in communicating alternative documentation requirements for refugees; and
- it contributed to the development of by-law amendments to waive application fees for TEA as well as membership fees in the Apprentices Class to support the transition of Canadian Armed Forces veterans and reservists into the civilian workforce.

E. Corporate Governance

The Board of Governors met once in Q1 2016 (3 meetings last quarter) and there were eight Committee meetings (17 last quarter): three Finance & Audit Committee; three Executive Committee; two Governance & Nominations Committee). In addition, there were two Panel meetings held in the quarter (one Complaints Committee panel; one Registration Appeals Committee panel).

There were two Divisional Board meetings in the quarter – Industrial Divisional Board and Motive Power Divisional Board (four meetings last quarter) – and there were 24 Trade Board meetings (29 last quarter) – 12 in the Construction sector, seven in the Industrial sector, four in the Service sector, and one in the Motive Power sector.

Notable developments in Q1 include the Board’s approval of the Trade Standards Management and Renewal Process on February 23, 2016; a By-law amendment waiving Apprentice class membership fees and other fees for military veterans on February 23, 2016; the re-election of Pat Blackwood as Chair of the Board on February 23, 2016; the Registrar issued the College’s first Notice of Hearing on March 3, 2016 commencing a hearing that will take place before a panel of the Discipline Committee in spring/summer 2016; and the development of a Per Diem Eligibility Policy endorsed by the Finance & Audit Committee on March 30, 2016.