



## Registrar's Report February 24, 2015 – Report for Fourth Quarter of 2014

### A. Communications & Marketing

The College continues its outreach efforts with a strong focus on connecting with youth, Aboriginal peoples, new immigrants and women. In the fourth quarter, the College participated in 71 stakeholder events.

Communications and Marketing produced a video that features consumer advocate Peter Silverman and our Director of Compliance and Enforcement, Bob Onyschuk, speaking to the value of the College's Public Register for anyone who is looking to hire a skilled tradesperson. The video is on YouTube and will be featured on a number of television programs in March including HGTV and CHCH.

Certificates for business members were created and are now being mailed to businesses so they can post on their wall to showcase their commitment to professionalism within the industry. Businesses are also being sent new College of Trade decals "Hire with Confidence" to further promote their membership. All members are also receiving stickers and decals when they renew their membership.

Brochures about the College were created and translated into seven languages.

### B. Member Services

As of the end of Q4 there were 237,008 active members in the College distributed as follows:

<b>Membership Base</b>	
<b>Apprentices</b>	64,020
<b>Journey person Candidates</b>	2,915
<b>Tradespersons</b>	90
<b>Journey persons</b>	169,936
<b>Employers/Sponsors</b>	47
<b>Total Membership Base</b>	<b>237,008</b>

The College continues to receive significant call and email volume; approximately 60,000 calls and 5,500 emails were received in the fourth quarter. The management team within Member Services continues to focus daily effort on improving answer times, processing times and email response time.

Member Services continues to participate as the lead in the Affinity Working Group to seek out more benefits for membership in the College.

## C. Compliance & Enforcement

The Compliance and Enforcement Division closed out the year by conducting almost 2000 field visits in the fourth quarter. The visits were split almost equally between the Construction and Motive Power sectors. In conducting these visits, Enforcement Officers issued 69 Part I offence notices, or tickets, for the quarter. Slightly more than half of the tickets were issued in the Motive Power sector.

In the final quarter Enforcement officers encountered a total of 802 unauthorized workers in compulsory trades, bringing the total to 3900 workers for the year. In these instances, efforts were made to bring the workers and their employers into compliance with the *Ontario College of Trades and Apprenticeship Act, 2009* (the Act). Almost 60% of these workers were found in the Motive Power sector. With respect to complaints against College members alleging professional misconduct, incompetence and/or incapacity, 11 of these complaints were received in the fourth quarter.

## D. Policy, Programs & Evaluations

### Policy and Research

The Policy and Research Department continues to provide extensive research and consultation framework support for the Dean Review. The College's Board recently approved the New Trade and Apprenticeship Program Development Process which had been developed by the Policy and Research Department and work is being undertaken to develop an application package with the Ministry of Training, Colleges and Universities (MTCU).

The Policy and Research team led the final requirements for formal regulatory filing and the implementation plan for the Sprinkler and Fire Protection Installer (SFPI) becoming a compulsory trade, and completed foundational research for a future consultation on academic entry requirements.

### Programs

The Trade Standards Department responsible for programs has undertaken an aggressive agenda of rebranding all Training and Curriculum Standards to the new College format, revising and releasing more than 50 exemption exams, updating 18 Curriculum and Training Standards, hosting 12 Red Seal Trades, and addressing more than 200 inquiries from the Trade and Divisional Boards in 2014.

This department released its first of 3 new pilot logbooks for new apprentice logbooks and participated in more than 60 major Red Seal projects and workshops linked to the College's trades. A new guide for incentives for apprentices and employers was released, a second addition to the College exam guidance preparation manual.

### Evaluations

Launching in April 2014, the Evaluations and Assessments Department has received more than 4500 applications, of which over 3000 were processed in 2014. The centralized processing of all TEA portfolios has led to a more consistent approach and has identified and eliminated any fraudulent submissions. 2015 will see an expected increase in applications with SFPI becoming a compulsory trade on February 2, 2017. Evaluations and Assessments will be on the front line of assessing individuals with relevant trade experience and seeking SFPI Certificates of Qualification (CofQ) prior to the trade becoming compulsory.

The department has also met with many Trade Boards about the improved trade qualification processes and gained the required respect needed to build confidence in the College's evaluation process.

## **E. Corporate Governance**

The Board of Governors met twice in the final quarter and attended two training/information sessions. There were four Divisional Board meetings in the final quarter (one for each division) and 30 Trade Board meetings.

With respect to Trade Boards, there were fourteen meetings of Construction Trade Boards, four of the Industrial Trade Boards, five of the Motive Power Trade Boards and seven of the Service Trade Boards.

## **F. Corporate Services**

The College is implementing an improved financial accounting system and the go-live is scheduled for March 2, 2015. The improved system will allow for greater automation of routine processes and improved timeliness of monthly financial results.

As at December 31, 2014, the College had 164 permanent staff. The 2015 budget included the hiring of 10 Enforcement Officers and one manager in the Compliance and Enforcement Division.