



Minutes

Service Divisional Board Meeting

November 22, 2016 at 9:00 a.m.
Ontario College of Trades
655 Bay Street, 6th Floor, Room 604,
Toronto, ON, M5G 2K4

Divisional Board Members in Attendance

Rob Brewer, Chair
Cam Anderson, Vice-Chair
Chelsey Hooker

Divisional Board Members not in Attendance

None

Resource Persons/Guests in Attendance

None

Staff Members in Attendance

Javed Akhtar, Policy Analyst
Warren Barbour, Director, Member Services
Tyler Charlebois, Manager, Marketing
Meg Feres, Supervisor, Board Operations
Linda Francis, Research Analyst
Maria Khan, Administrative Assistant
Jan O'Driscoll, Manager, Media Relations and Communications
Bob Onyschuk, Director, Compliance and Enforcement
Alice Power, Program Coordinator
Gay Saunders, Program Coordinator
Daniel Scown, Governance Analyst
Royden Trainor, Director, Policy and Programs
Dan van der Burg, Manager, Policy and Research

1. Call to Order/Welcome

The Chair called the meeting to order at 9:00 a.m. and welcomed Divisional Board members and College staff.

2. Approval of Agenda

The Chair reviewed the agenda.

SDB20161122-01 ON A MOTION MADE by C. Anderson, seconded by C. Hooker and CARRIED, the Agenda for the November 22, 2016 Service Divisional Board meeting was approved as tabled.

3. Conflict of Interest

No conflicts were declared.

4. Vice-Chair Election

The Divisional Board agreed to elect Chelsey Hooker as Vice-Chair of the Service Divisional Board effective November 22, 2016 to hold office for one (1) year.

5. Compliance & Enforcement Update

B. Onyschuk provided an update on field visit statistics as well as tickets and summonses issued by membership class, sector, and geographic location. Results of a recent school bus “blitz” in August 2016 were also reported.

B. Onyschuk left the meeting at 9:25 a.m.

6. Membership Update

W. Barbour provided an update on College membership statistics, client services activities, and call centre data. The most recent weekly results of the Customer Service Survey launched in late September 2016 were also reported.

W. Barbour left the meeting at 9:50 a.m.

7. Policy & Programs Update

R. Trainor reviewed Q3-2016 activity and statistics for the Policy and Programs division, including updates related to staffing changes and fundamental infrastructure work to support evidence-based decision-making at the College in the areas of programs, standards, policy, research, and trade equivalency assessment.

8. Apprenticeship Training Tax Credit Eligibility for Service Sector Trades

R. Trainor updated the Divisional Board on the eligibility exclusion of the majority of Service sector trades for Ontario’s Apprenticeship Training Tax Credit (ATTC) program and noted ongoing College efforts to address the issue with the Ministry of Advanced Education and Skills Development (MAESD). The College has reviewed statistics on the excluded trades with MAESD officials, in particular membership data by gender. It is anticipated that later this year there will be new rules and guidelines announced for the ATTC program.

9. Potential Regulatory Changes to Hairstylist Trade Related to Barbering Components

R. Trainor advised that the College’s proposed regulatory changes to the Hairstylist trade related to barbering components is still pending legal review by government staff. In addition, given proposed legislative amendments to the *Ontario College of Trades and Apprenticeship Act, 2009* tabled in Bill 70 by the government in mid-November, College staff will explore how a scope-limited Provisional Certificate of Qualification would potentially work in the new system being proposed by the Bill.

10. Premier’s Highly Skilled Workforce Expert Panel Report

The Divisional Board reviewed information related to the Premier’s Highly Skilled Workforce Expert Panel’s Report dated June 2016, titled “*Building the Workforce of Tomorrow*”, and its relevance for

the Ontario College of Trades. There was a discussion concerning the impact of certain conclusions in the Report, particularly in the areas of apprenticeship modernization, registration processes, experiential learning, and employer engagement.

The Divisional Board supported the proposal for the College to engage directly with the recently appointed government Secretariat overseeing implementation of the Report's recommendations. There was agreement that in the engagement with the Secretariat, the College should consider issues such as promoting the merits of the apprenticeship model while also exploring improved apprenticeship management tools; realigning resources to in-class training based on demand; and developing a robust employer engagement strategy to encourage and streamline the ability of employers (or groups of employers) to register and retain apprentices.

11. Trade Equivalency Assessment Update

R. Trainor provided an update on the College's Trade Equivalency Assessment work, including the number of applications received, processing time, approval rate, as well as system and business enhancements.

12. Training Standards Production Chart

The Divisional Board reviewed the College's *Training Standards Production Chart* showing the number of Training Standards produced by implementation year since 2001. It was noted that the College has made it a priority to retool, redevelop and renew Training Standards and has experienced significant progress in advancing this priority.

G. Saunders joined and R. Trainor left the meeting at 10:50 a.m.

13. Hairstylist Practical Exam Update

G. Saunders updated the Service Divisional Board on the development of the Hairstylist practical examination to accompany the Red Seal written examination which will then allow for Red Seal endorsement (RSE). Since the last update to the Divisional Board in June 2016, five pilots have been completed across the province, resulting in 33 Hairstylist certifications and RSEs. There are plans to conduct four more pilots in other regions, early in 2017. In addition, a working group of Training Delivery Agents has recently been established to assist the College to continue addressing logistical and technical implementation considerations. The Divisional Board expressed its continued support for the pilot program. Staff will continue to keep the Divisional Board apprised of the practical exam implementation status.

G. Saunders left the meeting at 11:00 a.m.

14. Cook/Assistant Cook Training Standard

The Divisional Board reviewed and discussed a summary of proposed changes to the Cook/Assistant Cook Training Standard, including: skills or skill sets added; skills or skill sets removed; optional skills that will become mandatory; and general notes and rationale.

SDB20161122-02 ON A MOTION MADE by C. Anderson, seconded by C. Hooker and CARRIED, the Service Divisional Board endorsed the Cook/Assistant Cook Training Standard, as presented in the Decision Note titled "*Cook/Assistant Cook Training Standard*", for use in Ontario's Apprenticeship training for the trade; and agreed to send a letter of congratulations to the Trade Board and the Working Group.

15. Child Development Practitioner Training Standard

The Divisional Board reviewed and discussed a summary of proposed changes to the Child

Development Practitioner Training Standard, including: skills or skill sets added; skills or skill sets removed; optional skills that will become mandatory; and general notes and rationale.

SDB20161122-03 ON A MOTION MADE by C. Hooker, seconded by C. Anderson and CARRIED, the Service Divisional Board endorsed the Child Development Practitioner Training Standard, as presented in the Decision Note titled “*Child Development Practitioner Training Standard*”, for use in Ontario’s Apprenticeship training for the trade.

D. Scown joined the meeting at 11:25 a.m.

16. Trade Board Minutes, Statistics, and Updates

The Divisional Board reviewed statistics in the Service sector, including exam attempts, trade totals by membership class, voluntary/compulsory status, gender, and average age. A. Power provided an update on the main themes and topics discussed at recent Trade Board meetings for Appliance Service Technician, Arborist, Baker-Pâtissier, Chef-Cook, Hairstylist, Horticultural Technician, Network Cabling Specialist, and Utility Arborist. With respect to the Hairstylist Trade Board’s resolution concerning a status update on proposed regulatory changes to the Hairstylist trade related to barbering components, the Divisional Board asked staff to arrange a conference call with the Trade Board to discuss the matter.

17. Issues Log

The Divisional Board reviewed five issues raised at recent Trade Board meetings that are being addressed by staff.

18. Governance Update

D. Scown reviewed governance activity and statistics for Q3-2016, including the number of governance meetings held in the quarter and the current priorities of the department with respect to supporting the work of the College’s Boards, its standing and statutory Committees, and adjudicative panels derived therefrom; as well as the Trade Board Chair and Vice-Chair training session held on September 22, 2016.

In addition, the Divisional Board was advised that the Ontario government introduced [Bill 70, Building Ontario Up for Everyone Act \(Budget Measures\), 2016](#), which included legislative amendments to the *Ontario College of Trades and Apprenticeship Act, 2009*, and that the two main areas of this legislation that will have particular impact on the work of the Governance team are: (i) the establishment of a new statutory Committee on Compliance and Enforcement Policy; and (ii) a new Secretariat that will appoint panelists for Trade Classification Review hearings.

D. Scown left the meeting at 12:05 p.m.

T. Charlebois and J. O’Driscoll joined the meeting at 12:35 p.m.

19. Communications and Marketing Update

T. Charlebois and J. O’Driscoll provided an update on recent Communications & Marketing initiatives, including radio segments aimed at increasing public awareness about the work of the College and the continued success of the job board pilot project at “*HireWithConfidence.ca*” and the “*earnwhileyoulearn*” website. In addition, it was reported that increased subscriptions to the College’s quarterly newsletter “*Trades Today*”, and the continued growth of both the traditional and social media platforms, continue to help the College communicate its message in innovative and effective ways.

J. Akhtar, L. Francis, and D. van der Burg joined the meeting at 12:55 p.m.

20. Ontario Municipalities Procurement vis-à-vis the Apprenticeship System

The Divisional Board discussed procurement processes at Ontario municipalities in relation to the apprenticeship system, in particular the tendering of construction or maintenance work requiring skilled tradespersons. Staff advised that a letter was sent to over 100 Ontario municipalities over the last three months to introduce the College. The letter emphasized that, as the regulatory body for the skilled trades in Ontario, the College is mandated to protect the public interest by ensuring that individuals performing the skills of compulsory trades have the proper training and certification.

The discussion expanded to include the municipal tendering processes for procuring the services of those who work in the skilled trades classified as voluntary. In particular, the work of Arborists was discussed. The Divisional Board expressed support for the College's plan to send written correspondence in early 2017 recommending to municipal officials that when tenders for construction and maintenance work are issued, they recognize the Ontario Certificate of Qualification (CofQ) as the professional standard for tradespersons performing the work of certain trades in Ontario, and that it be considered as an eligibility criterion when procuring services. The Divisional Board also suggested that the letter be followed up with other types of activity, such as educational webinars, to further reinforce the value of a CofQ in many skilled trades.

T. Charlebois and J. O'Driscoll left the meeting at 1:05 p.m.

21. Program Evaluation Process – Update on Step 2 (Validation) in Progress

D. van der Burg presented a proposal to engage stakeholders for feedback on the program evaluation pilot finding of nine Service sector trades that have met the threshold for potential de-prescription under the *Ontario College of Trades and Apprenticeship Act, 2009* (OCTAA). The engagement activities are intended to provide the Divisional Board with additional trade and sector-specific evidence to inform its deliberations in *Step 3: Determination* of the evaluation process, and to support the recommendations to the Board of Governors, and ultimately to the Ministry, regarding next steps for these trades.

The Divisional Board reviewed nine draft Trade Reports, outlining vital statistics and information with respect to College membership, exam status, training delivery, jurisdictional comparisons, and diversity analysis for each trade. There were discussions related to effective stakeholder consultation strategies. Completed Trade Reports for each trade currently undergoing the steps of the PEP will be tabled at Divisional Board meetings as supporting documentation at points in the process that require a Divisional Board decision.

SDB20161122-04 ON A MOTION MADE by C. Anderson, seconded by C. Hooker and CARRIED, that whereas on August 11, 2015 the Board of Governors passed resolution BG20150811-09 directing College staff to commence the Program Evaluation Process (PEP) for assessing the performance and viability of trades and apprenticeship programs named under OCTAA; and whereas Step 1: Evaluation has been completed for an initial selection of trades; and whereas it is under the Divisional Boards' purview, in Step 2: Validation, to validate the initial assessment findings and advance the trades for industry consultation; the Service Divisional Board endorsed stakeholder engagement activities to be undertaken by College staff to finalize Step 2 of PEP and provide necessary information to move to Step 3: Determination for the nine Motive Power trades listed in Appendix C of the November 22, 2016 Decision Note titled "Program Evaluation Process: Proposal to Seek Industry Feedback on Trade and Apprenticeship Program Evaluation Pilot Findings".

J. Akhtar, L. Francis, and D. van der Burg left the meeting at 1:25 p.m.

22. In Camera

The Divisional Board held an in camera session.

23. Adjournment

The meeting adjourned at 1:45 p.m.

“Rob Brewer”

Signed: Rob Brewer

Chair, Service Divisional Board

June 22, 2017

Date

“Meg Feres”

Signed: Meg Feres

Recording Officer

November 24, 2016

Date