



Minutes

Appliance Service Technician Trade Board Meeting

June 17, 2014 at 9:30 a.m.
SW Hotel - 5400 Dixie Road
Mississauga, ON, L4W 4T4

Trade Board Members in Attendance

Frank Rizzuti, Chair
Robert Beerman, Vice-Chair
Abdul Hamid
John Ripley

Trade Board Members not in Attendance

None

Resource Persons/Guests in Attendance

None

Staff in Attendance

Risa Abella, Program Coordinator

1. Call to Order/Welcome

Chair and Program Coordinator welcomed everyone and called the meeting to order.

2. Approval of Agenda

A comparative review of the National Occupational Analysis (NOA) against the Apprenticeship Training Standard was added to the agenda as an action to be done prior to tomorrow's training standard workshop. Also, the Program Coordinator agreed to speak about the George Brown program as the representatives from George Brown could not attend the meeting. Finally, the Program Coordinator agreed to provide an update on the April 16, 2014 Service Divisional Board meeting. **ON A MOTION MADE BY J. Ripley, SECONDED BY F. Rizzuti AND CARRIED**, the agenda was approved, as amended.

3. Conflict of Interest

No conflicts of interest were declared.

4. Previous Minutes

The Program Coordinator reviewed the procedure and location for the posting of minutes on the College website. **ON A MOTION DULY MADE BY A. Hamid, SECONDED BY F. Rizzuti AND CARRIED**, the draft minutes of the Trade Board's March 4, 2014 meeting were approved as tabled.

5. College of Trades Update

The Program Coordinator provided updates on the following:

5.1 Communications

Updates were provided on (i) the new Road to Apprenticeship information on the College website; and (ii) the trade-specific fact sheets (formerly developed by the MTCU) that are to be reviewed and updated. The Program Coordinator advised that she will provide copies of the existing MTCU documents to the Trade Board for review and feedback.

Members commented positively on the highlight of service trades in the College's Trades Today magazine and inquired as to whether a future edition could highlight the Appliance Service Technician trade (perhaps in conjunction with related trades, including Parts Technician and Pool, Hot Tub and Spa Service Technician). Members stressed the importance of this outreach and communication mechanism since the central mechanism (industry sector council) for advertising and supporting this trade no longer exists. The Program Coordinator will bring this matter to the Communications Department for consideration.

5.2 Service Divisional Board Update

The Trade Board inquired into the timelines related to the recommendation in the Service Divisional Board minutes to populate the Parts Technician Trade Board. The Program Coordinator indicated that she will keep them updated. Members confirmed that in the Appliance Service trade, most technicians directly conduct many of the competencies and skills that fall under the Parts Technician trade including, but not limited to, customer support, ordering and receiving parts, dealing with suppliers, etc.

5.3 Enforcement Update

The Program Coordinator introduced the Trade Board to the primary statistics link on the College website for enforcement (home page) as well as the public advisories section of the website.

5.4 Exam Guidance Manual

The Program Coordinator presented the Exam Guidance Manual which is a support for those preparing to write their C of Q exam.

5.5 Academic Entry Requirements

On April 29, 2014, the Board of Governors approved a motion to consult publicly on the academic entry requirements of each trade prescribed under the *Ontario College of Trades and Apprenticeship Act, 2009* (OCTAA). The plan is to hold a 120-day public consultation. Members will be informed of additional details and outreach strategy when the information is available. The Program Coordinator advised that the College is seeking suggestions from Trade Boards, stakeholders, important partners, and other organizations or individuals who may have useful feedback to submit during the consultation.

The Trade Board inquired as to whether only individual Trade Board members can make a submission or if a Trade Board as an entity can make a submission. The Program Coordinator will

inquire further into this matter.

5.6 Ratio Changes in Regulation

The Program Coordinator confirmed that the new journey person-to-apprentice ratios that changed following the ratio review public consultations are now in regulation. She also provided a link to ratio information on College website.

5.7 Sprinkler and Fire Protection Installer – Classification Review Update

The Program Coordinator confirmed that the Decision Report for the Trade Classification Review for the Sprinkler and Fire Protection Installer trade has been posted to the College website, and provided a link to the Decision.

5.8 Trade Equivalency Assessment

Members inquired about the status of attestation of competency for internationally trained individuals who cannot access their documents in extreme situations. The Program Coordinator will inquire further into this matter.

5.9 Changes to Scopes of Practice

The Program Coordinator reviewed the updated process for reviewing and amending scopes of practice. The Trade Board deferred passing a resolution to amend the scope of practice for Appliance Service Technician until the next meeting. The Program Coordinator will distribute notes of previous discussions on the topic of scope of practice in preparation for the fall meeting.

6. Program Update

Discussion of the program focused on four key areas:

6.1 Statistics Update

The Trade Board was updated on statistics related to its trade. There has been little change in the statistics since the last meeting.

6.2 Messaging the Industry on the Apprenticeship Program

The Trade Board raised the continued concern related to getting information to industry on the apprenticeship for this trade. Critical concerns still remain because this trade no longer has a mechanism for centralized information distribution and messaging in light of the end of the Installation and Repair Sector Council.

6.3 Eligibility for the Apprenticeship Training Tax Credit

The Trade Board inquired as to whether there was a process for making the Appliance Service Technician trade eligible for the provincial Apprenticeship Training Tax Credit. The Program Coordinator will inquire into this matter for further information.

6.4 Commercial Appliances

The Trade Board indicated that a majority of technicians do not work on commercial appliances, although there may be some exceptions. The Board inquired about what certification technicians who only work on commercial appliances hold.

7. Curriculum Standard Update & George Brown College Appliance Service Fundamentals Program

There remains a concern in relation to this trade's outdated curriculum. Initial conversations with George Brown College in terms of potentially using its curriculum from the Appliance Service

Fundamentals Program as an alternate for prior learning assessment are now in doubt, as the program does not have a full curriculum attached to it. The Trade Board members will continue this conversation at the fall meeting since the representatives from George Brown College could not attend this meeting. The Program Coordinator will continue to research alternative curricula and bring the concerns to management. The Program Coordinator did present some general information provided by George Brown College focusing on program structure, participant demographics and lesson content. The Program appears to reflect more of a continuing education model. Less than 25% of the participants are “starting out” and a majority of the information taught is theoretical. Also, there is limited practical lab time.

George Brown representatives will be invited to attend the fall meeting for further discussion.

8. Status of the Domestic Appliance (DA) Certification under the TSSA

In response to the previous request to clarify the status of the DA certification under the TSSA, the Program Coordinator advised that TSSA call centre had not been notified that the DA program was being phased out. However, it appears that this course is not being offered by many of the listed service providers under the TSSA. The Trade Board voiced continued concern over the future of this certification on two fronts: a) whether the course is offered or not, will those with the certification still be recognized; and b) if the course is not being offered, technicians who want to work on gas appliances will be required to complete the G1 or G2 certification as the only alternative. The Trade Board acknowledged that there are likely quite a few DA holders in their sector still working. The DA course is shorter and allows technicians to work on non-vented appliances or anything under 400,000 BTU. This includes key products like gas ranges, dryers, outdoor space heaters, freestanding fridges. The Program Coordinator will make some inquiries into course schedules for the listed DA training service providers.

Further discussion took place on the issue of TSSA requirements for appliance service technicians to carry their G1, G2 or DA to work on gas appliances.

The Trade Board requested and recommended that the Director of Policy and Programs provide an update to both this Trade Board (at its next meeting) and the Service Divisional Board on the current issues related to the TSSA and the gasfitter designation, as was done for the Industrial Divisional Board.

The Trade Board also inquired as to whether a certified Appliance Service Technician under OCTAA could work on a dual fuel system without a DA or G1 or G2 license under the TSSA. The Program Coordinator agreed to add this issue to the triage list for discussion.

9. Apprenticeship Training Standard Workshop – June 18 and 19, 2014

In preparation for the Apprenticeship Training Standard Workshop that follows the Trade Board meeting, the Board completed a high level review of the updated National Occupational Analysis in comparison to the provincial Apprenticeship Training Standard.

10. Other:

Following the review of the Service Divisional Board minutes, the Trade Board members discussed some of the related trades to Appliance Service Technician that do not currently have populated Trade Boards. Specifically, overlapping work, competencies and skills with the following trades was discussed; Parts Technician (240P), Pool, Hot Tub and Spa Service Technician (237S), Pool Hot Tub and Spa – Installer (237T), and Electronic Service Technician (416E).

The Trade Board also discussed Pump Systems Installer (263F), which falls in the industrial sector.

Members of the Trade Board confirmed that they are seeing an increase in requests for service for domestic hot tubs and spas as well as exercise machines and other residential systems, especially technicians working for larger companies. A technician may be requested to complete these tasks. In relation to Parts Technician, members confirmed that technicians maintain their own inventory and liaise with parts suppliers as a Parts Technician may do. The trade of Electronic Service Technician was previously covered by the same Industry Sector Council as the Appliance Service Technicians.

Trade Board members agreed that it may make sense to recommend to the Service Divisional Board that these trades be integrated with the Appliance Service Technician Trade Board, as a Trade Board that already represents multiple related trades.

ON A MOTION MADE BY R. Beerman, SECONDED BY A. Hamid AND CARRIED, the Appliance Service Technician Trade Board recommends that the trades of Pool, Hot Tub and Spa Service Technician as well as Pool, Hot Tub and Spa Installer be included under the Appliance Service Technician Trade Board.

The Trade Board will continue to discuss the overlap with Parts Technician and Pump Systems installer. No recommendation has been made on these trades, nor with respect to the 416E trade. The Trade Board acknowledged that repair demands for small electronic items are diminishing as we move towards a more “disposable” sector.

11. Industry Update:

The Trade Board discussed a number of industry-specific issues and provided updates on industry trends and developments.

12. Next Scheduled Meeting/Event

It was confirmed that the next Trade Board meeting is scheduled for September 9, 2014 at the same location.

13. Adjournment

The meeting was adjourned.

“Frank Rizzuti”

Frank Rizzuti, Chair

September 9, 2014

Date