Earn While You Learn
The College's dynamic new youth website

Inspiring youth, one engine at a time
How two foster brothers are promoting skilled trades to tomorrow’s workforce

Independent review launched
Tony Dean announced as Reviewer
In just over a year, the Ontario College of Trades (the College) has already made significant progress as a new self-regulatory body mandated to oversee and modernize skilled trades in Ontario and protect the public interest.

Any new organization, in its early stages, must make a concerted effort to build a better understanding of its industry, and identify areas for improvement. Based on our own observations, feedback from industry stakeholders and comments from our first independent trade classification Review Panel decision, the College believes there is an opportunity to improve certain aspects of our regulatory framework as set out in the Ontario College of Trades and Apprenticeship Act, 2009 (the Act).

In the 2014 Plan for Ontario, Ontario Premier Kathleen Wynne committed to supporting the success of the College by appointing a Reviewer to look at issues related to the scopes of practice and the classification and reclassification of trades. She has followed through on that commitment.

Minister of Training, Colleges and Universities, the Honourable Reza Moridi has appointed Tony Dean as Reviewer to conduct an independent technical review. We believe Mr. Dean’s expertise and knowledge will be extremely beneficial to the College and to addressing areas where there is an opportunity for improvement.

The court has sent a strong message about the importance of ensuring qualified individuals are the only ones doing work of a compulsory trade. It also demonstrates the value of the College and its enforcement officers who are out there every day checking certification and weeding out the underground economy.

I’d like to acknowledge all the hard work of my colleagues on the Board of Governors, Trade and Divisional Boards. Together along with Registrar and CEO David Tsubouchi and his team at the College, we have made our way through some challenging times, and remain on course.

Sincerely,
Ron Johnson
Chair, Board of Governors

We believe Mr. Dean’s expertise and knowledge will be extremely beneficial to the College and to addressing areas where there is an opportunity for improvement.
Navigating any career pathway on your own can be hard, so the Ontario College of Trades (the College) has developed a new interactive website to help young people explore Ontario’s 156 skilled trades.

Before you can begin a rewarding, lifelong career in the skilled trades, you’ll need to complete an apprenticeship program. To help get started, Horticultural Technician apprentice Tracy Qiu offers some encouragement and tips to future apprentices.

“It’s okay to be nervous and intimidated when entering a new field, but don’t let that stop you from getting valuable experience,” says Qui.

**Tip 1:** Finding a sponsor can seem a daunting task but there are many sponsors and employers across the province willing to hire and train the future generation of tradespeople. And there are many incentives – financial and otherwise – available to employers who do so.

“Find like-minded people you can talk to and you might make friends, connections, and mentors,” suggests Qiu. “Get yourself out there and meet as many people as possible.”

Update your resume and portfolio, and make them look professional. It can also be useful to find a sponsor in your region by contacting your local Employment Ontario service provider or viewing job boards online.

**Tip 2:** Once you’ve signed a Registered Training Agreement (RTA) with your sponsor and the Ministry of Training, Colleges and Universities (MTCU), you will see that the RTA lists important information related to your apprenticeship, like becoming a member of the College, your wage, the number of hours you need to work and the allotted time to attend your in-school training.

**Tip 3:** Make sure your employer gives you all the opportunities to learn the entire scope of your trade, so you’ll be prepared when it comes time to write the Certificate of Qualification exam for your trade (if applicable).

**Tip 4:** Remember to get the contact information of your Employment Training Consultant at the MTCU. If you’re unionized, get the name of your union representative, as they can help you if you lose your job or if you’re unable to finish your apprenticeship due to a labour stoppage.

**Tip 5:** Familiarize yourself with the College’s Training Standard for your trade. The Training Standard is essential to your training on-the-job and acts as a “logbook” by identifying all the skills that are necessary for you to know in your trade.

Each Training Standard is developed by the College in partnership with MTCU and in consultation with representatives of each trade. They help you keep track of the skills you learn during your training (both in-school and on-the-job). If you’re in a compulsory trade you will need to take the Certificate of Qualification exam.

Qiu adds these final words of wisdom: “Never stop asking questions! You never know where the answers will lead you in your career.”

Download the Training Standard for your trade at collegeoftrades.ca/training-standards.

More information on programs and tools to help you with your apprenticeship is always available at earnwhileyoulearn.ca or call the MTCU Employment Ontario Contact Centre at 1-800-387-5656.
Whether it’s the roaring sound of a motorcycle or the inspirational stories from apprentices and journeypersons, a new dynamic website offers a glimpse into the vast career opportunities that are abound for youth who are considering a career in the skilled trades.

The Ontario College of Trades (the College) has launched earnwhileyoulearn.ca, an engaging and user-friendly site for youth that provides everything young people need to know about how to begin an apprenticeship in Ontario and the benefits of a career in the skilled trades.

“This is a very attractive website with great information about the trades,” says Michael Teune, Chef, full-time Culinary Professor, and Program Coordinator of Apprenticeship and Ontario Youth Apprenticeship Program (OYAP) at Humber College.

Luciano DiLoreto, project leader for the OYAP at the Toronto Catholic District School Board agrees, noting, “It’s an excellent resource tool for educators and aspiring apprentices.”

The site also features inspirational videos and stories from apprentices and those working in the skilled trades, a step-by-step guide on the path to becoming an apprentice, and a host of Qs and As that will be updated on a continual basis.

To support the website and drive traffic to it, the College has launched its biggest advertising campaign to date promoting each of the four sectors: construction, industrial, motive power and service.

The advertisements, which launched on September 29, are running for 12 weeks in the TTC subways, on platforms and digital screens, and in malls and billboards across the province. The launch was timed for fall, a time of year when students are thinking about their futures, and what it takes to get there.

“The Earn While You Learn website should be the first tool that young people interested in the trades should have in their ‘job search tool box.’ The easy-to-navigate site offers information on dozens of trades, practical tips and first-hand accounts that will be of great help to youth seeking employment in the trades,” says Ian Nyman, General Manager of Employment at the YMCA of Greater Toronto.

Please visit www.earnwhileyoulearn.ca

Hear their stories: Faces of the trades
David Shepherd, motorcycle technician
- David’s love of motorcycles landed him a job sweeping floors at a motorcycle shop just so he could be close to the action. Now, he works for Yamaha Motor Canada, where he spends his time helping people get the most out of their bikes. Plus, every year he travels to Japan to test the latest motorcycles before they even come on the market.

Simone Hewitt, steamfitter apprentice
- For Simone, the trades run in the family. She followed in the footsteps of her handyman grandpa and electrician step-dad, is gaining training as a steamfitter, and hopes to also become a certified welder, some day. As a young mother, Simone was inspired by her young son to better herself by choosing a rewarding career path. She loves driving by a place and thinking, “Wow, I helped build this.”

Oscar Turchi, chef
- Oscar’s love of cooking started at a young age in his mother’s kitchen in Italy. After years of practising his craft in a number of five-star restaurants and hotels, Turchi is now the owner of Savoia Hors D’Oeuvres, a widely-acclaimed enterprise that specializes in the handmade hors d’oeuvres that have launched the Niagara-region chef into the upper echelon of the Canadian culinary community.
As boys growing up in small town Ontario, they laughed together, played together and raced fast cars together. They even built them from scratch.

And more than three decades later, not much has changed.

Jim Palmer and Stu Hood, once inseparable in their youth, are now both faculty members at Conestoga College in Guelph, each passionate about developing the trades skills of the hundreds of students that pass through their classrooms and automotive bays every year.

Palmer is a professor in the Automotive Service Technician Program and Hood is the Coordinator of Motive Power Programs. Each is a certified member of the Ontario College of Trades.

In some ways the two - who consider themselves foster brothers - have come a long way; but in others, not at all.

The pair met in Grade 9 at Guelph Collegiate and Vocational Institute. They quickly became best friends over their shared interest in cars.

“I remember I would always sit at the back of class and have a car magazine inside my physics book or something,” says Palmer with laughter, from his tidy college office.

“Our lives seemed to revolve around cars.”

So much so that reading about cars and working on them weren’t enough; they built them, too.

When Hood, after a dramatic change in his home life, moved into Palmer’s family’s home a few years later, the two began constructing dune buggies from scratch.

After receiving their high school diplomas, the brothers got jobs in a local factory. Palmer worked there for a year or two before beginning an automotive apprenticeship at a car parts store, and then receiving further training at Conestoga.

“I was a very poor student in high school because I wasn’t interested,” remembers Palmer.

“Then I got into building dune buggies and working on engines and stuff. Then I got a job as an apprentice, and then I went to school for automotive trade school and I was the top student in my class.”

“I needed to be working with my hands, not with a textbook.”

Palmer worked as an automotive machinist and salesman before landing the instructor position at Conestoga in 1987. He’s been there ever since.

Hood, on the other hand, stayed at the factory and later learned the welding trade at Conestoga’s Guelph campus. He joined the college as a staff member a few years after Palmer.

The brothers have spent the ensuing decades nurturing in students the same type of passion for cars and engines that they had as teenagers.

And, naturally, building cars.

About fifteen years ago, Palmer came up with the idea to build a race car that would motivate students, compete in local, sanctioned drag races and promote Conestoga College.

He found an old frame, and off to work they went.

A decade-and-a-half later, it’s clear the experiment has been a huge success.

Automotive students are smitten with the prospect of working on a turbocharged vehicle at school, according to the brothers.

“They are so excited by it. They come into the shop and say ‘what’s happening with the race car? Can we work on the car?’” says Palmer.

“We tell all the students, ‘you’re going to complete the Ministry curriculum at an A level, then you can work on the car.’ It’s been a good incentive for many of them,” adds Hood.
Palmer and Hood also take the car to high schools, career fairs and banquets, where it’s always a favorite among potential students. About once a month, the brothers take the car down to St. Thomas Raceway Park to compete.

Palmer and Hood clearly bond over working on cars– they always have– but they also bond over a love of helping others. The brothers, according to Palmer, couldn’t walk into a garage from Windsor to Barrie without seeing a former student wearing a friendly smile, eager to talk cars. The racecar they built together is an important legacy, but, truly, it pales in comparison to the lives both Palmer and Hood have touched throughout their careers.

They’ve helped countless young people achieve their dreams, and it’s difficult to think of a career more meaningful than that.
Behind the chair
Fifty years and still going strong

Nora Osborne is the type of person whose countenance, it seems, knows little else than easy cheerfulness.

In a quiet, sunny courtyard nestled near the centre of Sunnybrook Hospital, the 79-year-old explains why she loves being a hairstylist. “I’ve always loved working with people, so it’s a very special way for me to be involved in the community and in the lives of the people I serve,” she says.

Though Osborne is one of the oldest working hairstylists in Ontario, and a member of the College, the spritely senior is the picture of youthful charm and exuberance.

For the past 24 years, she has volunteered in Sunnybrook’s beauty salon, where she cuts, curls and colours the locks of her customers, mostly elderly Torontonians.

But there is one type of customer she values above all others. “I have an immense respect for veterans, and it’s an absolute honour to work with them and help them.”

It’s easy to see why Osborne has a soft spot for war veterans.

A childhood of hardship
Osborne was born in Ukraine, but her family left when she was very young. In order to escape Ukraine’s repressive communist regime, her parents took Osborne and her siblings to Germany.

“My parents did not want to stay behind under a Soviet government because it was a horrible way of life. [They said]: ‘let’s go to Germany and maybe it will be a better way of life there.’ But it wasn’t [better] during the war.”

Osborne says her childhood memories are unhappy ones. “I was a child of war in Germany. We didn’t have any childhood, really. Bombs were flying. Cities were burning.”

After the war, Berlin was divided into four zones: American, British, French and Soviet. Osborne and her family found themselves in the British section.

Opting not to stay in Germany, Osborne’s parents made the decision to come to Canada. “It was very difficult. It was a strange country and a new language. But you know what? You learn to live. You adapt to Canadian life.”

Nora Osborne, top right, has been doing the work she loves for decades.
"I had the wonderful privilege to enroll in Marvel Hairdressing School," she continues. "At that time, it was in a beautiful Victorian mansion in the Bloor-Spadina area. In 1960 I graduated, and I never looked back!"

After completing her studies and becoming a certified hairstylist, Osborne got married and had children.

But she was always able to work part-time as a hairdresser, and when her husband passed away she joined the Sunnybrook Volunteer Association.

For more than two decades now, Osborne has been a fixture at Sunnybrook.

"Many war veterans live in Sunnybrook including many ladies who served our country in the Second World War. For them, it is a privilege to come and have their hair done, and they really appreciate our services. I meet so many wonderful ladies, and it is my privilege to do my best for them."

At home at Sunnybrook

On this warm Thursday morning, the sun streams through the Sunnybrook beauty salon's windows. Plants and flowers adorn the walls, and pop music (Pharrel's 'Happy') plays in the background. It's a cheery place.

Osborne banters with one of her regulars, the feisty Mrs. Powell, about the weather and birthdays and the like; in almost every way, the scene is the exact same as in any other salon across the province.

Osborne is in her element, the consummate professional.

After more than 50 years in the trade, she knows that, one day, she will have to hang up the scissors. Osborne doesn't want to think about that, though.

"Maybe next year. But we'll see."

For now, it seems that Nora Osborne is just where she belongs.
Every day, the Ontario College of Trades (the College) is busy promoting the trades and protecting the public.

And that’s good for businesses and certified skilled trades professionals.

The College’s enforcement team is working throughout the province to maintain high industry standards and diminish the underground economy by going after those who break the rules.

Individuals who don’t put in the time and effort that legal certification requires shouldn’t have the opportunity to take business away from those who play by the rules.

This is why our enforcement officers are so important. They ensure those who are doing the work of a compulsory trade are certified professionals.

Individuals working in compulsory trades must either have a valid Certificate of Qualification (for Journeypersons) or a Statement of Membership (for Journeyperson Candidates or Apprentices) issued by the College. Workers in compulsory trades must legally carry their active College membership card on them while working.

The College’s enforcement officers are trained to investigate complaints, conduct inspections, verify credentials, and journeyperson-to-apprentice ratios. Officers have the authority to examine pertinent documents during their inspection, including payroll records, employee schedules, Registered Training Agreements, Certificate of Qualifications, and Statement of Memberships.

“Every day throughout the province, our enforcement officers encounter uncertified individuals working in compulsory trades. While our goal is to bring these individuals into compliance with the Ontario College of Trades and Apprenticeship Act, 2009 (the Act), it is sometimes necessary to use the various enforcement tools available to achieve this outcome,” says Director of Compliance and Enforcement Bob Onyschuk.
All enforcement officers are required to complete a rigorous, two-month training program designed to promote a comprehensive knowledge of the Act, Canadian legal system, and investigation techniques. This extensive training ensures enforcement officers are well equipped to protect the public and Ontario’s hard-working certified trades professionals through fair and consistent enforcement.

Some of our members have questioned how our enforcement officers are qualified to investigate and inspect trades workers and their workplace/worksite. The vast majority of the College’s enforcement officers have a trades background: they are master electricians, plumbers, automotive service technicians, and hairstylists. Their diverse backgrounds paired with extensive training ensures they are qualified to make accurate decisions in the field.

“Individuals who don’t put in the time and effort that legal certification requires shouldn’t have the opportunity to take business away from those who play by the rules.”

“Our team understands and values the work of trades professionals as many of them are certified skilled trades professionals themselves,” adds Onyschuk.

With Ontario being an ethnically and linguistically diverse province, the College’s enforcement team includes officers who are fluent in languages like French, German, Italian and Punjabi.

The College is focused on providing consistent and fair enforcement across Ontario to protect its members and the public. Qualified and certified trades professionals take pride in their craft and skills—the time and dedication it takes to obtain professional status in a trade is a huge accomplishment and a contribution to the skilled trades community. Similarly, the College takes pride in the qualification and skill of our enforcement officers—they work hard to protect certified trades professionals and take action against uncertified workers in compulsory trades. See how our enforcement officers are working for you.

What work have enforcement officers done so far?

Based on feedback from members and stakeholders, the College has developed a new fact sheet to help tradespersons and employers understand the College’s role, authority, and what they can expect from an enforcement officer’s visit. The brochure can be downloaded from the Complaints and Discipline section on the College’s website.

Between May 2013 & September 30, 2014

11,375 field inspections conducted across Ontario.

1,328 complaints have been received involving allegations of professional misconduct, incapacity and/or incompetence.

Over 320 Provincial Offences Notices (tickets) were issued to violators of the Act.

I know of an uncertified worker. What can I do?

A complaint can be made via mail, fax, email, or by calling the Complaints Line. If you would like to remain anonymous, exclude your full name and contact information.

Mail: Ontario College of Trades, 655 Bay Street, Suite 600, Toronto, ON M5G 2K4
Fax: 1 (866) 398-0368
Email: complaints@collegeoftrades.ca
Complaints line: 1-855-299-0028 ext. 3 (toll-free)
Investing in our future skilled trades professionals

There are multiple advantages to hiring apprentices

Apprentices can be a significant benefit to businesses and employers.

In fact, Canadian employers report receiving a return of $1.47 for every dollar invested in an apprentice, according to the Canadian Apprenticeship Forum.

That robust return on investment stems from the fact that businesses that embrace apprenticeships have the opportunity to train eager, technologically-savvy apprentices in the skills, systems and culture specific to a particular job.

The Ontario College of Trades is eager to help apprentices begin their careers in the skilled trades, and so are a growing number of businesses across the province.

Randall Moore is the President and CEO of Mister Transmission International, and he says that his company employs between 68 and 100 apprentices at any given time.

“Attracting and keeping apprentices is a crucial investment in the future, especially in our business where the technology is constantly changing. Apprentices are hungry for information, they’re eager to build, and we can give them the specific, on-the-job training that they need in order to succeed,” said Moore.

“You can’t just hire anyone off the street in our business. They need specialized skills and training.”

Apprentices aren’t just for large companies; modestly-sized employers benefit from hiring apprentices as well.

“Good apprentices are legitimately interested in the work, and they care about the job they do,” said Bob Holst, founder of Triple Eight Heating and Plumbing in Kitchener.

“They work hard, and they’re committed to the trade. That’s important in our business.”

Not only does bringing apprentices on board ensure that employers have skilled employees trained to their own standards, the province offers grants and other financial incentives to hire them.

Randall Moore believes that companies who think hiring apprentices is too expensive or cumbersome are “naive.”

“Some employers say ‘what if I train him and he leaves?’ I say ‘what if I don’t train him and he stays?’ Apprentices are one of the core elements of our business.”

Update on the Sprinkler and Fire Protection Installer trade Reclassification

Following the decision from the independent Review Panel to reclassify the Sprinkler and Fire Protection Installer trade, the College’s Board of Governors has approved the draft regulation to reclassify the trade from voluntary to compulsory. That regulation now moves to the Ontario government for final approval and posting. For more information on the reclassification and what it may mean for you, visit the College’s website collegeoftrades.ca.