

## APPRENTICESHIP AND CERTIFICATION BOARD MINUTES

100 - 111 LOMBARD AVENUE

April 12, 2024

### BOARD MEMBERS

Castel, Ron	Employee Representative
Henry, Shawn	Employer Representative
Herntier, Warren	Employee Representative
Laycock, Glenn	Employee Representative
McCutcheon, David	Secretary
Novo, Davide	Employer Representative
Palson, Tanya	Chair
Paul, Carol	Employer Representative
Poirier, Kevin	Training Provider Representative
Sharma, Aarti	Employee Representative
Taran, Chris	Public Interest Representative

### REGRETS

Poulsen, Matthew	Employer Representative
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### ABSENT

### GUESTS

Bacon, Chantel	Chief of Staff, Economic Development, Investment, Trade and Natural Resources
Moses, Jamie	Minister, Economic Development, Investment, Trade and Natural Resources
Wallace, Michelle	Assistant Deputy Minister, Economic Development, Investment, Trade and Natural Resources

### STAFF

Bezdziety, Jodie	Manager, Business Transformation
Chung, Gabriel	Manager, Training Standards
Coverdale, Renae	Program and Policy Development Consultant
Gagne, Glenda	Operations Officer and Industry Liaison
May, Vanessa	Manager, Policy, Legislation and Board Operations
Stepaniuk, Tiffany	Operations Officer and Education Liaison

**2024.04.01**

**OPENING AND ARISING FROM THE MINUTES**

**1.1 Call to Order**

The Chair called the meeting to order at 9:10 am.

**1.2 Approval of Agenda**

**Closed.**

**Motion 2024.04.01**

***The Board motions to approve the April 12, 2023, agenda as written.***

***Consensus of 8 in favour      0 opposed      0 abstained  
Carried.***

**1.3 Approval of Previous Minutes**

**Closed.**

**Motion 2024.04.02**

***The Board motions to approve the January 8, 2023, minutes as written.***

***Consensus of 8 in favour      0 opposed      0 abstained  
Carried.***

**2024.04.02**

**UPDATES FROM THE CHAIR AND EXECUTIVE DIRECTOR**

**2.1 Board Chair Update**

**Closed.**

The Chair:

- Welcomed the Board to their first meeting and offered a brief introduction about herself.
- Informed the Board that she had recently visited the Apprenticeship Manitoba office building where she had the opportunity to meet many staff members. The Chair offered thanks to the Apprenticeship Staff for their continued efforts ensuring Apprenticeship operations continue as necessary.
- Advised the Board that she is currently sitting on the Interprovincial Alliance of Board Chairs (IPA), who provides recommendations to the Canadian Council of Directors of Apprenticeship (CCDA). And that she will be attending the next two CCDA meetings in June and November 2024.
- Acknowledged that the Government of Manitoba experienced a transition recently, which resulted in Apprenticeship Manitoba moving from the department of Advanced Education and Training to Economic Development, Investment, Trade and Natural Resources.
- Informed the Board that she has had the opportunity to meet with the Minister, Deputy Minister, and Assistant Deputy Minister.

**2.2 Review of previous Board Meeting Evaluation**

**Closed.**

The Manager of Policy, Legislation and Board Operations:

- Advised the Board that as part of routine Board process, a feedback survey is sent to all members once the meeting has concluded. It is an opportunity for Board members to provide written

feedback, should they have any concerns or input that they would like to raise regarding the Board meeting.

- Identified and explained the survey results from the former Board meeting.

### **2.3 Executive Director Update**

**Closed.**

The Executive Director advised the Board members that:

- The feedback survey also includes fillable portions, not just multiple-choice questions (in case anyone was concerned about that).
- With the recent change in department, as well as this time of year (spring) is routinely busy for Apprenticeship—so certain things are taking a bit longer than expected.
- He is currently serving as the Vice Chair of the CCDA, however in June 2024 he will be transferring to the position of Chair and will likely hold that position for a 2-year term.
- The CCDA plays a large role in apprenticeship programming across Canada.
- Yesterday, Red River College hosted the Skills Manitoba Competition. The winners will go on to compete in Quebec.
- Recently the Branch has been busy completing correspondence and other day-to-day operations. Our staff have been busy ensuring that our colleges and technical training providers are good-to-go to provide training to our students/apprentices in the upcoming months.
- Currently the CCDA is looking at: Foreign credential recognition, acknowledging Indigenous representation, and ensuring under-represented groups are not being overlooked and, talking about labour mobility.

**2024.04.03**

## **COMMITTEE REPORTS AND DISCUSSION/DECISION ITEMS**

### **3.1 Orientation**

**Closed.**

The Executive Director Began by welcoming all new and returning Board members to the meeting. He and the Manager of Policy, Legislation and Board Operations then co-presented a PowerPoint orientation presentation to the Board.

Q: The funding support that is offered seems to be low.

A: There are lots of funding supports and mechanisms available. Part of your role on the Board is to promote what is available. We promote this information on the website, and we also spread the word through our staff, specifically the ATC's. That said, employers and employees must be willing to take advantage of the funding on their own.

A: You hear about education—and other grants that are sitting and never taken advantage of—provide by MCAM, and they sit empty a large amount of the time.

Q: Is there any motivation to provided additional funding for new students?

A: New funding has recently been introduced specifically for under-represented groups. We just finished a tax benefit that targeted employers, for each apprentice they could receive \$5,000 and even more for under-represented groups. This was administered by the federal government, but it was not as successful as they were hoping. So even though we tried to meet that concern regarding funding, the program was not as successful as was anticipated or hoped. And again, at the end of the day its up to the employer to take advantage of the funding opportunities made available.

Q: It's only about 25 percent of the apprentices that we actually have going to school. Is this a good number, and if not, what do you see as a barrier to those who are not attending?

A: Manitoba's Apprenticeship system is similar to other jurisdictions, in that only about 60 percent who start will complete and become certified. Obviously, we would like to see higher completion rates, however there are many factors that contribute to this. We have voluntary trades that do not require certification. Since COVID, we've only begun to see a rebound in apprentices attending technical training. Our average apprentice age is also 27/28 years of age, and we recognize that this is an incredibly busy time in anyone's life, many life-related things may get in the way of an apprentice at that age as to why they may not complete their certification in a consecutive timeframe. There are also cost factors. We understand the concern that many cannot afford to reduce their pay by half for 10 weeks to attend technical training. That said, technical training-related pay reduction is offset once the level is completed because the apprentice receives a raise. We also currently offer more seats per capita than most other jurisdictions across the country.

Q: Isn't it also true that here in Manitoba, we have a very high completion rate?

A: Yes, that is true. We currently see an approximate 76 percent completion rate.

Q: Is Manitoba still providing the 2-week review period for apprentices prior to their writing their Red Seal Exam? Is this something unique to Manitoba?

A: Yes, we do. But most jurisdictions provide this. I believe we might provide slightly more time in comparison to other areas.

Q: Can we talk about the shift in demand on the registration side?

A: 2015/16 was our highest number of dollars spent on technical training for apprentices. But what you didn't see in the numbers was the amount of seats that were empty in the classrooms. We had an Auditor General Review at this time, that was primarily concerned with the financial or fiscal responsibility aspects of our operations. At this time, we overpaid by 3M dollars for empty seats. Rightfully so the government wanted to see greater return on their investment and so a new approach was initiated in how we purchase the training seats for apprentices. Now, we only add classes when we believe there is a proven demand. We forecast and then those seats fill up. This year specifically we absolutely saw a greater demand than we predicted, and we responded well in being able to meet it. Yes, we have apprentices who are on a waitlist, but those apprentices are spread across many trades' programs and as soon as there are enough apprentices to fill another class, they will be offered a time slot.

Q: Back when I was an apprentice, we received a letter as to when we were to attend technical training and there wasn't much room to decline but it really pushed the apprentice along through the system. Are there mechanisms in place currently to see if the current system of how we sign apprentices up for technical training is working?

A: The current system that we're using now is called the "Active Apprentice Engagement Strategy". What this does is track apprentices who have not enrolled in technical training for 2 years or longer. For whatever reason, sometimes the apprentice does not accumulate the number of on-the-job hours that are required for them to progress, sometimes we speak to an apprentice, and they've been on maternity leave, or they've experienced a break in employer. Apprentice Training Coordinators (ATCs) will call these apprentices directly, to understand what's going on and from that, the general numbers that we see are that about 60 percent of those apprentices re-engage and the other 40 percent cancel their apprenticeship because they've moved on.

Q: We have heard consistently that it is a struggle for apprentices to register. They can't get into the system due to the timing—it's during work hours and that's inconvenient—they also can't access registration on their phones. Is there opportunity to shift the registration timeframe?

A: We understand that our current IT system creates a barrier for apprentices during registration time. The timeframes that we currently offer for registration are due, primarily to the fact that newer apprentices typically require customer service support by telephone on a trade-by-trade basis, and we have to be able to offer them that. We don't have an over abundance of resources to offer as ideal customer service support as we would prefer. We also don't own our current IT system and we are at the mercy of Access Manitoba. Luckily, we are in the process of revamping our IT system right now, which will hopefully alleviate most concerns. That said, these changes are still expected to be a few years away.

Q: Because of the self-declaration aspect, the proactive apprentice will obtain a seat but the apprentice who has been out of technical training for 2+ years will not—they'll be waitlisted—is this effective?

A: In this case, we have the waitlist system. So, the apprentice calls their ATC, and the ATC will place them on a waitlist, and they will be enrolled in the next available course that they are looking for. So being waitlisted doesn't mean you aren't getting into class.

Q: What does communication look like between apprenticeship and the colleges, and what would the penalty be in the case that they refuse to allow additional technical training seats?

A: We work with the colleges jointly, and if there's any kind of issues, we work to resolve it first. Any kind of penalty would be the very last result.

Q: Is there any priority given to underrepresented groups for technical training if/when we know they're struggling?

A: No, all apprentices are given equal opportunity.

A: We do provide certain minority groups, such as women in the trades with additional resources, such as connecting them to programs and initiatives, if they ask for it or identify a need for it.

A: It can be challenging to identify exactly what are true minority group statistics are since apprentices self-identify.

### **3.2 Board By-Law**

**Closed.**

The Manager of Policy, Legislation and Board Operations provided a brief overview of the Board By-Law.

**2024.04.04**

**UPDATES**

### **4.1 Discussion with Minister Jamie Moses**

**Closed.**

The Minister of Economic Development, Investment, Trade and Natural Resources (EDITNR) provided a brief introduction to the Board regarding the departments' current mandate. He identified current ambitions the department has for the apprenticeship system in Manitoba. The Board members were provided an opportunity to provide feedback to the Minister and discuss agenda items. The Minister thanked the Board members for their ongoing commitment to the apprenticeship system in Manitoba.

### **4.2 Apprentice to Journeyman Ratios**

**Closed.**

The Board Chair advised the members that:

- The Board would not be making a recommendation or a motion at this time regarding the apprentice to journey person ratios.
- At this time the members are being asked to provide their initial thoughts regarding the current proposal, and to raise any questions that they may need answered in order to make an informed recommendation, in the future.
- Given that this topic is currently a top priority for the department, a virtual meeting will be arranged sooner rather than later, for the Board to address the concerns raised in this meeting and to make a recommendation to the Minister.

The Executive Director advised the Board to consider the regulatory review process that had been discussed in the orientation as they discuss the topic.

The Manager of Policy, Legislation and Board Operations advised the Board to keep in mind throughout the discussion that the proposals being made in this meeting are only potential next steps, and that, as the Minister advised, the opportunity remains for the Board to continue to request additional information regarding the topic, given that no decision has been made.

The Board discussed the topic and requested that the branch provided the following information for its next meeting:

- What are other jurisdictions doing?
- Can we compare the public statistics prior to the 2:1 ratio amendment versus just after, for:
  - Active Apprentices
  - New Registrations
  - Completions
- Where are the real trade shortages in our province?
- Prior to the 2:1 ratio coming into effect, how many apprentices were struggling to find employment under the 1:1 ratio?
- How long on average do most fourth level apprentices take to become fully certified?

2024.04.05

## DISCUSSIONS/DECISIONS

### 5.1 Operations Unit Overview

Closed.

At 2:10 pm, just before agenda 4.2 began the Board Chair excused herself from the meeting, and Employer Representative, Carol Paul took her place for the remainder of the meeting.

Apprenticeship Manitoba's Operations Officer and Industry Liaison, and Operations Officer and Education Liaison addressed the Board in a joint presentation which provided a thorough overview of their respective unit's role and responsibilities within the apprenticeship system and identified their current ongoing undertakings.

Q: Can you talk about registration and user error, and registration timelines and issuing of certificate of qualification?

A: Our team works in two systems. One is 24-years old, and the other is 13-years old. All data is inputted manually and that is for all apprentices. It can be very laborious process, and we don't have an over abundance of resources to complete these tasks. We would love to have greater capabilities and responsiveness and complete all registration in one day, it's just not possible under our current system.

A: We've broken registration up over two-weeks and sometimes when the demand is anticipated in a unique way, we'll plan for that as well. For example, for electrical we've broken it down and done just one level per day. But really its about accommodating our current system. And keep in mind, all registration is done with three clerks.

A: Hope is on the horizon, it's just a few years away.

Q: Based on this information, I feel as though many businesses and employers would really benefit from this knowledge. I think there is a major lack in understanding for the reasons why the processes are the way they are. Is there opportunity to address the industry? Do we know if any other jurisdictions deal with these same issues?

A: We share a system currently with New Brunswick and Nova Scotia, so they understand and relate to the same issues that we do. That said, we're very independent from other jurisdictions, we all have different business models, needs, and demands. And we're developing a system that is specifically designed to our provincial needs, so collaboration isn't required to that end but it is based on shared values.

Q: Can we support the apprenticeship system in advocating for additional resources to improve operations?

A: That is hopefully going to be a component of apprenticeship modernization initiatives.

## **5.2 Operations Unit Overview**

**Closed.**

The Operations Officer and Education Liaison presented alongside the Operations Officer and Industry Liaison.

## **5.3 Business Transformation Unit Overview**

**Closed.**

The Manager of Business Transformation began with an introduction into her role at Apprenticeship Manitoba. She provided an overview of the current projects her unit is working on, which includes change management, business analysis, website and visual identify rebranding, marketing, and promotion. She discussed Apprenticeship's strategic objectives and the extent to which her unit is dedicated to pushing them forward.

## **5.4 Training Standards Unit Overview**

**Closed.**

The Manager of Training Standards introduced himself to the Board and provided an overview of the work his unit does at Apprenticeship Manitoba, which includes technical training curriculum, training standards development, and certification exams development / harmonization. He discussed the significant role that industry stakeholders have in the Training Standards unit, as they work directly with Sector Committees and Industry Working Groups. He noted that he currently sits as Chair of the Interprovincial Standards and Examinations Committee (ISEC), which reports to various members of the CCDA.

Q: When you talk about the French content, do we know for sure that it's doing what it's intended to do?

A: When I was discussing the significance of having bilingual representation throughout the development of training standards and certification exams—this is what I was referring to. It's about making sure that with harmonization, that French translations are not just done accurately language wise, but making sure that the content is reflected in both French and English language versions, and that they mirror each other accurately.

Q: When curriculum changes are being made, who is part of that process, who does your team consult with? How do you know the technical training providers are teaching the right things—that they're up to date on what's new?

A: We work directly with the training providers to redevelop the new training when a change is implemented. As curriculum changes are being made, industry stakeholders are engaged in the entire process as well, to ensure that it meets industry standards.

**5.5 Policy Unit Overview**

**Closed.**

The Manager of Policy, Legislation and Board Operations provided the Board with an overview of her unit and their role at Apprenticeship Manitoba. She informed the Board that her team is responsible for regulatory and legislative matters, Board operations and annual events such as the Highest Achievement Awards (HAA) and Awards of Distinction (AOD). She advised the Board that she currently sits as a member on the CCDA research committee.

**2024.04.06**

**NEW BUSINESS**

**6.1 Powerline Technician Trade Designation Request**

**Closed.**

The Manger of Policy, Legislation and Borad Operations provided background on the topic of Powerline Technician and the ongoing Trade Designation request. She noted that in the most recent Board meeting, the previous Apprenticeship and Certification Board motioned to approve the trade of Powerline Technician for designation. The Board reviewed the documentation and had an open discussion regarding the previous Board's decision to approve Powerline Technician for Trade Designation.

Q: So by approving to designate without a trades program would allow the apprentices to become Red Seal Certified? I'm assuming Manitoba Hydro has been consulted, since they would be the primary training providers?

A: Yes, that is correct. Since the decision to designate has been approved—previously—we went forward with consultation to build the new by-law, which you'll see in the appendix. You will also see a recommendation from the Sector Committee to the Board to approve the trade for designation.

A: This also allows us to administer certification here in Manitoba—to Manitoba apprentices directly, instead of requiring that they physically leave our province to gain certification.

**Motion 2024.04.03**     ***The Board motion to move forward with the previous decision to approve Powerline Technician for Trade Designation.***

***Consensus of 7 in favour     0 opposed     0 abstained***  
***Carried.***

**2024.04.07**

**REGULATIONS FOR BOARD APROVAL AND BOARD CHAIR SIGNATURE**

**7.1 NIL**

**Closed.**



**2024.04.08 RECENTLY REGISTERED REGULATIONS**

8.1 NIL Closed.

**2024.04.09 FUTURE AGENDA ITEMS**

9.1 2023-24 Board Annual Report Closed.  
 9.2 2024-25 Board Work Plan Closed.  
 9.3 Trade of Hairstylist Regulation Update Closed.  
 9.4 Trade of Esthetician Technical Training Update Closed.  
 9.5 Trade of Welder Technical Training Update Closed.  
 9.6 Trade of Automotive Service Technician Technical Training Update Closed.

**2024.04.10 CORRESPONDENCE/INFORMATION**

10.1 Correspondence from Industry Stakeholder – Minimum Wage Rates for Apprentice Closed.

The Manager of Policy, Legislation and Board Operations advised the Board that they may be asked to return to this regulatory review in the future.

10.2 Correspondence from Industry Stakeholder – Transition to 1:1 Ratio Closed.  
 10.3 Correspondence from Industry Stakeholder – Transition to 1:1 Ratio Closed.  
 10.4 Correspondence from Industry Stakeholder Group – Transition to 1:1 Ratio Closed.

**2024.04.11 CALENDAR EVENTS**

11.1 Next Board Meeting: Proposed Dates Closed.

The Board Chair proposed a virtual Board meeting for early May 2024 to address the topic of apprentices to journey person ratios. Details to be confirmed at later date.

**2024.04.12 IN CAMERA (IF REQUIRED)**

12.1 NIL report. Closed.

**2024.04.13 ADJOURNMENT**

13.1 Meeting adjourned at 3:59 pm.

**May 31, 2024**

*Date approved by the  
Apprenticeship and Certification Board*

**Original signed by**

*Tanya Palson, Chair  
Apprenticeship and Certification Board*

**Original signed by Vanessa May, Manager,  
Policy, Legislation and Board Operations,  
on behalf of**

*David McCutcheon, Secretary  
Apprenticeship and Certification Board*