

Employment and Training Division

Division de l'emploi et de la formation

Skilled Trades and Indigenous  
Partnerships Branch

Direction des métiers spécialisés et des  
partenariats avec les Autochtones

777 Bay Street, 26<sup>th</sup> Floor  
Toronto ON M5G 2E5

777, rue Bay, 26<sup>e</sup> étage  
Toronto ON M5G 2E5

## MEMORANDUM

**TO:** Apprenticeship Training Delivery Agents (TDAs)

**FROM:** Andrew Irvine, Director  
Skilled Trades and Indigenous Partnerships Branch

**DATE:** April 1, 2025

**SUBJECT:** Further Update to Apprenticeship Service Delivery

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Further to the email issued to TDAs on February 28, 2025, we would like to provide you with a further update on the transition of Apprenticeship Service Delivery to Skilled Trades Ontario (STO), specifically as it relates to in-school training.

The Ministry of Labour, Immigration, Training and Skills Development (ministry) continues to be your contact on the administration of your In-Class Enhancement Fund transfer payment agreement and will continue to engage and interact with you regarding apprenticeship schooling. Please continue to liaise with your ministry contact as you regularly do on your programming, and in-class management matters as they relate to your agreement.

With STO becoming the primary contact for apprentices and sponsors for Apprenticeship service delivery (including registrations and exam administration) on April 2, 2025, they will encounter some subtle changes when it comes to school scheduling:

- Apprentices receiving automatic offers/confirmations will be advised in these emails to contact STO if they have any questions.
- Sponsors seeking information about schooling options for their apprentices or apprentices making inquiries will be directed to STO.

The ministry and STO are committed to making the change in Apprenticeship Service Delivery as seamless as possible. We are working collaboratively and have established systems and processes to exchange information in a timely and effective manner to support school scheduling inquiries to respond to the needs of apprentices and sponsors.

Offsite exams will continue and STO is assuming full responsibility for offsite exams as part of their new role in exam administration. As previously noted in our memo of February 28, 2025, STO and their third-party exam provider, Prometric Canada Testing Services, have begun reaching out to TDAs involved with the offsite exams over the coming months to initiate these discussions. STO has indicated they will be introducing a single point of contact for you and your administrative staff to coordinate offsite exams.

Please contact STO directly if you are seeking further information. Their contact centre will be able to redirect you appropriately and can be reached by phone at 647-847-3000, or Toll Free in Ontario at 1-855-299-0028. Their email is [info@skilledtradesontario.ca](mailto:info@skilledtradesontario.ca).

At the ministry, we appreciate your dedication to training Ontario's emerging apprentices. We look forward to our ongoing collaboration on school programming and in-class management.

Thank you,

Andrew Irvine  
Director, Skilled Trades, and Indigenous Partnerships Branch