

Memorandum to: Training Delivery Agents (TDAs), Apprentices, Sponsors, and Industry Representatives

From: Skilled Trades Ontario

Date: May 5, 2025

Subject: Apprenticeship Completion & Certifying Exam Scheduling

Please be advised that as of April 2, 2025, **Skilled Trades Ontario (STO)** is responsible for apprenticeship registration, program completion, issuance of certificates of apprenticeship and administration of certifying exams.

Please note that the process for completing apprentices by Group Sponsors for workplace-based training requirements may differ in some instances, as group sponsors can request completion for multiple apprentices at the same time and for the same trade.

Updated Instructions for Apprenticeship Completion

What TDA's Need to Know About In-School Completion

The Ministry-managed schooling completion process for TDAs has not changed.

- TDAs with Ministry EOIS-APPR access: should continue to complete their students' in-school training online.
- TDAs without Ministry EOIS-APPR access: should continue to follow the process of submitting class results to the Ministry for entry, as they have been doing.

What Sponsors and Apprentices Need to Know About On-the-Job Completion

The Ministry is no longer responsible for receiving any job completion materials. STO is now the sole organization designated to receive, review, and process apprenticeship completion requests.

As part of this change, The Ministry no longer accepts logbooks or any other completion documentation.

Note: Apprentices should ensure their records are up to date – STO will send apprentices a *Notice of Completion of Schooling Requirements* once they have completed all the schooling requirements for their trade.

Apprenticeship Completion Process: What to Expect

Step 1: Download the Apprenticeship Completion Form

Visit the [Finish an apprenticeship page](#) on the STO website to download the required **[Apprenticeship Completion Form](#)**.

The form must be fully completed and signed by both **the apprentice and the sponsor**.

Step 2: Submit the completed Form to Skilled Trades Ontario

Submit the signed Apprenticeship Completion Form via one of the following options:

Email: Please call Skilled Trades Ontario for secure email instructions at 647-847-3000 or toll-free (Ontario only) 1-855-299-0028 Monday to Friday, 7:00 a.m. – 7:00 p.m. EST

Mail: Skilled Trades Ontario, PO Box 2354 RPO SQ1 Shoppers, Mississauga, ON L5B 3C8

Apprentices should not submit their full logbook to STO. They should ensure that their logbook is complete and kept for personal records, as they may be asked to provide proof of hours worked or competencies gained.

Step 3: Review by Skilled Trades Ontario

STO will review Apprenticeship Completion forms to confirm that apprentices have met all the on-the-job and in-school requirements of their apprenticeship program.

Step 4: Receive Certificate of Apprenticeship

Once apprentice completion is verified, STO will issue and send the **Certificate of Apprenticeship**.

Apprentices or sponsors who have questions or need assistance during the process can contact STO directly using the numbers listed above.

Exam Scheduling Instructions

Note: the below instructions do not apply to TDAs that have certifying examinations delivered at their location.

Exams are now delivered by STO through our delivery partner Prometric Canada Testing Services.

Certification Exam Process: What to Expect

To ensure a smooth exam experience, here are the key steps:

Step 1: Confirm Eligibility and Submit Payment

- Candidates must confirm eligibility and submit the \$150 + HST fee to STO.
- Apprentices who complete their apprenticeship program after Jan. 1, 2025, will have a fee waiver automatically applied to their account – they do not need to contact STO to pay for their first exam attempt.
- Payments are accepted by phone: 647-847-3000 or toll- free (Ontario only) 1-855-299-0028 Monday to Friday, 7:00 a.m. – 7:00 p.m. EST.

Step 2: Authorization to Test Letter

Once payment is received, STO sends an **Authorization to Test Letter** with a unique **Eligibility Number**, scheduling instructions, and day-of requirements.

Note: If a candidate is scheduled to write on site during the last week of in-class training, candidates can disregard the Authorization to Test Letter instructions. The letter is sent automatically to all eligible candidates

Step 3: Accommodations (if required)

To ensure compliance with *Accessibility for Ontarians with Disabilities Act* (AODA) and maintain exam integrity, **all accommodation requests require formal supporting documentation** including a recent, signed assessment or letter from a qualified health professional detailing the nature of the disability and recommended accommodations.

Requests received without the required documentation cannot be approved.

Note:

- All exam candidates must write the exam in English or French.
- Candidates are not permitted to use/bring secondary-language dictionaries.
- Translators, interpreters and readers are only provided by Prometric Canada approved vendors.

Need assistance? *If you have an urgent medically advised accommodation need, please contact Skilled Trades Ontario before you schedule your exam:*

- **Email:** accommodations@skilledtradesontario.ca
- **Phone:** 647-847-3000, or Toll Free in Ontario at 1-855-299-0028. Hours of operation are Monday to Friday, 7:00 am to 7:00 pm EST.

Step 4: Schedule the Exam

Follow the link in the **Authorization to Test Letter** to book a preferred time and location with Prometric Canada Testing Services.

Step 5: Exam Day

- **Arrive at least 30 minutes before your scheduled start time to check in**
- **Bring a printed copy of the Authorization to Test Letter**
 - **Note:** *Electronic copies are not accepted*
- **Bring valid, non-expired government-issued photo ID**
 - Your name must match the name listed on this letter exactly
 - If your ID does not match, contact STO before your exam

Red Seal Exam Candidates – Additional Steps

After scheduling with Prometric Canada Testing Services, candidates writing a Red Seal exam **MUST** complete additional setup and exam-day steps.

If these steps aren't completed, candidates will not be able to access the exam on exam day and may forfeit their fee.

- **14 days before the exam** look for an **email from ccda.alerts@gmail.com** (check junk/spam folder)
- **Reset password** within 72 hours (case sensitive)
- **Log off** the system from home devices before leaving for the exam
- **Arrive 1 hour before** your exam start time
- **Bring:**
 - **Red Seal password**
 - Authorization to Test Letter
 - Valid, non-expired government-issued photo ID to the exam

For more information, please visit the [Exam scheduling page](#) on the STO website.