



ROOFING CONTRACTORS  
ASSOCIATION OF  
BRITISH COLUMBIA



# Apprenticeship Handbook

Information for apprentices and employers

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# Welcome to the RCABC Training Centre

## CONGRATULATIONS

Congratulations on your decision to attend apprenticeship training at the RCABC training centre. As a leader in the roofing industry, RCABC has trained over 1,500 apprentices in the 20 years that the training centre has been in operation.

The RCABC training centre is the first educational facility in North America specifically designed for and exclusively dedicated to training apprentices in roofing and roofing-related industries.

Apprentices from throughout British Columbia are engaged in learning theory and practical applications, the latest application technology, current product information and safe work practices. RCABC instructors have over 50 years combined industry experience and keep up to date with developing product technology and applications.

Completing your apprenticeship program is a career-shaping choice. By attending the RCABC training centre you are embarking on a journey that will launch your career and provide you with a rewarding future.

> *The 2012 BC Apprenticeship Student Outcomes Survey reported that 94% of respondents felt that the knowledge and skills gained through their apprenticeship training was very useful in performing their trade.*

RCABC is providing apprentices with the skills required in the workplace. We can do this because our roofing contractor members are committed to training and we have the support of our supplier/manufacturer members and the Industry Training Authority (ITA) that provides annual funding for our apprenticeship programs.

This handbook has been created to provide you with important information and guidelines to help make your training a positive and rewarding learning experience.

# Apprenticeship Programs

## Roofer, Damp & Waterproofer

“Roofer” means a person who builds or lays insulation, vapour retarders, built-up or flat-deck roofs, covering roof frames with unitized materials such as tile, slate, composite, wood, shakes and shingles and metal shingles; application of roof deck waterproofing with modern plastic and rubberized coating materials; and, the damp and waterproofing of floors, foundations and below-grade pipes and tanks with such materials as pitch, tar, asphalt, plastic, bitumen and rubberized materials, in any building other than residential premises.

The program combines both work-based and in-school technical training and is designed to be completed over a three year period.

### PROGRAM REQUIREMENTS

- 3600 work based hours
- 12 weeks in-school technical training ( 4 weeks per level)
- Achieve 70% or higher on the Interprovincial Exam

> *For more information on the Roofer, Damp & Waterproofing Program, please visit [www.itabc.ca/program/roofer](http://www.itabc.ca/program/roofer)*

## Architectural Sheet Metal Worker

“Architectural Sheet Metal Worker” means a person who has the product knowledge and skills to prepare, repair and fabricate components for; metal roofs, metal walls and other exterior wall products, composite panels insulation, membranes and waterproofing, ventilators and curbs, flashings, gutters, downspouts, louvers, soffits, skylights and metal doors.

The program combines both work-based training and in-school technical training and is designed to be completed over a 3 year period.

### PROGRAM REQUIREMENTS

- 4800 work based hours
- 18 weeks in-school technical training (6 weeks per level)
- Achieve 70% or higher on the ITA Certificate of Qualification Exam

> *For more information on the Architectural Sheet Metal Program please visit: [www.itabc.ca/program/architectural-sheet-metal-worker](http://www.itabc.ca/program/architectural-sheet-metal-worker)*

## Residential Steep Roofer

“Residential Steep Roofer” means a person who covers 1:3 ratio (4 in 12 pitch) roof frames and other steep roofs weatherproofing materials, including unitized materials such as asphalt shingles, cedar shingles and shakes, slate, various types of vinyl roofing products and coatings, various types of clay, metal and concrete tiles.

The program combines both work-based training and in-school technical training and is designed to be completed over a two year period.

### PROGRAM REQUIREMENTS

- 2400 Work Based Training Hours
- 6 weeks in-school technical training
- Achieve 70% or higher on the ITA Certificate of Qualification Exam

> *For more information on the Residential Steep Roofer Program, please visit: [www.itabc.ca/program/residential-steep-roofer](http://www.itabc.ca/program/residential-steep-roofer)*

## Frequently Asked Questions

*I have many years of experience in the trades. How can I become a certified journey person?*

If you have many years experience in the roofing or architectural sheet metal industries, there are two options to becoming certified.

The first option is to become a registered apprentice in the trade in which you are working and then complete the apprenticeship program. In order to do this, talk to your employer or union and ask them to sponsor you.

Visit the ITA website [www.itabc.ca](http://www.itabc.ca) for complete information about registering in an apprenticeship program.

The second option is to challenge for an ITA trade certification instead of taking an apprenticeship program. Generally, challengers are required to complete 1.5 times the hours in the trade. To challenge for certification, complete a trade-specific Certification Challenge Application available on the ITA website or through ITA Customer Service. For more information on challenging exams, please visit [www.itabc.ca](http://www.itabc.ca)

*I am a new immigrant to Canada and have many years of experience in the trades, but I am concerned that my English is not good enough to attend training. What can I do?*

ITA offers an Essential Skills assessment to determine how strong your foundation skills are in reading, document use and numeracy. ITA will provide an individualized learning plan that will direct you to useful online learning resources to address skill gaps you may have. To register for an Essential Skills assessment, contact Dave Coleman at [dave@rcabc.org](mailto:dave@rcabc.org)

Currently RCABC does not have ESL support for apprentices while attending training. Apprentices may bring an electronic translator to use in class. If an apprentice requires an interpreter to write the exams at the end of a level, they will need to schedule the exam with ITA after they successfully complete the technical training.

*Do I have to be a member of RCABC to attend training?*

Training at RCABC is open to all individuals who are currently registered apprentices in the Roofer, Damp & Waterproofing, Architectural Sheet Metal Worker and Residential Steep Roofer trades.

*When is training held?*

RCABC offers apprentice training classes between the months of September and May. Please visit our website [www.rcabc.org/education-training/apprentice-training-programs/](http://www.rcabc.org/education-training/apprentice-training-programs/) for class schedules.

*How much does it cost?*

Roofer, Damp and Waterproofing -  
Members \$400, Non Members \$500

Architectural Sheet Metal Worker -  
Members \$500, Non Members \$700

Tuition Fees are exempt from GST and PST. Tuition is paid in full at registration

*I am a registered apprentice, but recently got laid off. Can I still attend training?*

Yes you can. Please contact RCABC so they can update your employment status and review your options to continue your training.

*I lost my trade qualification certificate, how do I get a replacement?*

ITA can replace a lost, stolen or damaged certificate, wallet card or registration card. Visit [www.itabc.ca](http://www.itabc.ca) and complete the Request for Document Replacement form.

## Getting Started

To begin an apprenticeship, you must be working in the desired trade. Once you are working in the trade, you and your employer or sponsor will need to register with the ITA. To register in an apprenticeship program or to register as a sponsor please visit [www.itabc.ca](http://www.itabc.ca)

### Record Work-Based Training Hours

Once you are working in the trade, you will be accumulating the work-based hours you need to successfully complete your apprenticeship and obtain your certification.

Your sponsor, either your employer or union local, will be responsible for tracking and reporting your work-based training hours to the ITA at regular intervals. Once your employer has updated your hours, you will receive an email from the ITA confirming the updated hours and a current official program transcript.

*> It is important to review your transcript to ensure all your information is correct and up to date.*

If your contact information changes, it is important to provide both your employer and the Industry Training Authority with the updated information. This will ensure you continue to receive all of your apprenticeship information.

### Request a Training Date

Once you have registered as an apprentice, and are working and accumulating work-based hours you can begin working with your sponsor to schedule your technical training. There is a complete list of apprenticeship training classes available on the RCABC website [www.rcabc.org/education-training/apprentice-training-programs/](http://www.rcabc.org/education-training/apprentice-training-programs/)

Once you and your sponsor have determined the date you want to attend you will need to complete a Request for Training. If the class you would like to attend is showing as "Full", you may select that class and be placed on a waiting list. Then, go ahead and select another class and continue to complete the form. When RCABC has received your request for training, you will receive a confirmation within 3 business days. If there is a cancellation in the class you waitlisted, you will be contacted via email to advise you that a seat has become available.

## CANCELLATION POLICY

The purpose of the RCABC Educational foundation is to provide training and education in roofing skills, which it can only do through the support of the roofing community by committing to and carrying through the commitment to register apprentices for classes and ensure that apprentices attend classes as scheduled.

To initiate a refund, written notice must be provided by the individual or registering company when the student withdraws from the course.

- Written cancellations received by the RCABC up to ten (10) working days prior to the course date are subject to an administration fee of \$100 + GST.

- Written cancellations received by the RCABC less ten (10) working days prior to the course date will not be refunded.

- Refunds are issued directly to the credit card account originally used when tuition fee payment was paid.

- This cancellation fee will not apply in the event of an illness (doctor note required), or medical or non-medical emergency.

# Apprenticeship Training Supports

## Apprentice Financial Supports

At least four weeks before you start training at RCABC you should apply through WorkBC for apprentice financial supports. You may be eligible for funding to cover the cost of the following expenses while attending classroom training:

- Living supports
- Commuting
- Travel (at the beginning and end of training)
- Overnight accommodation

Visit the WorkBC website for information and the online application: [www.workbc.ca/job-seekers/employment-services/apprenticeship-training-supports.aspx](http://www.workbc.ca/job-seekers/employment-services/apprenticeship-training-supports.aspx)

> *Once you have completed your application for financial support, you will need to login to your WorkBC account to obtain your 16-digit Apprentice EI Reference Code.*

## Employment Insurance

Apprentices attending training at the RCABC training centre have the benefit of being able to collect Employment Insurance (EI) while in training classes.

You must apply separately for Employment Insurance (EI) benefits in your last week of work, or in the first week of training. EI information can be obtained by visiting [www.servicecanada.gc.ca/](http://www.servicecanada.gc.ca/)

### *Already have an active EI claim?*

Do not re-apply for EI benefits. If you currently have an active EI claim and will be submitting EI claimant reports to Service Canada in the week prior to attending school, you have a Continuing Claim. On your claimant report, you must indicate that you are attending Apprenticeship Training. To ensure there is no interruption in your EI benefits, you must immediately contact Service Canada and provide Service Canada with the 16-digit Apprentice EI Reference Code and apprentice training start and end dates.

## Service Canada Offices

There is a Service Canada office located just minutes away from the RCABC training centre at 8747 204th Street, Suite 102, Langley.

For a complete list of Service Canada Offices, visit [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## Employer Tax Credits

For more information on employer apprentice tax credits, visit [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## Apprenticeship Grants

Apprentices registered in a Red Seal Trade are eligible to receive cash grants of \$1,000 after successfully completing each level and \$2,000 once you have successfully completed a Red Seal apprenticeship program. The only Red Seal program currently offered at RCABC is the Roofer, Damp & Waterproofer program.

See table below for more information.

## Apprenticeship Incentive & Completion Grants

Description	Eligibility	Amount
<p><b>Apprenticeship Incentive Grant (AIG)</b> Taxable cash grant available to registered apprentices once they have successfully finished their 1st or 2nd year/level of an apprenticeship program in one of the Red Seal trades.</p>	<p>Must be a Canadian citizen, not in high school, registered with employer or union, in Red Seal trade program, show successful completion, and meet application deadline of June 30 of the calendar year following successful completion (see detailed guidelines)</p>	<p>\$1,000 per year, up to a max. of \$2,000 per person.</p>
<p><b>Apprenticeship Completion Grant (ACG)</b> Taxable cash grant available to registered apprentices who have successfully completed their apprenticeship training and obtained their journey person certification in a designated Red Seal trade.</p>	<p>Must be a Canadian citizen, not in high school, be able to show successful completion of apprenticeship program, and meet application deadline of June 30 of the calendar year following completion (see detailed guidelines)</p>	<p>\$2,000</p>

## WHEN TO APPLY FOR THE INCENTIVE GRANT

1. You have achieved the minimum number of required work-based training hours:
  - Level 1 – 1200 work-based training hours required
  - Level 2 – 2400 work-based training hours required
2. You have received notification you have successfully completed Level 1 or Level 2 in the Roof, Damp & Waterproofing program.
3. You have requested and received a Letter of Progression from the Industry Training Authority. If you have registered with the Industry Training Authority and have a Direct Access account, please visit [www.itabc.ca](http://www.itabc.ca) to obtain more information on how to download your letter of progression.

## WHEN TO APPLY FOR THE COMPLETION GRANT

1. You have achieved 3600 or more work-based training hours required for successful completion of a Red Seal program.
2. You have successfully completed the final level of technical training in a Red Seal program.
3. You achieved 70% or higher on your Inter-provincial exam.

4. Your sponsor has submitted a Recommendation for Certification to the Industry Training Authority.
5. You have received your certificate of apprenticeship and your certificate of qualification from your sponsor.

## FREQUENTLY ASKED QUESTIONS

### *Is there a time limit to apply for the grants?*

You must submit your completed application by June 30th of the calendar year after you attend training or you obtain your certification. For example, if you attend training or complete your program in November, you have until the following June to submit your grant application.

### *What documentation do I need to apply for the incentive grant?*

- You must submit a copy of your apprentice registration card and a letter of progression.
- Your apprentice certificate of registration is the wallet card you received when you first registered as an apprentice, and has on it your name, trade and apprentice ID number.
  - The Letter of Progression is issued by the (ITA) upon your request. Once you have received confirmation of

successfully completing your technical training and have the required number of work-based training hours, you can either log into your ITA account or call ITA customer service and request your letter of progression. RCABC and your employer/sponsor do not receive the letter of progression.

### *What documentation do I need to apply for the Completion Grant?*

To be eligible for the Apprentice Completion Grant, you will need a copy of your Journeyperson certificate or wallet card.

### *I received my transcript and the work based hours are not up to date, what do I do?*

You will need to contact your employer/sponsor and ask them to submit your updated hours to the ITA.

### *How long does it take to receive my grant money?*

Once you complete the application and submit the required documents it takes approximately six weeks for the application to be processed.

### *Where can I get more information on incentive or completion grants?*

For more information visit [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) or call 1-866-742-3644.

## **Canada Apprentice Loan**

The Canada Apprentice Loan (CAL) is loan funding offered by the Government of Canada to apprentices registered in a Red Seal trade apprenticeship program who are enrolled in technical training. CAL is meant to help apprentices pay for tuition, tools, equipment, living expenses, cover forgone wages or support their family. If you meet eligibility requirements, you may receive up to \$4,000 per period of technical training interest-free until you complete or terminate your apprenticeship program, up to a maximum of six years. The earliest you can apply is 3 months before your technical training starts and the latest you can apply is the last day of your technical training. Apply for CAL either online or by paper at [www.canada.ca/apprentice](http://www.canada.ca/apprentice)

If you have questions or would like help when completing your application, please contact the Canada Apprentice Loan Service Centre at 1-855-844-5670.

## **Tradesperson Tool Deduction**

Apprentices may be able to deduct the cost of eligible tools they bought to earn employment income as a tradesperson. For more information, please visit [www.cra-arc.gc.ca/trades/](http://www.cra-arc.gc.ca/trades/)

## Tax Receipts - T2202A

The T2202A (Tuition, Education, and Textbook Amounts Certificate) is an official statement for income tax purposes. It is issued to all students who paid tuition and/or completed qualifying courses that are eligible for claim on their tax return. The form shows the number of months eligible for the education and textbook non-refundable tax credit.

For more information visit the Canada Revenue Agency website

[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

*> RCABC will email an electronic copy of your T2202A to the email address provided on your Request for Training form.*

## Top Apprentice Awards – RCI

RCI recognizes the top apprentice in each class, who will receive a letter from the Western Canada Chapter of RCI and a tool valued at \$100. RCI is an international association of professional consultants, architects and engineers who specialize in the specification and design of roofing, waterproofing and exterior wall systems.

## Top Apprentice Awards - KTEEF

Each year RCABC recognizes the following achievements for apprentices who have completed their training:

- Most Improved Roofing Apprentice (RDW) in BC
- Top Roofing Apprentice (RDW) in each region: Northern, Interior, Vancouver Island and Lower Mainland.
- Top Roofing Apprentice (RDW) in BC
- Top Architectural Sheet Metal Apprentice (ASM) in BC

The Most Improved Roofing Apprentice (RDW) in BC, the Top Roofing Apprentice (RDW) in each region and Top Architectural Sheet Metal Apprentice (ASM) each receive a plaque and a cash prize of \$500.00.

The Top Roofing Apprentice (RDW) in BC, as determined by the highest overall mark and employed by an RCABC member, receives a plaque and a cash prize of \$1,000.00.

The top apprentice in both RDW and ASM also receive an all-expense-paid invitation for themselves and a guest to attend the annual RCABC Awards Lunch and Roofers Reindeer Rampage Christmas Party.

## Preparing for Training

### Where to Stay

If you are coming from out of town to attend training, you will need to book your accommodations early. For a list of accommodations located near the RCABC training centre, please visit our website [www.rcabc.org/where-to-stay.html](http://www.rcabc.org/where-to-stay.html)

*> Be sure to mention you are attending training at RCABC as many of the accommodations listed have discounted rates available.*

### Location

The RCABC training centre is located at 9734 - 201 Street in Langley.

### Contact Information

RCABC Education & Training  
Department

Mon – Fri 7:30 am – 3:30 pm

604-882-9734

Staff is available to assist apprentices between 8:00 am and 4:30 pm Monday to Friday. Apprentices should first check with their instructor to arrange an appointment.

#### **DIRECTOR, EDUCATION AND TRAINING**

Dave Coleman - [dave@rcabc.org](mailto:dave@rcabc.org)

#### **ADMINISTRATIVE COORDINATOR**

Nadja Mak - [nadja@rcabc.org](mailto:nadja@rcabc.org)

#### **ROOFING INSTRUCTORS**

Ed Visscher – [ed@rcabc.org](mailto:ed@rcabc.org)

Ewan Galbraith – [ewan@rcabc.org](mailto:ewan@rcabc.org)

Geoff Henderson– [geoff@rcabc.org](mailto:geoff@rcabc.org)

Tony Schorlemer – [tony@rcabc.org](mailto:tony@rcabc.org)

#### **ARCHITECTURAL SHEET METAL INSTRUCTOR**

Jesse Cramp – [jesse@rcabc.org](mailto:jesse@rcabc.org)

#### **RESIDENTIAL STEEP ROOFING INSTRUCTOR**

Ed Visscher – [ed@rcabc.org](mailto:ed@rcabc.org)

## What to Bring

Apprentices should bring safety boots, small tools and work clothing when scheduled to work in the shop. Please bring running shoes or other soft shoes for wear in the classroom.

All apprentices are required to bring photo ID to be eligible to write the standardized level, Inter-provincial and Certificate of Qualification exams.

## Parking

Free parking is available in designated parking areas at the RCABC training centre.

## Class Times

Classes begin at 8:00 am and end at 3:00 pm Monday to Friday. A ½ hour lunch break is allowed each day.

## Attendance

Regular attendance is essential to successful completion of technical training. The intensity of the technical training portion of your apprenticeship demands full-time attendance. If an apprentice must miss a class for any reason, they are required, where possible, to inform their instructor prior to the date being missed. In most cases, apprentices who miss more than 3 days of instruction will be considered self-withdrawn and given an incomplete mark.

## Cell Phones

Students are asked to be respectful with the use of electronic devices while in class. If you must leave your cell phone on during class, you are asked to put it in silent mode.

## Smoking

Per WorkSafeBC regulation 4.81 smoking is not permitted in the RCABC training centre and not within 3 meters of all doorways, windows or air intakes. Smoking is only permitted in designated areas.

## Lunchroom

A lunch room on the lower level of the north building is available for use by all apprentices. There is a microwave and a small refrigerator for those who want to bring a lunch. The RCABC training centre is close to 96th Avenue for those who want to purchase lunch from one of the numerous fast food restaurants in the area. There are also vending machines located on the lower level in the north building and in the Great Hall next to the ASM classrooms.

## Calculators, Translation Devices & Tablets

Apprentices attending training at RCABC will be provided with a calculator and translation devices will be available to assist English language learners.

Apprentice learning resource materials will be loaded onto a tablet and distributed on the first day of classes.

## RCABC Logo Apparel

RCABC offers hoodies and hats for sale to apprentices that are attending training. There is a sample of the items and a price list in the front entrance of the building. If a student would like to purchase one of the items, they are asked to make the request to the instructor.

## WorksafeBC Coverage

Every apprentice attending training at RCABC is covered by Worksafe BC while attending classes.

- If you are injured while attending training at the RCABC training centre you must report the incident to your instructor immediately.
- All instructors are trained in first aid and will ensure that the appropriate actions are taken and WorkSafeBC forms are submitted.
- If you are injured or ill during your training and miss too many days of instruction, you may have to withdraw from the program.

# Apprentices - Top Five Things to Know

## 1. EMPLOYMENT INSURANCE

Ensure you apply for EI in your last week of work before attending training, as you may have to wait to receive benefits.

## 2. ATTENDANCE

Attendance is mandatory in all classes. Inexcusable absences can result in your self-withdrawal from the program.

## 3. RESPECT

All apprentices have the responsibility for contributing to a working and learning environment free from discrimination, harassment, intimidation and abuse. Apprentices are expected at all times to show respect and consideration for fellow apprentices, instructors, RCABC staff and property.

## 4. RESOURCES

Use all of the resources provided to facilitate your learning. Talk to your instructor if you are having trouble understanding the material. The key is to address problems early.

## 5. [WWW.ITABC.CA](http://WWW.ITABC.CA)

ITA is your gateway to apprenticeship. You'll find everything you need to know about apprenticeship and sponsoring an apprentice on this website.

## Completing a Training Level

### Exams

Successful completion of all apprenticeship programs requires apprentices to write standardized level exams, as well as an Inter-provincial exam (IP) for the Roofer, Damp & Waterproofing program, and a Certificate of Qualification exam (CofQ) for the Architectural Sheet Metal Worker and Residential Steep Roofer programs.

*> To be eligible to write these exams, apprentices **must bring one of the types of photo ID listed below to class on exam day.***

Photo ID must be valid and current on the day you write your exam. Expired ID will not be accepted.

- Provincial driver's license (issued by a Canadian province or territory)
- Provincial ID card (for example, BC Identification Card)
- Passport (Canada or foreign)
- BC Services Card
- Combination driver's license and BC Services Card
- Canadian permanent residency card
- Canadian certificate of Indian status

If an apprentice does not have photo ID on exam day, they will not be able to write their exam and will have to schedule their exam through ITA. ITA offers regularly scheduled exam sessions throughout the year at 10 locations around the province.

### Marks

Upon completion of Levels 1 and 2 of technical training, apprentices write an ITA standard level exam. RCABC will blend the in-school theory and practical marks with the standard level exam and produce a final mark for the level of training. When all levels of technical training are complete, apprentices write a final ITA certification exam that covers all levels and theory in their apprenticeship. The final certification exam is not blended with the in-school marks.

RCABC will report the final mark to ITA through Direct Access. Apprentices can also access their final mark by logging into their Direct Access account on the ITA website.

## Recommendation for Certification

Once all work-based training, technical training and any other program requirements have been completed, and apprentices have passed the relevant certification exams, the ITA will send a Recommendation for Certification form to the apprentice sponsor.

By completing this form, the sponsor is attesting that it is the judgement of a certified tradesperson or equivalent that an apprentice is now working at the skill level of a certified tradesperson. The form is signed by the apprentice's sponsor and the certified tradesperson or equivalent. An apprentice is not able to recommend themselves for certification.

Once the form has been submitted to ITA, ITA will issue the appropriate trade certificate and send it to the apprentice sponsor.

# Apprentice Records

## Confidential Information

RCABC is responsible for maintaining the confidentiality of apprentice records. Under the Freedom of Information and Protection of Privacy Act (FOIPPA) your class schedule, exam results, marks, etc. will not be disclosed to anyone without your prior written permission

## Change of Contact Information

It is an apprentice's responsibility to inform RCABC and ITA of an address, contact number or email change. Email changes to RCABC at [training@rcabc.org](mailto:training@rcabc.org)

# Training Centre Expectations

## Conduct

Apprentices are responsible for conducting themselves appropriately and in the best interests of all who attend or work at the RCABC training centre. Apprentices are expected to:

- Conduct themselves in a manner that reflects the standards of behavior and safety expected while working in the construction industry.
- Conduct themselves in a way that helps, not hinders, their fellow apprentices, their instructors, and RCABC staff, to achieve common goals. One of the most important of these goals is a safe learning environment based on civility and respect.
- Show respect for the people, property and the belongings of others. RCABC will not tolerate behavior that is disruptive or dangerous in the learning environment, such as actions or speech that create an environment of hostility, intimidation, anxiety or ridicule among other apprentices, instructors, or staff.

RCABC instructors will first attempt to deal directly with apprentices regarding minor acts of misconduct. If an instructor determines that the act of misconduct requires further discipline, the apprentice will be informed and the incident will be reported to RCABC senior management.

## Dispute Resolution

Apprentices who have a complaint while attending training are encouraged to communicate directly with the individual involved. The respondent shall consider the apprentice's concerns and outline their understanding of the situation. Apprentices, instructors and RCABC employees are encouraged to first pursue this approach to reach a successful resolution.

If all steps toward informal resolution are unsuccessful, apprentices should submit a letter to their instructor, or to RCABC senior management outlining the nature of their complaint and a brief description of what occurred and who was involved.

All complaints will be investigated and a written response provided.

## History of the RCABC Training Centre

### 1987

- The first roofing industry Training Trust Fund was established and RCABC commenced training classes

### 1989

- The RCABC Educational Foundation was incorporated

### 1991

- RCABC employed the first full-time training manager

### 1993

- The first apprentice training class was delivered at the RCABC Roofing Institute

### 1994

- The official opening of the RCABC Roofing Institute
- The first Training Trust Fund was established for the steep roofer trade

### 1999

- The first Steep Roofer apprentice training program was introduced

### 2009

- The first Architectural Sheet Metal Worker training program started at RCABC

### 2010

- Grand opening of the Architectural Sheet Metal Training Centre

### 2013

- The first Residential Steep Roofer training program was held at RCABC

### 2014

- 20th Anniversary of the RCABC Training Centre (formerly called the Roofing Institute)

