

Frequently Asked Questions

Q. Are Nova Scotia Apprenticeship offices still open?

A. In accordance with Public Health directives, NSAA is not providing walk-in service. Most of the Agency's staff members, including Industry Training Consultants, are working from home. All services are available via:

- **Telephone: 1-800-494-5651**
- **Email: Apprenticeship@novascotia.ca**
- **List of training consultants**
<https://nsapprenticeship.ca/contact>
- **For up-to-date information, please visit our website at www.nsapprenticeship.ca.**

Q. When will technical training start for the 2020-2021 training year?

A. The technical training schedule is posted [here](#). Training will begin in September 2020. We encourage apprentices to enrol in training to ensure timely progression and completion of their apprenticeship program.

Q. Will technical training be delivered remotely for the new technical training schedule starting in the Fall?

A. In consultation with our training providers and public health officials, technical training for the 2020-2021 academic year will be delivered in a blended format where possible. Dependent on the needs of the trade, this blended format will include a combination of remote learning and in-shop practical learning where required under the Agency's trade-specific Curriculum Standard. In remote learning delivery, the training will be delivered by instructors and apprentices will attend virtual "lectures" and complete various learning activities that will be assigned. The training will remain full-time.

Q. Will apprentices continue to be eligible for financial supports in the blended model?

A. The training will remain full-time and therefore, apprentices will continue to receive all applicable funding supports while enrolled in training.

Q. I do not have a computer or the internet, how can I participate in remote learning?

A. We understand that this form of learning may be new to many apprentices and that there may be some barriers that arise. We remain committed to working with apprentices to ensure they have the necessary technology and support needed to be successful. Please reach out to your Industry Training Consultant for information on available supports.

Q. If I take training starting in the Fall, will I be able to write my examinations?

A. To ensure eligible apprentices can continue on their certification pathway, the Agency will start administering all level and certification exams starting in June 2020 and, therefore, all apprentices will be able to complete their level exams and certification exams once they have completed the applicable training.

Q. I am eligible to write my certification exam, can I write my exam?

For those apprentices who have applied and are waiting to write an exam, the Agency will be reaching out to you in the coming weeks to schedule your exam. If you are eligible and have not yet applied to write your certification exam, an exam schedule will be posted in the next few weeks. We will notify you via email when you can submit your application.

Q. If I completed my training during COVID-19, can I write my level or certification exam?

A. All apprentices completing their training during the COVID-19 public health emergency will be exempt from writing the associated level exam. This includes those apprentices who chose to take our traditional self-paced learning and complete before December 31, 2020.

Starting in the month of June, the Nova Scotia Apprenticeship Agency will resume administering examinations. We will be posting an exam schedule in the coming weeks and you will be notified via email when the schedule is posted.

Q. I was enrolled in a refresher program that was suspended as a result of COVID-19. Now that examinations are being scheduled, when will the refresher programs continue?

A. We are working with our training providers to reschedule refresher programs as soon as possible. You will be notified via email once the details have been finalized.

Q. Do I need a new code to apply for Employment Insurance while in training?

A. If you are applying for Employment Insurance after May 24, 2020, the apprenticeship reference code is: **1512022020224052**

If you have any questions regarding Employment Insurance, please contact Service Canada directly during this time. Clients can use the following methods if they have an inquiry related to their claim:

- **Toll-Free: 1-800-206-7218 TTY: 1-800-529-3742**
- Online service request (temporary measure): <https://www.canada.ca/en/service-canada/e-service.html>

Q. How will my Apprenticeship Loan be affected by COVID-19?

A. For apprentices who are in receipt of Canada Apprenticeship Loans, the Government of Canada announced its plan to pause the repayment of Canada Apprentice Loans until September 30, 2020 with no accrual of interest. Apprentices do not need to apply for the repayment pause. For more information, follow the link:

- <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>.

You can still apply for the Canada Apprenticeship Loan if you are scheduled to attend training. The application form can be found here: <https://www.pca-cal.ca/en/Home>.

Q. Is there any impact on the Federal Apprenticeship Incentive or Completion Grants?

A. The COVID-19 pandemic has resulted in temporary closures of many businesses and apprenticeship training facilities. Service Canada is extending the deadline to apply for an Apprenticeship Incentive or Completion Grant for apprentices who progressed on or after January 1, 2019. This will be a 6-month extension which will give apprentices 18 months from progression date (instead of 12 months) to apply. For more information, please contact **Service Canada: Toll-free: 1-866-742-3644 (within Canada), TTY:1-866-909-9757**.

Q. Are Apprenticeship Trust Awards still being issued?

A. To alleviate some financial stress that apprentices are currently experiencing, the Agency will process future provincial progression and completion awards monthly rather than in September. You still must apply **before June 30th** to be eligible for the provincial progression and completion awards. For those apprentices who have progressed since December 31, 2019, you can apply for your progression grant at: <https://nsapprenticeship.ca/agency/forms-publications#accordion1>. All Apprenticeship Trust applications received up to April 30, 2020 have been processed. Please contact the Agency if you applied and have not received your progression or completion grant.

For those of you who complete a provincial certification (non-Red-Seal) exam after June 30, 2020. You can apply for your provincial completion grants until December 31, 2020.

Q. Will I be able to reach my Industry Training Consultant?

A. Industry Training Consultants are currently working from home and can be reached by phone or email. You can find a list of Industry Training Consultants here: <https://nsapprenticeship.ca/contact>.

Q. I filled out an online application to be registered as an apprentice. When can I expect to receive my logbook and apprenticeship ID card?

A. Although many of our staff are working remotely, the Nova Scotia Apprenticeship Agency is fully operational. While you may experience some delays in getting your initial apprenticeship package, any hours you accumulate while waiting will be counted towards your apprenticeship and there is no impact on your status as an apprentice.

Q. Is the Nova Scotia Apprenticeship Agency processing transfer of apprenticeship agreements, renewals of apprenticeship cards and certificates?

A. The Agency continues to process all applications, although we anticipate some delays due to adjustments being made to ensure the safety and well-being of all staff. The expectation is that all transfers of apprenticeship agreements, renewals of apprenticeship cards and certificates will be processed.

Certification renewals are being processed and reminder letters have been mailed to those whose certifications are expiring before June 30, 2020. You can renew your certification through the following link: <https://nsapprenticeship.ca/agency/forms-publications#accordion1>. If you are experiencing any issues with submitting your online renewal, you can contact us at 1-800-494-5651.

Q. Where can I find more information about my apprenticeship program?

A. If you find yourself having some extra time, consider taking our new 2-hour NSAA: [Orientation Program for New Apprentices](#) which offers an introduction to essential information about our Apprenticeship System in Nova Scotia.

If you would like to review the tasks of your trade and you are an apprentice in a Red Seal trade, you can view the Red Seal Occupational Standard at: http://www.red-seal.ca/trades/tr.1d.2s_l.3st-eng.html. Use this information to determine if you have any gaps in your training and contact your Industry Training Consultant about ideas for filling these gaps.

Q. As an Employer, how will my Apprenticeship START payment be impacted by the current situation?

A. We continue to process START payments. The Government of Nova Scotia has also announced support for those of you who are negatively impacted by the global pandemic, which can be found here: <https://novascotia.ca/coronavirus/#support>.

Q. I understand that skilled trades workers are continuing to work on certain job sites. How is the NSAA ensuring worksites are operating safely?

A. Enforcement Officers have recently begun to conduct work site visits and inspections. Enforcement Officers will conduct a risk assessment before entering a work site and when doing so, ensure physical distancing, the use of personal protective equipment and abiding by public health restrictions. The Enforcement Team continues to work closely with the Occupational Health and Safety (OH&S) division of the Department of Labour and Advanced Education. Any complaints that involve the health and safety of workers under the OH&S Act will be directed to OH&S Officers. To contact Occupational Health & Safety:

- **Telephone 1-800-952-2687**

Q. Can I still submit a complaint or speak with a Compliance and Enforcement Officer regarding compliance and enforcement?

A. Yes, you can still file a complaint or speak with a Compliance and Enforcement Officer via email, phone or by submitting an on-line form.

- **Telephone: 1-800-494-5651**

- **On line form:** <https://www.nsapprenticeship.ca/agency/legislation-compliance#accordion2>
- **Email:** Apprenticeship@novascotia.ca

Q. Will NSCC graduates who are unable to complete their work term due to COVID-19 receive full credit towards their apprenticeship?

A. In response to the COVID-19 pandemic, the Nova Scotia Community College (NSCC) removed work terms as a graduation requirement for 2020. This will have an impact on students graduating from 1-year certificate programs and 2-year diploma programs. Any impacted student who registers as an apprentice will continue to receive full credit for these programs towards their apprenticeship program.

Q. Is the Agency continuing to engage with industry and hold Trade Advisory Committee meetings?

A. Yes, the Agency continues to engage with our industry partners and representatives to share information and receive input and advice regarding specific trades and the apprenticeship system. Agency staff have been connecting with industry representatives individually, as well as holding Trade Advisory Committee meetings using platforms such as Zoom and MS Teams. If you are interested in getting involved visit: <https://nsapprenticeship.ca/agency/feedback>.