

Frequently Asked Questions

Q. Now that apprenticeship technical training classes have restarted through the Nova Scotia Community College, how will I be notified of my training?

A. We have been working with our training providers to provide options to those apprentices who had started their training or were scheduled to begin training this Spring. We are happy to report that most apprentices who were scheduled to attend technical training were provided opportunities to complete their technical training. Those apprentices who chose to continue in remote learning have been attending virtual classes since April 20 and those of you who requested our self-paced online training have learning plans to continue with your training.

Q. If I return to training, 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. Instructors will still be administering tests throughout your program. Level exams will recommence for any training that is offered post the COVID-19 public health emergency. We are unable to provide group writings of the certification exams at this time; however, special sittings are available in an emergency situation.

Q. If I am not returning to training, can I go back to work?

A. You should consult your employer. You will not be penalized for going back to work. For those of you who are unable to return or continue to work, please contact Service Canada regarding your Employment Insurance (EI) claims at **1-833-381-2725** (toll-free) or by visiting <https://www.canada.ca/en/services/benefits/ei.html>.

Q. If I remain at home and do not go back to work or training, will I continue to receive Employment Insurance benefits?

A. Apprentices must discuss their plans to stay at home with their employers whether they are self-isolating or making a personal decision. As well, questions relating to Employment Insurance should be referred to Service Canada.

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

A. The codes needed for EI are below:

- If you are applying for Employment Insurance before May 24, 2020, the apprenticeship reference code is: **1512022019218852**
- 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 the current disruption in technical training?

A. For apprentices who are in receipt of Canada Apprenticeship Loans, the Government of Canada recently 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.

Q. I recently wrote my exam. When can I expect to receive my results?

A. All exam results have been mailed to those apprentices who have already written their examinations.

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

A. Industry Training Consultants are currently working from home in compliance with Public Health directives 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 from home, 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.

Although the Nova Scotia Apprenticeship Agency is still processing certification renewals, many of you are having some difficulty submitting your applications for renewal online. Therefore, any certification that expires on March 31, 2020 will be extended until June 30, 2020. For those of you who can submit your application online, please continue to do so through the following link: <https://nsapprenticeship.ca/agency/forms-publications#accordion1>.

Q. Is there any material I could be reviewing while technical training has been deferred?

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. 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. Is the Nova Scotia Apprenticeship Agency still enforcing the compulsory certified trades?

A. The Enforcement Officers are currently working from home in accordance with Public Health directives. In order to minimize public interaction, the Enforcement Officers will be responding to serious complaints. Enforcement Officers will also be joining Occupational Health and Safety Inspectors to conduct inspections on construction sites when it is safe to do so.

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. The Enforcement section of the NSAA is working 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 an Enforcement Officer regarding compliance and enforcement?

A. Yes, you can still file a complaint or speak with an 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.