YOUR TRADE CERTIFICATION GUIDEBOOK

AUTOMOTIVE SERVICE TECHNICIAN

AST PROGRAM
AS OF SEPT 2017

ita
YOUR TICKET.
YOUR TRADES TRAINING

It’s an exciting time to be in the skilled trades industry! BC is growing and so is the demand for skilled tradespeople in the province.

With the increasing number of retirees in the trades community, there is a need for more driven individuals like you to pursue careers in trades. From the building you’re sitting in right now to the cars you drove to get there, there are a number of tradespeople that were involved in the design, creation, and maintenance of them.

Congratulations on starting your journey to certification. You are on your way to becoming a key contributor to BC’s trade industry and your community.

ABOUT INDUSTRY TRAINING AUTHORITY

The Industry Training Authority (ITA) leads and coordinates British Columbia’s skilled trades system. ITA works with employers, employees, industry, labour, training providers, and government to issue credentials, manage apprenticeships, set program standards, and increase opportunities in the trades.
APPRENTICE RESPONSIBILITIES

Work-Based Hours (WBT)
Reporting your work-based training hours is essential to completing your Apprenticeship. It is your responsibility to confirm with your Sponsor/Employer that your hours have been reported to ITA and applied to your Apprenticeship record.

If your previous Employer has not submitted work based hours for you, the WBT form allows your current Sponsor/Employer to sign off those hours.

You can find a copy of the work-based training form here:
www.itabc.ca/sites/default/files/docs/apply/forms/CS005.4-Work-Based-Training-Report.pdf

Sponsor/Employer
If you have changed your employer it is important to update your Apprenticeship records with this information. Sponsors have the responsibility to sign off work hours and Recommendation for Certification for completion.

If you’re looking for an employer sponsor, visit WorkBC’s Apprentice Job Match Tool at www.workbc.ca/Training-Education/Trades-Training/Trade-Training-Programs-1.aspx.

Contact Information
It is your responsibility to ensure your contact information is up to date (address, phone, name changes, etc.)
This can be done by logging into Direct Access or phoning Customer Service.

Direct Access
By logging into Direct Access you can view your Apprenticeship records (transcripts, exam marks, etc). www.itabc.ca/apply-apprenticeship/direct-access

Technical Training Registration
Speak with your employer about when will be a good time for you to go back to school for your next level of technical training. Once you and your employer have agreed on a time, it is your responsibility to register for technical training. A list of Designated Training Providers can be found here, www.tradestrainingbc.ca.

It is recommended to have the conversation with your employer and register for technical training ahead of time, as classrooms have limited space.

Apprentices must write and pass (achieve minimum 70%) the Automotive Service Technician Certificate of Qualification exam for each level before they will be permitted to write the next progressive Certificate of Qualification exam. For example, you must pass the AST 1 exam to be eligible to write AST 2.
APPRENTICESHIP PATHWAY – MAPPING YOUR WAY TO CERTIFICATION

OUTCOME | REPORTING HOURS AND SUBMITTING RFCs
--- | ---
AST 1 Certificate of Qualification | • Report 1,590 Work-Based Training (WBT) hours  
• Have your Sponsor sign and return a Recommendation for Certification form for Automotive Service Technician 1  
• **Note: Do not report more than 3,179 hours** at this level if you wish to receive AST 1 certification.

AST 2 Certificate of Qualification | • Report 1,590 Work-Based Training hours (Total 3,180 Work-based Training hours required)  
• Have your Sponsor sign and return a Recommendation for Certification form for Automotive Service Technician 2  
• **Note: Do not report more than 4,769 hours** at this level if you wish to receive AST 2 certification.

AST 3 Certificate of Qualification | • Report 1,590 Work-Based Training hours (Total 4,770 Work-based Training hours required)  
• Have your Sponsor sign and return a Recommendation for Certification form for Automotive Service Technician 3  
• **Note: Do not report more than 6,359 hours** at this level if you wish to receive AST 3 certification.

AST certification with Interprovincial Red Seal endorsement | • Report a total of 6,360 Work-Based Training (WBT) hours  
• Have your Sponsor sign and return a Recommendation for Certification form for Automotive Service Technician  
• **Note:** We encourage you and your sponsor to report work-based training hours to ITA every three (3) to six (6) months.
CERTIFICATE OF QUALIFICATION
LEVEL 1 EXAM

Below is the scope of knowledge and skills taught at each level. These are the general areas of competencies covered in each Certificate of Qualification exam. Program competencies can change. Check Program Outline, link below, for accuracy.

www.itabc.ca/program/automotive-service-technician-ast-1-2-3-and-4

✓ AST LEVEL 1

Perform Safety-Related Functions
- Maintain safe work environment
- Use personal protective equipment (PPE) and safety equipment

Use Tools, Equipment and Documentation
- Use tools and equipment
- Use fasteners, tubing, hoses and fittings
- Use hoisting and lifting equipment
- Use technical information

Use Communication and Mentoring Techniques
- Use communication techniques

Diagnose and Repair Driveline Systems
- Diagnose and repair drive shafts and axles

Diagnose and Repair Electrical Systems and Components
- Diagnose and repair basic wiring and electrical systems
- Diagnose and repair starting and charging systems and batteries

Diagnose and Repair Steering and Suspension, Braking, Control Systems, Tires, Wheels, Hubs and Wheel Bearings
- Diagnose and repair steering and control systems
- Diagnose and repair suspension and control systems
- Diagnose and repair braking and control systems
- Diagnose and repair tires, wheels, hubs and wheel bearings

Diagnose and Repair Restraint Systems, Body Components, Accessories and Trim
- Diagnose and repair wind noises, rattles and water leaks
- Diagnose and repair interior and exterior components, accessories and trim
- Diagnose and repair latches, locks and movable glass

Diagnose and Repair Hybrid and Electric Vehicles
- Implement specific safety protocols for hybrid and electric vehicles (EV)

REMINDERS
- You must bring a piece of Government PHOTO identification. The ID must be VALID and CURRENT. Expired IDs and IDs with no expiry date will not be accepted.
- Your Training Provider will inform you of the time and location of the exam. Arrive early.
CERTIFICATE OF QUALIFICATION
LEVEL 2 - 3 EXAMS

Below is the scope of knowledge and skills taught at each level. These are the general areas of competencies covered in each Certificate of Qualification exam. Program competencies can change. Check Program Outline, link below, for accuracy.

www.itabc.ca/program/automotive-service-technician-ast-1-2-3-and-4

✓ AST LEVEL TWO

Diagnose and Repair Engine Systems
- Diagnose and repair cooling systems
- Diagnose and repair lubricating systems
- Diagnose and repair engine assembly
- Diagnose and repair accessory drive systems

Diagnose and Repair Driveline Systems
- Diagnose and repair manual transmissions and transaxles
- Diagnose and repair clutches
- Diagnose and repair final drive assemblies

Diagnose and Repair Electrical Systems and Components
- Diagnose and repair starting and charging systems and batteries
- Diagnose and repair lighting and wiper systems

Diagnose and Repair Steering and Suspension, Braking, Control Systems, Tires, Wheels, Hubs and Wheel Bearings
- Diagnose and repair steering and control systems
- Diagnose and repair suspension and control systems
- Diagnose and repair braking and control systems

✓ AST LEVEL THREE

Diagnose and Repair Gasoline Engine Support Systems
- Diagnose and repair advanced wiring and electronics
- Diagnose and repair gasoline fuel delivery and injection systems
- Diagnose and repair gasoline ignition systems
- Diagnose and repair engine management systems
- Diagnose and repair gasoline intake and exhaust systems
- Diagnose and repair gasoline emissions control systems

Diagnose and Repair Vehicle Networking Systems
- Identify type of networking system
- Diagnose and repair networking systems

Diagnose and Repair Driveline Systems
- Diagnose and repair mechanical transfer cases

Diagnose and Repair Electrical Systems and Components
- Diagnose and repair electrical options and accessories

REMINDERS
- You must bring a piece of Government PHOTO identification. The ID must be VALID and CURRENT. Expired IDs and IDs with no expiry date will not be accepted.
- Your Training Provider will inform you of the time and location of the exam. Arrive early.
In order to acquire a final mark for AST 4, apprentices are required to write the ITA AST 4 standardized level examination after completing their in-school training. The ITA standardized level exam is not a Certificate of Qualification exam and the percentage mark will be blended with the in-school mark to determine a final AST 4 level mark.

**AST LEVEL FOUR**

- **Use Communication and Mentoring Techniques**
  - Use mentoring techniques

- **Diagnose and Repair Diesel Engine Support Systems**
  - Diagnose and repair diesel fuel delivery and injection systems
  - Diagnose and repair diesel intake and exhaust systems
  - Diagnose and repair diesel emission control systems

- **Diagnose and Repair Driveline Systems**
  - Diagnose and repair automatic transmissions and transaxles
  - Diagnose and repair all-wheel drive (AWD) systems

- **Diagnose and Repair Electrical Systems and Components**
  - Diagnose and repair instrumentation, entertainment systems and displays

- **Diagnose and Repair Heating, Ventilation and Air Conditioning (HVAC) and Comfort Control Systems**
  - Diagnose and repair air flow control and heating systems
  - Diagnose and repair refrigerant systems

- **Diagnose and Repair Restraint Systems, Body Components, Accessories and Trim**
  - Diagnose and repair restraint systems

- **Diagnose And Repair Hybrid and Electric Vehicles (EV)**
  - Diagnose and repair hybrid and electric vehicle (EV) systems

**REMINDERS**

- You must bring a piece of Government PHOTO identification. The ID must be VALID and CURRENT. Expired IDs and IDs with no expiry date will not be accepted.
- Your Training Provider will inform you of the time and location of the exam. Arrive early.
RED SEAL INTER-PROVINCIAL EXAM

The Red Seal Inter-Provincial Exam covers a whole range of competencies from all your levels of technical training.

The table below is a general breakdown of areas of competencies covered in the Red Seal IP exam.

The areas of competencies covered in the Red Seal IP exam can change. Check Occupational Standard for current exams at www.red-seal.ca/trades/c.1rp.2nt.2r-eng.html for accuracy.

<table>
<thead>
<tr>
<th>BLOCK A</th>
<th>Performs Common Occupational Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1</td>
<td>Performs safety-related functions</td>
</tr>
<tr>
<td>Task 2</td>
<td>Uses tools, equipment and documentation</td>
</tr>
<tr>
<td>Task 3</td>
<td>Uses communication and mentoring techniques</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK B</th>
<th>Diagnoses and Repairs Engine and Engine Support Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 4</td>
<td>Diagnoses engine systems</td>
</tr>
<tr>
<td>Task 5</td>
<td>Repairs engine systems</td>
</tr>
<tr>
<td>Task 6</td>
<td>Diagnoses gasoline engine support systems</td>
</tr>
<tr>
<td>Task 7</td>
<td>Repairs gasoline engine support systems</td>
</tr>
<tr>
<td>Task 8</td>
<td>Diagnoses diesel engine support systems</td>
</tr>
<tr>
<td>Task 9</td>
<td>Repairs diesel engine support systems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK C</th>
<th>Diagnoses and Repairs Vehicle Module Communications Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 10</td>
<td>Diagnoses vehicle networking systems</td>
</tr>
<tr>
<td>Task 11</td>
<td>Repairs vehicle networking systems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK D</th>
<th>Diagnoses and Repairs Driveline Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 12</td>
<td>Diagnoses driveline systems</td>
</tr>
<tr>
<td>Task 13</td>
<td>Repairs driveline systems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK E</th>
<th>Diagnoses and Repairs Electrical and Comfort Control Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 14</td>
<td>Diagnoses electrical systems and components</td>
</tr>
<tr>
<td>Task 15</td>
<td>Repairs electrical systems and components</td>
</tr>
<tr>
<td>Task 16</td>
<td>Diagnoses heating, ventilation and air conditioning (HVAC) and comfort control systems</td>
</tr>
<tr>
<td>Task 17</td>
<td>Repairs HVAC and comfort control systems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK F</th>
<th>Diagnoses and Repairs Steering and Suspension, Braking, Control Systems, Tires, Hubs and Wheel Bearings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 18</td>
<td>Diagnoses steering and suspension, braking, control systems, tires, wheels, hubs and wheel bearings</td>
</tr>
<tr>
<td>Task 19</td>
<td>Repairs steering and suspension, braking, control systems, tires, wheels, hubs and wheel bearings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK G</th>
<th>Diagnoses and Repairs Restraint Systems, Body Components, Accessories, and Trim</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 20</td>
<td>Diagnoses restraint systems, body components, accessories and trim</td>
</tr>
<tr>
<td>Task 21</td>
<td>Repairs restraint systems, body components, accessories and trim</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLOCK H</th>
<th>Diagnoses and Repairs Hybrid and Electric Vehicles (EV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 22</td>
<td>Diagnoses hybrid and EV</td>
</tr>
<tr>
<td>Task 23</td>
<td>Repairs hybrid and EV</td>
</tr>
</tbody>
</table>
CERTIFICATES OF QUALIFICATION AT EACH LEVEL

Once you passed your Certificate of Qualification exams these are the next steps:

1. Ensure your work-based training hours have been submitted and reached achieved status. Check your status in Direct Access.

2. The Recommendation for Certification (RFC) will be automatically emailed to your Sponsor/Employer. Once received, both the Sponsor and Journeyperson will sign the form and submit to ITA for processing.

3. ITA will verify and process the RFC, the Certificates will then be printed for mailing.
   - Certificates are mailed to your Sponsor.
   - If your Sponsor had indicated on the RFC form to send Certificates to the Apprentice, they will be mailed to the address noted on your Apprenticeship record in Direct Access.

RECOMMENDATION FOR CERTIFICATION FORM

This form is to recommend for certification an apprentice who has completed the requirements of a program. Please complete section A and return the completed signed form to us at customerservice@itabc.ca. Missing information may delay the process.

Sponsor Information:
Organization: ABC123 Electrical LTD.  
Org ID: 123456  
Address: 4321 ABEC Street Vancouver, V3B2G2  
Primary Contact: Pat Jones  
Email Address: patjones@abcemail.com

Apprentice Information:
Full Legal Name: Jessie Lee  
Program: Residential Electrician  
Email Address: leejessie@123email.com  
Print Full Name of the Certified Journeyperson or the individual with Supervision and Sign-Off Authority

Section A: Recommendation for Certification By Sponsor (and Certified Journeyperson or individual with Supervision and Sign-off Authority)

RELEASE OF CERTIFICATES sent to the sponsor directly unless indicated otherwise. Apprentice check address in DA.

□ Send to Sponsor

□ Send to Apprentice

Name
Jan 1, 2016
Date Signed

Please note: The Certified Journeyperson or the individual with Supervision and Sign-Off Authority who supervised this apprentice must always sign this form. The Certified Journeyperson or the individual with Supervision and Sign-Off Authority must provide all the details requested in the box to the right and must be certified at the same level or higher than the apprentice or in another approved trade that is recognized by ITA as having similar competencies.

CERTIFICATION NOT RECOMMENDED BY SPONSOR

If the Journeyperson’s credential was awarded outside of BC attach a copy of the certificate or wallet card.

Print Full Name of the Certified Journeyperson or individual with Supervision and Sign-Off Authority who supervised this apprentice and is recommending him/her for certification (may be same as Sponsor, or a different individual)

[Signature]
[Name]
[Date Signed]

Residential Electrician
Trade Name
Province Issued
Certificate Number (below):

□ Certificate of Qualification  
□ Interprovincial (Red Seal)  
□ ITA Sign-off Authority

□ If the Journeyperson’s credential was awarded outside of BC attach a copy of the certificate or wallet card.

www.itabc.ca
Connect with us
FREQUENTLY ASKED QUESTIONS

HOW DOES MY SPONSOR/EMPLOYER SUBMIT HOURS?
The sponsor/employer will submit Work Based Training Hours via Direct Access, email, mail, or fax.

WHAT IF I WORKED FOR A SPONSOR/EMPLOYER AND THEY DID NOT SUBMIT MY HOURS?
You can talk to your current sponsor to see if they are willing to submit the hours for the work you did previously on a work based training report.

DOES MY SPONSOR/EMPLOYER HAVE TO LET ME GO TO SCHOOL?
You need to discuss your plans for school with your sponsor/employer to see if they are able to release you to go to school. Let them know of upcoming training locations and dates.

HOW DO I KNOW WHAT MY GRADES ARE FOR SCHOOL?
The Trades Training school will submit your marks to ITA. You and your sponsor/employer will receive a notice by email.

WHERE DO I GET MY PROGRESSION LETTER?
Upon completion of your technical training and required work-based hours for Level 1 and 2, ITA will send you the Progression Letter by email. Required number of work place hours can be found at www.itabc.ca/program/automotive-service-technician-ast-1-2-3-and-4.

You will need this Progression Letter to apply for your Apprenticeship Incentive Grant. Please review deadline dates. www.itabc.ca/grants-tax-credits/grants

WHEN I FINISH MY TRAINING AND REQUIRED HOURS IN EACH LEVEL, AM I CERTIFIED?
No, after you have completed technical training, passed the Certificate of Qualification exam and submitted the required WBT hours, the ITA will email your Sponsor the Recommendation for Certification (RFC). The RFC must be signed by a certified tradesperson (same trade) and returned to the ITA. ITA will send your certificates to your employer, unless otherwise stated on the RFC form.

ARE THERE ANY GRANTS FOR FINISHING MY CERTIFICATION?
Yes. You can apply for the Apprenticeship Completion Grant once you receive your Red Seal Inter-Provincial Endorsement Certificate. You will need a copy of your certificate to apply. www.servicecanada.gc.ca/eng/goc/apprenticeship/completiongrant/application.shtml

ARE THERE ANY INCENTIVES FOR MY EMPLOYER?
Employers can apply for Tax Credits as their apprentice progresses through the trade. The tax information letter can be found on Direct Access.

WHAT ADDITIONAL RESOURCES, SCHOLARSHIPS, GRANTS AND BURSARIES ARE AVAILABLE FOR THIS TRADE?
Automotive Retailers Association (ARA) www.arabc.ca
Automotive Retailers Foundation Inc. (ARFI)* www.arabc.ca
BC Auto Sector Alliance (BCASA) www.bcautocareers.ca
New Car Dealers Association of B.C. (NCDA) www.newcardealers.ca
New Car Dealers Foundation of B.C.* www.newcardealersfoundation.ca

In addition to the list above, reach out to your employer sponsor for support.

* Offers scholarships, grants and/or bursaries
## FINANCIAL SUPPORT FOR APPRENTICES

As a registered apprentice, you can apply for financial support. You’re also eligible to apply for Employment Insurance. Federal and provincial financial support information can be found in the two links below:

- [www.itabc.ca/grants-tax-credits/grants](http://www.itabc.ca/grants-tax-credits/grants)

### Apprentice Supports*

<table>
<thead>
<tr>
<th>Direct Entry Apprenticeship</th>
<th>Foundation Training</th>
<th>Apprentice Technical Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hired and registered by Sponsor without prior Foundation/apprentice training</td>
<td></td>
<td>(Levels 1, 2, 3, 4)</td>
</tr>
</tbody>
</table>

### Skills Training Funding Tuition*

See Notes A+C

### Aboriginal Skills Training Funding Tuition*

(eligible Aboriginal applicants)
ASETS agencies
See Notes A+C

### Student Aid/Loans*

Only Foundation Training over 12 weeks long
BC ACCESS Grant (only for training in high demand trades)
Bursaries and Scholarships

### Canada Apprentice Loan


### Wage Subsidy (new hires)*

WorkBC / ASETS agencies

### EI and AOP: Apprentice Financial Benefits for Apprentice Training *

(Apprentice Supports Online Portal)
WorkBC and Service Canada (for EI-eligible clients) 2

### Training Tax Credits Non-Red Seal and Red Seal*

Credit amount varies, please refer to CRA

### Incentive and Completion Grants, Red Seal Trades*

Service Canada

### ITA Website Resources* (www.itabc.ca)

Direct Access
Online Apprenticeship Reporting Trade Profile

*Support is dependent on eligibility and varies by trade, level of training, and whether or not it is a Red Seal or Non-Red Seal trade.

Note A: WorkBC and EPBC. Aboriginal resources: ASETS agencies, Victoria Foundation, Bands, bursaries, scholarships, STEP
Note B: Bursaries may be available through individual training institutions
Note C: ACE IT/SSA coordinated through School Districts
Note D: Skilled Trades Employment Program (STEP) is available in several communities to assist Canadians in entering trade careers. Programs include Immigrants in Trades Training, Aboriginals in Trades Training and Women in Trades Training
Looking for someone to help you in your community? ITA has regional Apprenticeship Advisors across the province to support local skilled trades apprentices and employers. Find the Apprenticeship Advisor closest to you—all you need is your postal code.

Do you want to learn more about how ITA works with industry? Feel free to contact any of our Industry Relations Team to better understand each industry’s needs in BC and to learn more about how they are working to ensure we have the right skilled workers where they are needed.

CONNECT LOCALLY
Looking for someone to help you in your community? ITA has regional Apprenticeship Advisors across the province to support local skilled trades apprentices and employers. Find the Apprenticeship Advisor closest to you—all you need is your postal code.

Do you want to learn more about how ITA works with industry? Feel free to contact any of our Industry Relations Team to better understand each industry’s needs in BC and to learn more about how they are working to ensure we have the right skilled workers where they are needed.

VISIT CUSTOMER CENTRE
ITA’s Customer Support Centre

8th Floor – 8100 Granville Avenue, Richmond, BC V6Y 3T6

We are happy to serve you in-person at our Richmond Customer Support Centre, and through our regional Apprenticeship Advisors, who are available to serve you in communities across the province.

SUBSCRIBE TO TRADES TALK
Keep up to date on ITA in action as well as other trades and industry news by subscribing to our quarterly newsletter, Trades Talk.

CONTACT EMAIL OR CALL
778.328.8700 or call TOLL FREE in BC: 1.866.660.6011
customerservice@itabc.ca

Our customer experience representatives are accessible, from 8:00 a.m. to 4:30 p.m. PT, Monday to Friday, and can provide you with quick and easy access to information regarding all of ITA’s services. Call or email us today for information on training and apprenticeship, including registration, examinations and certification, or to answer any other questions you may have.

www.itabc.ca