

COVID-19 Q&A for ITA Customers

Updated April 2, 2020

ITA is responding to Covid-19 in alignment with the Ministry of Advanced Education, training providers, and following Ministry of Health advice. We thank all our training partners who are doing everything possible as we work together to continue supporting trades training, while minimizing the risk of exposure to the COVID-19 virus. We recognize these are uncertain times for all, and collectively we are working to do our best for students, faculty and our province. Given this situation and the unique learning requirements of trades training and apprenticeship programs, we continue to share information during this critical time.

Our priority is the safety of our staff and of all our customers, as we continue to provide services.

As this situation is evolving regularly, we'll update this document regularly.

Is my exam going to be cancelled? Will that delay my certification?

We're working with the various training providers to ensure we can support apprentices through their examination process. If you are currently enrolled in a class with a training provider, please contact your institution regarding the status of your program and your exam. If you are scheduled at the ITA office, or at one of our [monthly exam sessions](#), you will receive a call from ITA to advise you if your exam is cancelled.

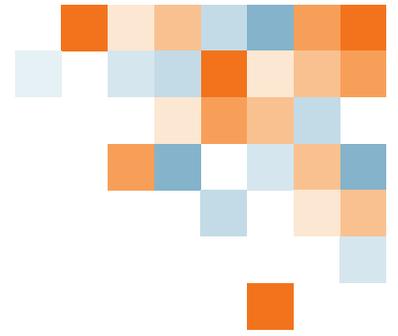
Any apprenticeship pathways that require a final exam to complete out the pathway are still being scheduled. Please contact your training provider or ITA customer service at customerservice@itabc.ca. In person training or testing will follow the current Provincial Health Officer (PHO) and BC Centre for Disease Control requirements as the minimum standard for health and safety: <http://covid-19.bccdc.ca/>

Exams scheduled at one of our monthly group sessions, ITA Richmond office, or one of our Service BC locations have been cancelled until April 30th.

Have the Certificate of Qualification exams been waived?

If you are currently in a cohort in a trade that has a Certificate of Qualification (C of Q) exam that is required to progress to the next level, the C of Q exam requirement will be waived effective March 17, and until further notice. This includes AST 1, AST 2, AST3, PC 1, PC 2, Partsperson 1 and Partsperson 2. The practical assessment for PC 1 and PC 2 is also being waived until further notice.

Any C of Q exams that are required to complete out an apprenticeship pathway are still being held.



My re-write or challenger exam is scheduled for after April 30th, is my exam cancelled too?

Not at this time. Since the situations continues to change regularly, please check our updates and connect with your training institution. ITA continues to monitor the developments of COVID-19 and will contact you via phone or email to advise if your exam is cancelled. Please ensure that your contact information is up to date by emailing our customer service department at customerservice@itabc.ca

My exam was cancelled, can I reschedule?

Currently, ITA is not accepting any new exam requests, but you will be able to reschedule in the future.

How can I reschedule my exam if I think I may have COVID-19/been told to self isolate?

First, please contact your institution regarding the status of your program and your exam. Then, please email customerservice@itabc.ca requesting a reschedule and your fee will be waived.

What will happen to my hours/training if my employer/school shuts down?

With regards to recording hours, we'll continue business as usual. You can go through Direct Access online or submit hours to us via email.

I am an apprentice registered into a trade program that has an ITA standardized practical, will my upcoming practical be cancelled?

The ITA standardized practical assessment will remain as a completion requirement for your program. Please speak to your training institutions for an update on your upcoming practical assessment. In the event your practical is cancelled, the ITA will work closely with your training provider to reschedule you for testing.

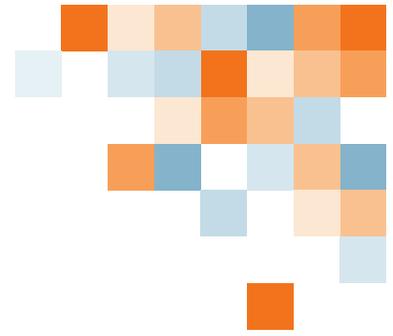
I am a challenger approved for a trade program that has an ITA standardized practical, will my upcoming practical be cancelled?

Please contact the assessment agency or training institution responsible for your trade for more information. To find the assessment agency or training institution assigned to your trade, please review the challenge approval letter emailed you from the ITA.

I'm not sure if my trade has an ITA standardized practical as a completion requirement.

Currently, these trades require an ITA practical assessment for completion:

- Hairstylist
- Cranes
- Cook 3 (IP)
- Welder
- Bricklayer
- Shipyard Labourer
- Climbing Arborist



What if I recently wrote my exam at a post secondary institution and have now tested positive for COVID-19? Do I need to tell the school or does ITA tell them? How will the other apprentices that took the exam be notified?

Please tell your training provider immediately who will inform the appropriate individual(s).

I attended an ITA workshop (WITT, WIC, Youth, etc.) and have come down with flu-like symptoms, who needs to be told this information? How does ITA tell the organization, employer, and other attendees?

Please contact customerservice@itabc.ca, and please also contact the host organization if the event was not located at ITA to let them know.

What happens to my training if my school shuts down?

As the nature of training programs differ from one trade to another, training providers are doing their best to offer alternative delivery if possible, or future options for students to resume or continue their training if interrupted. Please contact your training provider or instructor for updates.

Can I still come in to ITA's offices if I need to in person?

We currently have restricted access to our building and ITA's office are temporarily not open to the public. Please contact us by phone or at customerservice@itabc.ca for any inquiries.

Will I get a refund if my training is cancelled?

This decision is with each training provider. Please contact your training provider.

What happens to my challenge application if I can't fly into Canada?

Please contact ITA at customerservice@itabc.ca to advise if you're impacted by the current travel restrictions. We will extend the expiry of your application for up to one year.

If I'm scheduled for an exam in the next couple of weeks at the ITA office, what do I do?

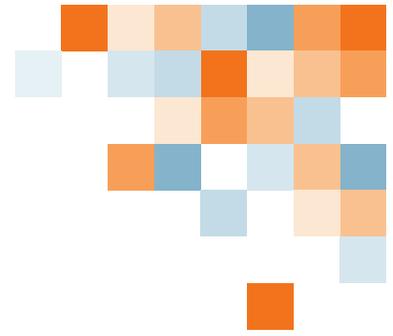
We'll be reaching out to individuals who are scheduled to write an exam at the ITA. If you'd like to cancel your exam, please contact our customer service department and your exam will be cancelled without any penalty.

What do I do if I'm not comfortable or unable to come in for my exam?

You're free to reschedule your exam to a later date. Please contact customerservice@itabc.ca and your exam will be cancelled without any penalty.

What should I do with my log book while the ITA offices are shut?

Please don't mail us your log book until further notice. We're reviewing the situation daily and ask that you email customerservice@itabc.ca with any questions.



WORKSHOPS

I'm scheduled to attend an ITA workshop in the next couple of weeks. Is it still happening?

ITA's offices are closed to the public and we are currently working remotely. We are continuing to hold workshops and meetings through online technology wherever possible. We'll contact you if your workshop is cancelled or changed to an online meeting.

YOUTH

I'm a student attending a Youth program (Trades Sampler, Explore, Train in Trades) at a post-secondary institution. What is the impact on me?

While some post-secondary institutions suspended and/or postponed their trades programs, a number are planning to transition to alternative and online delivery where possible and will update affected students on these changes. Institutions are also working on grading out students in mid-stream through alternative program completion assessments. Please connect with your post-secondary liaison and discuss your status or schedule changes.

I'm a student scheduled to begin a Youth Trades Sampler or Explore between now and June – will the courses be cancelled?

Please check with your post-secondary liaison to determine class schedules. Some post-secondary institutions are transitioning to alternative delivery where possible for upcoming programs affected by school closures. As trades samplers have significant hands-on component built into the program, it may not be possible to provide an alternative program for all students.

What will happen to students who were scheduled to begin a Youth Train in Trades program between now and June?

Registrations for the February intake has been completed and schools will be paid the start payments for those students registered. Stay in contact with the post-secondary school to determine if the program may begin later. ITA is working on contingency plans with training providers to make up for paused/cancelled programs, more information will be shared as it becomes available.

Will the summer Tech-Ed Workshop for the Explore Trades Skills program scheduled for July 13-17 be cancelled?

At this point we're still accepting applications for registration and we'll continue to re-evaluate based on the advice from the provincial health department. We'll inform all districts and those who have registered for the workshop if plans change.

Will Explore Trades Skills programs be available online for those students who are currently in the program?

This is a school district decision to make, and ITA will work to provide support where possible.

Can Youth Work in Trades apprentices continue to work during school closures?

School districts will assess and determine if it is safe for their students to remain on work placements and apprenticeships during the school closure.

Can Youth Work in Trades hours still be submitted to ITA during this time?

Yes, ITA is maintaining operation and hours can be submitted as per usual process. For assistance, please contact customerservice@itabc.ca or youth@itabc.ca. Employers are also able to submit hours online via Direct Access. Here's a video tutorial: <https://youtu.be/yjkUIamXmU4>. Students won't lose hours they've worked based on the school closure.

Are school districts still able to register youth apprentices?

Yes, Dual Credit Management System will continue to accept registrations and our Youth team is working remotely but is still able to provide full support to school districts. Processing may take longer than usual.

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