

***Examiners/Instructors Manual
for Practical Examinations
For trades of Hairstylist, Esthetician and Electrologist***

INTRODUCTION

The purpose of this document is to provide a comprehensive source of information for examiners and instructors regarding the mandatory practical examination for certification.

For Hairstylist, Esthetician (Skin Care/Nail Technician) and Electrologist graduates of accredited programs, the practical examination will be scheduled in an accredited program facility by the accredited training providers and administered by an examiner appointed by Apprenticeship Manitoba. Apprenticeship Manitoba is not responsible for accredited program examination schedules or advising accredited program candidates of examination marks.

For trades qualification candidates, the practical examination will be scheduled by Apprenticeship Manitoba in an accredited program facility and administered by an examiner appointed by Apprenticeship Manitoba.

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GLOSSARY OF TERMS

Accreditation - Apprenticeship Manitoba will accredit an applicant's program where the training provider can demonstrate conformance with apprenticeship technical training requirements and standards for curriculum, training facilities, equipment, tools and instructor qualifications.

Apprentice - An apprentice means a person who is engaged in an apprenticeship program and has registered an apprenticeship agreement with Apprenticeship Manitoba.

Accredited Program Candidate - A student of an accredited program that has completed all of their technical training in the trade with a grade of 70% or higher and is scheduled to write their practical examination required for journey person certification in the trade.

Component - A component is a distinct subject on a practical examination that is made up of a series of tasks that a candidate is graded on. A candidate receives a total mark for each component that is made up of a grade assigned to each task within the component. Each component is worth 100 points.

Examiner - An examiner is a person appointed by the Executive Director of Apprenticeship Manitoba to administer a practical examination. An examiner is a certified journey person in the trade and must be knowledgeable about the apprenticeship system in Manitoba.

Instructor - An instructor is a person who teaches an accredited program in a designated trade and holds a valid Certificate of Qualification in the designated trade they are teaching and has completed or is enrolled in a provincially recognized teaching certificate program.

Journey person - A journey person means a person who holds a Certificate of Qualification in a designated trade.

Student - A student means a person who is enrolled in an accredited program.

Task - A task is a distinct activity within a component on a practical examination. Each task includes stated criteria with a corresponding mark.

Trades Qualification (TQ) Candidate - A person who applies to Apprenticeship Manitoba and provides evidence that he or she has been employed in the trade in the last 10 years for the 1.5 times the term of apprenticeship as prescribed in the relevant trade or occupation regulation. A trades qualification candidate who demonstrates experience in 70% of the tasks of the trade, may challenge the certification examination in that trade or occupation.

Training Provider - A training provider means a provider accredited by the Executive Director of Apprenticeship Manitoba under section 15 of the Apprenticeship and Certification – General Regulation 154/2001. The training provider delivers a training program offered by a public school, college or registered private vocational institution in a designated trade.

Verification of Completion Form - A Verification of Completion Form is completed by the instructor and verifies a candidate's marks for technical training and their practical examination. In order to process an apprenticeship agreement in the trades of Hairstylist, Esthetician (Skin Care/Nail Technician) and Electrologist, the candidate must submit the completed Verification of Completion Form to Apprenticeship Manitoba.

EXAMINERS ORIENTATION

What are the functions of an examiner?

- To provide direction.
- To supervise and facilitate the practical examination with a maximum of eight (8) candidates for full-day examinations and two (2) candidates for partial examinations. Less than four (4) candidates may be scheduled with permission from Apprenticeship Manitoba.
- To mark the practical examination in accordance with the criteria established by Apprenticeship Manitoba.

How are practical examiners appointed?

- The Executive Director of Apprenticeship Manitoba will appoint practical examiners based on criteria in the trade regulation, program standards and criteria developed by Apprenticeship Manitoba.
- An examiner must be a certified journeyman in the trade and be knowledgeable about the apprenticeship system.
- Apprenticeship Manitoba will maintain and update a list of current practical examiners for all trades that have a practical examination requirement. This list will be circulated to all examiners/instructors.
- The Executive Director may revoke (cancel) the appointment at any time.
- Term of appointment for an examiner is two (2) years.
- A copy of the "Trade Examiner Application" is available from the Apprenticeship Manitoba website at:
<http://www.gov.mb.ca/wdis/apprenticeship/pdfpubs/pubs/general/applications/tradeexaminer.pdf>

What fees and expenses are paid to examiners?

- The remuneration of examiners is intended as recognition of public service made by a non-civil servant.
- Examiners receive \$150.00 for a full-day examination and \$81.00 for a half-day examination. A full-day examination is 3.5 hours or more in duration and a half-day examination is 3.0 hours or less in duration.
- To receive payment, examiners must complete a "Practical Examiner Verification" form available on the Apprenticeship Manitoba website at:
http://www.gov.mb.ca/wdis/apprenticeship/pdfpubs/pubs/general/applications/practical_examiner_verification.pdf
- For examinations that require travel in excess of 100 km round trip, allowable expenses of mileage, meals, accommodations and airfare (when required) will only be paid with pre-approval from Apprenticeship Manitoba. Contact the Apprenticeship Manitoba, Accreditation Coordinator to request pre-approval and assistance with examiner expense claims.

What would be considered reasonable cause to revoke the appointment of an examiner?

- Failure to attend the practical examination.
- Failure to adhere to standards of assessing candidates, page 6 of this guide.
- Failure to adhere to the standards of professional behaviour including the Province of Manitoba's "Respectful Workplace Policy" at
<http://www.manitoba.ca/csc/policyman/respect.html> and Province of Manitoba's "Conflict of Interest Policy" at <http://www.manitoba.ca/csc/policyman/conflict.html>.

What if an examiner no longer wishes to continue as a practical examiner?

- The examiner will be required to place their resignation in writing to Apprenticeship Manitoba c/o Accreditation Coordinator.

Examiner Etiquette

What are the standards for assessing candidates for examiners?

- Grade candidates based on the stated criteria for each component *not* on a specific marking style, see section *Documentation and Marking* for more information.
- Do not teach or assist candidates with their practical examination.
- Address practical examination safety concerns.

What are the standards of professional behaviour for examiners?

- Dress in appropriate professional attire (i.e., no jeans, sandals or smocks).
- Do not bring food and beverages onto the examination area.
- Do not use any mobile devices in the examination area.
- Discussion regarding any of the candidates will not occur during the examination process or in the presence of any of the examination candidates.
- Refrain from making any critical comments regarding the examination process, candidates or training institutions.
- Keep in mind that candidates are students with limited practical experience. Do not verbalize personal opinions regarding the quality of the work, choice of models, school employees, at any point before, during or after the examination.
- Do not solicit clients for personal business interests before, during or after the examination.
- Follow the Province of Manitoba's "Conflict of Interest Policy" at: <http://www.manitoba.ca/csc/policyman/conflict.html>. Examiners cannot be appointed for exams with their own apprentices.
- Follow the Province of Manitoba's "Respectful Workplace Policy" at: <http://www.gov.mb.ca/csc/policyman/respect.html>. Examiners are expected to conduct themselves in a professional manner at all times, adhering to the same principles of respect for human rights, diversity and dignity through courteous conduct, mutual respect, fairness and equality and positive communication.

What happens if an examiner is ill or encounters an unforeseen emergency before the scheduled time for the practical examination?

- If the examiner is ill or encounters an unforeseen emergency, the examiner is responsible to immediately find a replacement from the list of practical examiners for the trade. It is recommended that all examiners become familiar with this list, and discuss back up arrangements with their industry work associates.
- If a replacement *can* be found, the original examiner is responsible for calling the instructor at the training institution to inform him/her of the alternative arrangements *prior* to the examination start time.
- If a replacement *cannot* be found, the examiner is responsible for calling the instructor prior to the scheduled examination time to inform the instructor that he or she is ill or had an unforeseen emergency, and that a replacement cannot be found.
- If necessary, the instructor will be responsible for cancelling the scheduled practical examination and informing all participants of the need to re-schedule the examination. In these circumstances the candidate's marks will not be affected.

Emergencies or Difficult Situations

What if an emergency situation occurs during the practical examination?

- Be sure to follow the protocol of the training provider for fire alarms and emergency evacuations.
- If the examination room must be evacuated (i.e. fire alarm etc), the examiner will ask candidates to leave all materials.
- When it is safe to return to the examination, the examiner will instruct the candidates to return to the examination room. The examiner has the discretion to offer a reasonable extension to complete the examination.
- If candidates do not wish to return or cannot return to the examination, the examiner will inform candidates that they may re-schedule their examination.

What if a candidate (or their model) has a medical issue during the examination?

- If a candidate (or their model) is unable to complete their examination due to a medical issue, the candidate should notify the examiner (if possible).
- The examiner will ask the candidate to pack up all personal supplies at their station before leaving (if possible). The examiner will inform the candidate that he/she may be re-scheduled at the next available practical examination.
- If the candidate has an emergency that requires immediate attention, the examiner will stop the examination, and make the appropriate arrangements for the candidate.
- The examiner will inform the candidates that the examination time will be temporarily stopped until the emergency is over.
- All other candidates may remain at their stations. A reasonable extension will be granted to allow all candidates to complete their examinations. If this is not possible, it is the responsibility of the instructor to ensure that the practical examination is re-scheduled at the earliest opportunity.

Marking/ Grading Examinations

What is the process for marking the practical exams?

Examiners should ensure that they:

- Carefully read the procedures and guidelines provided on the practical examination marking sheets for the trade.
- Provide a mark for each task.
- Provide the total for each component.
- Tally the final score (percentages are not required).
- Clearly outline any recommendations or comments that relate to the work being assessed in the comments section. Please ensure that all comments are written legibly.
-

What happens if a candidate does not complete a component of the examination?

- Please note that the pass mark is 70% for all components of the examination. A mark must be given for all components of the examination. All sections of the examination are mandatory.
- Examiners are required to mark candidates on the stated criteria for each task within a component. Any incomplete work for a task will result in a mark of zero being assigned for that specific task. Incomplete work *may* result in a failing mark.
- As noted, the examiner may use discretion to allow all candidates additional time to complete a component.

Examiner Roles and Responsibilities in Examination Administration

Prior to the Examination

1. Based on the examiner list provided by Apprenticeship Manitoba, the examiner will be contacted by the *instructor* to set up a practical examination (i.e. time, date, location, parking etc.).
2. *Examiners* are to arrive in the examination room thirty (30) minutes prior to the scheduled start time for the examination. Examiners will remain on the examination floor for the scheduled duration of the examination (except for their lunch break).
3. On the day of the examination, the *examiner* will report to the receptionist/office for sign in requirements of the training institution and ask for the instructor/director.

During the Examination

1. Once in the examination area, the *examiner* will verify the examination set up that the instructor has prepared for the examiner (numbers correspond to the stations for the candidate and the marking sheet).
2. The *examiner* will check photo identification for all clients ensuring that the identification matches the name on the marking sheet *and* that all mobile devices are turned off.
NOTE: Candidates without photo I.D. will not be allowed to proceed.
3. For **accredited program candidates**, the *examiner* will check the “Verification of Completion for Technical Training” form to ensure each student has achieved 70% in both theory and practical for the technical training. The *instructor* will collect and check the completed accredited program model waiver forms.
4. For **trades qualification candidates**, the *examiner* will collect and check the “Examination Call Notice” and the completed Apprenticeship Manitoba “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” form.
5. The *examiner* will introduce themselves to the candidates, give brief instructions on the procedures for the day and begin the examination.
6. The *examiner* must announce the time provided for each section, and if required, allow a reasonable amount of time for clean up between components of the examination. *Examiners* should provide a fifteen (15) minute warning before the scheduled end time for the examination. The examiner may use his or her discretion to determine if all candidates require a few additional minutes to complete a component of the examination.
NOTE: If time for one candidate is extended, it must be extended for all candidates.
7. Once the examination session has started, candidates will not be allowed to leave the room unless there is an emergency or a necessary washroom break is required.

After the Examination

1. For **accredited program candidates**, once the examination is complete, the *examiner* will give the marking sheets to the *instructor*. The *instructor* will then transfer the marks from the marking sheet to the “Verification of Completion for Technical Training” form and provide it to the candidates.
2. For **trades qualification candidates**, once the examination is complete, the *examiner* will collect the marking sheet with the “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” form and “Examination Call Notice” and send by courier or fax to Apprenticeship Manitoba c/o the Accreditation Coordinator.

INSTRUCTORS ORIENTATION

What are the roles and responsibilities of the training providers in examination administration?

- In order to maintain their Certificate of Accreditation with Apprenticeship Manitoba, training providers for Hairstylist, Esthetician (Skin Care/Nail Technician) and Electrologist are responsible for the scheduling and administration of the examinations required for certification (effective September 1, 2011).
- To schedule practical examinations of no more than eight (8) candidates for full-day examinations and two (2) candidates for partial examinations. If there are less than four (4) candidates, special permission must be obtained from the Director of Program Standards, Apprenticeship Manitoba.
- Informing candidates of any fees associated with the practical examination.
- Model waiver process and forms for the accredited program.

What are the standards of professional behaviour and practice for instructors?

- To be present during the examination but the instructor must let the examiner do their work.
- Do not question the marking of the examiner.
- Do not discuss any candidates with the examiner or with any of the examination participants.
- Do not use any mobile devices in the examination area.

What forms do I supply candidates?

- Instructors must complete the “Verification of Completion of Technical Training” form for each candidate by verifying that they received a minimum of 70% or higher on their technical training and entering the practical examination mark. A copy of the form can be requested from Apprenticeship Manitoba.
- An accredited program’s model waiver form.

What happens for those candidates that did not take the practical exam before September 1, 2011?

If the client is an apprentice who completed their technical training prior to *September 1, 2011* but did not complete their practical examination, Apprenticeship Manitoba has been in contact with the candidate to advise them that examination fees will be waived if they arrange an examination date prior to *September 30, 2012*.

- If these clients have not been scheduled by *September 30, 2012* or they are trades qualification clients, they will be required to schedule a practical examination with a training provider of their choice at their own expense.
- Training providers will be expected to schedule their own candidates and accommodate trades qualification candidates.

Please see the list of accredited institutions and programs for each trade available on the Apprenticeship Manitoba website at:

<http://www.gov.mb.ca/wdis/apprenticeship/discover/mbtrades/index.html>

Instructor roles and responsibilities in examination administration

Prior to the Examination

1. The *instructor* will contact an examiner directly to schedule a practical examination (i.e. time, date, location, parking, etc.). Apprenticeship Manitoba will provide instructors with a list of current examiners and contact information in their trade or occupation.
2. The *instructor* may schedule *examiners* to supervise a maximum of eight (8) full practical examinations and two (2) partial examinations.
3. Instructors must complete the “Verification of Completion for Technical Training” form for the candidate by verifying that they received a minimum of 70% or higher on their technical training.
4. Instructors should advise the candidates that they must bring the “Verification of Completion for Technical Training” form to the examination and the accredited program model waiver form.

During the Examination

The *instructor* will ensure that the *candidates*, the marking sheets and stations have corresponding numbers and names for the examiner.

After the Examination

1. **For accredited program candidates**, the *instructors* will collect all marking sheets from the *examiners*, and the completed accredited program model waiver forms. The *instructor* will provide the candidates with marks for the practical examination. The *instructor* will then transfer the marks from the marking sheet to the “Verification of Completion for Technical Training” form. The instructor and the principal sign this form and provide it to the candidate. In order to register as an apprentice, the candidate is required to submit the “Verification of Completion for Technical Training” form to Apprenticeship Manitoba.
2. If an accredited program candidate fails the practical examination, it is the responsibility of the *instructor* to re-schedule the candidate. Only failed components must be repeated.

Note: Training providers/instructors are not responsible for trades qualification candidates.

EXAMINATION LENGTH & DOCUMENTS

How long are the practical examinations and where can I find a copy?

- The typical length of a full-day examination is approximately 7.0 hours and a half-day exam is 3.0 hours.
- A copy of the most up to date practical exams for Hairstylist, Esthetician, Skin Care Technician and Nail Technician are available from Apprenticeship Manitoba.

MODEL REQUIREMENTS

Why is a model waiver of liability important and where is it obtained?

- Model waivers outline the requirements needed to be a model for practical examinations and help candidates understand liabilities involved.
- For **accredited program candidates**, accredited program model waiver forms are the responsibility of the training provider and are distributed by the training provider.
- For **trades qualification candidates**, the Apprenticeship Manitoba “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” form is available from the Apprenticeship Manitoba.

What are the requirements for the models in the practical examination?

- All models used for the practical examination must complete and sign a model waiver form and submit it at the time of the examination.
- For **accredited program candidates**, the *instructor* is responsible for advising candidates in advance that they are required to bring their accredited program model waiver forms to the examination. The instructor is also responsible for checking and collecting all completed accredited program model waiver forms. Apprenticeship Manitoba is *not* responsible for accredited program model waiver forms and associated processes. The responsibilities outlined above may vary between training providers.
- For **trades qualification candidates**, Apprenticeship Manitoba is responsible for advising candidates in advance that they are required to bring their “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” forms to the examination. The *examiner* is responsible for checking and collecting the Apprenticeship Manitoba “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” form to ensure it is complete. Apprenticeship Manitoba *is* responsible for the Apprenticeship Manitoba “Waiver of Liability” forms and associated processes.

What happens if a model does not arrive at the scheduled time or the candidate does not have a completed model waiver form?

- If the candidate’s model does not arrive at the time of the scheduled examination, the candidate will be required to re-schedule the examination.
- If **accredited program candidates** do not submit their accredited program model waiver form, it is at the discretion of the training provider to re-schedule the examination and/or provide notification to the candidate.
- If **trades qualification candidates** do not submit the Apprenticeship Manitoba “Waiver of Liability for Assumption of Risk and Undertaking by Practical Examination Model” form, the examiner will notify the candidate that they will be required to re-schedule the examination.

REPORTING COMPLAINTS

How do I make a complaint about how the exam was administered?

- The purpose of reporting complaints is to ensure that there is clarity of procedure, responsibility and process and that a standard of professionalism is maintained for the administration of practical examinations. Apprenticeship Manitoba is committed to addressing and resolving complaints promptly and efficiently whenever possible.
- If an accredited program candidate has a complaint, they must submit it through their instructor, and the instructor will decide whether or not to proceed with the complaint.
- If a trades qualification candidate has a complaint, they must submit it in writing to Apprenticeship Manitoba c/o Accreditation Coordinator.

LEGISLATIVE INFORMATION

Is there any legislative information that I should know?

- In addition to the written examination, the practical examination is a requirement for certification as stated in *The Apprenticeship and Certification Act*. For your information, a copy of the most up to date regulation can be found on the Apprenticeship Manitoba web site.

Hairstylist - http://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=104/2006

The Esthetician - http://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=146/2014

The Electrologist - http://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=105/2006

ACKNOWLEDGEMENT OF YOUR CONTRIBUTION

Your role in the administration of practical exams in the trades of Hairstylist, Esthetician (Skin Care Technician and Nail Technician) and Electrologist is very important to maintaining standards and ensuring the success of the apprenticeship training and certification system in Manitoba. Thank you for your valuable contribution.

CONTACT INFORMATION

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