

# Apprenticeship and Certification Study Guide



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# Introduction

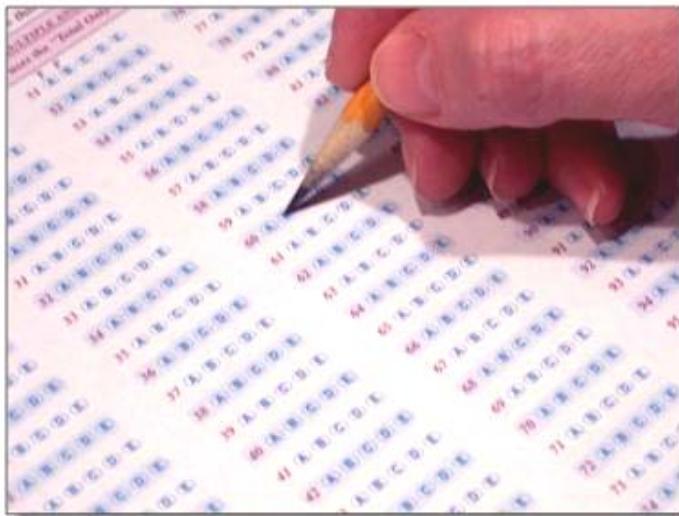
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This Study Guide has been developed by the Newfoundland and Labrador Department of Education and Early Childhood Development, Apprenticeship and Trades Certification Division, to assist apprentices and trade qualifiers as they prepare to write the Red Seal Exam. Red Seal Exams are available for all Red Seal trades. For a list of Red Seal trades please refer to the Department of Education and Early Childhood Development website: <https://www.gov.nl.ca/atcd/designated-trades/list-of-designated-trades/>

**Some of the specific goals of this guide are:**

- ⇒ to help you understand the skills and knowledge that might be covered on the exam
- ⇒ to help you identify your strengths and weaknesses
- ⇒ to provide organization and structure for a course of study
- ⇒ to provide a list of resources to help you with your study plan
- ⇒ to support and supplement the teaching and learning process

This study guide outlines the theoretical portion of the program. The intent is not to replace technical training provided under the guidance of instructors. Rather, it is a tool to be used in conjunction with formal training.



# Exam Process

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## Before the Exam

You must contact the nearest Apprenticeship and Trades Certification Divisional office to make request to write the Red Seal exam (*See Appendix A for a list of regional offices*). Upon approval, the Apprenticeship Program Officer will notify you of your eligibility to write the exam, and provide you with scheduling information.

## During the Exam

### You must bring:

- personal identification such as a photo or signature ID or valid Newfoundland and Labrador driver's license
- your notification letter

### The following will be provided:

- a calculator (*see Appendix B for calculator information*)
- all other items required such as pencils, scrap paper, etc.

### Important Note:

Personal cell phones, calculators, or other electronic equipment are NOT allowed into the exam room. If you do bring them, they will be stored away and returned to you when you have completed the exam.

## After the Exam

Results will be mailed to you approximately seven to ten days after completion of the exam. All necessary instructions and information will be provided in the results letter.

The percentage mark you obtained will be provided. You will also be given a section by section breakdown, showing how many questions were in each section, as well as the number of questions in each section you completed successfully.

If you are successful in obtaining a 70% or more on your exam, you will be issued a Newfoundland and Labrador Certificate of Qualification with a Red Seal endorsement.

## Exam Format

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All Red Seal exams are written in multiple-choice format. Each exam has between 100 and 150 questions. A multiple choice question consists of a stem (a complete question) followed by four options (A, B, C, D). The stem contains all the information necessary to answer the question. The options consist of the one correct answer and three “distracters.” Distracters are incorrect. (See *Appendix C* for a sample answer sheet).

Red Seal exams contain three types of questions:

### Level 1    Knowledge and Recall

Questions at this level test your ability to recall and understand definitions, facts, and principles.

### Level 2    Procedural and Application

Questions at this level test your ability to apply your knowledge of procedures to a new situation.

### Level 3    Critical Thinking

Questions at this level test your ability to interpret data, solve problems and arrive at valid conclusions.

On the following pages, examples of each of the three types of questions are provided.

#### Level 1 Examples:

1. What determines the size of the return air duct?

- A. Btu/h of the appliance.
- B. Nozzle size of the appliance.
- C. CFM requirement of the system.
- D. Horsepower rating of the blower motor.



2. What does the installation of a back flow preventer on a hydronic heating system prevent?

- A. Loss of antifreeze due to pressure.
- B. Fluctuations in boiler water pressure.
- C. Contamination of the potable water system.
- D. Dilution of antifreeze by water feeding into the boiler.



3. How is the low water cut-off (LWCO) wired in a low pressure steam system?

- A. In series with the burner control.
- B. In series with the condensate pump.
- C. In parallel with the burner control.
- D. In parallel with the condensate pump.



### Level 2 Examples:

1. How does the temperature-rise method determine proper air flow in warm air systems?

- A. By comparing the supply and return temperatures with the blower off and the system at steady state.
- B. By comparing the supply and return temperatures with the blower on and the system at steady state.
- C. By comparing the supply temperature when the burner is running with the supply temperature when the burner is off.
- D. By adjusting the high limit control and comparing the new temperature with the old.



2. How is a vacuum test conducted on an above-ground fuel oil line in a one-line system?

- A. Install vacuum gauge in return port and start burner.
- B. Turn off tank valve, install gauge in gauge port, start burner.
- C. Install bypass plug, install gauge in return port, start burner.
- D. Turn off tank valve, install vacuum gauge in alternate inlet, start burner.



3. What is the first step when retrofitting a heating system?

- A. Remove the burner.
- B. Remove the vent pipe.
- C. Disconnect the fuel lines.
- D. Disconnect the electrical power.



### Level 3 Examples:

1. The Btu heat loss for a dwelling has been determined at 89 250 Btu/h. The furnace chosen has an AFUE rating of 85%. What would be the most efficient firing rate?

- A. 0.50 gph.
- B. 0.65 gph.
- C. 0.75 gph.
- D. 1.00 gph.



2. What is the minimum melting point of solder that may be used when installing oil lines?

METRIC

- A. 130°C
- B. 400°C
- C. 538°C
- D. 640°C

IMPERIAL

- A. 265° F
- B. 750° F
- C. 1000° F
- D. 1200° F



3. When replacing a pressure control, the set point of the control is 7 psi. The control is subtractive and has a differential of 3 psi. When will the control open and close its contacts?

- A. Open at 10 and close at 4.
- B. Close at 4 and open at 7.
- C. Close at 7 and open at 4.
- D. Close at 3 and open at 7.



**Source of questions:**

[http://www.red-seal.ca/trades/163\\_oil\\_heat\\_system\\_technician/n2\\_n.4.1\\_.3nd.2x-eng.html](http://www.red-seal.ca/trades/163_oil_heat_system_technician/n2_n.4.1_.3nd.2x-eng.html)

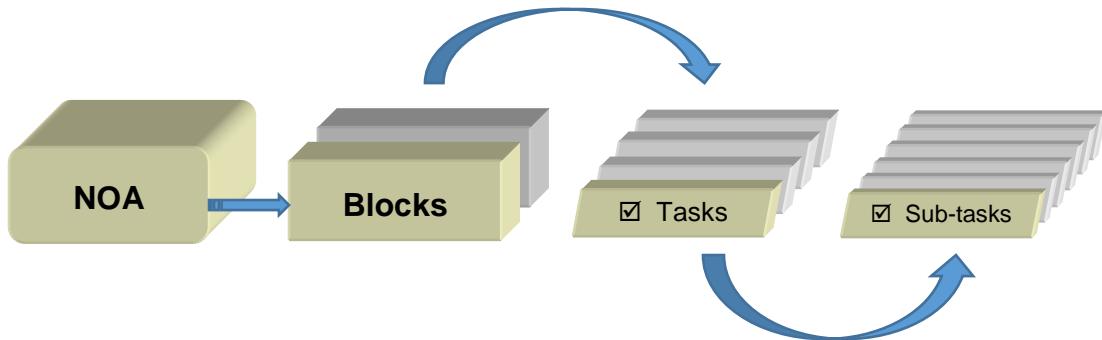
## Exam Content

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### Understanding the *National Occupational Analysis (NOA)*

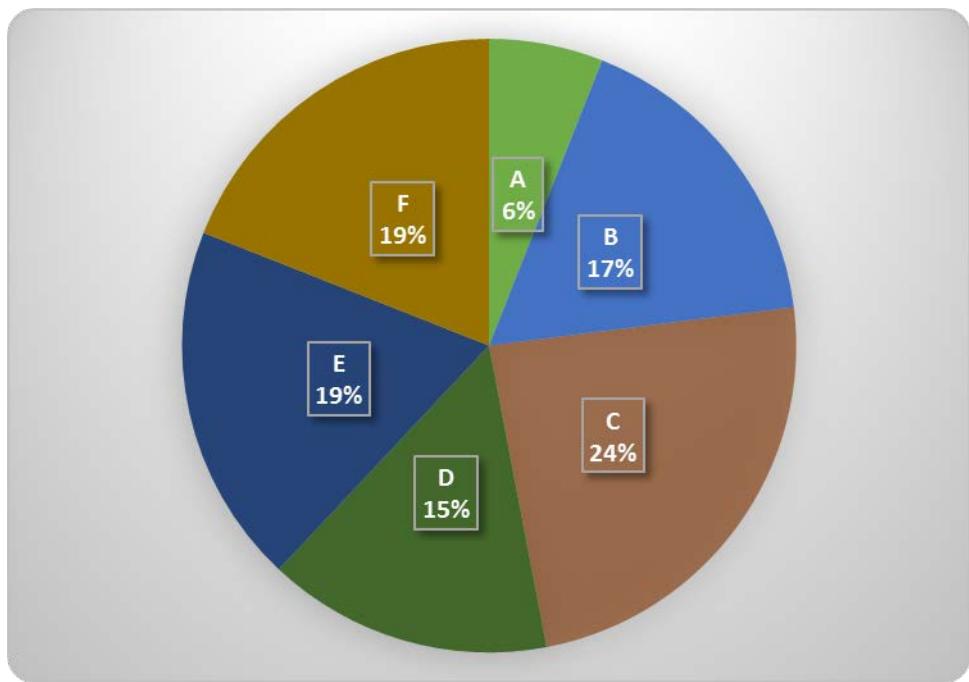
The NOA is a document used for Red Seal trades that describes the knowledge, skills and abilities required by a fully competent trades-person working in that trade. The content for the Red Seal exam is based on the NOA. The NOA is an excellent tool to use as you study for the Red Seal exam. NOAs can be found at <http://www.red-seal.ca>

NOA material is organized into major content areas called **BLOCKS**. The blocks are further broken down into **TASKS** and **SUB-TASKS**.



## NOA Pie Chart

The NOA Pie Chart presents the block percentages in the form of a pie chart which tells you the approximate number of questions from each block. For example, 6% of the questions on the **Oil Heat System Technician** Exam will be based on **Block A**.



### Oil Heat System Technician

BLOCK TITLES			
<b>Block A</b>	Common Occupational Skills	<b>Block D</b>	Venting, Combustion Air and Make-up Air
<b>Block B</b>	Fuel Supply and Storage Systems	<b>Block E</b>	Electrical/Electronic Systems
<b>Block C</b>	Oil-Fired Heating Systems	<b>Block F</b>	Maintenance, Diagnosis, Repair and Removal

## Exam Breakdown

The **Oil Heat System Technician** Red Seal Exam has 110 questions. The following table shows a breakdown of the approximate number of questions that come from each NOA block. It is important to note that the number of questions can change at any time. When you are ready to write your exam, you may contact your regional office to verify the number of questions (see *Appendix A*).

		# of Questions
<b>Block A</b>	<b>Common Occupational Skills</b>	<b>7</b>
<b>Task 1</b>	Uses tools and equipment	
<b>Task 2</b>	Organizes work	
<b>Block B</b>	<b>Fuel Supply and Storage Systems</b>	<b>18</b>
<b>Task 3</b>	Installs fuel storage tanks	
<b>Task 4</b>	Installs fuel supply system	
<b>Block C</b>	<b>Oil-Fired Heating Systems</b>	<b>27</b>
<b>Task 5</b>	Installs and retrofits oil-fired and wood/oil appliances and components	
<b>Task 6</b>	Installs forced air heating systems	
<b>Task 7</b>	Installs hydronic heating systems	
<b>Block D</b>	<b>Venting, Combustion Air and Make-up Air</b>	<b>17</b>
<b>Task 8</b>	Installs venting systems	
<b>Task 9</b>	Installs equipment and components for combustion air and make-up air	
<b>Block E</b>	<b>Electrical/Electronic Systems</b>	<b>21</b>
<b>Task 10</b>	Installs electrical and electronic systems	
<b>Task 11</b>	Tests electrical and electronic systems	
<b>Block F</b>	<b>Maintenance, Diagnosis, Repair and Removal</b>	<b>20</b>
<b>Task 12</b>	Maintains oil-fired heating systems and components	
<b>Task 13</b>	Diagnoses oil-fired heating systems and components	
<b>Task 14</b>	Repairs oil-fired heating systems and components	
<b>Task 15</b>	Removes appliances and components	
	<b>TOTAL</b>	<b>110</b>

## NOA Sub-tasks

The following *NOA Task Profile Checklist* outlines the blocks, tasks and sub-tasks for your trade. The Red Seal exam is written to test your knowledge and abilities regarding the sub-tasks in the NOA. This chart can be used to review your current knowledge. You can review by placing a check mark (✓) next to those you understand fully.

Place your focus on those you do not understand and study them until you are comfortable with the material. Think of possible questions in that particular content area.

The NOA also contains a list of “supporting knowledge and abilities” for each sub-task. They are the skills and knowledge you must have to perform a sub-task. The supporting knowledge and abilities identified under each sub-task will be very helpful as you review. The list can be found in the NOA for your trade.

**Task Profile Checklist**  
**Based on 2015 NOA**  
**Oil Heat System Technician**

## **Block A: Common Occupational Skills**

### **Task 1: Uses Tools and Equipment**

<b>Sub-Tasks</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Uses hand tools</li><li><input type="checkbox"/> Uses power tools</li><li><input type="checkbox"/> Uses powder-actuated tools (NOT COMMON CORE)</li><li><input type="checkbox"/> Uses measuring and testing equipment</li><li><input type="checkbox"/> Uses hoisting, lifting and rigging equipment</li><li><input type="checkbox"/> Uses ladders and platforms</li><li><input type="checkbox"/> Uses soldering, flaring and threading tools</li><li><input type="checkbox"/> Uses personal protective equipment (PPE) and safety equipment</li></ul>
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### **Task 2: Organizes Work**

<b>Sub-Tasks</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Communicates with others</li><li><input type="checkbox"/> Maintains clean and safe work environment</li><li><input type="checkbox"/> Interprets codes and documentation</li><li><input type="checkbox"/> Completes documentation</li><li><input type="checkbox"/> Interprets drawings</li><li><input type="checkbox"/> Performs basic distribution layout</li><li><input type="checkbox"/> Organizes material and components</li><li><input type="checkbox"/> Commissions appliances and components</li></ul>
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## Block B: Fuel Supply and Storage Systems

### Task 3: Installs Fuel Storage Tanks

**Sub-Tasks**

- Selects fuel storage tanks
- Determines fuel storage tank location
- Prepares location for fuel storage tanks
- Positions fuel storage tanks
- Installs fuel storage tank components
- Installs fill and vent pipes

### Task 4: Installs Fuel Supply System

**Sub-Tasks**

- Selects fuel supply components
- Installs fuel supply components

## Block C: Oil-Fired Heating Systems

### Task 5: Installs and Retrofits Oil-Fired and Wood/Oil Appliances and Components

**Sub-Tasks**

- Selects appliances
- Positions appliances
- Installs components on appliance
- Connects fuel supply to appliance
- Connects electrical supply to appliance
- Connects vent/exhaust piping to appliance
- Installs dump zones for wood/oil systems
- Connects drain to appliance

### Task 6: Installs Forced Air Heating Systems

**Sub-Tasks**

- Assembles ductwork
- Installs ductwork

## Block C: Oil-Fired Heating Systems (Cont'd)

### Task 7: Installs Hydronic Heating Systems

**Sub-Tasks**

- Assembles boilers
- Installs hydronic distribution system
- Installs indirect water
- Installs oil-fired water heater
- Installs hydronic heating system components

## Block D: Venting, Combustion Air and Make-Up Air

### Task 8: Installs Venting Systems

**Sub-Tasks**

- Selects venting system
- Prepares locations for termination
- Installs venting components
- Secures venting system to structure

### Task 9: Installs Equipment and Components for Combustion Air and Make-Up Air

**Sub-Tasks**

- Selects equipment and components
- Prepares location for equipment and components for combustion air and make-up air
- Assembles equipment and components
- Secures equipment and components to structure

## Block E: Electrical/Electronic Systems

### Task 10: Installs Electrical and Electronic Systems

**Sub-Tasks**

- Selects controls and components
- Selects location of controls and components
- Installs controls and components

## Block E: Electrical/Electronic Systems (Cont'd)

### Task 11: Tests Electrical and Electronic Systems

**Sub-Tasks**

- Cycles appliance controls
- Checks operating and safety controls
- Checks accessories and components
- Sets up operating parameters

## Block F: Maintenance, Diagnosis, Repair and Removal

### Task 12: Maintains Oil-Fired Heating Systems and Components

**Sub-Tasks**

- Checks oil-fired heating system and components
- Cleans components
- Changes preventative maintenance components
- Lubricates moving components

### Task 13: Diagnoses Oil-Fired Heating Systems and Components

**Sub-Tasks**

- Checks for electrical problems
- Checks for burner problems
- Checks for distribution problems
- Checks for problems with combustion air and make-up air

### Task 14: Repairs Oil-Fired Heating Systems and Components

**Sub-Tasks**

- Corrects electrical problems
- Corrects burner problems
- Corrects distribution problems

### Task 15: Removes Appliances and Components

**Sub-Tasks**

- Decommissions appliances and components
- Disposes of waste products

## Create a Study Plan

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As you prepare for your exam, it is important to plan a schedule. The following two tables will help you stay on track.

The first table is a “**Weekly Study Plan.**” In this table list the areas you will focus your study for each day. You should include items you need to review as well as items you need to study. Remember, more time will be needed for study in areas you find difficult, whereas you may only require review in areas you are more familiar with. As you work through the NOA sub-task list you can start to fill in this table.

The second table is a “**Study Time Table.**” It is important to create a study schedule where you determine the best days of the week and times of day for you to study.

Print several copies of these tables and fill out for each week of study. It is important to stick to your study schedule.

**Weekly Study Plan for Week of: \_\_\_\_\_**

	<b>Area of Study 1</b>	<b>Area of Study 2</b>	<b>Area of Study 3</b>	<b>Area of Study 4</b>	<b>Area of Study 5</b>	<b>Area of Study 6</b>
<b>Mon.</b>						
<b>Tues.</b>						
<b>Wed.</b>						
<b>Thu.</b>						
<b>Fri.</b>						
<b>Sat.</b>						
<b>Sun.</b>						

**Study Time Table for Week of: \_\_\_\_\_**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>8:00 AM - 9:00 AM</b>							
<b>9:00 AM - 10:00 AM</b>							
<b>10:00 AM - 11:00 AM</b>							
<b>11:00 AM - 12:00 Noon</b>							
<b>12:00 Noon - 1:00 PM</b>							
<b>1:00 PM - 2:00 PM</b>							
<b>2:00 PM - 3:00 PM</b>							
<b>3:00 PM - 4:00 PM</b>							
<b>4:00 PM - 5:00 PM</b>							
<b>5:00 PM - 6:00 PM</b>							
<b>6:00 PM - 7:00 PM</b>							
<b>7:00 PM - 8:00 PM</b>							

# Resources - Websites

Study information can be drawn from a variety of sources. A sample list of study materials (websites and books) is provided below. These and other helpful resources may be found in a local college bookstore, on the internet, or at your place of employment. You may also be able to borrow them from an apprentice or journeyperson in your trade.

## Study Strategies and Exam Preparation Guide

The *Study Strategies & Exam Preparation Guide* is meant to be used in conjunction with this study guide. It provides direction and information on such areas as study habits, test preparation and test taking techniques.

<https://www.gov.nl.ca/atcd/exams/study-guides/trade-specific-study-guides/>

## Plan of Training (POT)

A *Provincial Plan of Training* details the full scope of learning for a particular occupation, including both technical training competencies and industry experiences necessary to write a Red Seal exam (and complete the requirements for Red Seal Certification), or to write a provincial examination. The Plan of Training is based on the NOA.

<https://www.gov.nl.ca/atcd/designated-trades/pots-aacs/>

## Red Seal Website

**National Occupational Analysis** - The NOA is a document used for Red Seal trades that describes the knowledge and abilities required by a fully competent tradesperson working in that trade. The content for the Red Seal exam is based on the NOA.

<http://www.red-seal.ca>

## Oil Heat Systems Technician PRACTICE Exam

This is **NOT** a Red Seal exam. This is a practice exam provided by the Red Seal Standards program. It was developed using similar question types to that of a Red Seal exam. The exam is intended to be used for self-assessment in preparation for writing a Red Seal Exam.

<http://www.red-seal.ca/s.1mpl.2.2x.1mQ.5.2st.3.4ns-eng.html?tid=163>

## Red Seal Exam Self-Assessment Guide

Use this self-assessment tool to rate your own understanding and experience with the tasks of the trade that are on the Red Seal examination:

[https://www.red-seal.ca/\\_conf/assets/custom/docms/oil-heat-sys-tech/self-assessment.pdf](https://www.red-seal.ca/_conf/assets/custom/docms/oil-heat-sys-tech/self-assessment.pdf)

## List of Tools and Equipment

The Red Seal website shows a list of Tools & Equipment, which will be helpful in preparing for your Red Seal exam:

[http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1\\_.1pp.1\\_t.4.4ls-eng.html](http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1_.1pp.1_t.4.4ls-eng.html)

## Glossary of Terms

The Red Seal website lists a Glossary of Terms, which will be helpful in preparing for your Red Seal exam:

[http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1\\_.1ppb\\_gl.4ss.1ry-eng.html](http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1_.1ppb_gl.4ss.1ry-eng.html)

## Acronyms

The Red Seal website lists Acronyms, which will be helpful in preparing for your Red Seal exam:

[http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1\\_.1ppc\\_.1cr.4nym-eng.html](http://www.red-seal.ca/trades/oilheatsystech/2015n.4.1_.1ppc_.1cr.4nym-eng.html)

## Resources – Book List

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The books listed below can help you obtain information on specific topics. However, please note that these books could possibly be revised at any time therefore new editions would be published. It is not necessary to use these books specifically, as others could be equally beneficial.

**If you wish to obtain any of the resources listed above, here is the reference information:**

- Hydronic Systems (Design, Piping & Wiring)*, 2<sup>nd</sup> edition, Firedragon Enterprises, Lanthier, G.
- The Hot Water Handbook*, 2<sup>nd</sup> edition, Firedragon Enterprises, Suffredini, R.
- Modern Hydronic Heating Systems: For Residential and Light Commercial Buildings*, Delmar Cengage Learning, 2<sup>nd</sup> edition, Siegenthaler, J., ISBN 978-0766816374
- Oil Heat Technician's Manual (Silver Certification Manual)*, The National Oilheat Research Alliance (NORA), 2008, Product Code NORA-ALLINONEOTM
- Oil Heat Technician's Manual (Gold Book)*, The National Oil heat Research Alliance (NORA), 2007, Product Code NORAGBK
- Introduction to Oilheat Technology*, The National Association of Oil Heating Service Managers (NAOHSM), 2007, Product Code NAOHSM
- B-139-10 Installation Code for Oil Burning Equipment*, CSA, 2009, Product ID 2020669
- B-214-07 Installation Code for Hydronic Heating Systems*, CSA, 2007, Product ID 2019500
- Today's Oil Heat Technician's Manual*, 3<sup>rd</sup> edition, Canadian Oil heat Association, Code SKU16195
- Warm Air Heating for Climate Control*, 5<sup>th</sup> edition, Prentice Hall, Cooper, W., ISBN 0130483907
- Heating Oil Storage Tanks (A Guide for Quality Installation and Maintenance)*, 2<sup>nd</sup> edition, The National Oil Heat Resource Alliance (NORA), 2006

## **Disclaimer**

Various external resources (websites, textbooks) have been listed in this study guide to assist an individual in preparing to write a Red Seal Exam. This does not mean the Department of Education and Early Childhood Development, Newfoundland and Labrador endorses the material or that these are recommended as the best resources. There may be other resources of equal or greater value to an individual preparing for a Red Seal exam. The Department of Education and Early Childhood Development has no control over the content of external textbooks and websites listed, and no responsibility is assumed for the accuracy of the material.

## **Conclusion**

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We hope this guide has provided you with some useful tools as you prepare for your Red Seal exam. If you have any questions regarding your Red Seal exam please contact your regional office (*see Appendix A for a list of regional offices*).

We appreciate your comments and feedback regarding the usefulness of this study guide. If you have any comments or suggestions, we welcome your feedback. The feedback form at the end of this guide can be used for this purpose.

## Appendix A: Regional Offices

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If you have any questions regarding your Red Seal exam, please contact one of the following regional offices:

Department of Education and Early Childhood Development

Apprenticeship and Trades Certification Division

Toll Free: 1-877-771-3737

<https://www.gov.nl.ca/atcd/contact-us/staff-listing-and-office-locations/>

**Corner Brook**

1-3 Union Street  
Aylward Building, 2<sup>nd</sup> Floor  
Corner Brook, NL A2H 5M7

Telephone: (709) 637-2366  
Facsimile: (709) 637-2519

**Grand Falls-Windsor**

42 Hardy Avenue  
Grand Falls-Windsor, NL  
A2A 2J9

Telephone: (709) 292-4215  
Facsimile: (709) 292-4502

**Clarenville**

45 Tilley's Road  
Clarenville, NL  
A5A 1Z4

Telephone: (709) 466-3982  
Facsimile: (709) 466-3987

**St. John's**

P.O. Box 8700  
1170 Topsail Road  
Mount Pearl, NL A1B 4J6

Telephone: (709) 729-2729  
Facsimile: (709) 729-5878

**Happy Valley – Goose Bay**

163 Hamilton River Road  
Bursey Building  
Happy Valley – Goose Bay, NL  
A0P 1E0

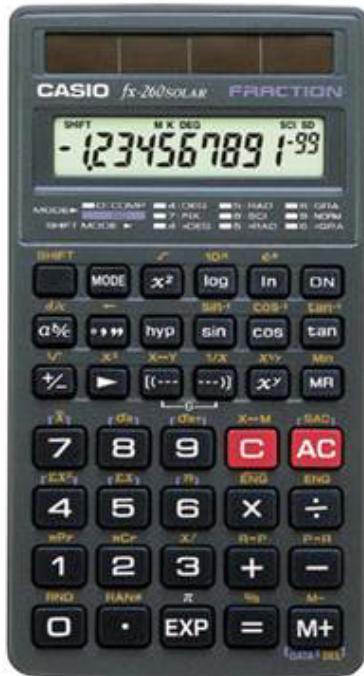
Telephone: (709) 896-6348  
Facsimile: (709) 896-3733

## Appendix B: Calculator Use

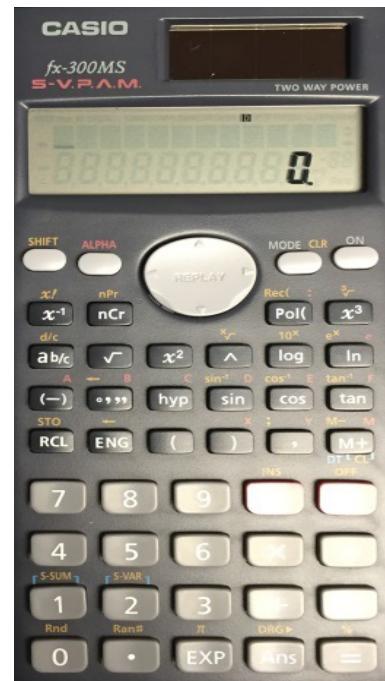
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The picture below shows a calculator with the same functions as the one you will be provided with during your exam. It is advisable to borrow or purchase one with similar functions so that you can familiarize yourself with it before you write your exam.

**Casio FX-260**



**Casio FX-300 MS**



## ***Appendix C: Answer Sheet Example***

With your exam you will be given an answer sheet like the one below. When answering multiple choice questions be sure to fill the circle completely and fill the circle that corresponds to the question on the exam.

## **Feedback Form**

### **Study Guide – Oil Heat System Technician**

Please answer the following:

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- (1) This Study Guide is a useful tool for exam preparation.  
 strongly agree     agree     disagree     strongly disagree
  
- (2) The topics contained in the guide are arranged in a logical order.  
 strongly agree     agree     disagree     strongly disagree
  
- (3) The design and format of the guide caught my attention.  
 strongly agree     agree     disagree     strongly disagree
  
- (4) The instructions throughout the guide are clear and to the point.  
 strongly agree     agree     disagree     strongly disagree
  
- (5) The resources listed in this guide are suitable and valuable.  
 strongly agree     agree     disagree     strongly disagree
  
- (6) The guide should contain more information.  
 strongly agree     agree     disagree     strongly disagree

Suggested information/resources to include:

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Additional Comments:

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**Please complete this form and return via fax or mail to the following:**

Department of Education and Early Childhood Development

Apprenticeship and Trades Certification Division

Standards and Curriculum Unit

45 Tilley's Road, Clarenville, NL A5A 1Z4

Fax: (709) 466-3987

Department of Education and Early Childhood Development  
Apprenticeship and Trades Certification Division

