



# PERSONAL RECORD BOOK

**Residential Building Maintenance Worker**



This is your Record Book!

## **DO NOT SUBMIT TO THE ITA**

This is not required to achieve certification

- **It is a record of your progress towards achieving certification in the trade**
- **It provides a record of your experience**
- **It is your responsibility to keep it up-to-date**
- **Take it with you if you change employers**

*Note: Employers and supervisors are not responsible for keeping your Record Book up-to-date. They are responsible for sign-off of hours and sign-off of competencies once you have achieved the required level of skills and knowledge.*

# APPRENTICE IDENTIFICATION

**Trade: RESIDENTIAL BUILDING MAINTENANCE WORKER**

Legal First Name:		Legal Last Name:	
Suite Number:	Street Number and Name:		
City:		Province:	Postal Code:
Telephone Number:		Email Address:	

## Work Safely!

A safe work attitude contributes to an accident free environment. Accident prevention and safe working conditions are the responsibility of both employers and employees.

Wear the required personal protective equipment, follow safe work practices and follow all safety regulations applicable to specific job activities.

Employer's responsibilities:

- Provide and maintain safety equipment and protective devices
- Ensure proper safe work clothing is worn
- Enforce safe work procedures
- Provide safeguards for machinery, equipment and tools
- Observe all accident prevention regulations
- Train employees in safe use and operation of equipment

Employee's responsibilities:

- Work in accordance with the safety regulations pertaining to job environment
- Work in such a way as not to endanger themselves or fellow workers.

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# EMPLOYER INFORMATION

## Originating Employer

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyman 1:	*TWID #:
	Phone:
	Email:
Supervisor/Journeyman 2:	TWID #:
	Phone:
	Email:

\*TWID # – Trade Worker Identification Number

*If you have more than one employer during your apprenticeship, record the information for subsequent employers on the following page(s).*

If your job ends or you change employers...

### Before leaving your place of employment:

- Update Workplace Hours through a [Work-Based Training Hours form](#) for the current reporting period and get signoff by your employer.
- Update Record of Competencies with your supervisor.
- Confirm with your employer that your workplace hours have been reported to ITA, and if possible get a copy of all Work-Based Training Hours reports submitted.
- Notify the ITA of the change in your employment by submitting an [Apprentice and Sponsor Registration form](#) with your new employer.

When re-employed...

**You must be registered with your new employer before submitting any work-based training hours to the ITA.**

## Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

## Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

# WORKPLACE HOURS

## Instructions

Make an entry in this section each time your hours are reported to the ITA.

1. Get a copy of the *Workplace Hours Report* from your employer.
2. Fill in the dates of the reporting period and the hours reported.
3. Enter your employer name, address and phone number.
4. Keep your Record Book in a safe place.

### Workplace Hours

**Workplace hours** must be submitted to the ITA by your employer on a regular basis. Your hours should be reported at least every six months; however, every three months is preferred.

At the beginning of your apprenticeship discuss the frequency of reporting with your employer.

Keeping Workplace hours up-to-date in your Record Book gives you the tools to better manage your apprenticeship. It provides you with the opportunity to:

- Follow up with your employer each reporting period to ensure your hours are reported on a regular basis.
- Discuss your progress with your direct supervisor/journeyperson on a regular basis.





# RECORD OF COMPETENCIES

## Instructions

The Record of Competencies is filled out and signed-off by the journeyperson supervising your work.

1. Know what skills are expected at each level of the program.
2. Ask the journeyperson to sign off on the competency when you have acquired the skills and are able to perform the task without supervision.
3. If the journeyperson agrees that you have the required skills, he/she will:
  - Record the date that the competency was achieved
  - Sign off on the competency
  - Enter his/her Trades Worker Identification Number (TWID #)

### What is a Record of Competencies?

The Record of Competencies lists all competencies you should be knowledgeable in prior to receiving your certification. Keeping this section up to date will allow you to track your progress towards certification and demonstrate proficiency in the skills within the scope of your trade. Completion of the entire program should result in you becoming a skilled and knowledgeable journeyperson.

- Refer to this section periodically to ensure you are getting the work experience you need.
- Use the competencies as a guide to ensure work tasks are assigned so that you acquire the skills and knowledge required to be successful in the trade.

Review the Record of Competencies on a regular basis with your direct supervisor/journeyperson to ensure they have been completed.

### Program Outline

The Program Outline provides detailed information on the scope of knowledge and skills expected at each level of the program, further defining the competencies listed in the Record Book. The Program Outline is a great resource for developing a training plan.

Download from: <https://www.itabc.ca/program/residential-building-maintenance-worker>

### Apprenticeship Toolkit

For general information on apprenticeship and tips for navigating the apprenticeship system in BC visit ITA's website to learn about the [apprenticeship basics](#).

# LEVEL 1

## **IMPORTANT!**

Download the Program Outline!

<https://www.itabc.ca/program/residential-building-maintenance-worker>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

## THEORY

### LINE A: DESCRIBE BUILDING MAINTENANCE WORK

- IDENTIFY THE DIFFERENT TYPES OF BUILDINGS THAT A RESIDENTIAL BUILDING MAINTENANCE WORKER MAY BE REQUIRED TO COMPLETE MAINTENANCE ACTIVITIES ON
- DESCRIBE THE RESIDENTIAL BUILDING MAINTENANCE INDUSTRY AND ITS RELATED TRADES AND OCCUPATIONS
- IDENTIFY WORK DONE BY A RESIDENTIAL BUILDING MAINTENANCE WORKER

### LINE B: USE SAFE WORK PRACTICES

- IDENTIFY WCB SAFETY REGULATIONS AS THEY PERTAIN TO THE BUILDING MAINTENANCE OCCUPATION
- IDENTIFY LEGAL ASPECTS & PENALTIES AFFECTING EMPLOYERS AND EMPLOYEES
- IDENTIFY THE ASPECTS OF FIRE AND SAFETY CONTROL
- DISTINGUISH BETWEEN THE TYPE OF FIRE AND TYPE OF EXTINGUISHER REQUIRED
- IDENTIFY THE LOCATIONS OF AND REQUIREMENTS FOR SMOKE AND CARBON MONOXIDE DETECTORS
- DESCRIBE THE USE OF FIRE DRILLS AND ESCAPE ROUTES
- IDENTIFY LOCKOUT AND TAGGING, WCB REGULATIONS, AND LOCKOUT PROCEDURES

## **LINE C: PERFORM TRADES MATH & FINANCIAL CALCULATIONS**

- READ AND UNDERSTAND A SET OF PLANS OR INSTRUCTIONS USING METRIC MEASUREMENTS**
- GIVE REAL WORLD EXAMPLES OF HOW SOME OF THESE MATH SKILLS MAY BE SUCCESSFULLY USED**

## **LINE E: DESCRIBE BUILDING STRUCTURE AND DESIGN**

- IDENTIFY RELEVANT FEDERAL AND PROVINCIAL CODES AND LOCAL BYLAWS FOR ANY WORK TO BE PERFORMED**
- IDENTIFY THE DIFFERENT TYPES OF VIEWS USED ON PLANS FOR HOUSE CONSTRUCTION**
- IDENTIFY PLUMBING AND ELECTRICAL COMPONENTS ON A GIVEN DRAWING**
- IDENTIFY TYPES OF CONSTRUCTION, IDENTIFY FRAMING COMPONENTS ON A GIVEN DRAWING, IDENTIFY STRUCTURAL COMPONENTS ON A GIVEN DRAWING, LOCATE WALL CEILING AND FLOOR FRAMING MEMBERS ON A GIVEN DRAWING, IDENTIFY TYPES OF ROOFS ON HOUSING UNITS, AND DEMONSTRATE AN ABILITY TO RELATE THIS TO REAL WORLD SITUATIONS**
- INTERPRET BLUEPRINTS WITH THE USE OF VARIOUS PLANS AND DRAWINGS, LINES, ABBREVIATIONS, SYMBOLS, AND SPECIFICATIONS**

## **LINE F: PREVENT AND REMEDIATE MOULD ISSUES**

- DESCRIBE MOULD ISSUES RELATED TO HEALTH, DEFINE WHAT MOULD IS AND HOW IT GROWS, RECOGNIZE ITS CHARACTERISTICS, AND RECOGNIZE THE HEALTH RISKS AND SYMPTOMS ASSOCIATED WITH MOULD**
- DESCRIBE MOULD PREVENTION ISSUES, RECOGNIZE INDUSTRY RESPONSIBILITIES, AND IDENTIFY CAUSES AND SOLUTIONS TO PREVENT MOULD**
- IDENTIFY MOULD REMEDIATION PROCEDURES AND CLASSIFICATIONS OF MOULD**

## **LINE G: PERFORM CARPENTRY REPAIRS AND MAINTENANCE**

- DESCRIBE TYPES AND SIZES OF FRAMING LUMBER
- IDENTIFY TYPES OF INTERIOR AND EXTERIOR FINISHING MATERIALS
- DESCRIBE TYPES OF SOFTWOOD AND HARDWOOD LUMBER
- IDENTIFY MOULDINGS USED IN RESIDENTIAL CONSTRUCTION
- IDENTIFY ALL TYPES OF HARDWARE USED IN RESIDENTIAL CONSTRUCTION
- IDENTIFY MISCELLANEOUS HARDWARE AND MATERIALS USED IN HOUSING
- IDENTIFY DIFFERENT TYPES OF STAIRS
- DESCRIBE THE DIFFERENT COMPONENTS USED IN STAIR CONSTRUCTION
- DESCRIBE TYPES OF STAIR CONSTRUCTION
- DESCRIBE COMPONENTS USED FOR HANDRAILS AND GUARDRAILS
- DESCRIBE THE INSTALLATION OF CABINETS, COUNTER TOPS AND HARDWARE
- DESCRIBE THE INSTALLATION OF COUNTER TOPS
- IDENTIFY THE VARIOUS TYPES OF INTERIOR AND EXTERIOR DOORS & VARIOUS TYPES OF WINDOWS

## **LINE H: REPAIR DRYWALL**

- IDENTIFY TYPES OF DRYWALL, FASTENERS FOR DRYWALL BOARD
- IDENTIFY AND DESCRIBE THE USE OF DRYWALL MUD, TAPE AND CORNERS
- IDENTIFY TYPES OF DRYWALL, DRYWALL MATERIALS, MUD, NAILS, SCREWS, TAPES, AND CORNERS

# PRACTICAL

## LINE A: DESCRIBE BUILDING MAINTENANCE WORK

- USE BASIC RESIDENTIAL BUILDING MAINTENANCE WORKER TRADE TERMINOLOGY

## LINE B: USE SAFE WORK PRACTICES

- OBTAIN A LEVEL ONE OCCUPATIONAL FIRST AID CERTIFICATE WITH TRANSPORT ENDORSEMENT
- OBTAIN WHMIS CERTIFICATION
- FILL OUT INJURY REPORTS
- IDENTIFY AND ASSEMBLE THE PROPER SAFETY EQUIPMENT AND CLOTHING NEEDED AND THEN STORE SUCH EQUIPMENT PROPERLY
- USE PERSONAL SAFETY GEAR AND EQUIPMENT, FALL RESTRAINT EQUIPMENT, AND CLOTHING REQUIRED FOR ADVERSE CONDITIONS
- DEMONSTRATE THE PROPER USE OF STEP LADDERS, EXTENSION LADDERS, SCAFFOLDING, AND PLATFORMS IN A WORKPLACE SETTING AS WELL AS IDENTIFY RELATED WCB REGULATIONS
- SUCCESSFULLY OBTAIN A CERTIFICATE FOR THE USE OF AIR PACKS DURING CONFINED SPACE ENTRY AND VERBALLY DESCRIBE THE SKILLS REQUIRED BY A SAFETY PERSON

## LINE C: PERFORM TRADES MATH & FINANCIAL CALCULATIONS

- PERFORM BASIC GEOMETRY CALCULATIONS USING PRACTICAL EXAMPLES THAT INVOLVE THE CALCULATION OF PERIMETERS, AREAS, AND VOLUMES OF DIFFERENT SHAPES

## LINE D: USE & MAINTAIN TOOLS

- DEMONSTRATE PRACTICAL COMPETENCY IN THE USE, CARE AND MAINTENANCE OF SELECTED CARPENTRY AND DRYWALL TOOLS
- DEMONSTRATE THE PROPER USE OF PORTABLE TOOLS AND THEIR BITS OR BLADES FOR A GIVEN PROJECT
- SELECT THE CORRECT BLADES OR TOOLS FOR A GIVEN PROJECT

- DEMONSTRATE THE SAFE USE OF A TABLE SAW FOR RIPPING MATERIALS FOR A GIVEN PROJECT
- DEMONSTRATE CROSSCUTTING MATERIALS FOR A GIVEN PROJECT
- DEMONSTRATE MAKING VARIOUS CUTS ON A TABLE SAW
- DEMONSTRATE HOW A TABLE SAW SHOULD BE MAINTAINED AND CARED FOR
- SUCCESSFULLY SET AND SHARPEN HANDSAWS, SHARPEN PLANES, SHARPEN CHISELS AND KNIVES, SHARPEN TOOL BITS, DISASSEMBLE, SHARPEN AND REASSEMBLE MOWER BLADES AND ACCURATELY DEMONSTRATE THE SAFETY PRECAUTIONS THAT MUST BE TAKEN IN EACH SITUATION
- DEMONSTRATE THE USE OF MEASURING TOOLS IN IMPERIAL AND METRIC
- DEMONSTRATE THE USE OF SQUARES, STUD FINDERS, LAYOUT TOOLS, LEVELS AND PLUMB BOB
- DEMONSTRATE THE SAFE USE OF POWDER ACTUATED TOOLS, SELECT THE CORRECT CARTRIDGE FOR A GIVEN PROJECT, SELECT THE CORRECT FASTENER FOR THE PROJECT, AND SUCCESSFULLY OBTAIN A CERTIFICATE FOR THE OPERATION OF POWDER ACTUATED TOOLS

#### LINE E: DESCRIBE BUILDING STRUCTURE AND DESIGN

- DEMONSTRATE THE USE OF SCALE RULES IN METRIC AND IMPERIAL ON A GIVEN DRAWING
- SUCCESSFULLY DEMONSTRATE THE USE OF HOUSE PLANS TO IDENTIFY BUILDING PROBLEMS
- REVIEW PLANS AND SPECIFICATIONS FOR ERRORS OR OMISSIONS
- IDENTIFY CONCRETE PRODUCTS, IDENTIFY MATERIALS NEEDED FOR A SIMPLE PAD FORM, ORDER READY MIX CONCRETE SUFFICIENT FOR THE NEEDS OF THE PROJECT AND LEVEL AND SMOOTH IT TO THE SATISFACTION OF THE CONTRACTOR OR OWNER
- DRAW SIMPLE SHOP DRAWINGS

## **LINE G: PERFORM CARPENTRY REPAIRS AND MAINTENANCE**

- CALCULATE RISE AND RUN
- MAKE REPAIRS TO STAIRS, HANDRAILS AND DECKS AS NEEDED
- SUCCESSFULLY DEMONSTRATE AN ABILITY TO REPAIR STAIRS, HANDRAILS, LANDINGS AND DECKS TO MATCH EXISTING MATERIALS
- DEMONSTRATE THE REPLACEMENT OF CABINETS, SHELVES AND DRAWERS
- DEMONSTRATE THE INSTALLATION OF PLASTIC LAMINATE, MIRRORS, AND CAULKING
- REPAIR OR REPLACE DOOR AND WINDOW HARDWARE
- REPAIR CONCRETE SIDEWALKS, CONCRETE STEPS
- EFFECTIVELY CAULK OR SEAL CRACKS IN BASEMENT WALLS AND FLOORS
- MAKE ADJUSTMENTS TO TELEPOSTS TO LEVEL THE FLOOR, IDENTIFY AND LOCATE STRUCTURAL PROBLEMS, AND MAKE EMERGENCY REPAIRS WHERE NEEDED TO THE SATISFACTION OF THE INSTRUCTOR
- DEMONSTRATE THE ABILITY TO ASSESS THE NEED FOR A JOURNEY PERSON TO ASSESS THE DAMAGE
- DEMONSTRATE THE REPLACEMENT OF DOORS AND WINDOWS AS WELL AS DEMONSTRATING THE UPGRADING OF WINDOWS AND DOORS, AND WINDOW AND DOOR OPENINGS FOR ENERGY CONSERVATION PURPOSES
- REPLACE DAMAGED OR MISSING MOULDING, AND CAULK AROUND MOULDINGS WHERE NEEDED
- REPLACE DAMAGED OR MISSING SIDING OR MOULDINGS, MAKE REPAIRS TO DAMAGED SIDING, MAKE REPAIRS TO DAMAGED AIR BARRIERS AND APPLY CAULKING WHERE NEEDED
- INSPECT ATTICS AND CRAWLSPACES TO CHECK FOR RODENT OR BUG INFESTATION AND DETERMINE THE NEED FOR AN EXTERMINATOR
- ASSESS SITUATIONS WHERE AND WHEN A JOURNEY PERSON OR A BC SAFETY AUTHORITY LICENSED CONTRACTOR IS REQUIRED TO ASSESS DAMAGE AND DO REPAIR WORK (G11)

## **LINE H: REPAIR DRYWALL**

- DEMONSTRATE PATCHING HOLES IN DRYWALL WHILE MAINTAINING THE ORIGINAL APPEARANCE**
- INSTALL SELECTED DRYWALL TAPE FOR REPAIR WORK TO COVER JOINS; SELECT THE CORRECT DRYWALL MUD FOR THE PROJECT; INSTALL SELECTED CORNER BEADS FOR A GIVEN PROJECT; INSTALL THE FINISHING COAT OF DRYWALL MUD READY FOR SANDING AND PAINTING TO THE SATISFACTION OF THE INSTRUCTOR**
- SELECT THE CORRECT SAND PAPER FOR A GIVEN PROJECT, DEMONSTRATE SANDING A GIVEN PROJECT, AND DEMONSTRATE THE PROPER WAY TO PREPARE A GIVEN SURFACE FOR PAINTING**
- REPLACE OR REPAIR DAMAGED OR MISSING INSULATION**
- REPLACE OR REPAIR DAMAGED OR MISSING VAPOUR BARRIERS**
- ACCURATELY ASSESS IF A JOURNEY PERSON IS REQUIRED FOR A GIVEN PROJECT**

## **LINE I: APPLY PUBLIC RELATIONS SKILLS**

- USE VARIOUS COMMUNICATION TECHNIQUES AND INTERPERSONAL SKILLS IN DEALING WITH OTHERS**
- USE VARIOUS COMMUNICATION TECHNIQUES TO DEMONSTRATE HIS OR HER INTERPERSONAL SKILLS IN DEALING WITH OTHERS TO THE SATISFACTION OF THE INSTRUCTOR**

Supervisor Signature

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## NOTES FROM LEVEL 1

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## LEVEL 2

### **IMPORTANT!**

Download the Program Outline!

<https://www.itabc.ca/program/residential-building-maintenance-worker>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

## THEORY

### LINE B: USE SAFE WORK PRACTICES

- EVALUATE THE ROLES OF THE WORKER, EMPLOYER, AND WCB AND DESCRIBE THE GENERAL SAFETY RULES THAT APPLY TO THE RBMW
- CORRECTLY IDENTIFY THE PARTS OF STEEL SCAFFOLDING
- DESCRIBE HOW STEEL SCAFFOLDING DESIGN RELATES TO STABILITY AND SAFETY
- RECOGNIZE THE LOCATION OF LOCK OUT VALVES FOR FUEL, GAS, PROPANE, OR OIL AND WATER SUPPLY VALVES

### LINE E: DESCRIBE BUILDING STRUCTURE AND DESIGN

- IDENTIFY RELEVANT PROVINCIAL CODES FOR WORK TO BE PERFORMED AND EXPLAIN HOW THEY WOULD ENSURE THAT ALL WORK MEETS THE STANDARDS OF THE BC BUILDING CODE
- IDENTIFY THE USE OF FIRE AND LIFE SAFETY SYSTEMS INCLUDING DESCRIBING FIRE ALARMS, SPRINKLER SYSTEMS

### LINE J: REPAIR AND MAINTAIN PLUMBING

- IDENTIFY PLUMBING LINES, DRAINS, VENTS, SEPTIC SYSTEMS, WELLS, PUMPS, PRESSURE SYSTEMS AND HOW THEY RELATE TO A GIVEN SCENARIO
- IDENTIFY AND LOCATE PLUMBING PROBLEMS, IDENTIFICATION OF MOLD AND THE TOOLS NEEDED FOR GENERAL MAINTENANCE

- ACCURATELY DESCRIBE THE PARAMETERS USED FOR ASSESSMENT AND THE INDICATORS USED TO ASSESS THE NEED FOR BRINGING IN A JOURNEYMAN TO IDENTIFY THE EXTENT OF REPAIRS OR REPLACEMENT REQUIRED

#### **LINE K: REPAIR AND MAINTAIN ROOFING**

- DETERMINE ROOFING MATERIALS AND GUTTER SYSTEMS TO BE USED ON A GIVEN PROJECT
- DETERMINE THE PROCEDURES NEEDED TO REPAIR AND MAINTAIN SHINGLES
- DESCRIBE THE NEED FOR REPAIR OF ROOF DECKING
- DESCRIBE METHODS OF INSPECTION AND PROCEDURES FOR IDENTIFYING ROOFING AND WEATHER PROOFING PROBLEMS
- DESCRIBE THE METHODS AND PARAMETERS USED TO ASSESS THE NEED FOR A JOURNEY PERSON

#### **LINE L: REPAIR AND MAINTAIN FLOORING**

- DESCRIBE THE ACCURATE ASSESSMENT AND PROCEDURES USED TO IDENTIFY FLOORING MATERIALS
- VERBALLY DESCRIBE THE NEED FOR BRINGING IN A JOURNEY PERSON

#### **LINE M: REPAIR AND MAINTAIN HEATING AND VENTILATION SYSTEMS**

- DESCRIBE HEATING SYSTEM MATERIALS AND ITS COMPONENTS
- DESCRIBE THE REPLACEMENT OF DAMAGED THERMOSTATS AND THE INSTALLATION OF PROGRAMMABLE THERMOSTATS
- DESCRIBE THE MAINTENANCE OF CHIMNEYS, AND CHIMNEY PARTS

# PRACTICAL

## LINE B: USE SAFE WORK PRACTICES

- DEMONSTRATE THE PROPER PROCEDURES IN HANDLING, THE SET UP AND THE USE OF STEP LADDERS AND EXTENSION LADDERS
- DEMONSTRATE TO THE SATISFACTION OF THE INSTRUCTOR HOW TO SET UP STEEL SCAFFOLDING
- CORRECTLY MAKE USE OF SAFETY EQUIPMENT SUCH AS GUARDRAILS AND TOE BOARDS
- DEMONSTRATE SAFE LOCK OUT PROCEDURES FOR SAFELY SHUTTING OFF GAS, PROPANE OR OIL SUPPLY VALVES WHEN REQUIRED AND PRIOR TO ANY WORK DONE ON A SYSTEM
- DEMONSTRATE SAFE SHUT OF THE MAIN WATER SUPPLY VALVES WHEN REQUIRED AND PRIOR TO ANY WORK DONE ON THE SYSTEM

## LINE D: USE & MAINTAIN TOOLS

- USE TOOLS USED IN CARPENTRY, PLUMBING, HEATING, VENTILATION, AND FLOOR REPAIR
- USE MEASURING AND LAYOUT TOOLS TO COMPLETE PROJECTS
- USE WATER TESTING EQUIPMENT

## LINE E: DESCRIBE BUILDING STRUCTURE AND DESIGN

- DEMONSTRATE THE USE OF FIRE EXTINGUISHERS AND MANUAL FIRE SUPPRESSION SYSTEMS
- DEMONSTRATE THE USE OF HOME OWNER AND TENANT ORIENTATIONS INCLUDING HEAT AND HOT WATER, FIRE SAFETY, SEPTIC TANKS AND FIELDS, LAWN SERVICE AND LOCK OUT PROCEDURES TO THE SATISFACTION OF INSTRUCTOR

## LINE I: APPLY PUBLIC RELATIONS SKILLS

- DEMONSTRATE THE USE OF HOME OWNER AND TENANT ORIENTATIONS INCLUDING HEAT AND HOT WATER, FIRE SAFETY, SEPTIC TANKS AND FIELDS, LAWN SERVICE AND LOCK OU PROCEDURES TO THE SATISFACTION OF INSTRUCTOR

## **LINE J: REPAIR AND MAINTAIN PLUMBING**

- DEMONSTRATE THE REPAIR AND MAINTENANCE OF FIXTURE COMPONENTS**
- REPAIR PLUMBING LINES, DEMONSTRATE THE PROPER TECHNIQUES FOR SOLDERING COPPER FITTINGS AND PIPING, DEMONSTRATE THE USE OF VALVES IN PLUMBING SYSTEMS AND DESCRIBE THE ATTRIBUTES OF EACH TO THE SATISFACTION OF THE COURSE INSTRUCTOR**
- DEMONSTRATE THE ABILITY TO SERVICE HOT WATER TANKS, SERVICE AND REPLACE WATER PUMPS, AND CORRECTLY IMPLEMENT SERVICING AND MAINTENANCE OF SEPTIC SYSTEMS**

## **LINE K: REPAIR AND MAINTAIN ROOFING**

- REPAIR AND MAINTAIN GUTTER SYSTEMS**
- REPAIR AND REPLACE FLASHING**
- REPAIR AND MAINTAIN PANEL ROOFING SYSTEMS**
- PREPARE AND PATCH ASPHALT SHINGLE ROOFS**
- REPAIR AND MAINTAIN ALL ASPECTS OF VENTING SYSTEMS**
- SELECT THE CORRECT MATERIALS, INSTALL BACKING AND MAKE REPAIRS TO ROOF DECKING**

## **LINE L: REPAIR AND MAINTAIN FLOORING**

- DEMONSTRATE THE METHODS AND PROCEDURES USED TO PREPARE A SUB-FLOOR FOR FLOORING MATERIALS**
- REPAIR AND REPLACE CERAMIC TILES**
- REPAIR, MAINTAIN AND REPLACE UNDERLAY, CARPETS, ROLLED GOODS, AND TILES**
- REPAIR AND MAINTAIN HARDWOOD FLOORS**
- DEMONSTRATE THE PROCEDURES USED IN IDENTIFYING AND LOCATING FLOORING PROBLEMS**
- REPAIR AND LAY VINYL FLOORING**

## **LINE M: REPAIR AND MAINTAIN HEATING AND VENTILATION SYSTEMS**

- DEMONSTRATE THE CORRECT PROCEDURES FOR REPLACING A BASEBOARD HEATER THERMOSTAT**
- REPLACE FURNACE BELTS, FANS, FILTERS, AND OTHER COMPONENTS**

## **LINE N: PERFORM RBMW ADMINISTRATIVE DUTIES**

- DEMONSTRATE THE USE OF AND EXPLAIN THE PARAMETERS REQUIRED FOR LOG BOOKS, TIMES SHEETS, WORK ORDERS AND UNIT FILES, AND THE PROCEDURES USED IN INVENTORY CONTROL**
- FILL OUT APPLICATION FORMS FOR PERMITS, MAINTENANCE, RENOVATION, UNIT CONDITION, AND FUNDING**
- OBTAIN MATERIAL PRICES THAT ARE COMPETITIVE, SELECT SUPPLIERS THAT ALSO PROVIDE THE REQUIRED SERVICE, ARRANGE FOR SHIPPING AND SAFE AND SECURE ON-SITE STORAGE, WRITE OUT PURCHASE ORDERS AND VERIFY INFORMATION FOR PROJECTS**

Supervisor Signature

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## NOTES FROM LEVEL 2

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## LEVEL 3

### **IMPORTANT!**

Download the Program Outline!

<https://www.itabc.ca/program/residential-building-maintenance-worker>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

## THEORY

### LINE B: USE SAFE WORK PRACTICES

- DESCRIBE THE SAFE AND EFFECTIVE USE OF LADDERS, SCAFFOLDING AND PLATFORMS

### LINE D: USE & MAINTAIN TOOLS

- DESCRIBE THE IDENTIFICATION AND MAINTENANCE OF HAND TOOLS, AND DESCRIBE THEIR USES
- DESCRIBE HOW TO USE ELECTRICAL TESTING TOOLS AND WHAT THEY ARE USED FOR
- DESCRIBE THE SAFE USE OF LIFTING AND HOISTING EQUIPMENT

### LINE E: DESCRIBE BUILDING STRUCTURE AND DESIGN

- IDENTIFY RELEVANT PROVINCIAL CODES FOR WORK TO BE PERFORMED OR MAINTAINED
- DESCRIBE FIRE AND LIFE SAFETY RELATED SYSTEMS ASSOCIATED WITH THE RBMW

### LINE I: APPLY PUBLIC RELATIONS SKILLS

- DESCRIBE THE RELATIONSHIPS AND SKILLS REQUIRED BY A RBMW TO MAINTAIN EFFECTIVE HOMEOWNER/TENANT RELATIONS



## **LINE M: REPAIR AND MAINTAIN HEATING AND VENTILATION SYSTEMS**

- DESCRIBE HRV SYSTEMS, THEIR OPERATION, MAINTENANCE AND HOW TO TROUBLESHOOT PROBLEMS
- DESCRIBE BASIC REFRIGERATION AND BOILER THEORY, AND DETERMINE THE CRITERIA LEADING UP TO THE NEED FOR A JOURNEYPERSON AND/OR LICENSED CONTRACTOR
- DESCRIBE OIL FURNACE SYSTEMS, DETERMINE AND CORRECT PROBLEMS, AND ASSESS THE NEED FOR A JOURNEYPERSON AND/OR LICENSED CONTRACTOR

## **LINE N: PERFORM RBMW ADMINISTRATIVE DUTIES**

- EXPLAIN AND PERFORM MAINTENANCE PLANNING DUTIES
- EXPLAIN THE PROCESSES USED TO PROVIDE AN ACCESSIBLE ENVIRONMENT TO ACCOMMODATE GIVEN INDIVIDUAL DISABILITIES SUCH AS BLINDNESS OR LIMB IMPAIRMENT

## **LINE O: DESCRIBE BASIC BUILDING SCIENCES**

- DESCRIBE FORCES ACTING ON A BUILDING
- DESCRIBE THE PRINCIPLES OF HEAT AND SOUND TRANSFER
- DESCRIBE THE PRINCIPLES OF AIR AND MOISTURE MOVEMENT IN A BUILDING

## **LINE P: REPAIR AND MAINTAIN ELECTRICAL**

- DESCRIBE THE USES AND IDENTIFICATION OF ELECTRICAL MATERIALS INCLUDING GROUND CONNECTIONS, MAIN PANEL AND BREAKERS, SERVICE ENTRANCES, SWITCHES AND RECEPTACLES, LIGHT FIXTURES AND EXTENSION CORDS

## **LINE Q: APPLY PAINT AND WALL COVERINGS**

- IDENTIFY PAINTING MATERIALS AND THEIR USES

## **PRACTICAL**

### **LINE B: USE SAFE WORK PRACTICES**

- ACCURATELY DEMONSTRATE LOCKING OUT POWER TO ELECTRICAL CIRCUITS AND TO AN ENTIRE UNIT

### **LINE C: PERFORM TRADES MATH & FINANCIAL CALCULATIONS**

- ESTIMATE AND CALCULATE MATERIALS AND SERVICES USED FOR A PROJECT
- CALCULATE THE DIFFERENT ASPECTS OF ESTIMATION FOR PROJECT BUDGETS USING TRADE MATH
- DEVELOP SPREADSHEETS TO ESTIMATE, CREATE, AND MONITOR BUDGETS

### **LINE D: USE & MAINTAIN TOOLS**

- USE A PERSONAL COMPUTER, ITS HARDWARE AND SOFTWARE SUCH AS EXCEL, WORD, AND EMAIL COMPONENTS

### **LINE I: APPLY PUBLIC RELATIONS SKILLS**

- CONDUCT ORIENTATION AND TRAINING PROGRAMS FOR TENANTS AND HOMEOWNERS
- LIAISE WITH OFFICIALS, INSPECTORS, AND AGENCIES

### **LINE M: REPAIR AND MAINTAIN HEATING AND VENTILATION SYSTEMS**

- IDENTIFY AND LOCATE HEATING PROBLEMS BASED ON THE PARAMETERS AND TECHNIQUES USED IN THE TRADE
- DISTINGUISH THE IDENTIFICATION, LOCATION AND TESTING OF VENTILATION PROBLEMS
- ASSESS THE NEED FOR A JOURNEYPERSON AND/OR LICENSED CONTRACTOR TO CORRECT HEATING PROBLEMS OR PROVIDE MAINTENANCE

## **LINE N: PERFORM RBMW ADMINISTRATIVE DUTIES**

- WRITE OUT WORK ORDERS, DETERMINE MANPOWER NEEDS, SCHEDULE MATERIAL DELIVERIES, AND SCHEDULE EQUIPMENT AND CONTRACTORS**
- ESTIMATE ALL PROJECT COSTS**

## **LINE P: REPAIR AND MAINTAIN ELECTRICAL**

- PERFORM THE REPLACEMENT OF EXISTING LIGHT SWITCHES AND COVER PLATES, EXISTING RECEPTACLE AND COVER PLATES, AND TEST AND REPLACE GFI RECEPTACLES**
- TEST AND PERFORM REPAIRS TO HOUSEHOLD APPLIANCES**
- TEST ELECTRICAL COMPONENTS AND PERFORM ELECTRICAL REPAIRS AND MAINTENANCE**
- ASSESS THE NEED FOR A JOURNEY PERSON AND OR LICENSED CONTRACTORS IN SITUATIONS REQUIRING ELECTRICAL REPAIRS AND MAINTENANCE AND DETERMINE WHETHER THE REPAIR SHOULD BE IMMEDIATE OR AT THE NEXT SCHEDULED MAINTENANCE**

## **LINE Q: APPLY PAINT AND WALL COVERINGS**

- PREPARE SURFACES FOR PAINTING AND DEMONSTRATE HOW TO APPLY CAULKING AND OTHER SEALANTS**
- SELECT AND APPLY THE PROPER PRODUCTS TO INTERIOR AND EXTERIOR SURFACES**
- PREPARE SURFACES FOR THE APPLICATION OF WALL COVERINGS AND DEMONSTRATE THE CORRECT PROCEDURES FOR THE INSTALLATION OF WALL COVERINGS**
- ASSESS THE NEED FOR A JOURNEYPERSON AND/OR LICENSED CONTRACTOR TO COMPLETE PROJECTS**

Supervisor Signature

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## NOTES FROM LEVEL 3

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## MISSING COMPETENCIES?

**To develop the best journeyperson possible employers should attempt to provide training in all competencies for the trade. This is not always possible.**

If your employer is unable to provide training in any competency required for your trade, note that competency below.

Competencies listed here will remain unsigned until your employer can provide training in that area or until you find an alternate way to gain the experience needed.

Competency:	Date:
Reason:	
Alternate plan:	

Competency:	Date:
Reason:	
Alternate plan:	

# TECHNICAL TRAINING

## Instructions

Keep a record of each level of technical training completed.

### Level 1

Date Completed:	Training Provider:
Mark:	Instructor:

### Level 2

Date Completed:	Training Provider:
Mark:	Instructor:

### Level 3

Date Completed:	Training Provider:
Mark:	Instructor:

# COMPLETION REQUIREMENTS

## Instructions

Keep a record of each program completion requirement achieved.

## RESIDENTIAL BUILDING MAINTENANCE WORKER

- Level 1 - Technical Training
- Level 2 - Technical Training
- Level 3 - Technical Training
  
- 4,500 Work-Based Training Hours
  
- ITA Certificate of Qualification examination
- Recommendation for Certification signed by sponsor

Note: After all other completion requirements have been met, ITA sends a Recommendation for Certification form to the sponsor requesting signoff.

# CERTIFICATIONS

## Instructions

Keep a record of the credentials and endorsements you have earned, including the certification number and date of issue.

CREDENTIAL EARNED	NUMBER	DATE OF ISSUE

***If you have any questions, please contact ITA Customer Service at [customerservice@itabc.ca](mailto:customerservice@itabc.ca) 778-328-8700 or toll free (within BC) at 1-800-660-6011***