

ONTARIO YOUTH APPRENTICESHIP PROGRAM (OYAP)
Employment Ontario Information System-Apprenticeship (EOIS-APPR)
Questions & Answers

TECHNICAL

Question 1 - What is the EOIS-APPR?

The Employment Ontario Information System (EOIS) is an umbrella term used to describe a combination of various computer systems that are responsible for supporting the administration of Employment Ontario programs and services. The EOIS-APPR is one of these systems, supporting the administration of apprenticeship in Ontario. In 2010, school boards were given access to the system in order to enter OYAP participant information. OYAP participants comprise a small portion of the total clients served through the system.

Question 2 - It seems that the system is often busy or down on Fridays. Why is that?

The system goes down every Friday at 4:30pm or 5:00pm for system fixes to resolve outstanding issues. The difference in time depends on the type of fix being implemented, as some fixes required more time than others. If there are planned downtimes or if the system will be down for an extended period of time, you will be notified.

Question 3 -The system times me out after 15 minutes of inactivity. Can you make it longer than 15 minutes?

No. This is a government-wide IT security standard.

Question 4 - Could you make the cursor move automatically from field to field when entering SIN numbers, phone numbers, and birth dates (instead of having to use the tab key)?

No. This is a requirement under the Accessibility for Ontarians with Disabilities Act (AODA).

DATA ENTRY

Question 5 - Am I able to change the name of the school in a student's record?

Yes. After opening the student's record, click the Program Participation tab. You'll see the current school name. Under that, you'll see "What would you like to do?" Click "Add/update school name."

This function is explained in section 4.2 of the [EOIS-APPR User Manual for School Boards](#).

Question 6 - Can I add more than one trade for one student?

Yes. Students can participate in more than one trade in OYAP, for example, a student may have a placement in cook in Grade 11 and then in baker in Grade 12. Follow the usual steps for adding a new participant. When you enter the OEN and student's last name, you'll see the student's personal information appear already populated on the Personal Information screen. Continue with the next steps as usual.

Question 7 - What if I make a mistake and add the wrong trade for a student?

For any mistakes made when entering student information, please contact the ETC responsible for OYAP at your local MAESD office, who can make the correction. Do not update the special program outcome to "withdraw." This function is only to be used when students either withdraw from the program or leave high school before graduating.

Question 8 - Can I print a list of the students in OYAP within my school board?

Yes, boards can print a Client List. Please refer to the EOIS-APPR User Manual for School Boards for instructions.

Question 9 - Some new postal codes/addresses are not recognized. Can the postal codes be updated?

Yes. There is an interface between Canada Post and the EOIS-APPR which is updated regularly.

TRAINING AGREEMENTS / ONTARIO COLLEGE OF TRADES

Question 10 - In the Clients tab, what do “Status TA,” “SDO,” and “Status Date/Rec’d Date” refer to?

“Status TA” refers to the status of the training agreement (TA). The following describes what each status means:

- None – a TA was not requested
- Pending – a TA was requested, but has not yet been registered
- Registered – the TA was registered
- Cancelled – the registered training agreement (RTA) was cancelled. Note: RTAs are automatically cancelled when the apprentice does not submit a membership application to the Ontario College of Trades within 90 days of the date the TA was registered.

“SDO” refers to the MAESD Service Delivery Office responsible for the registration.

“Status Date” refers to the most recent date that a change was made to the TA status. For example, if the status is “Pending,” the status date is the date that the TA was requested in the system.

“Rec’d Date” refers to the date recorded by the Service Delivery Office when the TA arrives from the school board.

Question 11 - Am I able to see an OYAP apprentice’s Ontario College of Trades (OCOT) membership information?

Yes. Note that only OYAP apprentices (i.e. OYAP participants with registered training agreements) are required to become members of OCOT. School board staff can see the apprentice’s OCOT membership ID, class, status, effective date and expiry date on the Program Participation page. The OCOT membership status also appears on the Client List exported to Excel. The following describes what each status means:

- No status displayed – the training agreement (TA) is in a “Pending” or “Declined” status
- Pending – The TA was registered, but OCOT has not yet received or processed the membership application
- Active – the apprentice submitted, and OCOT processed, the membership application
- Not Registered – the apprentice did not submit a membership application within the required time period after the registration date (Note: the RTA will be automatically cancelled)
- Cancelled – the apprentice or the sponsor requested that the RTA be cancelled

RESOURCES

Question 12 - We have new staff members who need training to use the EOIS-APPR. What resources are available?

It is the responsibility of the DSB to train new staff members on use of the EOIS-APPR. To assist DSBs, the ministry provides information, forms, manuals, and online training modules available on the [EOPG](#).

You may also contact your local MAESD office for additional assistance.