

Saskatchewan Apprenticeship and Trade Certification Partnership Editorial

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Saskatchewan Apprenticeship to Launch New IT System Next Year

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) is getting ready to launch a new, client-facing IT system that will provide SATCC clients, including Saskatchewan apprentices, employers and training providers, with faster, more efficient service.

Apprentices will be able to self-register for training and employers will be able to easily monitor and track their apprentices' training status. In other words, users of the apprenticeship system will be able to interact with the SATCC and access their information online, rather than having to request information directly from an SATCC staff member.

The Apprenticeship Management System (AMS) is a multi-province project, involving Saskatchewan, Manitoba and the four Atlantic provinces. Saskatchewan's launch date is tentatively set for late fall 2019.

"This is a positive step forward for our organization," SATCC CEO Jeff Ritter said. "Our clients have been asking for the ability to self-serve and more easily access information. This system will meet that demand."

According to the SATCC's 2017 Employer and Apprentice Satisfaction Survey data, Saskatchewan employers and apprentices want to access SATCC information and services online. In fact, the majority of employer respondents stated they would like to complete all services with the SATCC online and at least half of apprentice respondents said they would like to complete all services online.

Right now, the apprenticeship system in Saskatchewan is primarily a paper-based system. AMS will modernize SATCC's processes, allowing customers to register apprenticeship contracts, pay fees and technical training tuition, update personal or business information and submit trade time hours online through AMS.

"We value the exceptional customer service we provide to our clients," said Ritter. "With this new system, we will strive to maintain the highest levels of service. Our clients will still be able to call us, or walk into one of our offices, to ask questions or discuss their individual apprenticeships. We are still going to have staff members visiting employers. The new IT system will provide faster, on-demand service, but that warm, personalized service that our staff members provide isn't going to go away once the system is introduced."

In 2017, 87 per cent of apprentices who responded to the SATCC's Satisfaction Surveys agreed staff members are friendly and courteous, while 96 per cent of employers agreed as well. Ninety-three per cent of apprentice respondents were satisfied with SATCC services and 94 per cent of employer respondents were satisfied with SATCC services.

The SATCC is committed to providing its stakeholders with regular updates on the system. Communication will increase as the fall 2019 launch date approaches.

In the meantime, if you have any questions or comments, please email Saskatchewan's AMS project team at satccams@gov.sk.ca.