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## Request for Proposal – Baker Apprentice Training Program Standards Review and Update

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Date: August 8 2007

Offered by: Jeff Fielding, Director Industry Training, go2.



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## I. PURPOSE

This document is intended to outline the parameters of a project to update the provincial standards for the Baker apprentice training program including the introduction of common provincial standards for level 1 through 3 apprentice program. It has been developed to communicate go2's expectations and requirements, facilitate project planning, and serve as the basis for the development of project / funding proposals by interested proponents.

## II. INTRODUCTION AND BACKGROUND

### *About go2*

go2 is an independent, non-profit industry association with a mission to assist BC's tourism operators to attract, recruit, and retain employees to support industry growth. go2 provides information and resources to employers on a wide range of recruitment, retention, management, and training issues. Long-term strategic initiatives include compensation and other HR related research, a campaign to improve the public perception of working in tourism, career awareness activities, foreign worker issues, and ensuring training and educational programs are congruent with industry's priorities.

### *Industry Training for Tourism*

In late 2006, go2 was sanctioned by the Industry Training Authority (ITA) to take on a new industry training mandate for the tourism industry in British Columbia.

The mandate of this new division of go2 is to provide an effective industry-driven training function by defining training needs, setting industry training and occupational standards, measuring industry training results, and directly interfacing with public, private and K-12 training providers. Currently 3 designated trades fall under the jurisdiction of go2's industry training division: Cook, Baker and Meatcutter.

The program standards for the Baker Apprentice Training Program have not been updated in recent years and need to be brought into alignment with the recently updated (2006) NOA. As well this is an opportunity to consult with industry and determine whether they endorse further provincial credentials to be created for this trade.

## III. PROJECT DELIVERABLES

The Vendor is required to deliver two electronic copies (CD's) and two hard copies (except where otherwise noted) of acceptably written and formatted versions of the following documents.

1. **Program Outline Document (using the following headings to guide format)**
  - Foreword & Acknowledgements

- Occupational Analysis Chart
- Schedule of time allotment
- Program DACUM Chart
- Program Outline Section (see section III.2.b for detailed breakdown of subsections).

## 2. Table of Specifications

### 3. Examination Banks

- Electronic format only
- See section III.2.e for detailed requirements

### 4. Program Profile

- Following ITA's format for Industry Training Program Profile documents

### 5. Cross-trade Credits

- Identify cross-trade credits to facilitate bridging and laddering from existing related trades and future related trades.

### 6. Prior Learning Assessment and Recognition

- Describes the standards and procedures required to assign advanced standing to prospective students.

### 7. Final report and recommendations:

This document has 2 purposes: 1) to provide analysis and context that will enhance the client's understanding of the work conducted and, 2) outline and describe requirements for future work that are outside of the immediate scope of this project. It should address:

- Recommendations around Supporting Tools and Resources (see section II.2.f).
- Recommendations around enhancements to program structure and delivery model; including recommendations around progressive credentialing and a unique provincial certificate of qualification.
- Practical exams – whether to include them as part of the credentialing process and if so, how they should be structured.
- TILMA – how the consideration of cross-provincial standards shaped the final product and the degree to which BC's Baker standards compare and articulate to other provinces such as Alberta.
- Implementation plan.

## IV. GENERAL PROJECT TERMS & REQUIREMENTS

### 1. Project Management:

To set strategic direction go2's Director of Industry Training works with a standing sub-committee of go2's board. Individual task groups comprised of industry experts are assembled to address specific projects. In the case of this project, a Baker Task Group representing industry subject matter experts will be assembled. The project manager will work closely with this project task group.

## 2. Standards Updating

- a. **Program Outline – National Standards-** The existing Program Outline will be reviewed against the established National Occupation Analysis (2006) for the Baker apprenticeship and updated as required to bring it fully into alignment;
- b. **Program Outline – Provincial Standards-** The existing Program Outline will be reviewed to ensure the content and structure of the training program meets B.C. industry needs and standards. At a minimum, the program outline must detail the following:
  - Competencies
  - Learning Objectives
  - Learning tasks and content
  - Achievement criteria for each competency (practical and/or theory)
  - Identify pre-requisites for applicants
  - Identify requirements for facilities (Classroom size - Facility size- Tools/Equipment)
  - Identify recommended resources (for Students and Instructional Staff) such as:
    - Curriculum
    - Text books
    - Web-sites
    - Suppliers and manufacturers
  - Describe Instructor Qualifications
- c. **Program DACUM Chart** – A revised program profile chart will be developed reflecting the updated program standards for Baker.
- d. **Table of Specifications** - A Table of Specifications will be produced based upon the NOA and revised Program Outline that will enable the development of assessment tools;
- e. **Exam Item Banks** - This project must create 3 exam question banks (one for each level of technical training) of a sufficient size to generate a 150 item exam for each level. This translates into 450 questions per level (the bank must contain 3 times the required number of questions for the exam). The questions must be based on the content of the respective level and weighted in accordance to the table of specifications.
- f. **Supporting Tools and Resources** – Requirements for support resources such as training guides, log books, and other educational resources must be identified and reported in the final documentation.
- g. **Industry Training Program Profile** – The existing Program Profile will be reviewed and revised to reflect any changes and produced in accordance with ITA specifications.
- h. **Career pathways** – Identify cross-trade credits to facilitate bridging and laddering from existing related trades and future related trades.

- i. **Recognition of Prior Learning** - Describes the set of standards and procedures put in place by educational institutions to assign advanced standing to prospective students.

### 3. Program Structure and Delivery Model

Capture and record issues with the delivery structure and model that create barriers for learners. Communicate these findings in final report. Consideration should be given, but not limited to the following:

- a. **Progressive Credentialing** – Industry have indicated a desire to explore the benefits and drawbacks of progressive credentialing within this occupation and this concept should be reviewed with industry.
  - b. **B.C. Certificate of Qualification** – If there is clear industry support, a recommendation endorsing the creation of a provincial certificate of qualification that effectively exceeds existing Red Seal standards (e.g. “Level 4”) should be put forward. This would in turn offer BC the opportunity to differentiate itself among peers as well as offering candidates the chance challenge higher levels of credentialing than the current national standard.
  - c. **Practical exams** – whether to include practical examinations and who should be required to write them (for example, challengers or all apprentices) should be considered in the course of this review.
4. **Implementation** – The project will develop an overall plan for implementing the new program standard mechanisms and where appropriate the plan will detail tasks, actions, responsibilities, timelines and estimated resource requirements.
5. **TILMA** - The Trade, Investment, and Labour Mobility Agreement between British Columbia and Alberta was signed on 28 April 2006. It provides a virtual economic union between the two provinces. Other provinces such as Ontario are negotiating entry into this agreement as well. Opportunities to align the BC Baker program with the Alberta counterpart should be explored if they are in BC’s Industry interest to facilitate mobility in training and qualifications.

## V. PROPOSAL REQUIREMENTS

In your proposal, please include the following:

### 1. Scope and proposed approach

- Include your understanding of the project and proposed approach.

### 2. Deliverables

- Include your understanding of the final deliverables as well as interim deliverables go2 can expect (i.e. scope of work and schedule/timeframes in accordance with the project timeline shown below).

### 3. Detailed and itemized pricing

- Included estimated pricing for project including hourly rates as appropriate.

#### 4. References

- Three (3) current references, including company name, contact name, title, address, telephone number, and client relationship synopsis. Ideally these references would be for similar types of projects.

#### 5. Company Background

- Please include company background, including size, lines of business, capacity
- Bio(s) of people who will work on the project.

## VI. SELECTION CRITERIA

All proposals will be evaluated under the following criteria:

1. Proponent's overall technical capabilities based upon demonstrated experience, past performance, reliability and project team qualifications. (30%)
2. Project methodology (30%)
3. Proponent's costs, including labour, travel, expenses and materials (20%)
4. Client references for project of a similar nature (10%)
5. Proposal preparation, thoroughness and responsiveness to the requirements of the RFP. (10%)

## VII. CONTACT INFORMATION

Any questions concerning this request for proposal should be directed to:

Name: Jeff Fielding, Director of Industry Training, go2  
Phone: 604-633-9787 ext. 235  
Email: [jfielding@go2hr.ca](mailto:jfielding@go2hr.ca)

## VIII. PROPOSAL PROCESS AND PROJECT TIMELINE

Proposals Received	August 30 2007, 5pm
Contact selected contractor	September 14 2007
Conduct first meeting with working task group	Before Oct 5 2007
Submit updated standards materials and final report to go2.	February 22 2008
Project review	March 2008

Proposals must be submitted by email to [jfielding@go2hr.ca](mailto:jfielding@go2hr.ca) no later than 5:00pm on August 30 , 2007.