

**Drinking Water Operator
Qualification Program**

**Waterworks System
Attendants**

Job P6b

**Apprenticeship and
Evaluation Booklet**

EQ-5056-02A (04-2005)

**This document is a working copy
of the official Learning & Assessment Guide.
It may be used as a worksheet
by journeymen and trainers.**

April 2003

Emploi-Québec, in collaboration with the *Comité sectoriel de main-d'œuvre de l'environnement*, has produced this guide in order to describe the skills required to qualify as a waterworks system attendant (P6b).

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APPRENTICE FILE

NAME _____
ADDRESS _____
CITY _____ POSTAL CODE _____
PHONE (____) _____

Emploi-Québec File #: _____

Note on the protection of personal information

- ① The information collected in this guide is subject to the *Act respecting access to documents held by public bodies and the protection of personal information*.
- ② The information is being collected for the purposes of administering the Emploi-Québec Drinking Water Operator Qualification Program.
- ③ For any questions regarding access to documents and the protection of personal information, contact Emploi-Québec.

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Introduction

This Apprenticeship and Evaluation Booklet is made up of modules for on-the-job training as a waterworks system attendant, Job P6b.

Using this booklet, apprentices will learn all about the occupation under the supervision of experienced workers, called journeymen, and gain recognition of their new skills. The journeymen will evaluate their performance at each stage of the apprenticeship and ensure that their skills meet the prescribed standards.

The modules and tasks can be taught in the order deemed most appropriate at any given plant.

Suggestions and explanations on how to use this Apprenticeship and Evaluation Booklet are incorporated into the Journeyman's Guide.

Once the apprentice is deemed to have acquired the job skills in question, the journeyman is to sign the Apprenticeship and Evaluation Booklet in certification thereof.

≡ IMPORTANT ≡

Apprentices are responsible for the safekeeping of this guide, as it is the only document recording the details of their apprenticeship.

Certificate of Qualification

Certificates of qualification are issued to those who have mastered the skills required to work as a waterworks system attendant (Job P6b). They certify that the holder is qualified to practice the occupation.

Certification can be granted once the apprentice has fully mastered all steps of every task in each module and the journeyman has completed an assessment based on the performance indicators in the guide.

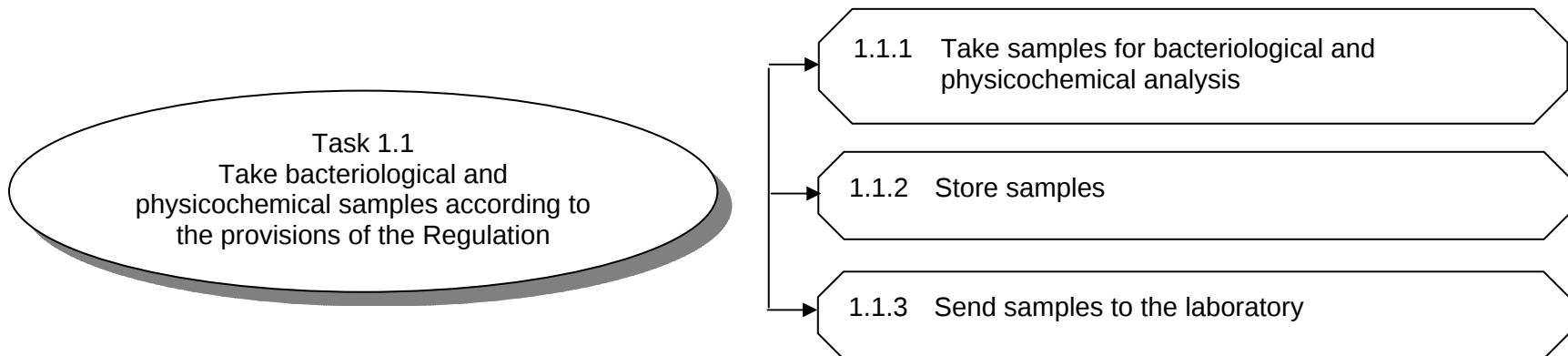
Emploi-Québec issues certificates of qualification to individuals who have mastered the skills set out in this Apprenticeship and Evaluation Booklet.

Module 1

Taking Water Samples

Job Skill:

Take water samples according to the provisions of the Regulation



1. THE APPRENTICE HAS TAKEN SAMPLES IN THE FOLLOWING SITUATIONS. TICK OR SPECIFY:

- Regulatory samples (compulsory) ☐
- Samples to check conduit rinsing quality ☐
- Samples following conduit disinfection ☐
- Samples following a consumer complaint ☐
- Other

2. REMARKS OR DETAILS:

Job Skill: Take water samples according to the provisions of the Regulation

1.1.1 Take samples for bacteriological and physicochemical analysis			
☐	Take samples according to the methods for taking and preserving samples set out in the Regulation	T	Methods for taking and preserving samples
1.1.2 Store samples			
☐	Explain proper storage and preservation conditions and how quickly the samples must be sent to the laboratory	T	Methods for taking and preserving samples
☐	Store the samples according to the reference materials provided by the Ministère de l'Environnement (MENV)		
1.1.3 Send samples to the laboratory			
☐	Complete the test request form(s) as per the established protocol	R	Test request forms provided by an accredited laboratory
☐	Send the samples to an accredited laboratory by the time and as per the procedures set out in the Regulation	T	Methods for taking and preserving samples
Journeyman's initials:			Apprentice's initials:

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

(P6B) Confirmation of Skills Acquired

We, the undersigned, hereby certify that the Apprentice has mastered Module 1,

“Taking Water Samples”

Signature of the Apprentice

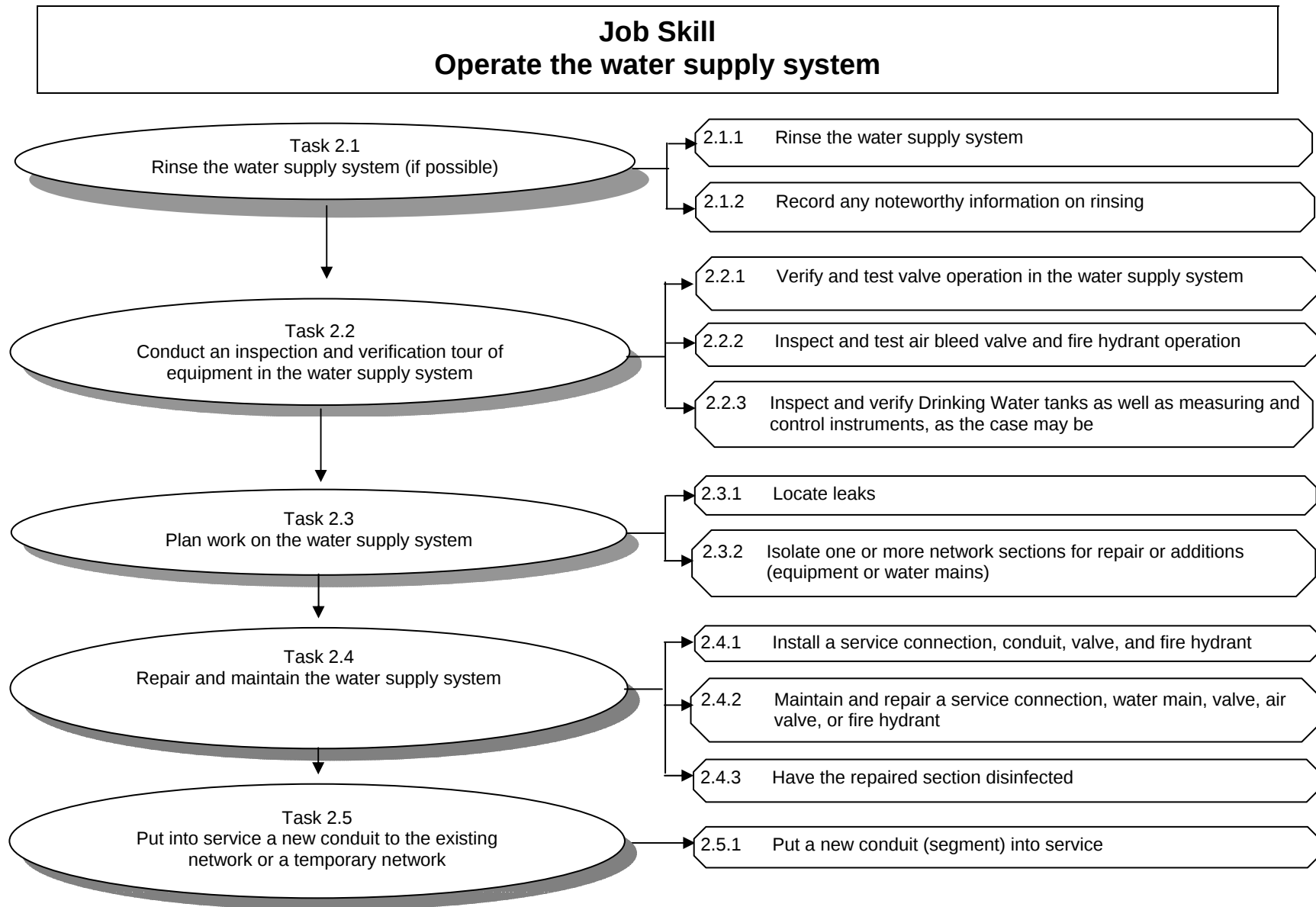
Signature of the Journeyman

Date _____

Signature of the Employer _____

Module 2

Operating the Water Supply System



(P6B) Context of the Apprenticeship

1. THE APPRENTICE HAS WORKED WITH THE FOLLOWING TYPES OF EQUIPMENT. TICK OR SPECIFY:

STORAGE TANKS	VALVE	AIR BLEED VALVE	FIRE HYDRANT

2 THE APPRENTICE HAS LEARNED TO USE THE FOLLOWING INSTRUMENTS. TICK OR SPECIFY:

Disinfect the repaired section (Task 2.4.3)

- Portable chlorine analyzer ☐

Rinse Program (Task 2.1.1)

- Spectrometry measuring instruments ☐
- Specify: _____

- Turbidity analyzer ☐
- Portable iron analyzer ☐
- Other _____

3. REMARKS OR DETAILS CONCERNING FACILITIES AND INSTRUMENTS:

Job Skill: Operate the water supply system

Task 2.1 Rinse the water supply system (if possible)		
Steps		References & Work Aids
2.1.1 Rinse the water supply system		
☐	Identify and locate rinsing equipment (valves, fire hydrants, etc.) on the map of the water supply system	R Map of water supply network
☐	Describe the rinsing program in effect, if any	R Rinsing program, if any
☐	Explain the need for and benefits of a rinsing program adapted to a particular network	T Rinsing
☐	Describe the potential water quality risks associated with rinsing and the steps to take to reduce these risks	
☐	Describe and explain the steps required for remedial rinsing	
☐	Describe and explain the steps required for unidirectional rinsing	
☐	Describe the role and operation of safety valves, pressure control valves, shutoff valves, valve chambers, fire hydrants, and air bleed valves	T Valves T Fire hydrants T Air bleed valves
☐	Check the calibration of spectrophotometry measurement instruments, as the case may be	W Maintenance chart (Module 2)
☐	Using the appropriate device, measure the turbidity, iron level, and residual chlorine level in the network in order to check rinsing quality	
☐	Measure the pressure and flow rate at fire hydrant outlets using the appropriate devices	
2.1.2 Record any noteworthy information on rinsing		
☐	Provide a detailed, accurate, and legible listing of all noteworthy data on rinsing	T Rinsing

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Task 2.2 Conduct an inspection and verification tour of equipment in the water supply system		
Steps		References & Work Aids
2.2.1 Verify and test valve operation in the water supply system		
✓	A- Verify valve operation	
☐	Locate valves on the water supply system map	R Map of the water supply system
☐	Describe how valves work and explain the optimum operating conditions	T Valves R Manufacturers' manuals
☐	Examine the condition of the valves (maneuverability, pressure required, seal, noise)	R Manufacturers' manuals
☐	Verify and adjust self-regulating valves, if any, to obtain the required pressure or flow rate	
☐	Draw conclusions from the data collected and consequences noted and take any corrective measures required	T Valves
✓	B- Appropriately assess what preventive and corrective measures must be taken to ensure proper valve operation	
☐	Describe the preventive maintenance needed to identify potential problems with the valves	W Maintenance Chart (Module 2) R Manufacturer's manual
☐	Identify valve malfunctions that may affect drinking water production volumes, explain the possible causes, make a diagnosis, and take the appropriate corrective measures	T Valves
✓	C- Record any noteworthy information on valves	
☐	Provide a detailed, accurate, and legible listing of information on valve position in the network so that action can be taken, as necessary	R Daily Log or Tour Sheet
☐	Explain the importance of recording information on valves	T Valves

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Steps		References & Work Aids
2.2.2 Inspect and test air bleed valve and fire hydrant operation		
✓	A- Verify that air bleed valves are working properly	
☐	Locate air bleed valves on the water supply system map	R Map of water supply system
☐	Explain how air bleed valves work and describe their role in the water supply system	R Manufacturer's manual
☐	Explain how the presence of air affects pumps and conduits	T Air bleed valves
☐	Describe the annual preventive maintenance needed to eliminate potential problems with air bleed valves	W Maintenance Chart (Module 2)
✓	B- Verify that fire hydrants are working properly	
☐	Locate fire hydrants on the water supply system map	R Map of water supply system
☐	Identify the various types of fire hydrants in the network and explain their operation	T Fire hydrants
☐	Describe the risks of contamination and the precautions to take during fire hydrant use or repair	
☐	Inspect the fire hydrant opening and closing device according to the procedures in effect	
☐	Explain the effects of fire hydrant malfunction and the actions to take to prevent it	
☐	Describe the preventive maintenance to conduct on fire hydrants to eliminate any problems	W Maintenance Chart (Module 2)
✓	C- Record any noteworthy information	
☐	Record any noteworthy information after inspecting air bleed valves and fire hydrants	R Tour Report T Air bleed valves T Fire hydrants

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Steps		References & Work Aids
2.2.3 Inspect and verify drinking water tanks as well as measuring and control instruments, as the case may be		
✓	A- Verify water storage tanks as per established procedures	
☐	Locate water tanks on the map of the water distribution network	R Map of the water distribution network
☐	Check for signs of physical deterioration of drinking water storage tanks and explain the potential risk of contamination and its effect on water quality	W Storage Tanks
☐	Verify the physical integrity of the tanks, draw conclusions from your findings, and take any corrective measures required as per established procedures	W Storage Tanks R OHS Confined Spaces Regulation
☐	Make a list of the measuring and control instruments used and explain their role in the drinking water production process	W Measuring Instruments
☐	Periodically verify that the measuring and control instruments are working properly and take any appropriate corrective action	R Manufacturer's manual
☐	Take readings from measuring and control instruments in storage tanks and verify that the results are within established critical water levels	W Measuring Instruments
☐	Adjust the flow rate accordingly	
✓	B- Appropriately assess what corrective measures must be taken to address potential risks	
☐	Identify abnormalities that may pose a risk, analyze the possible causes, diagnose the problem, and take the appropriate corrective measures as per established procedures	W Water Tanks W Maintenance Chart (Module 2)
✓	C- Record any noteworthy information on drinking water storage tanks	
☐	Provide a detailed, accurate, and legible listing of all noteworthy data on water levels in the drinking water storage tanks	R Daily Log or Tour Report

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Task 2.3 Plan work on the water supply system			
Steps		References & Work Aids	
2.3.1 Locate leaks			
☐	Describe the method used to detect leaks in the water supply system	T	Leaks
☐	Locate conduits and equipment in the water supply system	R	Map of the water supply system
☐	Describe the risks of possible network contamination in the event of leaks and explain how to prevent them	T	Leaks
☐	Record any noteworthy information on leaks	R	Operating log
Journeyman's initials:			Apprentice's initials:
2.3.2 Isolate one or more network sections for repair or additions (equipment or water mains)			
☐	Locate the section(s) to isolate	R	Map of the water supply system
☐	Describe the potential risks of contamination when isolating a network section	W	Isolating a Network Section
☐	Explain the method to use and the precautions to take when isolating a network section for repair		
☐	Determine when to notify the plant manager of an interruption in the drinking water supply		
☐	Record any noteworthy information on the valves handled	R	Operating log

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Task 2.4 Repair and maintain the water supply system			
Steps		References & Work Aids	
2.4.1 Install a service connection, conduit, valve, and fire hydrant			
☐	Describe the risks of contamination during installation of a service connection, valve, or fire hydrant	T	Service Connection
		T	Valves
☐	Describe the appropriate connection procedures and precautions to take during installation of a service connection, conduit, valve, or fire hydrant	T	Fire hydrants
☐	Describe the equipment and materials required to install these connections		
☐	Disinfect equipment and materials before use		
☐	Install a service connection, conduit, valve, or fire hydrant in order to maintain water quality		
Journeyman's initials:			Apprentice's initials:
2.4.2 Maintain and repair a service connection, water main, valve, air bleed valve, or fire hydrant			
☐	Describe the appropriate procedures and precautions to take for conducting maintenance and repair on a service connection, conduit, valve, air bleed valve, or fire hydrant	T	Valves
		T	Air bleed valves
		T	Service Connection
		T	Fire hydrants
☐	Disinfect equipment and accessories prior to use		
☐	Replace a conduit section with couplings		
☐	Install a saddle on a conduit		
☐	Maintain and repair a service connection, valve, air bleed valve, or fire hydrant		
Journeyman's initials:			Apprentice's initials:

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Steps		References & Work Aids
2.4.3 Have the repaired section disinfected		
☐	Determine when the repaired section must be disinfected	T Disinfecting a Repaired Section
☐	Describe the procedures for disinfecting a repaired network section and the equipment used	
☐	Calculate and prepare the required concentration of disinfectant solution, as needed	T Calculation Chart
☐	Describe and explain the procedures in effect for disinfecting the repaired section and the equipment used such that repairs do not affect drinking water quality	R Disinfection procedures in effect T Disinfecting a Repaired Section R WHMIS
☐	Respect the required contact time during disinfection	T Disinfecting a Repaired Section
☐	Rinse and purge the repaired section	T Rinsing
☐	Measure the residual chlorine level and compare it to normal operating limits	T Disinfecting a Repaired Section
☐	Take a representative sample and send it to an accredited laboratory for bacteriological analysis	R Procedures for Taking and Preserving Samples
☐	Describe what to do in the event of uncertainty regarding water quality	T Disinfecting a Repaired Section
☐	Record any noteworthy information on disinfection	

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

Task 2.5 Put into service a new conduit to the existing network or a temporary network			
Steps		References & Work Aids	
2.5.1 Put a new conduit (segment) into service			
☐	Describe internal procedures for opening a new conduit and putting it into service	R	Plant manager's procedures
☐	Describe the effects of integrating a new conduit		
Journeyman's initials:			Apprentice's initials:

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

(P6B) Confirmation of Skills Acquired

We, the undersigned, hereby certify that the Apprentice has mastered Module 2

“Operating the Water Supply System”
(Understanding)

Signature of the Apprentice

Signature of the Journeyman

Date _____

Signature of the Employer: _____

Module 3

Stock Management

Job Skill:
Manage stock

Task 3.1
Take inventory and order the materials
and products needed

3.1.1 Verify product expiry dates

3.1.2 Determine the plant's usual requirements

3.1.3 Order or have someone order the products
needed

3.1.4 Compare shipment with order

Job Skill: Manage stock

Task 3.1 Take inventory and order the materials and products needed			
Steps		References & Work Aids	
3.1.1 Verify product expiry dates			
☐	Explain the consequences of disinfecting drinking water with expired products	R	Technical spec sheets provided with the products
☐	Ensure that products are classified and stored according to expiry dates and in adequate storage conditions		
3.1.2 Determine the plant's usual requirements			
☐	Make a list of the materials needed for daily operations: equipment, essential parts, chemicals, testing products, measuring and control instruments		
☐	Explain the basic principles of taking inventory		
☐	Determine the plant's needs and keep the inventory current by verifying stock levels		
3.1.3 Order or have someone order the products needed			
☐	Explain how to prepare a purchase requisition and an order form		
☐	Prepare or have someone prepare an order according to the procedures in effect	R	Internal procedures in effect
3.1.4 Compare shipment with order			
☐	Verify the quantity and quality of the products received against the order form and invoice		
☐	Ensure stock rotation		
Journeyman's initials:		Apprentice's initials:	

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

(P6B) Confirmation of Skills Acquired

We, the undersigned, hereby certify that the Apprentice has mastered Module 3

“Stock Management”

Signature of the Apprentice

Signature of the Journeyman

Date _____

Signature of the Employer _____

Module 4

Processing Complaints

Job Skill
Process complaints

Task 4.1
Follow up on consumer complaints

4.1.1 Investigate the complaint

4.1.2 Take a water sample, if needed

4.1.3 Properly evaluate possible corrective measures

4.1.4 Record any noteworthy information on the complaint processing form

Job Skill: Process complaints

Task 4.1 Follow up on consumer complaints		
Steps		References & Work Aids
4.1.1 Investigate the complaint		
☐	Explain the importance of processing complaints	
☐	Explain how to identify the problem and assess the seriousness of the complaint (information from the consumer, other similar complaints, supply source, etc.)	R Internal procedures
☐	Describe the various types of complaints and their probable causes	T Evaluating Complaints
☐	Describe the checks to perform for each complaint	
4.1.2 Take a water sample, if needed		
☐	Take a sample if the situation cannot be corrected immediately	T Procedures for Taking and Preserving Samples
☐	Send the sample to the laboratory along with the form indicating the required tests	R Laboratory form
☐	Describe the procedure for notifying consumers of test results	R Internal procedures
4.1.3 Properly evaluate possible corrective measures		
☐	Describe the abnormal situations most likely to occur and explain the short term corrective measures or long term preventive measures that should be implemented by the filer of the complaint or plant operator, according to the nature of the complaint	T Evaluating Complaints
4.1.4 Record any noteworthy information on the complaint processing form		
☐	Provide a detailed, accurate, and legible listing of all noteworthy data in order to properly document the complaint	R Complaint processing form

R: Reference materials provided by the plant manager/apprentice; general apprenticeship documents from MENV

T: Training aids provided as part of earlier training

W: Work aids provided by the journeyman or trainer

(P6B)_Confirmation of Skills Acquired

We, the undersigned, hereby certify that the Apprentice has mastered Module 4

“Processing Complaints”

Signature of the Apprentice

Signature of the Journeyman

Date _____

Signature of the Employer _____

TABLES

SUMMARY TABLE (P6B)

JOB SKILL	STEPS					
1. Take water samples according to the provisions of the Regulation	1.1 Take bacteriological and physicochemical samples according to the provisions of the Regulation					
2. Operate the water supply system	2.1 Rinse the water supply system	2.2 Conduct an inspection and verification tour of equipment in the water supply system	2.3 Plan work on the water supply system	2.4 Repair and maintain the water supply system	2.5 Put into service a new conduit to the existing network or a temporary network	
3. Manage stock	3.1 Take inventory and order the materials and products needed					
4. Process complaints	4.1 Follow up on consumer complaints					

(P6B) APPRENTICESHIP REPORT

Name of Apprentice:	Emploi-Québec File #:
----------------------------	------------------------------

WORKPLACE APPRENTICESHIP PROGRAM

Module					
	To Acquire	To Be Assessed	Signature of Emploi-Québec Representative	Date	Agreement #
Taking Water Samples					
Operating the Water Supply System (Understanding)					
Managing Stock					
Processing Complaints					

EMPLOYER		
Name		
Address		
City	Postal Code	Phone
Name of Journeyman		
Agreement	Start Date	End Date

EMPLOYER		
Name		
Address		
City	Postal Code	Phone
Name of Journeyman		
Agreement	Start Date	End Date