



Appliance Service Technician

MACPHAIL SCHOOL OF ENERGY

Overview

Learn to install, service and repair household and commercial appliances. You'll be a part of a dynamic industry that reflects the rapid technological revolution.

You will install, service and repair household and commercial appliances. In general, you will:

- diagnose concerns by interpreting the customer's or user's observations
- access manufacturers' service manuals and bulletins and use specialized tools and testing devices to locate the issue(s)
- maintain appliances by disassembling, cleaning internal parts, replacing faulty or worn parts, reassembling and testing
- communicate with customers or on-site managers for estimates and the use and care of their appliances
- prepare work orders, complete reports for billing, and maintain records for parts inventories and future service calls

You can complete an apprenticeship as an appliance service technician (three periods of apprenticeship education) or a commercial appliance service technician (two periods of apprenticeship education).

Appliance service technicians work in a diverse industry that offers many work environments, including homes, the hospitality industry, medical facilities, jails, grocery stores, bakeries, airports, remote camps and railway companies.

Commercial appliance service technicians work in many environments, including the hospitality industry, medical facilities, jails, grocery stores, bakeries, airports, remote camps and railway companies.

To work in this trade, certification is required. This means that you must either be a registered apprentice working under the guidance of a certified journeyman or be an accredited journeyman yourself.

Traits, skills and aptitudes

Appliance service technicians are self-motivated and independent and enjoy assisting and interacting with people. This line of work is most fulfilling for those who enjoy problem-solving and working with their hands.

To thrive in this career, it is important to have the following traits:

- a detail-oriented approach to work, with a strong commitment to producing quality outcomes
- a love for solving problems and tackling complex challenges
- a keen interest in evolving technologies
- a customer service-oriented mindset, with a willingness to help and support customers
- good mechanical aptitude and manual dexterity
- physical strength, stamina and the ability to lift heavy objects weighing over 25 kilograms
- a strong commitment to health and safety protocols

Credentials

Upon successfully completing the required working hours and apprenticeship education periods, graduates will be awarded a diploma (General Appliance Service Technician) or certificate (Appliance Service Technician - Commercial Appliance Service Technician) in addition to journeyman status by Alberta's Apprenticeship and Industry Training.

Admission requirements

To enter an apprenticeship, you must have the educational qualifications required or recommended education for the trade to which you apply.

Entrance requirements are monitored and set by Alberta Apprenticeship and Industry Training.

Minimum requirements

Successful completion of the following courses:

- English 20-2
- Math 20-3
- Science 10

OR

A pass mark in all five Canadian General Educational Development (GED) tests

OR

Alberta Apprenticeship and Industry Training Entrance Exam

Recommended requirements

Apprentices with an Alberta High School Diploma that includes the following courses:

- English 30-2
- Math 30-3
- Physics 30 OR Chemistry 30 OR Science 30
- Related career and technology studies (CTS) courses

Costs

2024/25 tuition and fees

The following costs are effective as of July 1, 2024.

Appliance Service Technician

Period	Number of weeks	Tuition fees	Additional fees	Total
1	8	\$1,152	\$329	\$1,481
2	8	\$1,152	\$329	\$1,481
3	8	\$1,152	\$329	\$1,481
Total cost:				\$4,443

The estimated total cost of 2024/25 tuition and fees in each period of technical training.

Commercial Appliance Service Technician

Period	Number of weeks	Tuition fees	Additional fees	Total
1	8	\$1,152	\$329	\$1,481
2	8	\$1,152	\$329	\$1,481
Total cost:				\$2,962

The estimated total cost of 2024/25 tuition and fees in each period of technical training.

Books and Supplies

Books or modules, along with other items for classes, are approximately \$600 per period.

It's recommended you don't purchase books or modules ahead of time as they might be outdated by the time you attend classes, and they cannot be returned to the Bookstore.

Personal protective equipment (PPE) will be required for the program, which may be an additional cost to apprentices.

2023/24 tuition and fees

The following costs are effective until June 30, 2024.

Period	Number of weeks	Tuition fees	Additional fees	Total
1	8	\$1,056	\$319	\$1,375
2	8	\$1,056	\$319	\$1,375
3	8	\$1,056	\$319	\$1,375
Total cost:				\$4,125

The estimated total cost of 2023/24 tuition and fees in each period of technical training.