

Red Seal Occupational Standard

Parts Technician



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Employment and
Social Development Canada

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Développement social Canada

Canada 

RED SEAL
OCCUPATIONAL
STANDARD
PARTS TECHNICIAN



Title: Parts Technician

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FOREWORD

The Canadian Council of Directors of Apprenticeship (CCDA) recognizes this Red Seal Occupational Standard (RSOS) as the Red Seal standard for the Parts Technician trade.

Background

The first National Conference on Apprenticeship in Trades and Industries, held in Ottawa in 1952, recommended that the federal government be requested to cooperate with provincial and territorial apprenticeship committees and officials in preparing analyses of a number of skilled occupations. Employment and Social Development Canada (ESDC) sponsors the Red Seal Program, which, under the guidance of the CCDA, develops a national occupational standard for each of the Red Seal trades.

Standards have the following objectives:

- to describe and group the tasks performed by skilled workers;
- to identify which tasks are performed in every province and territory;
- to develop instruments for use in the preparation of Interprovincial Red Seal Examinations and assessment tools for apprenticeship and certification authorities;
- to develop common tools for apprenticeship on-the-job and technical training in Canada;
- to facilitate the mobility of apprentices and skilled workers in Canada;
- to supply employers, employees, associations, industries, training institutions and governments with occupational standards.

Any questions, comments, or suggestions for changes, corrections, or revisions to this standard or any of its related products may be forwarded to:

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ACKNOWLEDGEMENTS

The CCDA and ESDC wish to express sincere appreciation for the contribution of the many tradespersons, industrial establishments, professional associations, labour organizations, provincial and territorial government departments and agencies, and all others who contributed to this publication.

Thanks are offered to the many trade representatives who greatly contributed to the review and revision of this standard across Canada.

This standard was prepared by the Apprenticeship and Sectoral Initiatives Directorate of ESDC. The coordinating, facilitating and processing of this standard were undertaken by employees of the standards development team of the Trades and Apprenticeship Division and of Saskatchewan, the host jurisdiction for this trade.

STRUCTURE OF THE OCCUPATIONAL STANDARD

This standard contains the following sections:

Methodology: an overview of the process for development, review, validation and weighting of the standard

Description of the Parts Technician trade: an overview of the trade's duties, work environment, job requirements, similar occupations and career progression

Trends in the Parts Technician trade: some of the trends identified by industry as being the most important for workers in this trade

Essential Skills Summary: an overview of how each of the nine essential skills is applied in this trade

Roles and Opportunities for Skilled Trades in a Sustainable Future: an overarching description of how in the context of climate change, skilled trades play a large role in implementing solutions and adjusting to changes in the world. In addition to highlighting the importance of this awareness, the standard may also contain more details on activities, skills and knowledge elements that are specific to the trade

Industry Expected Performance: description of the expectations regarding the level of performance of the tasks, including information related to specific codes, regulations and standards that must be observed

Language Requirements: description of the language requirements for working and studying in this trade in Canada

Pie Chart of Red Seal Examination Weightings: a graph which depicts the national percentages of exam questions assigned to the major work activities

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard

Major Work Activity (MWA): the largest division within the standard that is comprised of a distinct set of trade activities

Task: distinct actions that describe the activities within a major work activity

Task Descriptor: a general description of the task

Sub-task: distinct actions that describe the activities within a task

Skills:

Performance Criteria: description of the activities that are done as the sub-task is performed

Evidence of Attainment: proof that the activities of the sub-task meet the expected performance of a tradesperson who has reached journeyperson level

Knowledge:

Learning Outcomes: describes what should be learned relating to a sub-task while participating in technical or in-school training

Learning Objectives: topics to be covered during technical or in-school training in order to meet the learning outcomes for the sub-task

Range of Variables: elements that provide a more in-depth description of a term used in the performance criteria, evidence of attainment, learning outcomes, or learning objectives

Appendix A – Acronyms: a list of acronyms used in the standard with their full name

Appendix B – Tools and Equipment / Outils et équipement: a non-exhaustive list of tools and equipment used in this trade

Appendix C – Glossary / Glossaire: definitions or explanations of selected technical terms used in the standard

METHODOLOGY

Development of the Standard

The first draft of the RSOS is drafted using technical content from a variety of existing industry-validated standards and curriculum. This draft standard organizes this content into the RSOS format. It categorizes all the tasks performed in the occupation and describes the skills and knowledge required for a tradesperson to demonstrate competence in the trade.

Draft Review

The RSOS development team forwards a copy of the standard and its translation to provincial and territorial authorities who consult with industry representatives to review it. Their recommendations are assessed and incorporated into the standard.

Validation and Weighting

Participating provinces and territories also consult with industry to validate and weight the document for the purpose of planning the makeup of the Red Seal Interprovincial Examination for the trade. They validate and weight the major work activities (MWA), tasks and sub-tasks, of the standard as follows:

MWA	Each jurisdiction assigns a percentage of questions to each MWA for an examination that would cover the entire trade.
TASKS	Each jurisdiction assigns a percentage of exam questions to each task within a MWA.
SUB-TASKS	Each jurisdiction indicates, with a YES or NO, whether or not each sub-task is performed by skilled workers within the occupation in its jurisdiction.

The results of this exercise are submitted to the RSOS development team who then analyzes the data and incorporates it into the document. The RSOS provides the individual jurisdictional validation results as well as the national averages of all responses. The national averages for MWA and task weighting guide the Interprovincial Red Seal Examination plan for the trade.

The validation of the RSOS is used to identify common core sub-tasks across Canada for the occupation. If at least 70% of the responding jurisdictions' industry performs a sub-task, it shall be considered common core. Interprovincial Red Seal Examination questions are limited to the common core sub-tasks identified through this validation process.

Definitions for Validation and Weighting

YES	sub-task performed by qualified workers in the occupation in that province or territory
NO	sub-task not performed by qualified workers in the occupation in that province or territory
NV	standard <u>N</u> ot <u>V</u> alidated by that province or territory
ND	trade <u>N</u> ot <u>D</u> esignated in a province or territory
NOT COMMON CORE (NCC)	sub-task, task or MWA performed less than 70% of responding jurisdictions; these will not be tested by the Interprovincial Red Seal Examination for the trade
NATIONAL AVERAGE %	average percentage of questions assigned to each MWA and task in Interprovincial Red Seal Examination for the trade

Provincial/Territorial Abbreviations

NL	Newfoundland and Labrador
NS	Nova Scotia
PE	Prince Edward Island
NB	New Brunswick
QC	Quebec
ON	Ontario
MB	Manitoba
SK	Saskatchewan
AB	Alberta
BC	British Columbia
NT	Northwest Territories
YT	Yukon Territory
NU	Nunavut

DESCRIPTION OF THE PARTS TECHNICIAN TRADE

“Parts Technician” is this trade’s official Red Seal occupational title. The CCDA approved this occupational title in 2019; the previous name was “Partsperson”.

Parts technicians perform ordering, warehousing, inventory control and sales of parts. Their duties also include identifying parts and equipment, searching for parts, shipping and receiving parts, providing customer service and advice, expediting emergency materials, operating material handling equipment, scheduling pick-up and deliveries and maintaining records.

The parts technician trade services a range of industries including motive power, appliance, heavy duty equipment and natural resources. For example, parts technicians work in areas such as automotive service, commercial transport, recreational vehicle (RV) service, small engine repair, aeronautics, agricultural equipment, marine equipment, mining, manufacturing, electrical warehousing, plumbing and heating warehousing, refrigeration, storage facilities, tool cribs and parts recycling. They may work at either wholesale or retail levels or with end users. They may work with a broad range of aftermarket parts or on a narrower scale, supplying parts for a particular make of vehicle or product. The work environment for parts technicians is generally indoors in a warehouse and at a service counter. Some partspeople may perform or arrange deliveries of parts to their customers. Parts technicians generally work in teams that include service staff, sales staff and service technicians.

Although the activities performed by a parts technician are similar for all industries in which they work, the product knowledge required is dramatically different. Therefore, they require an up-to-date knowledge of the industry as well as technical knowledge and the ability to describe parts and their applications to customers. It should be noted, however, that the scope of this trade does not include the ability to apply this knowledge to diagnosing or repairing mechanical, electronic or other types of problems.

The computer and parts catalogs, both written and electronic, are the most important tools for the parts technician. Databases, online catalogs, inventory control systems, and digital media are necessary for ordering and organizing parts and for retrieving information. Extensive use of electronic catalogs requires parts technicians to be precise in the use of terminology within specific industry sectors in order to locate correct parts in the catalogs.

As with all trades, safety is important to parts technicians. Hazards include operating large equipment such as lift trucks and, handling, transporting and storing hazardous materials.

Key attributes for people entering this trade are: excellent interpersonal and customer service skills, computer application skills, problem solving skills, mathematical skills, manual dexterity, mechanical aptitude, organizational skills, multi-tasking skills and the ability to work independently. Physical considerations for this occupation include a considerable amount of time standing, walking, lifting and driving. This trade appeals to service-oriented people. This career offers stable employment not highly affected by seasonal employment trends.

Experienced parts technicians may move into other positions such as sales representative, purchasing representative, parts department management team member, store manager or store owner.

TRENDS IN THE PARTS TECHNICIAN TRADE

Well-developed computer skills are a necessity for parts technicians today. Technological advances continue to be made in the areas of computerized inventory control, online parts catalogs (web applications), online ordering (e-commerce) and wireless tracking devices. These applications have increased in functionality and have become more user-friendly. Technological advances in inventory management such as bar coding and GPS tracking have greatly facilitated the sharing of information to the point where it is virtually instantaneous.

The enforcement of safety regulations has become standard practice throughout the industry. Environmental regulations and zoning bylaws have become more stringent and are being enforced in the areas of storage, transportation and disposal of hazardous or dangerous goods and waste management. Parts technicians must continue to be resourceful in meeting the obligations and challenges presented by these regulations and bylaws. Parts technicians must keep current with industry changes and standards.

Training and continuous technical upgrading are necessary for parts technicians to keep up-to-date on new products and technology as well as to address legislative safety and environmental requirements. Training is offered either online, on-site or through video conferencing.

ESSENTIAL SKILLS SUMMARY

Essential skills are needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change.

Through extensive research, the Government of Canada and other national and international agencies have identified and validated nine essential skills. These skills are used in nearly every occupation and throughout daily life in different ways.

A series of CCDA-endorsed tools have been developed to support apprentices in their training and to be better prepared for a career in the trades. The tools can be used independently or with the assistance of a tradesperson, trainer, employer, teacher or mentor to:

- understand how essential skills are used in the trades;
- learn about individual essential skills strengths and areas for improvement; and
- improve essential skills and increase success in an apprenticeship program.

The tools are available online or for order at: <https://www.canada.ca/en/employment-social-development/programs/essential-skills/profiles.html>.

The application of these skills may be described throughout this document within the skills and knowledge which support each sub-task of the trade. The most important essential skills for each sub-task have also been identified. The following are summaries of the requirements in each of the essential skills, taken from the essential skills profile. A link to the complete essential skills profile can be found at <http://www.red-seal.ca/>.

READING

Parts technicians read a variety of material including manufacturers' catalogs and manuals, service bulletins and manufacturers' warranties to provide information to customers on parts and products.

DOCUMENT USE

Parts technicians cross-reference inventory lists, bills of lading and packing slips to determine if parts and products are in inventory and to verify that all parts and products ordered have been received. Parts technicians refer to catalogs and reference materials to locate part numbers, costs, availabilities and specifications. They also use specification tables to determine operating capacities and specifications for a variety of parts and products.

WRITING

Parts technicians complete purchase orders, invoices, shipping forms, parts and repair estimates, parts and whole goods quotes, returned goods reports and warranty forms. They write emails to suppliers and customers regarding the status of shipments, to provide updates and to respond to requests for information.

NUMERACY

Parts technicians measure parts for dimensions such as outside diameters (OD), inside diameters (ID), lengths and thicknesses. They compare measurement of parts to specifications. They estimate wear on parts and calculate the capacities, dimensions and weights of parts. Parts technicians may reconcile daily sales invoices and calculate mark-ups, discounts, inventory tracking, surcharges, sales tax and invoice amounts.

ORAL COMMUNICATION

Parts technicians respond to customer inquiries about the availability and usage of parts and products. They speak to suppliers to place, clarify and verify orders. Parts technicians discuss inventories, retail displays and other matters with managers and supervisors. They may provide instructions to apprentices.

THINKING

Parts Technicians plan and carry out tasks such as ordering, shipping and receiving parts and products, entering and organizing inventory, upselling and related sales. They judge the condition of salvaged and refurbished parts and locate substitutes for parts that are no longer available. Parts technicians use thinking skills to approve and reject warranty claims.

WORKING WITH OTHERS

Parts technicians work closely with co-workers, such as shippers and receivers, drivers, service managers and trades people to ensure customers' needs are met. They exercise professionalism when providing services to customers, placing and responding to telephone calls, searching inventory databases and processing orders. Parts technicians may integrate job tasks with co-workers when lifting heavy parts and counting inventory. They may assist with the training of new employees.

DIGITAL TECHNOLOGY

Parts technicians operate point of sale equipment such as electronic cash registers, bar scanners and scales. They search organizational and manufacturers' databases for availability, location and prices of parts. They use sales management, electronic invoicing and electronic parts catalogs. Parts technicians use communication devices to send and receive information.

CONTINUOUS LEARNING

Parts technicians are continuously learning in order to remain current with advances in their industry. They may read product bulletins and take courses offered by manufacturers and sector councils. They may take training provided by suppliers of specific parts. They may take training for their organizations' inventory and sales software, and for other topics such as customer service and safe work practices.

Roles and Opportunities for Skilled Trades in a Sustainable Future

Climate change affects all of us. Trades play a large role in implementing solutions and adjusting to changes in the world.

Throughout this standard, there may be specific references to tasks, skills and knowledge that clearly show this trade's role in a more sustainable future. Each trade has different roles to play and contributions to make in their own way.

For example:

- Construction tradespeople need to consider the materials they are using, building methods, and improvements to mechanical and electrical installations. There are important changes to codes and standards to help meet the climate change goals and commitments set for 2030 and 2050. Retrofits and new construction of low-energy buildings provide enormous opportunities for workers in this sector. Concepts, such as energy efficiency and regarding buildings as systems are foundational.
- Automotive and mechanical trades are seeing a shift towards the electrification of vehicles and equipment. As a result, new skills and knowledge will be required for tradespeople working in this sector. There are mandates for sales of new light-duty zero-emission vehicles (ZEV) in Canada, with the goal of achieving 100% ZEV sales by 2035. Due to this mandate, the demand for these vehicles is growing quickly among consumers and fleets. With this escalating demand, the need for skilled workers to maintain and repair these vehicles is also increasing.
- In industrial and resource sectors, there is pressure to move towards increased electrification of industrial processes. Many industrial and commercial facilities are also being upgraded to improve energy efficiency in areas such as lighting systems, and new production processes and technologies. There are also opportunities in carbon capture, utilization and storage (CCUS), as well as the production and export of low-carbon hydrogen.
- Trades in the service sector may also need to be aware of responsible sourcing, as well as efficient use of products and materials. New ways of working better are always a part of the job.

There are fast-moving changes in guidelines, codes, regulations and specifications. Many are being implemented for the purpose of energy efficiency and climate change. Those that affect specific trades may be mentioned within the standard. Examples of these guidelines and legislation include:

- The National Energy Code of Canada for Buildings (NECB).
- The Canadian Net-Zero Emissions Accountability Act (CNZEAA).
- programs that encourage sustainable building design and construction such as Leadership in Energy and Environmental Design (LEED) and the Zero Carbon Building (ZCB) standards.
- the Montreal Protocol for phasing out R22 refrigerants.
- energy efficiency programs such as ENERGY STAR.
- principles of the United Nations Declaration for the Rights of Indigenous Peoples pertaining to energy sector development.

Apprentices and tradespeople need to increase their climate literacy and reinforce their own understanding of energy issues and environmental practices. It is important for them to understand why these changes are happening and their effect on trades' work. While individual tradespeople and apprentices may not be able to choose certain elements like; the architectural design of buildings, building material selection, regulatory requirements, use of electric vehicles and technologies, they must understand the impact of using these elements in their work. Impacts include using environmentally friendly products and following requirements related to the disposal and recycling of materials.

In apprenticeship, as well as in ongoing professional development, employers and instructors should encourage learning about these concepts, why they are important, how they are implemented, and the overarching targets they are aiming to achieve.

All in all, it's about doing the work better and building a better world.

INDUSTRY EXPECTED PERFORMANCE

All tasks must be performed according to the applicable jurisdictional codes and standards. All health and safety standards must be respected and observed. Work should be done efficiently and at a high quality without material waste or environmental damage. All requirements of the manufacturer, client specifications, the Occupational Health and Safety (OH&S) Acts and Workplace Hazardous Materials Information System (WHMIS) regulations must be met. At a journeyperson level of performance, all tasks must be done with minimal direction and supervision. As a journeyperson progresses in their career, there is an expectation they continue to upgrade their skills and knowledge to keep pace with industry and promote continuous learning in their trade through mentoring of apprentices.

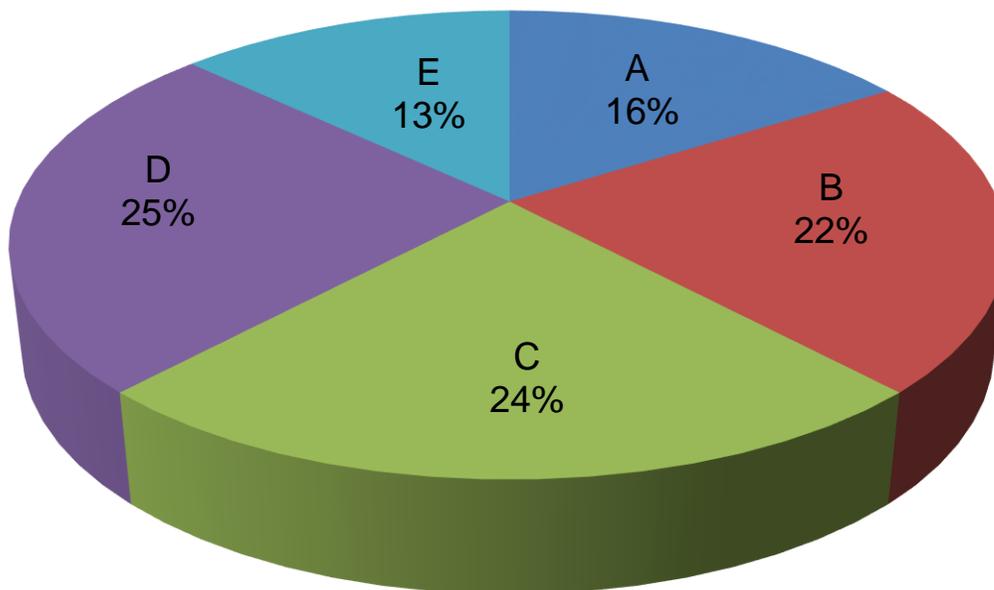
LANGUAGE REQUIREMENTS

It is expected that journeypersons are able to understand and communicate in either English or French, which are Canada's official languages. English or French are the common languages of business as well as languages of instruction in apprenticeship programs.

PIE CHART

OF RED SEAL EXAMINATION

WEIGHTINGS



MWA A	Performs common occupational skills	16%
MWA B	Performs customer service	22%
MWA C	Performs parts acquisition	24%
MWA D	Performs warehousing and inventory	25%
MWA E	Applies business practices	13%

This pie chart represents a breakdown of the interprovincial Red Seal examination. Percentages are based on the collective input from workers from the trade from across Canada. The Task Matrix on the next pages indicates the breakdown of tasks and sub-tasks within each Major Work Activity and the breakdown of questions assigned to the Tasks. The Interprovincial examination for this trade has 120 questions.

PARTS TECHNICIAN TASK MATRIX

A – Performs common occupational skills

16%

Task A-1 Performs safety-related functions 23%	A-1.01 Maintains safe work environment	A-1.02 Uses personal protective equipment (PPE) and safety equipment	
Task A-2 Uses tools and equipment 32%	A-2.01 Uses catalogs and price lists	A-2.02 Uses hand tools	A-2.03 Operates power tools
	A-2.04 Operates warehouse tools and equipment	A-2.05 Uses measuring and testing tools and equipment	A-2.06 Operates business machines
	A-2.07 Uses computers and digital devices		
Task A-3 Organizes work 27%	A-3.01 Uses work-related documents	A-3.02 Prioritizes tasks	
Task A-4 Communicates with others 18%	A-4.01 Uses communication techniques	A-4.02 Uses mentoring techniques	

B – Performs customer service

22%

Task B-5 Provides services to retail customers 22%	B-5.01 Identifies retail customers' needs	B-5.02 Provides technical information to retail customers	
Task B-6 Provides services to wholesale customers 22%	B-6.01 Identifies wholesale customers' needs	B-6.02 Provides training opportunities and technical information to wholesale customers	
Task B-7 Provides services to internal customers 21%	B-7.01 Identifies internal customers' needs	B-7.02 Maintains inventory and records for internal customers	
Task B-8 Provides general customer service and support 35%	B-8.01 Prepares customer quotes	B-8.02 Provides no-fee value-added services and information	B-8.03 Records customer information
	B-8.04 Implements product improvement programs (PIP)		

C – Performs parts acquisition

24%

Task C-9 Identifies parts 56%	C-9.01 Identifies parts function	C-9.02 Identifies parts application	C-9.03 Identifies parts number
Task C-10 Sources parts 44%	C-10.01 Searches inventory for parts	C-10.02 Identifies suppliers	C-10.03 Purchases parts
	C-10.04 Arranges shipment of special orders		

D – Performs warehousing and inventory

25%

Task D-11 Handles parts and materials 39%	D-11.01 Maintains storage design layout	D-11.02 Handles sensitive products	D-11.03 Rotates inventory
	D-11.04 Places inventory in designated location		
Task D-12 Performs inventory control 35%	D-12.01 Manages core and warranty inventory	D-12.02 Handles parts inventory recalls	D-12.03 Maintains inventory levels
	D-12.04 Participates in periodic physical inventory count		
Task D-13 Performs shipping and receiving duties 26%	D-13.01 Verifies estimated time of arrival (ETA)	D-13.02 Receives incoming shipment	D-13.03 Resolves order discrepancies
	D-13.04 Prepares for shipment		

E – Applies business practices

13%

<p>Task E-14 Promotes products and services 26%</p>	<p>E-14.01 Displays products and literature</p>	<p>E-14.02 Uses digital marketing</p>	<p>E-14.03 Recommends parts and products to customer</p>
	<p>D-14.04 Recommends services to customer</p>		
<p>Task E-15 Implements pricing formula 29%</p>	<p>E-15.01 Calculates additional costs</p>	<p>E-15.02 Overrides price</p>	
<p>Task E-16 Processes financial transactions 45%</p>	<p>E-16.01 Generates invoices</p>	<p>E-16.02 Accepts payments</p>	<p>E-16.03 Processes customer returns</p>
	<p>E-16.04 Processes day-end reports</p>		

Harmonization of Apprenticeship Training

Provincial and territorial apprenticeship authorities are each responsible for their respective apprenticeship programs. In the spirit of continual improvement, and to facilitate mobility among apprentices in Canada, participating authorities have agreed to work towards harmonizing certain aspects of their programs where possible. After consulting with their stakeholders in the trade, they have reached consensus on the following elements. Note that implementation of these elements may vary from jurisdiction to jurisdiction, depending on their own circumstances. For more information on the implementation in any province and territory, please contact that jurisdiction’s apprenticeship authority.

1. Trade name

The official Red Seal name for this trade is Parts Technician.

2. Number of Levels of Apprenticeship

The number of levels of technical training recommended for this trade is 3 (three).

3. Total Training Hours During Apprenticeship Training

The total hours of training, including both on-the-job and in-school training for this trade is 5400.

4. Sequencing Topics and Related Sub-tasks

The topic titles in the table below are placed in a column for each apprenticeship level for technical training. Each topic is accompanied by the sub-tasks and their reference number. The topics in the grey shaded cells represent those that are covered “in context” with other training in the subsequent years.

Level 1	Level 2	Level 3
	Context	Context
	Safety-Related Functions	Safety-Related Functions
	Tools and Equipment	Tools and Equipment
	Organizes Work	Organizes Work
		Retail Customers
		Wholesale Customers
	Internal Customers	

Safety-Related Functions
1.01 Maintains safe work environment
1.02 Uses personal protective equipment (PPE) and safety equipment

Level 1	Level 2	Level 3
Tools and Equipment 2.01 Uses catalogues and price lists 2.02 Uses hand tools 2.03 Operates power tools 2.04 Operates warehouse tools and equipment 2.05 Uses measuring and testing tools and equipment 2.06 Operates business machines 2.07 Uses computers and digital devices		
Organizes Work 3.01 Uses work-related documents 3.02 Prioritizes tasks		
Communication 4.01 Uses communication techniques		Mentoring 4.02 Uses mentoring technique
Retail Customers 5.01. Identifies retail customers' needs 5.02 Provides technical information to retail customers	Retail Customers 5.02 Provides technical information to retail customers	
Wholesale Customers 6.01 Identifies wholesale customers' needs 6.02. Provides training opportunities and technical information to wholesale customers	Wholesale Customers 6.01 Identifies wholesale customers' needs 6.02. Provides training opportunities and technical information to wholesale customers	
Internal Customers 7.01 Identifies internal customers' needs 7.02 Maintains inventory and records for internal customers		Internal Customers 7.02 Maintains inventory and records for internal customers
General Customer Service 8.02 Provides no-fee value-added services and information 8.03 Records customer information	General Customer Service 8.01 Prepares customer quotes 8.02 Provides no-fee value-added services and information 8.03 Records customer information 8.04 Implements product improvement programs (PIP)	General Customer Service 8.01 Prepares customer quotes 8.02 Provides no-fee value-added services and information 8.03 Records customer information
Parts (Identification) 9.01 Identifies parts function 9.02 Identifies parts application 9.03 Identifies parts number	Parts (Identification) 9.01 Identifies parts function 9.02 Identifies parts application 9.03 Identifies parts number	
Parts (Sourcing) 10.01 Searches inventory for parts 10.02 Identifies suppliers	Parts (Sourcing) 10.01 Searches inventory for parts 10.02 Identifies suppliers 10.03 Purchases parts 10.04 Arranges shipment of special orders	Parts (Sourcing) 10.02 Identifies suppliers 10.03 Purchases parts 10.04 Arranges shipment of special orders

Level 1	Level 2	Level 3
	Parts and Materials (Handling) 11.03 Rotates stock 11.04 Places inventory in designated location	Parts and Materials (Handling) 11.01 Maintains storage design layout 11.02 Handles sensitive products 11.03 Rotates inventory 11.04 Places inventory in designated location
Shipping and Receiving (Introduction) 13.01 Verifies estimated time of arrival (ETA) 13.02 Receives incoming shipment 13.03 Resolves order discrepancies 13.04 Prepares for shipment	Shipping and Receiving 13.01 Verifies estimated time of arrival (ETA) 13.02 Receives incoming shipment 13.03 Resolves order discrepancies 13.04 Prepares for shipment	Shipping and Receiving 13.01 Verifies estimated time of arrival (ETA) 13.02 Receives incoming shipment 13.03 Resolves order discrepancies 13.04 Prepares for shipment
	Products and Services Promotion 14.02 Uses digital marketing 14.03 Recommends parts and products to customer 14.04 Recommends services to customer	Products and Services Promotion 14.01 Displays products and literature 14.02 Uses digital marketing 14.03 Recommends parts and products to customer 14.04 Recommends services to customer
		Pricing Formula 15.01 Calculates additional costs 15.02 Overrides price
Financial Transactions 16.01 Generates invoices	Financial Transactions 16.01 Generates invoices 16.02 Accepts payments 16.03 Processes customer returns 16.04 Processes day-end reports	Financial Transactions 16.03 Processes customer returns 16.04 Processes day-end reports

MAJOR WORK ACTIVITY A

Performs common occupational skills

TASK A-1 Performs safety-related functions

TASK DESCRIPTOR

Parts technicians need to be familiar with safety procedures, the location of personal protective equipment (PPE) and safety equipment, and how to properly use that equipment.

A-1.01 Maintains safe work environment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-1.01.01P	follow safety practices	safety practices are followed according to jurisdictional regulations and company policies
A-1.01.02P	identify, act upon and report unsafe or potentially hazardous conditions	unsafe or potentially hazardous conditions are identified and acted upon by documenting and reporting
A-1.01.03P	handle and store dangerous goods	dangerous goods are handled and stored in designated areas according to training and jurisdictional regulations
A-1.01.04P	dispose of dangerous goods	dangerous goods are disposed of according to environmental regulations
A-1.01.05P	identify and correct unsafe practices	unsafe practices are identified and corrected by documenting and reporting
A-1.01.06P	perform housekeeping duties	housekeeping duties are performed

RANGE OF VARIABLES

jurisdictional regulations include: International Organization for Standardization (ISO) procedures, federal [Workplace Hazardous Materials Information System (WHMIS)]

hazardous conditions include: oil on the floor, tripping hazards, obstruction in a pathway, poor lighting

dangerous goods include: batteries, automotive and industrial paint supplies, corrosive chemicals, explosive chemicals, sharp objects, cleaning chemicals

unsafe practices include: co-worker not wearing required PPE, operating lifting equipment in an incorrect manner, poor lifting techniques

housekeeping duties include: sweeping floors, disposing of packaging material

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
A-1.01.01L	demonstrate knowledge of maintaining a safe work environment	define terminology associated with safe work environments
		identify potential hazards and describe safe work practices associated with maintaining safe work environments
		describe factors to consider when handling, storing or disposing of dangerous goods
		interpret jurisdictional regulations and company policies pertaining to maintaining a safe work environment
A-1.01.02L	demonstrate knowledge of procedures to maintain a safe work environment	describe safety practices and procedures to maintain safe work environments
		describe procedures to correct unsafe practices
		describe procedures to handle, store and dispose of dangerous goods
		describe procedures for housekeeping duties

RANGE OF VARIABLES

dangerous goods include: batteries, automotive and industrial paint supplies, corrosive chemicals, explosive chemicals, sharp objects, cleaning chemicals

jurisdictional regulations include: ISO procedures, federal (WHMIS)

unsafe practices include: co-worker not wearing required PPE, operating lifting equipment in an incorrect manner, poor lifting techniques

housekeeping duties include: sweeping floors, disposing of packaging material

A-1.02**Uses personal protective equipment (PPE) and safety equipment**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-1.02.01P	ensure fit of PPE	fit of PPE is ensured
A-1.02.02P	seek assistance when unfamiliar with how to use PPE or safety equipment	assistance is sought when unfamiliar with how to use PPE or safety equipment
A-1.02.03P	use safety equipment	safety equipment is used according to operating instructions
A-1.02.04P	inspect PPE and safety equipment	PPE and safety equipment are inspected
A-1.02.05P	maintain PPE and safety equipment	PPE and safety equipment are maintained
A-1.02.06P	store safety equipment	safety equipment is stored in designated area
A-1.02.07P	identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment	worn, damaged, expired or defective PPE and safety equipment is identified and removed from service or repaired

RANGE OF VARIABLES

PPE includes: masks (charcoal masks with respirators), gloves, eye protection (safety glasses), hardhats, face shields, hazardous materials suit, breathing apparatus, boots, respiratory equipment, ear protection
safety equipment includes: lifting straps, chain slings, eye wash stations, first aid kits, fire extinguishers, fire blankets, spill containment equipment, safety harnesses, lanyards

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-1.02.01L	demonstrate knowledge of use of PPE and safety equipment	identify types of PPE and safety equipment , and describe their characteristics and applications
		define terminology associated with PPE and safety equipment
		identify potential hazards and describe safe work practices associated with use of PPE and safety equipment
		interpret codes and regulations pertaining to use of PPE and safety equipment
		describe steps to take when unfamiliar with use of PPE and safety equipment
		describe factors to consider when inspecting PPE and safety equipment

		describe factors to consider when maintaining PPE and safety equipment
		describe factors to consider when storing PPE and safety equipment
		describe factors to consider when removing PPE and safety equipment from service
A-1.02.02L	demonstrate knowledge of procedures to use of PPE and safety equipment	describe procedures to use PPE and safety equipment
		describe procedures to ensure fit of PPE
		describe procedures to inspect PPE and safety equipment
		describe procedures to maintain PPE and safety equipment
		describe procedures to store PPE and safety equipment
		describe procedures to remove from service or repair worn, damaged, expired or defective PPE and safety equipment

RANGE OF VARIABLES

PPE includes: masks (charcoal masks with respirators), gloves, eye protection (safety glasses), hardhats, face shields, hazardous materials suit, breathing apparatus, boots, respiratory equipment, ear protection

safety equipment includes: lifting straps, chain slings, eye wash stations, first aid kits, fire extinguishers, fire blankets, spill containment equipment, safety harnesses, lanyards

codes and regulations include: WHMIS, Transportation of Dangerous Goods (TDG), Occupational Health and Safety (OH&S)

TASK A-2 Uses tools and equipment

TASK DESCRIPTOR

Parts technicians need to know how to use a wide range of tools and equipment to complete their work accurately and in a timely fashion. Proper use of PPE and safety equipment is mandatory when operating tools and equipment.

A-2.01 Uses catalogs and price lists

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
A-2.01.01P	navigate supplier and manufacturers' web sites	suppliers' and manufacturers' web sites are navigated and information is found according to requirements
A-2.01.02P	interpret manufacturers' terminology	manufacturers' terminology is interpreted
A-2.01.03P	identify supplier of a specific item	supplier of a specific item is identified
A-2.01.04P	locate part and part number	part and part number are located by using cross-references, electronic parts catalogs and sublists
A-2.01.05P	interpret pricing structure and levels	pricing structure and levels are interpreted according to company policy and procedures

KNOWLEDGE

Learning Outcomes		Learning Objectives
A-2.01.01L	demonstrate knowledge of interpreting catalogs and <i>price lists</i>	identify <i>types of catalogs</i> and <i>price lists</i> , and describe their characteristics and applications
		define terminology associated with catalogs and <i>price lists</i>
		describe various cataloging and pricing structures and levels and how they are used
		explain the differences of margin and mark-up
		identify and navigate various manufactures' websites
		explain procedures to locate specific parts from various suppliers

		explain procedures to cross-reference original equipment manufacturer (OEM) and aftermarket part numbers to secondary product lines
		explain pricing structures and levels
A-2.01.02L	demonstrate knowledge of procedures to use catalogs and price lists	describe procedures to locate various part numbers using both electronic and printed catalogs
		describe procedures to calculate part pricing
		describe procedures to navigate manufactures' websites
		describe procedures to outsource parts from various suppliers
		describe cross-referencing procedures

RANGE OF VARIABLES

types of catalogs include: printed, electronic

price lists include: retail, jobber, wholesale, cost

A-2.02 Uses hand tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.02.01P	select and use hand tools	hand tools are selected and used according to task
A-2.02.02P	maintain hand tools	hand tools are maintained according to manufacturers' specifications
A-2.02.03P	store hand tools	hand tools are stored in designated area
A-2.02.04P	identify worn, damaged or defective hand tools	worn, damaged or defective hand tools are identified and removed from service, repaired or replaced

RANGE OF VARIABLES

hand tools include: knives, magnifying glasses, hammers, wrenches, ratchets and sockets, pressure gauges, torque wrenches, cutting tools, electronic diagnostic tools, screw drivers, pry bars

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.02.01L	demonstrate knowledge of hand tools , and their characteristics and applications	identify types of hand tools and describe their characteristics and applications
		define terminology associated with hand tools
		identify potential hazards and describe safe work practices associated with using hand tools
		describe hand tools storage requirements
		describe worn, damaged or defective hand tools
A-2.02.02L	demonstrate knowledge of procedures to use, calibrate, store and maintain hand tools	describe procedures to use hand tools
		describe procedures used to calibrate, store and maintain hand tools
		describe procedures to tag-out damaged or defective hand tools and send out for repair or replacement

RANGE OF VARIABLES

hand tools include: knives, magnifying glasses, hammers, wrenches, ratchets and sockets, pressure gauges, torque wrenches, cutting tools, electronic diagnostic tools, screw drivers, pry bars

A-2.03 Operates power tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.03.01P	select and use power tools	power tools are selected and used according to task
A-2.03.02P	maintain power tools	power tools are maintained according to manufacturers' specifications

A-2.03.03P	store power tools	power tools are stored in designated area
A-2.03.04P	identify worn, damaged or defective power tools	worn, damaged or defective power tools are identified, removed from service, repaired or replaced

RANGE OF VARIABLES

power tools include: drills, hydraulic hose crimpers, chop saws, grinders, cut-off saws, hydraulic presses, electric drills, brake lathes, impact wrenches, alternator/starter bench testers, voltage regulator, module testers, amperage voltage resistance (AVR) testing equipment, battery chargers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.03.01L	demonstrate knowledge of power tools , and their characteristics and applications	identify types of power tools , and describe their characteristics and applications
		define terminology associated with power tools
		identify potential hazards and describe safe work practices associated with using power tools
A-2.03.02L	demonstrate knowledge of procedures to use, store and maintain power tools	describe worn, damaged or defective power tools
		describe procedures to use power tools
		describe procedures to store and maintain power tools
		describe procedures to tag-out damaged or defective power tools and send out for repair or replacement

RANGE OF VARIABLES

power tools include: drills, hydraulic hose crimpers, chop saws, grinders, cut-off saws, hydraulic presses, electric drills, brake lathes, impact wrenches, alternator/starter bench testers, voltage regulator, module testers, AVR testing equipment, battery chargers

A-2.04 Operates warehouse tools and equipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.04.01P	select and use warehouse tools and equipment	warehouse tools and equipment are selected and used according to task
A-2.04.02P	operate warehouse tools and equipment	warehouse tools and equipment are operated according to lifting practices and carrying procedures
A-2.04.03P	store warehouse tools and equipment	warehouse tools and equipment are stored in designated area
A-2.04.04P	inspect warehouse tools and equipment	warehouse tools and equipment are inspected before use according to jurisdictional regulations regarding inspections
A-2.04.05P	maintain warehouse tools and equipment	warehouse tools and equipment are maintained according to manufacturers' specifications
A-2.04.06P	identify worn, damaged or defective warehouse tools and equipment	worn, damaged or defective warehouse tools and equipment are identified, removed from service, repaired or replaced

RANGE OF VARIABLES

warehouse tools and equipment include: forklifts, power pallet jacks, handcarts, banding and strapping equipment, rigging and hoisting equipment, air staplers, hoists, pallet jacks, ladders, carousels, order pickers, motor vehicles (ride-on pallet trucks)

jurisdictional regulations include: ISO procedures, federal (WHMIS)

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.04.01L	demonstrate knowledge of warehouse tools and equipment , and their characteristics and applications	identify types of warehouse tools and equipment , and describe their characteristics and applications
		define terminology associated with warehouse tools and equipment
		identify potential hazards and describe safe work practices associated with using warehouse tools and equipment
		describe lifting practices and carrying procedures when operating warehouse tools and equipment

		describe rigging and hoisting techniques to move parts when operating warehouse tools and equipment
A-2.04.02L	demonstrate knowledge and procedures to use, inspect, store and maintain warehouse tools and equipment	describe procedures to use warehouse tools and equipment
		describe procedures to operate warehouse lifting equipment
		describe procedures to rig and hoist warehouse lifting equipment
		describe procedures to inspect, store and maintain warehouse tools and equipment
		describe procedures to tag-out damaged or defective warehouse tools and equipment and remove, repair or replace

RANGE OF VARIABLES

warehouse tools and equipment include: forklifts, power pallet jacks, handcarts, banding and strapping equipment, rigging and hoisting equipment, air staplers, hoists, pallet jacks, ladders, carousels, order pickers, motor vehicles (ride-on pallet trucks)

A-2.05 Uses measuring and testing tools and equipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.05.01P	select and use measuring and testing tools and equipment	measuring and testing tools and equipment are selected and used according to task
A-2.05.02P	inspect and maintain measuring and testing tools and equipment	measuring and testing tools and equipment are inspected and maintained according to manufacturers' specifications
A-2.05.03P	store measuring and testing tools and equipment	measuring and testing tools and equipment are stored in designated area
A-2.05.04P	identify worn, damaged or defective measuring and testing tools and equipment	worn, damaged or defective measuring and testing tools and equipment are identified, removed, repaired or replaced

RANGE OF VARIABLES

measuring and testing tools and equipment include: measuring tapes, micrometers, scales, battery testers and chargers, digital and vernier calipers, thread pitch gauges, belt measuring tools

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.05.01L	demonstrate knowledge of measuring and testing tools and equipment , and their characteristics and applications	identify types of measuring and testing tools and equipment , and describe their characteristics and applications
		define terminology associated with measuring and testing tools and equipment
		describe differences between metric and imperial measurement
		identify potential hazards and describe safe work practices associated with using measuring and testing tools and equipment
		identify and describe operation and limitations of measuring and testing tools and equipment
A-2.05.02L	demonstrate knowledge of procedures to use measuring and testing tools and equipment	describe procedures to use measuring and testing tools and equipment
		describe procedures to inspect, store and maintain measuring and testing tools and equipment
		describe procedures to tag-out damaged or defective measuring and testing tools and equipment and recalibrate, repair or replace

RANGE OF VARIABLES

measuring and testing tools and equipment include: measuring tapes, micrometers, scales, battery testers and chargers, digital and vernier calipers, thread pitch gauges, belt measuring tools

A-2.06 Operates business machines

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.06.01P	select and use business machines	business machines are selected and used according to task
A-2.06.02P	secure business machines when not in use	business machines are secured when not in use

A-2.06.03P	maintain business machines	business machines are maintained according to manufacturers' specifications
A-2.06.04P	identify worn, damaged or defective business machines	worn, damaged or defective business machines are identified, removed, repaired or replaced

RANGE OF VARIABLES

business machines include: facsimile (fax) machines, scanners, photocopiers, debit/credit card machines, cash registers, barcode scanner, printers, calculators, postage meters

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
A-2.06.01L	demonstrate knowledge of business machines , and their characteristics and applications	identify types of business machines , and describe their characteristics and applications
		define terminology associated with business machines
		identify potential hazards and describe safe work practices associated with using business machines
		describe worn, damaged, faulty or defective business machines
A-2.06.02L	demonstrate knowledge of procedures to use, secure and maintain business machines	describe procedures to use business machines
		describe procedures to secure business machines when not in use
		describe procedures to maintain business machines
		describe procedures to remove, repair or replace damaged or defective business machines

RANGE OF VARIABLES

business machines include: fax machines, scanners, photocopiers, debit/credit card machines, cash registers, barcode scanner, printers, calculators, postage meters

A-2.07 Uses computers and digital devices

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.07.01P	use digital devices	digital devices are used to communicate, update and access information
A-2.07.02P	create and interpret computer-generated documents	computer-generated documents are created and interpreted
A-2.07.03P	navigate online systems	online systems are navigated to search, order, update and send information using internal networks, the Internet and virtual private networks (VPN)
A-2.07.04P	log onto computer and load programs	computer is logged onto and programs loaded
A-2.07.05P	troubleshoot and report computer system and program problems	computer system and program problems are troubleshoot or reported according to company policies and procedures
A-2.07.06P	secure or turn off digital devices when not in use	digital devices are secured or turned off when not in use
A-2.07.07P	maintain external computer components	external computer components are maintained

RANGE OF VARIABLES

digital devices include: tablets, mobile phones, cameras, laptops, memory sticks, CDs, DVDs, desktop computers, Wi-Fi, Bluetooth, portable hard drives

computer-generated documents include: invoices, pick tickets, customer records, purchase orders (PO), shipping documents, packing lists, special orders, work orders, dispatch lists, credit memos

online systems include: inventory control, ordering control, cataloging, invoicing, pricing, scanning, purchasing

external computer components include: keyboards, monitors, mouse, portable hard drives, cables and connectors, scanners, printers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.07.01L	demonstrate knowledge of digital devices , their applications and secure use	identify types of digital devices , and describe their characteristics and applications
		define terminology associated with digital devices
		identify potential hazards and describe safe work practices associated with using digital devices

		explain importance of using digital devices to communicate and update information securely
		describe computer-generated documents
A-2.07.02L	demonstrate knowledge of procedures to use digital devices	describe procedures to use digital devices securely
		describe procedures to create and generate computer-generated documents with required parameters
		describe procedures to secure or shut down digital devices when not in use
A-2.07.03L	demonstrate knowledge of online systems and computer components	identify types of online systems and computer components, and describe their characteristics and applications
		describe procedures to log onto computers and load programs
		describe procedures to maintain, troubleshoot or report problems with computer components and programs

RANGE OF VARIABLES

digital devices include: tablets, mobile phones, cameras, laptops, memory sticks, CDs, DVDs, desktop computers, Wi-Fi, Bluetooth, portable hard drives

computer-generated documents include: invoices, pick tickets, customer records, PO, shipping documents, packing lists, special orders, work orders, dispatch lists, credit memos

online systems include: inventory control, ordering control, cataloging, invoicing, pricing, scanning, purchasing

TASK A-3 Organizes work

TASK DESCRIPTOR

Time management of priorities and knowing where to find the accurate information quickly is necessary to complete tasks efficiently.

A-3.01 Uses work-related documents

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
A-3.01.01P	interpret documentation	documentation is interpreted
A-3.01.02P	determine relevant information to provide to external and internal customers or technicians	relevant information is provided to external and internal customers or technicians
A-3.01.03P	complete forms	forms are completed
A-3.01.04P	file documentation	documentation is filed according to company policies and procedures

RANGE OF VARIABLES

documentation includes: SDS, technical service bulletins (TSB), warranties, schematics, TDG booklets, catalogs, recalls, manuals, maintenance records, field service action (FSA)

forms include: point of sale invoicing, shipping and receiving forms (packing slips, purchase orders, bill of lading, order and return forms), warranty claims, equipment registration documents, inspection

KNOWLEDGE

Learning Outcomes		Learning Objectives
A-3.01.01L	demonstrate knowledge of documentation and forms , and their characteristics and applications	identify types of documentation and forms , and describe their characteristics and applications
		define terminology associated with documentation and forms
		describe shipping and receiving documentation
A-3.01.02L	demonstrate knowledge of procedures to create, use and file documentation and forms	describe different organizational techniques for documentation and forms
		describe procedures to create and use documentation and forms

describe procedures to use purchase orders to obtain merchandise or services from suppliers

describe procedures to file **documentation** and **forms**

RANGE OF VARIABLES

documentation includes: SDS, TSB, warranties, schematics, TDG booklets, catalogs, recalls, manuals, maintenance records, FSA

forms include: point of sale invoicing, shipping and receiving forms (packing slips, purchase orders, bill of lading, order and return forms), warranty claims, equipment registration documents, inspection

A-3.02 Prioritizes tasks

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-3.02.01P	manage multiple tasks at the same time	multiple tasks are managed at the same time
A-3.02.02P	reassess priorities	priorities are reassessed considering factors
A-3.02.03P	create work schedule	schedule is assigned according to work load
A-3.02.04P	sequence tasks	tasks are sequenced according to deadlines
A-3.02.05P	map out inventory picking sequence	inventory picking sequence is mapped out for efficiency
A-3.02.06P	unpack materials/shipments	materials/shipments are unpacked according to importance

RANGE OF VARIABLES

factors include: due date, dollar value and downtime to customer, emergency or rush order, special order or stock order, merchandise recall

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-3.02.01L	demonstrate knowledge of prioritizing tasks, and their characteristics and applications	identify types of tasks, and describe their characteristics and applications
		define terminology associated with prioritizing tasks

		identify potential hazards and describe safe work practices associated with prioritizing tasks
		explain importance of scheduling, prioritizing tasks and associated follow-up
A-3.02.02L	demonstrate knowledge of procedures to prioritize and schedule tasks	describe procedures to prioritize tasks
		describe procedures to schedule work load
		describe efficient inventory picking sequences and associated factors
		describe efficient inventory shipment unpacking sequences and associated factors

RANGE OF VARIABLES

factors include: due date, dollar value and downtime to customer, emergency or rush order, special order or stock order, merchandise recall

TASK A-4 Uses communication and mentoring techniques

TASK DESCRIPTOR

Learning in the trades is done primarily in the workplace with tradespeople passing on their skills and knowledge to apprentices, as well as sharing knowledge among themselves. Apprenticeship is, and always has been about mentoring – learning workplace skills and passing them on. Because of the importance of this to the trade, this task covers the activities related to communication in the workplace and mentoring skills.

A-4.01 Uses communication techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-4.01.01P	acknowledge others in a professional manner	others are acknowledged in a professional manner
A-4.01.02P	communicate with others (individuals or in a group)	instructions and messages are communicated effectively and understood

A-4.01.03P	present an image of professionalism	professional image is presented to others by using professional language, writing techniques , illustrations, and e-mail/text etiquette
A-4.01.04P	listen using active listening practices	active listening practices are utilized to ensure understanding
A-4.01.05P	use open-ended questions to enhance understanding	open-ended questions are used to enhance understanding
A-4.01.06P	provide illustrations or printed materials	illustrations or printed materials are provided to others to effectively convey mechanical components
A-4.01.07P	use standard company forms and letters when corresponding with others	standard company forms and letters are used when corresponding with others
A-4.01.08P	receive and respond to feedback on work	response to feedback indicates understanding and corrective measures are taken
A-4.01.09P	explain and provide feedback	explanation and feedback is provided and task is carried out as directed
A-4.01.10P	use conflict management techniques to deal with difficulties with others and to resolve conflicts	difficulties with others and conflicts are resolved using conflict management techniques
A-4.01.11P	participate in safety and information meetings	meetings are attended, information is relayed to the workforce, and is applied

RANGE OF VARIABLES

others include: technicians, colleagues, management, suppliers, customers, public agencies

communicate includes: in-person, by telephone, through illustrations and printed materials, written, text, email, video conferencing

language includes: written, verbal, non-verbal (demeanor, tone)

writing techniques include: grammar, punctuation, spelling, clarity

active listening includes: hearing, interpreting, reflecting, responding, paraphrasing, asking questions

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-4.01.01L	demonstrate knowledge of effective communication practices	describe the importance of using effective verbal and non-verbal communication with people in the workplace
		identify sources of information to effectively communicate
		describe communication and learning styles
		describe effective listening and speaking skills
		describe personal responsibilities and attitudes that contribute to on-the-job success

explain value of diversity in the workplace

describe communication that constitutes **harassment** and **discrimination** and associated policies and procedures

describe conflict management techniques

RANGE OF VARIABLES

people in the workplace include: other tradespeople, colleagues, apprentices, supervisors, clients, authorities having jurisdiction (AHJ), manufacturers

sources of information include: regulations, codes, occupational health and safety requirements, AHJ requirements, prints, drawings, specifications, company and client documentation

communicate includes: in-person, by telephone, through illustrations, in writing

learning styles include: seeing it, hearing it, trying it

personal responsibilities and attitudes include: asking questions, working safely, accepting constructive feedback, time management and punctuality, respect for authority, good stewardship of materials, tools and property, efficient work practice

harassment includes: any unwanted physical or verbal behaviour that offends or causes humiliation to the recipient

discrimination is prohibited based on: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability, genetic characteristics, pardoned conviction

A-4.02 Uses mentoring techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
A-4.02.01P	identify and communicate learning objectives	apprentice or learner can explain the learning objectives
A-4.02.02P	identify learning, and link to other lessons and job scenarios	learning is identified, and linked to different job scenarios including unplanned learning opportunities
A-4.02.03P	demonstrate performance of a skill to an apprentice or learner	performance of a skill is demonstrated using steps required to demonstrate a skill
A-4.02.04P	set up conditions required for an apprentice or learner to practice a skill	practice conditions are set up so that the skill can be practiced safely by apprentice or learner
A-4.02.05P	assess apprentice or learner's ability to perform tasks with increasing independence	performance of apprentice or learner improves with practice to a point where skill can be done independently

A-4.02.06P	give supportive and corrective feedback	apprentice or learner adopts best practice after having been given supportive or corrective feedback
A-4.02.07P	support apprentices or learners in pursuing technical training opportunities	technical training is completed within timeframe prescribed by apprenticeship authority
A-4.02.08P	support anti- harassment in the workplace	workplace is harassment and discrimination -free
A-4.02.09P	assess apprentice or learner suitability to the trade during probationary period	apprentice or learner is given feedback that helps them identify their own strengths and weaknesses and suitability for the trade

RANGE OF VARIABLES

steps required to demonstrate a skill include: understanding the who, what, where, when, why and how, explaining, showing, giving encouragement, following up to ensure skill is performed correctly

practice conditions mean: guided, limited independence, full independence

harassment includes: any unwanted physical or verbal behaviour that offends or causes humiliation to the recipient

discrimination is prohibited based on: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability, genetic characteristics, pardoned conviction

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-4.02.01L	demonstrate knowledge of strategies for learning skills in the workplace	describe importance of individual experience
		describe shared responsibilities for workplace learning
		determine one's own learning preferences and explain how these relate to learning new skills
		describe importance of different types of skills in the workplace
		describe importance of essential skills in the workplace
		describe different learning styles
		describe different learning needs and strategies to meet them
A-4.02.02L	demonstrate knowledge of strategies for teaching workplace skills	describe strategies to assist in learning a skill
		describe different roles played by a workplace mentor
		describe teaching skills
		explain importance of identifying the point of a lesson

	describe how to choose a good time to present a lesson
	explain importance of linking the lessons
	describe components of the skill (the context)
	describe considerations in setting up opportunities for skill practice
	explain importance of providing feedback
	describe techniques for giving effective feedback
	describe skills assessment
	describe methods of assessing progress
	explain how to adapt a lesson to different situations

RANGE OF VARIABLES

essential skills are: reading, document use, writing, oral communication, numeracy, thinking, working with others, digital technology, continuous learning

learning styles include: seeing it, hearing it, trying it

learning needs include: learning disabilities, learning preferences, language proficiency

strategies to assist in learning a skill include: understanding the basic principles of instruction, developing coaching skills, being mature and patient, providing feedback

teaching skills include: identifying the point of the lesson, linking the lesson, demonstrating the skill, providing practice, giving feedback, assessing skills and progress

MAJOR WORK ACTIVITY B

Performs customer service

TASK B-5 Provides services to retail customers

TASK DESCRIPTOR

Parts technicians must be resourceful in accessing information in order to satisfy retail customers' needs. For example, they must use their knowledge of sector-specific markets and available technical support as well as be able to use effective communication skills and techniques to understand customer needs in order to provide appropriate parts, products and services.

B-5.01 Identifies retail customers' needs

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-5.01.01P	interpret customer description of request and priority	customer description of request and priority is interpreted by asking closed and open-ended questions to identify parts required
B-5.01.02P	compare failed, worn or defective parts to replacement parts	failed, worn or defective parts are compared to replacement parts to confirm proper fit and function
B-5.01.03P	advise customer of related parts and products	customer is advised of related parts and products that may be required

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-5.01.01L	demonstrate knowledge of identifying retail customer needs	describe effective communication techniques when dealing with retail customers
		describe customer expectations
		explain consequences of erroneous advice
		describe nature of retail customers' business
		describe options to reduce customer downtime

		describe customer service policies
		explain differences between retail, internal and wholesale customers
		identify available technical support
		describe OEM and aftermarket alternative parts, and their function and application
		describe parts and any related parts and products that may be required
B-5.01.02L	demonstrate knowledge of procedures to identify retail customer needs	describe procedures to identify retail customer needs
		describe procedures to identify parts and products related to retail customer needs
		describe procedures to confirm proper fit and function of replacement parts

RANGE OF VARIABLES

technical support includes: manufacturers' support call centres, shop technicians, online repair manuals

B-5.02 Provides technical information to retail customers

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-5.02.01P	identify parts and literature	parts and literature are identified according to manufacturers' and suppliers' technical support
B-5.02.02P	identify manufacturers' specialty installation tool requirements	manufacturers' specialty installation tool requirements are identified and provided to customer
B-5.02.03P	research online resources for technical information	online resources are researched for technical information

RANGE OF VARIABLES

literature includes: technical bulletins, specialized installation procedures, catalogs, brochures

technical support includes: online, manufacturers' support call centres, shop technicians, online repair manuals

specialty installation tool includes: ball joint service tool, caliper service kit, torque wrench, special screwdriver, crank case socket, brackets

technical information includes: installation instructions, equipment specifications, wiring diagrams, preventative maintenance measures

KNOWLEDGE

Learning Outcomes	Learning Objectives	
B-5.02.01L	demonstrate knowledge technical information , and its' characteristics and applications	identify types of technical information provided to retail customers and describe its' characteristics and applications
		define terminology associated with technical information
		describe effective communication techniques when dealing with customers
		describe consequences of erroneous advice
		describe options to reduce customer downtime
		describe available technical support
		describe literature to be obtained from manufacturers' and suppliers' technical support
		describe OEM and aftermarket alternative parts, and their function and application
B-5.02.02L	demonstrate knowledge of procedures to research and provide technical information to retail customers	describe required specialty installation tools and compounds
		describe procedures to research and provide technical information to retail customers

RANGE OF VARIABLES

technical information includes: installation instructions, equipment specifications, wiring diagrams, preventative maintenance measures

technical support includes: online, manufacturers' support call centres, shop technicians, online repair manuals

literature includes: technical bulletins, specialized installation procedures, catalogs, brochures

specialty installation tools and compounds include: ball joint service tool, caliper service kit, torque wrench, special screwdriver, crank case socket, brackets, sealants

TASK B-6 Provides services to wholesale customers

TASK DESCRIPTOR

Parts technicians must be resourceful in accessing information in order to satisfy wholesale customers' needs. For example, they must use their knowledge of sector-specific markets and available technical support. They must be able to use effective communication skills and techniques to understand customer needs in order to provide appropriate parts, products and services, and to provide technical training opportunities

B-6.01 Identifies wholesale customers' needs

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-6.01.01P	identify potential product benefits	potential product benefits are identified and recommended to wholesale customers
B-6.01.02P	identify parts and products required	required parts and products are identified by interpreting customers' description of request, and priority and time requirements by asking closed and open-ended questions
B-6.01.03P	confirm proper application, fit and function	proper application, fit and function are confirmed by comparing identification number of failed, worn or defective parts against identification number of replacement parts
B-6.01.04P	obtain information on wholesale customers' in-house inventory levels of parts and products	information is obtained from wholesale customers regarding their in-house inventory levels of parts and products
B-6.01.05P	inform wholesale customers of return policy procedure	wholesale customers are informed of return policy procedure

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-6.01.01L	demonstrate knowledge of identifying wholesale customer needs	describe effective communication techniques when dealing with wholesale customers
		explain consequences of erroneous advice
		describe nature of wholesale customers' business

		describe options to reduce wholesale customer downtime
		describe customer service policies
		explain the difference between retail, internal and wholesale customers
		identify and describe available technical support
		describe OEM and aftermarket alternative parts, and their function and application
		identify and describe parts required
		describe wholesale customer needs and expectations
B-6.01.02L	demonstrate knowledge of procedures to identify wholesale customer needs and information	describe procedures to identify wholesale customers' needs and obtain information on their in-house inventory levels
		describe procedures to identify parts required
		describe return policy procedures
		describe procedures to confirm proper application, fit and function of replacement parts

RANGE OF VARIABLES

technical support includes: online, manufacturers' support call centres, shop technicians, online repair manuals

B-6.02 Provides training opportunities and technical information to wholesale customers

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-6.02.01P	identify potential, current and on-going training needs	potential, current and on-going training needs are identified
B-6.02.02P	assist in planning and coordinating training events	in-house and online training events are planned and coordinated

B-6.02.03P	obtain technical information for wholesale customers	technical information for wholesale customers is obtained by contacting manufacturers and suppliers, or by researching online resources
B-6.02.04P	provide technical information to wholesale customers on related parts and products	technical information on related parts and products is provided to wholesale customers

KNOWLEDGE

Learning Outcomes	Learning Objectives
B-6.02.01L demonstrate knowledge of providing training opportunities and technical information to wholesale customers	identify types of training opportunities, and describe their characteristics and applications
	identify types of technical information , and describe their characteristics and applications
	define terminology associated with technical information
	describe effective communication techniques when dealing with customers
	explain consequences of erroneous advice
	describe options to reduce wholesale customer downtime
	describe available technical support
	identify literature to be obtained from manufacturers' and suppliers' technical support
	describe OEM and aftermarket alternative parts and their function and application
	identify required specialty installation tools and compounds , and describe their characteristics and applications
B-6.02.02L demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers	describe PPE requirements and safety procedures when handling parts and products
	describe procedures to provide training opportunities to wholesale customers
	describe procedures to research and provide technical information to wholesale customers

RANGE OF VARIABLES

technical information includes: installation instructions, equipment specifications, wiring diagrams, preventative maintenance measures

technical support includes: online, manufacturers' support call centres, shop technicians

literature includes: technical bulletins, specialized installation procedures, catalogs, brochures

specialty installation tools and compounds include: ball joint service tool, caliper service kit, torque wrench, special screwdriver, crank case socket, brackets, sealants

TASK B-7 Provides services to internal customers

TASK DESCRIPTOR

Parts technicians must be resourceful in accessing information in order to satisfy internal customers' needs. For example, they must use their knowledge of sector-specific markets. They must also be able to use effective communication skills and techniques to understand their internal customers' needs in order to provide appropriate parts, products and services.

B-7.01 Identifies internal customers' needs

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-7.01.01P	interpret customer's description of request and priority	customer's description of request and priority is interpreted by asking closed and open-ended questions
B-7.01.02P	confirm proper application and function of replacement parts	proper application and function is confirmed by comparing failed, worn, or defective parts to replacement parts
B-7.01.03P	provide recommendations to internal customers regarding their shop supply levels	recommendations are provided to internal customers regarding their shop supply levels by obtaining information from them

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-7.01.01L	demonstrate knowledge of identifying internal customers' needs	identify types of tools and equipment, and describe their characteristics and applications
		identify suppliers and manufacturers of tools and equipment

		describe company policies pertaining to inventory levels, warranty, returns and cores
		describe internal customer fleets
		describe required jurisdictional safety inspections
		describe preventative maintenance programs based on manufacturers' standard operating procedures (SOP) (time-based or mileage-based)
		identify types of shop and bulk supplies , and describe their characteristics and applications
		identify scrap and precious metals and surplus materials for resale/recycle
		describe internal customers' needs and expectations
B-7.01.02L	demonstrate knowledge of procedures to identify internal customers' needs	describe procedures to identify internal customers' needs
		describe procedures to confirm proper application and function of replacement parts
		describe procedures to provide recommendations to internal customers regarding their shop supply levels

RANGE OF VARIABLES

types of shop and bulk supplies include: janitorial, stationery, products, fluids, hardware, tools, safety

B-7.02 Maintains inventory and records for internal customers

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-7.02.01P	expedite repairs of shop tools and equipment	repairs of shop tools and equipment are expedited in order to minimize down-time according to company policies and procedures
B-7.02.02P	maintain warranty and core returns for internal customers	warranty and core returns are maintained for internal customers
B-7.02.03P	maintain tool catalogs	tool catalogs are maintained according to company policies and procedures

B-7.02.04P	maintain kitting inventory levels	kitting inventory levels are maintained according to historical and seasonal usage
B-7.02.05P	maintain historical inventory transactions	historical inventory transactions are maintained according to inventory management systems
B-7.02.06P	maintain physical inventory of tools for internal customers	physical inventory of tools is maintained for internal customers according to company policies and procedures

RANGE OF VARIABLES

shop tools and equipment include: air conditioner (A/C) machines, floor jacks, torque wrenches, pump trucks, scan tools, forklifts, tire machines, hoists, strapping and banding machines

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-7.02.01L	demonstrate knowledge of maintaining inventory and records for internal customers	identify types of shop tools and equipment , and describe their characteristics and applications
		identify suppliers and manufacturers of tools and equipment
		identify repair resources for shop equipment
		describe company policies pertaining to inventory levels, warranty, returns and cores
		describe jurisdictional safety inspections required
		describe preventative maintenance programs based on manufacturers' SOP (time-based or mileage-based)
		identify types of shop and bulk supplies , and describe their characteristics and applications
B-7.02.02L	demonstrate knowledge of procedures to maintain inventory and records for internal customers	identify scrap and precious metals and surplus materials for resale/recycle
		describe procedures to maintain inventory for internal customers
		describe procedures to maintain records for internal customers

RANGE OF VARIABLES

shop tools and equipment include: A/C machines, floor jacks, torque wrenches, pump trucks, scan tools, forklifts, tire machines, hoists, strapping and banding machines

types of shop and bulk supplies include: janitorial, stationery, products, fluids, hardware, tools, safety

TASK B-8 Provides general customer service and support

TASK DESCRIPTOR

Customer service is one of the main focuses of the parts technician trade. The ability to identify customers' requests and requirements is essential for creating lasting customer relationships. Effective communication and the use of efficient business tools and practices allow parts technicians to provide a high standard of customer service and support.

B-8.01 Prepares customer quotes

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-8.01.01P	determine customer price level	customer price level is determined according to company policies and procedures
B-8.01.02P	determine additional costs	additional costs are determined
B-8.01.03P	compile and update quotes	quotes are compiled and updated by entering and retrieving historical information from business data system
B-8.01.04P	apply contractual obligations to customer quote	contractual obligations are applied to customer quote according to company policies and procedures
B-8.01.05P	review details of quote, inform customer of parts availability and advise of included value-added services	details of quote are reviewed, customer is informed of parts availability and advised of included value-added services

RANGE OF VARIABLES

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime, core charges, restocking fees

value-added services include: basic installation, testing parts and batteries, on-site inventory management, discount pricing, expediting services, extended warranty, reporting and documentation, quality control, storage fees

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-8.01.01L	demonstrate knowledge of preparation of customer quotes	describe nature of customers' business requests and requirements
		describe details of customer quotes
		describe differences between internal and external customers

		describe company policies and procedures regarding quote expiration, contractual obligations, price levels, customer service and privacy regulations
		describe effective communication techniques when dealing with customers
		describe required documentation
		describe sector-specific cataloging databases
		identify and describe related parts and products required
		identify and describe delivery service levels
		identify and describe customers' delivery and timeline requirements
		identify and describe value-added services
		describe OEM and aftermarket alternative parts and their applications and functions
B-8.01.02L	demonstrate knowledge of procedures to prepare customer quotes	describe procedures to prepare and update customer quotes
		describe procedures to determine customer price level and calculate additional costs
		describe procedures to access business data systems for quotes and maintain current customer records and contact information

RANGE OF VARIABLES

documentation includes: SDS, TDG manifests, brokerage breakdown

delivery service levels include: ground, air, express, overnight, same-day

value-added services include: basic installation, testing parts and batteries, on-site inventory management, discount pricing, expediting services, extended warranty, reporting and documentation, quality control, storage fees

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime, core charges, restocking fees

B-8.02**Provides no-fee value-added services and information**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-8.02.01P	advise customer of programming, handling and warranty limitations on parts and products	customer is advised of programming, handling and warranty limitations on parts and products
B-8.02.02P	advise customer of manufacturers' information and tutorials on parts and products	customer is advised of manufacturers' information and tutorials on parts and products
B-8.02.03P	locate parts and products that are no longer available	parts and products that are no longer available are located by searching alternative sources
B-8.02.04P	provide customer with literature	literature is provided to customer
B-8.02.05P	inform customer of current and upcoming promotions/programs	customer is informed of current and upcoming promotions/programs
B-8.02.06P	provide after-sales follow-up services	after-sales follow-up services are provided by confirming accuracy and quality of delivery

RANGE OF VARIABLES

alternative sources include: machine shops to rebuild core parts, recyclers, online distributors, local competitors

literature includes: technical bulletins, specialized installation procedures, wiring diagrams, warranty options, preventative maintenance procedures

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-8.02.01L	demonstrate knowledge of providing no-fee value-added services and information	describe nature of customers' business requirements
		describe differences between internal and external customers
		describe effective communication techniques when dealing with customers
		describe types of no-fee value-added services
		describe required literature and documentation
		describe programming, handling, warranty limitations, manufacturers' information and tutorials on parts and products

		describe sector-specific cataloging databases
		identify and describe related parts and products
		identify and describe sector-specific motive structural and mechanical systems
		describe OEM and aftermarket alternative parts and their function and applications
		describe PPE requirements and safety procedures when handling parts and products
		describe current and upcoming promotions/programs
		describe after-sales follow-up services
B-8.02.02L	demonstrate knowledge of procedures to provide no-fee value-added services and information	describe procedures to provide no-fee value-added services and information
		describe procedures to locate parts and products that are no longer available

RANGE OF VARIABLES

value-added services include: basic installation, testing parts and batteries, recommending complementary products and services, on-site inventory management, discount pricing, expediting services

literature includes: technical bulletins, specialized installation procedures, wiring diagrams, warranty options, preventative maintenance procedures

documentation includes: SDS, TDG manifests, brokerage breakdowns

sector-specific motive structural and mechanical systems include: agriculture, automotive, heavy equipment, transit, industrial, truck, coach

B-8.03**Records customer information**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-8.03.01P	enter and update <i>customer information</i> in business data system	<i>customer information</i> is entered and updated in business data system for internal historical records
B-8.03.02P	record <i>customer payment information</i> in business data system	<i>customer payment information</i> is recorded in business data system according to company policies and procedures
B-8.03.03P	maintain customer records	customer records are maintained according to Freedom of Information and Privacy (FOIP) regulations, Canada's Anti-Spam Legislation (CASL) and Do Not Call List (DNCL)

RANGE OF VARIABLES

customer information includes: contact information, equipment make, model and vehicle identification number (VIN), pricing levels, customer payment history

customer payment information includes: credit cards, charge accounts

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-8.03.01L	demonstrate knowledge of <i>customer information</i> and its applications	identify <i>customer information</i> and describe its applications
		describe effective communication techniques when dealing with customers
		describe company policies and procedures regarding price levels, customer service and privacy regulations
B-8.03.02L	demonstrate knowledge of procedures to record <i>customer information</i>	describe procedures to access business data systems to record <i>customer information</i>

RANGE OF VARIABLES

customer information includes: contact information, equipment make, model and VIN, pricing levels, customer payment history

B-8.04**Implements product improvement programs (PIP)**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
B-8.04.01P	determine <i>product improvement programs (PIP)</i> procedures	<i>PIP</i> procedures are determined by adhering to notifications and product updates from manufacturers or suppliers according to company policies and procedures
B-8.04.02P	respond to customer query or inform customer of product improvement or changes	customer queries are responded to and customer is informed of product improvement or changes
B-8.04.03P	acquire product from inventory or supplier	product is acquired from inventory or supplier
B-8.04.04P	adjust inventory	inventory is adjusted
B-8.04.05P	inform customer or service department that part has been received	customer or service department is informed when part has been received
B-8.04.06P	submit documentation to manufacturer or supplier	documentation is submitted to manufacturer or supplier

RANGE OF VARIABLES

product improvement programs (PIP) include: renumbering part numbers, remove from inventory, return to the manufacturer, recalls, new part number sequencing, supersessions

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-8.04.01L	demonstrate knowledge of implementing <i>PIP</i>	identify <i>PIP</i> and describe their characteristics and applications
		describe nature of customers' business requirements
		describe effective communication techniques when dealing with customers
		identify and describe parts and products required
		identify documentation to be submitted to manufacturer or supplier
		describe PPE requirements and safety procedures when handling parts and products

		describe sector-specific cataloging databases
B-8.04.02L	demonstrate knowledge of procedures to implement <i>PIP</i>	describe procedures to implement <i>PIP</i>

RANGE OF VARIABLES

product improvement programs (PIP) include: renumbering part numbers, remove from inventory, return to the manufacturer, recalls, new part number sequencing, supersessions

MAJOR WORK ACTIVITY C

Performs parts acquisition

TASK C-9 Identifies parts

TASK DESCRIPTOR

Parts technicians identify appropriate parts to meet customers' needs on a continuous basis.

C-9.01 Identifies parts function

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
C-9.01.01P	identify part using techniques	techniques are used to identify part according to company policies and procedures
C-9.01.02P	determine where part fits in motive system	location of where part fits in motive system is determined

RANGE OF VARIABLES

techniques include: consulting with customer, comparing part to catalog, consulting a colleague, taking measurements, online resources, manufacturers' reference materials

motive system includes: electrical, electronics, mechanical, hydraulic, structural, pneumatic

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-9.01.01L	demonstrate knowledge of parts, their function and their fit in motive systems	identify different types of parts, and describe their characteristics and applications
		define terminology associated with parts
		describe product lines carried
		identify motive systems , and describe their characteristics and applications
		identify tools related to or required for part application, and describe their characteristics and applications
		describe operating systems

		describe available cataloging resources
		describe available technical assistance
		identify power equipment , and describe their characteristics and applications
C-9.01.02L	demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems	describe procedures to identify parts and their function
		describe procedures to determine where part fits in motive system

RANGE OF VARIABLES

motive system includes: electrical, electronics, mechanical, hydraulic, structural, pneumatic

operating systems include: fuel, hybrid, electric vehicles (EV), hydrogen, electric-powered

power equipment includes: small engine, automotive, agricultural, recreational, industrial, marine

C-9.02 Identifies parts application

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
C-9.02.01P	verify function of parts	function of parts is verified with customer
C-9.02.02P	confirm and interpret parts information	parts information is confirmed and interpreted
C-9.02.03P	consider customer modification to vehicle or parts	customer modification to vehicle or parts is considered

RANGE OF VARIABLES

parts information includes: model or model number, casting number, year, make, VIN

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-9.02.01L	demonstrate knowledge of parts, and their function and fit in motive systems	identify different types of parts, and describe their characteristics and applications
		define terminology associated with parts
		describe product lines carried
		identify motive systems , and describe their characteristics and applications
		identify tools related to or required for part application, and describe their characteristics and applications

		describe operating systems
		describe available cataloguing resources
		describe available technical assistance
		identify power equipment , and describe their characteristics and applications
C-9.02.02L	demonstrate knowledge of procedures to identify parts, and their function and fit in motive systems	describe procedures to identify part and its function
		describe procedures to determine where a part fits in motive system or recommend customer modification to vehicle or parts

RANGE OF VARIABLES

motive systems include: electrical, electronics, mechanical, hydraulic, structural, pneumatic

operating systems include: fuel, hybrid, EV, hydrogen, electric-powered

power equipment includes: small engine, automotive, agricultural, recreational, industrial, marine

C-9.03 Identifies parts number

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
C-9.03.01P	use parts information	parts information is interpreted to obtain part number
C-9.03.02P	measure dimensions of parts	dimensions of parts are measured to determine part number
C-9.03.03P	cross-reference information	information is cross-referenced to determine alternate suppliers' parts numbers
C-9.03.04P	use supersession	supersession is used to determine updated part number

RANGE OF VARIABLES

parts information includes: VIN, make, model, year or production date, manufacturers' part number

dimensions include: OD, ID, length, height, circumference, volume

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-9.03.01L	demonstrate knowledge of parts, and their function and fit in <i>motive systems</i>	identify different types of parts, and describe their characteristics and applications define terminology associated with parts describe product lines carried identify motive structural and mechanical systems, and describe their characteristics and applications identify tools related to or required for part application, and describe their characteristics and applications describe <i>operating systems</i> describe available cataloging resources describe available technical assistance identify <i>power equipment</i> , and describe their characteristics and applications identify and describe alternate suppliers identify types of supersession records, and describe their purpose and applications
C-9.03.02L	demonstrate knowledge of procedures to identify part numbers	describe procedures to identify part numbers describe procedures to measure <i>dimensions</i> of parts describe procedures to cross-reference to determine alternate supplier part numbers describe supersession and associated application and procedures

RANGE OF VARIABLES

motive systems include: electrical, electronics, mechanical, hydraulic, structural, pneumatic

operating systems include: fuel, hybrid, EV, hydrogen, electric-powered

power equipment includes: small engine, automotive, agricultural, recreational, industrial, marine

dimensions include: OD, ID, length, height, circumference, volume

TASK C-10 Sources parts

TASK DESCRIPTOR

Parts technicians must search their inventory and outside suppliers to find and purchase required parts to meet their customers' needs. They may also arrange for delivery of special orders depending on circumstances and priorities.

C-10.01 Searches inventory for parts

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
C-10.01.01P	determine availability of parts and location of bin	availability of parts and location of bin are determined according to inventory management system
C-10.01.02P	produce pick list/ticket	pick list/ticket is produced to acquire parts needed
C-10.01.03P	locate parts for picking	parts are located by reading pick list/ticket
C-10.01.04P	select carrying devices	carrying devices are selected according to location and dimension of parts
C-10.01.05P	determine picking sequence	picking sequence is determined according to location and dimension of parts
C-10.01.06P	retrieve parts from inventory	parts are retrieved from inventory
C-10.01.07P	identify and record parts discrepancies	parts discrepancies are identified and recorded by reconciling and adjusting accordingly
C-10.01.08P	identify damaged or defective parts and products	damaged or defective parts and products are identified by performing comparison and visual inspection

RANGE OF VARIABLES

carrying devices include: hand truck, dolly, cart, battery carrier, forklift, ride-on pallet truck, order pickers, truck mounted forklift

KNOWLEDGE

Learning Outcomes		Learning Objectives
C-10.01.01L	demonstrate knowledge of searching inventory for parts	describe inventory management system
		define terminology associated with searching inventory for parts
		describe store and warehouse layout

		describe bin location system, and determine part location
		describe pick lists/tickets, and their characteristics and applications
		explain picking sequencing
		identify types of carrying devices , and describe their characteristics and applications
		describe company policies and procedures on damaged or defective parts and part discrepancies including reconciling and adjusting
		identify potential hazards, and describe safe work practices associated with retrieving parts from inventory
		describe PPE requirements and safety procedures when handling parts and products
C-10.01.02L	demonstrate knowledge of procedures to search inventory for parts	describe procedures to search inventory for parts
		describe procedures to retrieve parts from inventory
		describe procedures to address damaged or defective parts and part discrepancies

RANGE OF VARIABLES

carrying devices include: hand truck, dolly, cart, battery carrier, forklift, ride-on pallet truck, order pickers, truck mounted forklift

C-10.02 Identifies suppliers

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
C-10.02.01P	search available suppliers for most competitive price and availability	available suppliers are searched for most competitive price and availability
C-10.02.02P	determine alternative sources	alternative sources are determined
C-10.02.03P	identify parts available for rebuilds and source suppliers to rebuild parts	parts available for rebuilds are identified and suppliers sourced to rebuild parts

RANGE OF VARIABLES

suppliers include: OEM, aftermarket, remanufacturers, rebuilders, recyclers

alternative sources include: machine shops to rebuild core parts, recyclers, online distributors, local competitors

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
C-10.02.01L	demonstrate knowledge of identifying suppliers	identify available suppliers , price and availability of parts
		define terminology associated with identifying suppliers
		identify alternative sources , and describe their characteristics and applications
		describe competitive marketing strategies
C-10.02.02L	demonstrate knowledge of procedures to identify suppliers	identify and describe parts available for rebuilds
		describe procedures to identify suppliers
		describe procedures to source suppliers to rebuild parts
		describe procedures to address shortages in inventory

RANGE OF VARIABLES

suppliers include: OEM, aftermarket, remanufacturers, rebuilders, recyclers

alternative sources include: machine shops to rebuild core parts, recyclers, online distributors, local competitors

C-10.03 Purchases parts

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS		
	Performance Criteria	Evidence of Attainment
C-10.03.01P	confirm price and availability	price and availability are confirmed
C-10.03.02P	issue PO, work order, requisition order or repair order	PO, work order, requisition order or repair order is issued
C-10.03.03P	calculate net cost	net cost is calculated taking into consideration additional costs
C-10.03.04P	make back order arrangements	back order arrangements are made

C-10.03.05P	follow up on back orders or outstanding orders	back orders or outstanding orders with suppliers are expedited
C-10.03.06P	confirm suppliers return and warranty policy	suppliers return and warranty policy is confirmed

RANGE OF VARIABLES

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime, core charges, restocking fees

suppliers include: OEM, aftermarket, remanufacturers, rebuilders, recyclers, online distributors, local competitors

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
C-10.03.01L	demonstrate knowledge of purchasing parts	identify available suppliers , and explain process to confirm price and availability of parts
		define terminology associated with purchasing parts
		describe competitive marketing strategies
		explain differences between mark-up and margin
		identify and describe additional costs
C-10.03.02L	demonstrate knowledge of procedures to purchase parts	describe suppliers return policy and warranty
		describe procedures to purchase parts
		explain calculation of downtime costs
		describe procedures to address shortages in inventory
		describe procedure to calculate net cost

RANGE OF VARIABLES

suppliers include: OEM, aftermarket, remanufacturers, rebuilders, recyclers, online distributors, local competitors

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime, core charges, restocking fees

C-10.04 Arranges shipment of special orders

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
C-10.04.01P	determine <i>mode of transportation</i>	<i>mode of transportation</i> is determined according to priority and circumstances
C-10.04.02P	inform customer of additional freight or brokerage charges	customer is informed of additional freight or brokerage charges
C-10.04.03P	consult carrier schedule to determine estimated time of arrival (ETA)	carrier schedule is consulted to determine ETA
C-10.04.04P	inform shipping department of rush orders	shipping department is informed of rush orders
C-10.04.05P	place parts on hold for future pick-up	parts are placed on hold for future pick-up
C-10.04.06P	track shipment to ensure on-time delivery	shipment is tracked to ensure on-time delivery
C-10.04.07P	coordinate delivery of special order with customer	delivery of special order is coordinated with customer

RANGE OF VARIABLES

mode of transportation includes: land, sea, air

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-10.04.01L	demonstrate knowledge of shipping special orders	identify <i>mode of transportation</i> , and describe its characteristics and applications
		identify and describe <i>additional costs</i>
		define terminology associated with shipping special orders
		explain carrier shipping schedule
		identify <i>destination of product</i> options, and describe their characteristics and applications
C-10.04.02L	demonstrate knowledge of procedures to ship and track special orders	describe procedures to ship and track special orders
		describe procedures to communicate with shipping department

describe pick-up procedures

describe procedures to determine size
and weight of part

RANGE OF VARIABLES

mode of transportation includes: land, sea, air

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime, core charges, restocking fees

destination of product includes: delivery bin, front counter, back counter

MAJOR WORK ACTIVITY D

Performs warehousing and inventory

TASK D-11 Handles parts and materials

TASK DESCRIPTOR

Parts technicians must ensure the effective placement of parts and products in the warehouse for ease of retrieval, increased sales and quick service.

D-11.01 Maintains storage design layout

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
D-11.01.01P	label locations	locations are labelled according to company policies and procedures
D-11.01.02P	identify location and placement for new parts	location and placement for new parts are identified according to factors
D-11.01.03P	maintain designated space for incoming inventory	designated space for incoming inventory is maintained according to time of delivery and size of shipment
D-11.01.04P	adjust placement of existing parts	placement of existing parts is adjusted according to factors
D-11.01.05P	maintain loading dock space	loading dock space is maintained for shipping and receiving
D-11.01.06P	maintain unobstructed pathways	unobstructed pathways are maintained to prevent injuries and for ease of access
D-11.01.07P	utilize space to maximum potential	space is utilized for maximum potential

RANGE OF VARIABLES

factors include: size, weight, environment, time sensitive goods, dangerous goods, ease of access, volume of sales, season, time, temperature, light

maximum potential of space includes: stacking, using hooks rather than laying items flat, mezzanine, carousels

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-11.01.01L	demonstrate knowledge of storage design layouts	identify types of warehouse layouts, and describe their characteristics and applications
		define terminology associated with warehouse layouts and their components
		identify hazards, and describe safe work practices associated with storage design layout
		interpret codes and regulations pertaining to storage design layouts and warehouse equipment
		explain dimensions of parts and materials
		explain space requirements for warehouse equipment
D-11.01.02L	demonstrate knowledge of procedures to maintain storage design layout	describe procedures to maintain storage design layout

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S

D-11.02

Handles sensitive products

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-11.02.01P	identify sensitive products	sensitive products are identified
D-11.02.02P	place and secure sensitive products in designated locations	sensitive products are placed and secured in designated locations
D-11.02.03P	identify codes and regulations pertaining to handling sensitive products	codes and regulations pertaining to handling sensitive products are identified
D-11.02.04P	wear PPE	PPE is worn according to product being handled
D-11.02.05P	use specialized tools and equipment for handling sensitive products	specialized tools and equipment are used for handling sensitive products
D-11.02.06P	package sensitive products	sensitive products are packaged according to company policies and procedures and jurisdictional regulations

RANGE OF VARIABLES

sensitive products include: chemicals, electronics, hazardous and dangerous goods, paint, batteries, perishables, mercury

designated locations include: locked cabinet, fireproof cabinet, catch basin, temperature appropriate environment, dangerous goods secured zone, drums

codes and regulations include: WHMIS, OH&S

specialized tools and equipment include: battery transportation clamps, carts, pouring stations for paints, spill kits, acid containers

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
D-11.02.01L	demonstrate knowledge of handling, storing and disposing of sensitive products	identify types of sensitive products , and describe their characteristics and applications
		define terminology associated with sensitive products
		identify hazards and describe safe work practices associated with sensitive products
		describe PPE used when handling sensitive products
		interpret codes and regulations for handling, storing and disposing of sensitive products
		identify designated locations , and describe their characteristics and applications
		identify specialized tools and equipment used for handling sensitive products
D-11.02.02L	demonstrate knowledge of procedures to handle, store, package and dispose of sensitive products	describe procedures to handle store, and dispose of sensitive products
		describe procedures to use specialized tools and equipment for handling sensitive products
		describe procedures to package sensitive products

RANGE OF VARIABLES

sensitive products include: chemicals, electronics, hazardous and dangerous goods, paint, batteries, perishables, mercury

codes and regulations include: WHMIS, OH&S

designated locations include: locked cabinet, fireproof cabinet, catch basin, temperature appropriate environment, dangerous goods secured zone, drums

specialized tools and equipment include: battery transportation clamps, carts, pouring stations for paints, spill kits, acid containers

D-11.03 Rotates inventory

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-11.03.01P	rotate inventory according to first in/first out (FIFO) and last in/first out (LIFO) principles, date code, expiry date, product packaging and obsolescence	inventory is rotated according to FIFO and LIFO principles, date code, expiry date, product packaging and obsolescence
D-11.03.02P	maintain quality of product	quality of product is maintained by following storage requirements

RANGE OF VARIABLES

storage requirements include: avoiding weight compression, preventing weathering, avoiding tipping, storage site inspections, lighting, removing perishables

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-11.03.01L	demonstrate knowledge of inventory rotation	describe purposes for inventory rotation
		define terminology associated with inventory rotation
		identify hazards and describe safe work practices associated with inventory rotation
		interpret codes and regulations pertaining to inventory rotation
		describe storage requirements

D-11.03.02L	demonstrate knowledge of procedures to rotate inventory	describe procedures to rotate inventory
		describe procedures for FIFO and LIFO inventory rotation

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S

storage requirements include: avoiding weight compression, preventing weathering, avoiding tipping, storage site inspections, lighting, removing perishables

D-11.04 Places inventory in designated location

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
D-11.04.01P	verify destination of parts	destination of parts is verified by cross-referencing part information to location
D-11.04.02P	identify location of overstock	location of overstock is identified according to factors
D-11.04.03P	identify and correct errors in parts location	errors in parts location are identified and corrected
D-11.04.04P	place and display inventory	inventory is placed and displayed with part number easily viewed

RANGE OF VARIABLES

factors include: size, weight, environment, time sensitive goods, dangerous goods, ease of access, volume of sales, season, temperature, lighting

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-11.04.01L	demonstrate knowledge of inventory placement	identify types of warehouse layouts, and describe their characteristics and applications
		define terminology associated with inventory placement
		identify hazards, and describe safe work practices associated with inventory placement
		interpret codes and regulations pertaining to inventory systems

		explain inventory placement systems
		explain considerations for storage of materials
		identify benefits of appropriate storage methods
D-11.04.02L	demonstrate knowledge of procedures to place inventory	describe procedures to place and display inventory
		describe procedures to confirm placement of inventory and to rectify errors in placement
		describe procedures to create new location for inventory

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S

inventory placement systems include: alphanumeric, numeric

TASK D-12 Performs inventory control

TASK DESCRIPTOR

Proper inventory control is important for parts technicians to perform their job efficiently on a day-to-day basis.

D-12.01 Manages core and warranty inventory

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-12.01.01P	determine if part is eligible for returns	return eligibility is determined based on factors according to company policies and procedures
D-12.01.02P	confirm warranty coverage	coverage details and procedures to exercise warranty are confirmed
D-12.01.03P	assess core eligibility	core eligibility is assessed by performing visual inspection of core
D-12.01.04P	temporarily tag and store core and warranty returns	core and warranty returns are temporarily tagged and stored in designated area
D-12.01.05P	prepare core and warranty returns	core and warranty returns are prepared in order to obtain full account credit

D-12.01.06P	prepare and submit core return and warranty documentation	core return and warranty documentation is prepared and submitted to supplier within time limits
D-12.01.07P	track status and reconcile credits for core and warranty returns	status of credit for core and warranty returns is tracked, and credits reconciled according to company policies and procedures
D-12.01.08P	inform customer of requirements for warranty	customer is informed at time of purchase of requirements for warranty to remain valid
D-12.01.09P	record part information for warranty	information is recorded at time of purchase or installation to track part for warranty

RANGE OF VARIABLES

factors include: condition, packaging, obsolescence, date of purchase

prepare includes: draining oil, labelling, assure original packaging with legible part number affixed, strapping, securing, specific shipping methods determined by suppliers

requirements for warranty include: completing and sending in warranty claim to manufacturer, confirm product is in rebuildable condition

information includes: serial numbers, casting numbers, customer names, VIN, original part numbers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-12.01.01L	demonstrate knowledge of core and warranty inventory	identify and describe core and warranty inventory
		describe core and warranty coverage details
		define terminology associated with core and warranty inventory
		identify hazards, and describe safe work practices associated with core and warranty inventory
		interpret codes and regulations pertaining to core and warranty inventory
D-12.01.02L	demonstrate knowledge of procedures to manage core and warranty inventory	describe procedures to manage core and warranty inventory
		describe procedures to determine core returns and warranty eligibility
		describe procedures to prepare , store, record and submit core and warranty returns
		describe procedures to reconcile credits for core and warranty returns

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S, TDG

prepare includes: draining oil, labelling, assure original packaging with legible part number affixed, strapping, securing, specific shipping methods determined by suppliers

D-12.02 Handles parts inventory recalls

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-12.02.01P	determine recall information and procedures	recall information and procedures are determined by adhering to notifications and product updates from manufacturers or suppliers according to company policies and procedures
D-12.02.02P	retrieve parts and package for return or disposal	parts and packages are retrieved for return or disposal by adhering to notifications and product updates from manufacturers or suppliers according to company policies and procedures
D-12.02.03P	submit documentation to manufacturer	documentation is submitted to manufacturer
D-12.02.04P	adjust inventory	inventory is adjusted according to company policies and procedures

RANGE OF VARIABLES

information includes: part numbers, serial numbers, manufacturing date, customer information, VIN, invoice or work order numbers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-12.02.01L	demonstrate knowledge of parts inventory recalls	identify elements of parts inventory recalls, and describe their characteristics and applications
		define terminology associated with parts inventory recalls
		interpret codes and regulations pertaining to parts inventory recalls
		interpret notification instructions and information

D-12.02.02L	demonstrate knowledge of procedures to handle parts inventory recalls	describe procedures to handle parts inventory recalls
		describe procedures to complete and submit documentation to manufacturer
		describe procedures to adjust inventory

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S, TDG

information includes: part numbers, serial numbers, manufacturing date, customer information, VIN, invoice or work order numbers

D-12.03 Maintains inventory levels

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-12.03.01P	identify and report low inventory, overstock and obsolete parts and products	low inventory, overstock and obsolete parts and products are identified and reported
D-12.03.02P	adjust inventory levels	inventory levels are adjusted based on seasonal requirements, phase-in and phase-out requirements and fast-moving inventory according to company policies and procedures
D-12.03.03P	implement measures to reduce overstock and obsolete parts and products	measures are implemented to reduce overstock and obsolete parts and products
D-12.03.04P	identify and report discrepancies in inventory	discrepancies in inventory between what is recorded and what is physically in inventory are identified and reported through visual inspection, by reviewing inventory reports or through periodic inventory checks
D-12.03.05P	adjust inventory levels to meet demand	inventory levels are adjusted to meet demand according to lost sale reports, sales history, minimum/maximum reports

RANGE OF VARIABLES

measures include: disposing of product, return to manufacturer, massive clearance sales, internal use, surplus (sell it externally)

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-12.03.01L	demonstrate knowledge of maintaining inventory levels	describe inventory level maintenance
		define terminology associated with inventory level maintenance
		interpret codes and regulations pertaining to inventory level maintenance
		identify and describe seasonal requirements, phase-in and phase-out requirements and fast-moving inventory
		identify measures to reduce overstock and obsolete parts and products
D-12.03.02L	demonstrate knowledge of procedures to maintain inventory levels	describe procedures to maintain inventory levels
		describe procedures to recognize and report discrepancies through visual inspections, inventory reports review or periodic inventory checks
		describe procedures to adjust inventory levels

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S

measures include: disposing of product, return to manufacturer, massive clearance sales, internal use, surplus (sell it externally)

D-12.04 Participates in periodic physical inventory control

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-12.04.01P	prepare facility and required documentation	facility and required documentation are prepared in advance of inventory
D-12.04.02P	identify unmarked parts and assign part number	unmarked parts are identified and assigned a part number
D-12.04.03P	create zero cost and no-location reports and adjust	zero-cost and no-location reports are created and adjusted
D-12.04.04P	conduct physical count of inventory	physical count of inventory is conducted
D-12.04.05P	identify variances	variances are identified by comparing actual inventory to count sheets

D-12.04.06P	conduct recount on variances	recount on variances is conducted
D-12.04.07P	maintain physical inventory for internal customers	physical inventory is maintained for internal customers according to company policies and procedures
D-12.04.08P	identify and rectify parts in incorrect bin location	parts in incorrect bin location are identified and rectified
D-12.04.09P	advise appropriate personnel of inventory discrepancies	appropriate personnel are advised when inventory discrepancies are discovered

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-12.04.01L	demonstrate knowledge of physical inventory control	identify elements of physical inventory control, and describe their characteristics and applications
		define terminology associated with physical inventory control
		interpret codes and regulations pertaining to physical inventory control
		describe required documentation
		describe count sheets
		explain variances
D-12.04.02L	demonstrate knowledge of procedures to prepare for and conduct physical inventory control	identify appropriate personnel to advise when inventory discrepancies are discovered
		describe procedures to prepare facility and documentation for physical inventory control
		describe procedures to conduct physical inventory
		describe procedures to identify unmarked parts and assign part numbers
		describe procedures to rectify parts in incorrect bin locations

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S, generally accepted accounting principles (GAAP)

TASK D-13 Performs shipping and receiving duties

TASK DESCRIPTOR

Parts technicians must be able to perform shipping and receiving of product in a safe and efficient manner.

D-13.01 Verifies estimated time of arrival (ETA)

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
D-13.01.01P	confirm ETA	ETA is confirmed by tracking open POs and backorders
D-13.01.02P	track or expedite shipment	shipment is tracked or expedited by contacting supplier to verify that shipment has been made and to obtain waybill numbers
D-13.01.03P	inform appropriate party of status of shipment	appropriate party is informed of status of shipment

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-13.01.01L	demonstrate knowledge of verifying ETA, and its applications	explain ETA, and describe its applications
		define terminology associated with ETA
D-13.01.02L	demonstrate knowledge of procedures to verify ETA	identify and describe POs, backorders and waybill numbers
		describe procedures to verify ETA

D-13.02 Receives incoming shipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-13.02.01P	confirm shipment origin and quantity	shipment origin and quantity is confirmed
D-13.02.02P	inspect for and record damage to packaging	damage to packaging is inspected for and recorded on shipping documents
D-13.02.03P	refuse and report damaged product	damaged product is refused and reported according to company policies and procedures
D-13.02.04P	unload and unpack shipment	shipment is unloaded and unpacked
D-13.02.05P	verify shipping information with product delivered	shipping information is verified with product delivered
D-13.02.06P	record discrepancies in shipping documents	discrepancies in shipping documents are recorded
D-13.02.07P	enter received parts into inventory system	received parts are entered into inventory system
D-13.02.08P	label part numbers	part numbers are labelled to distinguish parts and products including supersessions according to company policies and procedures
D-13.02.09P	identify backorders on packing list for follow-up	backorders on packing list are identified for follow-up
D-13.02.10P	inspect and validate transport security seals	transport security seals are inspected and validated
D-13.02.11P	prioritize receipt of incoming shipments	receipt of incoming shipments are prioritized according to factors

RANGE OF VARIABLES

shipping information includes: waybills, bill of lading, packing slips

factors include: time constraints, space limitations, emergency orders, dangerous goods, FIFO principle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-13.02.01L	demonstrate knowledge of receiving incoming shipments	identify elements of receiving incoming shipments, and describe their characteristics and applications
		define terminology associated with incoming shipments
		describe shipping information

		identify and describe discrepancies
D-13.02.02L	demonstrate knowledge of procedures to receive incoming shipments	describe procedures to receive incoming shipments
		describe procedures to inspect for and handle damaged parts and products
		describe procedures to add received parts and products to inventory system

RANGE OF VARIABLES

shipping information includes: waybills, bill of lading, packing slips

D-13.03 Resolves order discrepancies

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-13.03.01P	contact supplier for short shipments	supplier is contacted regarding short shipments according to timelines
D-13.03.02P	arrange for missing product to be reordered or reconciled	missing product is reordered or reconciled according to company policies and procedures
D-13.03.03P	report order discrepancy	order discrepancy is reported to management
D-13.03.04P	obtain return goods/material authorization (RGA/RMA) number	return RGA/RMA number is obtained from supplier and attached to shipment to be returned

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-13.03.01L	demonstrate knowledge of order discrepancy resolution	identify elements of incoming shipments and describe their characteristics
		define terminology associated with incoming shipments
		identify RGA/RMA number
		describe <i>shipping information</i>
		identify and describe discrepancies

D-13.03.02L	demonstrate knowledge of procedures to resolve order discrepancies	describe procedures to resolve order discrepancies
		describe procedures to report order discrepancies

RANGE OF VARIABLES

shipping information includes: waybills, packing slips, bill of lading

D-13.04 Prepares for shipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-13.04.01P	verify invoice or packing slip items for shipping	invoice or packing slip items are verified for shipping
D-13.04.02P	package and label parts and products	parts and products are packaged and labelled for safe and damage-free transport according to jurisdictional regulations and receivers' guidelines
D-13.04.03P	complete shipping documentation	shipping documentation is completed by recording weight and dimensions of package for calculations of freight charges
D-13.04.04P	arrange pick-up and delivery	pick-up and delivery is arranged by communicating with freight company
D-13.04.05P	identify and label dangerous goods	dangerous goods are identified and labelled according to codes and regulations , and company policies and procedures
D-13.04.06P	load shipment	shipment is loaded

RANGE OF VARIABLES

codes and regulations include: WHMIS, OH&S, TDG

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-13.04.01L	demonstrate knowledge of preparing for a shipment	define terminology associated with preparing for shipments
		identify shipping information and documentation

		identify codes and regulations pertaining to packaging and labelling parts and products
D-13.04.02L	demonstrate knowledge of procedures to prepare for a shipment	describe procedures to prepare for shipments
		describe procedures to load shipments

RANGE OF VARIABLES

shipping information includes: waybills, packing slips, bill of lading, customs documentation

codes and regulations include: WHMIS, OH&S, TDG

MAJOR WORK ACTIVITY E

Applies business practices

TASK E-14 Promotes products and services

TASK DESCRIPTOR

Parts technicians promote various products and services based on customers' requirements, seasonal trends, overstock, stagnant inventory and vendor promotions.

E-14.01 Displays products and literature

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
E-14.01.01P	choose display method	display method is chosen according to company policies and procedures
E-14.01.02P	display promotional products and literature	current in-store and manufacturers' promotional products and literature are displayed according to company policies and procedures
E-14.01.03P	maintain display and signage	display and signage are maintained according to company policies and procedures
E-14.01.04P	determine strategic location for display	strategic location for display is determined according to store layout, seasonal trends and product visibility
E-14.01.05P	label products with pertinent information	products are labelled with pertinent information
E-14.01.06P	select products for display	products are selected for display according to seasonal trends, market trends and supplier promotion
E-14.01.07P	select and display related products	related products are selected and displayed according to promotional items

RANGE OF VARIABLES

display method includes: open and closed, advertising, clearance areas, bins

pertinent information includes: accurate pricing, alphanumeric listings, product number, barcode, coupons

KNOWLEDGE

Learning Outcomes	Learning Objectives
E-14.01.01L demonstrate knowledge of displaying products and literature	identify types of products and literature, and describe their characteristics and applications
	define terminology associated with products and literature
	identify potential hazards, and describe safe work practices associated with displaying products and literature
	identify and describe product dangers
	identify and describe product safety regulations
	identify and describe promotional items, coupons and their associated tags and time frames
	identify and describe seasonal trends and items
	describe various products available and their display methods
	identify and describe product features and benefits
	identify and describe new products
E-14.01.02L demonstrate knowledge of procedures to select and display products and literature	identify and describe related products
	describe selling techniques
	describe procedures to select and display products and literature
	describe procedures to maintain display and signage
	describe procedures to label products with pertinent information

RANGE OF VARIABLES

product dangers include: corrosiveness, flammability, weight, sharp objects

product safety regulations include: labels, WHMIS, TDG

pertinent information includes: accurate pricing, alphanumerical listings, product number, barcode, coupons

E-14.02 Uses digital marketing

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	no	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-14.02.01P	select digital media for promotion activities	digital media for promotion activities is selected
E-14.02.02P	identify target market for digital media promotions	target market for digital media promotions is identified according to demographics
E-14.02.03P	use various <i>platforms</i>	customer base is digitally engaged using <i>platforms</i> according to FOIP regulations

RANGE OF VARIABLES

platforms include: websites, email, social media, digital signage, in-store demonstration

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-14.02.01L	demonstrate knowledge of digital marketing, and their characteristics and applications	identify types of digital marketing techniques, and describe their characteristics and applications
		define terminology associated with digital marketing
		identify potential hazards, and describe safe work practices associated with using digital marketing
		describe selling techniques
		identify types of digital media, and describe their characteristics and applications
		identify types of <i>platforms</i> , and describe their characteristics and applications
E-14.02.02L	demonstrate knowledge of procedures to use digital marketing	identify and describe FOIP regulations pertaining to engaging customers
		describe procedures to use digital media and various <i>platforms</i> for marketing
		describe procedures to source information electronically

RANGE OF VARIABLES

platforms include: websites, email, social media, digital signage, in-store demonstration

E-14.03 Recommends parts and products to customer

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
E-14.03.01P	explain product benefits	product benefits are explained to customer
E-14.03.02P	explain product information	product information is explained to customer to ensure correct application and usage
E-14.03.03P	identify customers' needs	customers' needs are identified by asking closed and open-ended questions
E-14.03.04P	introduce new and innovative parts and products	new and innovative parts and products are introduced by explaining their features and benefits
E-14.03.05P	recommend related products	related products are recommended to assist/enhance product usage

RANGE OF VARIABLES

product benefits include: quality, price, warranty, availability, features, cost savings

KNOWLEDGE

Learning Outcomes	Learning Objectives
E-14.03.01L demonstrate knowledge of recommending parts and products to customers	identify types of available parts and products, and describe their characteristics and applications
	define terminology associated with parts and products
	identify potential hazards and describe safe work practices associated with parts and products
	identify and describe product dangers
	identify and describe product safety regulations
	identify and describe various parts and products available
	identify and describe parts and product features and benefits
	identify and describe new and related parts and products
	identify and describe available and recommended services

		identify and describe parts and product needed to complete task
		identify and describe warranty options
		identify available technical support
		describe work order system
		describe selling techniques
E-14.03.02L	demonstrate knowledge of procedures to recommend parts and products to customers	describe procedures to recommend parts and products to customers

RANGE OF VARIABLES

product dangers include: corrosiveness, flammability, weight, sharp objects

product safety regulations include: labels, WHMIS, TDG

warranty options include: customer installation, service installation, extended warranty

E-14.04 Recommends services to customer

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-14.04.01P	identify customers' needs	customers' needs are identified by asking closed and open-ended questions
E-14.04.02P	introduce services	services are introduced by explaining their features and benefits
E-14.04.03P	recommend related service	related services are recommended to assist/enhance product usage and performance
E-14.04.04P	offer to test customers' used components prior to purchase	customers' used components are tested prior to purchase to confirm if defective

RANGE OF VARIABLES

used components include: voltage regulators, starters, alternators, control modules, batteries, brake rotors

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-14.04.01L	demonstrate knowledge of available and recommended services to customers	identify types of available and recommended services, and describe their characteristics and applications
		define terminology associated with services
		identify potential hazards, and describe safe work practices associated with services
		identify and describe services' features and benefits
		identify and describe new and related services
		identify and describe warranty options
		identify available on-call service
E-14.04.02L	demonstrate knowledge of procedures to recommend services to customers	describe procedures to recommend services to customers

RANGE OF VARIABLES

warranty options include: customer installation, service installation, extended warranty

TASK E-15 Implements pricing formula

TASK DESCRIPTOR

Parts technicians follow parts pricing guidelines according to company policies and procedures, manufacturer's suggested retail price (MSRP), net cost and promotions.

E-15.01 Calculates additional costs

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
E-15.01.01P	research and determine additional costs	additional costs are researched and determined
E-15.01.02P	calculate net cost (landed and dead) for product	net cost (landed and dead) for product is calculated considering additional costs according to company pricing formula
E-15.01.03P	calculate customer price	customer price is calculated according to net cost, company pricing formula and manufacturers' guidelines

RANGE OF VARIABLES

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime

KNOWLEDGE

Learning Outcomes	Learning Objectives
E-15.01.01L demonstrate knowledge of additional costs , and their applications	identify additional costs , and describe their applications
	define terminology associated with additional costs
	describe pricing structures
	identify and describe price changes
	describe basic calculations
	describe company and customer discount policies
	explain differences of margin and mark-up

E-15.01.02L	demonstrate knowledge of procedures to calculate additional costs	describe procedures to calculate additional costs
		describe procedures to price discontinued items

RANGE OF VARIABLES

additional costs include: shipping, environmental, taxes, customs, duty, freight, brokerage, currency exchange, labour charges, downtime

price changes include: price increases or decreases, promotional pricing, as-is/where-is, bulk ordering, discontinued items, damaged items

E-15.02 Overrides price

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-15.02.01P	modify invoice	invoice is modified according to company policies and procedures
E-15.02.02P	verify pricing	pricing is verified on all transactions
E-15.02.03P	verify quality, quantity, warranty and availability of parts and products	quality, quantity, warranty and availability are verified by comparing parts and products
E-15.02.04P	verify and override pricing errors	pricing errors are overridden and verified

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-15.02.01L	demonstrate knowledge of price overrides	identify types of price overrides, and describe their applications define terminology associated with price overrides describe pricing structures identify and describe price changes describe basic calculations describe company and customer discount policies
E-15.02.02L	demonstrate knowledge of procedures to override price	describe procedures to override price describe procedures to price discontinued items

RANGE OF VARIABLES

price changes include: price increases or decreases, promotional prices, quantity pricing, as-is/where-is, bulk ordering, discontinued items, damaged items

TASK E-16 Processes financial transactions

TASK DESCRIPTOR

Parts technicians process financial transactions based on company policies and procedures and payment methods. They process various methods of payments, depending on the customer and their type of account.

E-16.01 Generates invoices

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-16.01.01P	determine type of invoice required	type of invoice required is determined
E-16.01.02P	apply company pricing formula and discounting structures	company pricing formula and discounting structures are applied
E-16.01.03P	verify customer's approved credit limit	customer's approved credit limit is verified with company

RANGE OF VARIABLES

type of invoice includes: cash, charge on account, credit, e-billing

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-16.01.01L	demonstrate knowledge of invoices, and their characteristics and applications	identify types of invoices , and describe their characteristics and applications
		define terminology associated with invoicing
		describe company accounting system
		describe basic accounting principles
		describe related company policies and financial practices
		describe company pricing and discounting structure

		identify and describe manufacturers' and suppliers' warranty/return policies
E-16.01.02L	demonstrate knowledge of procedures to generate invoices	describe procedures to generate invoices

RANGE OF VARIABLES

types of invoices include: cash, charge on account, credit, e-billing

financial practices include: received on account (ROA), terms of payment, central billing, GAAP

manufacturers' and suppliers' warranty/return policies include: duration of coverage, limitations of coverage, replacement

E-16.02 Accepts payments

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-16.02.01P	use company point of sale (POS) systems	company POS systems are used
E-16.02.02P	process payment	payment is processed using payment processing device
E-16.02.03P	obtain authorization for credit card, debit card, in-house charge and cheque payments	authorization is obtained for credit card, debit card, in-house charge and cheque payments
E-16.02.04P	handle cash, make change and provide receipt	cash is handled, change made and receipt provided

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-16.02.01L	demonstrate knowledge of payments	identify methods of payment , and describe their characteristics and applications
		define terminology associated with payments
		describe company accounting system
		describe basic accounting principles
		describe related company policies and financial practices
		identify and describe manufacturers' and suppliers' warranty/return policies

		describe company POS systems
E-16.02.02L	demonstrate knowledge of procedures to accept payments	describe procedures to accept payments through various methods of payment

RANGE OF VARIABLES

methods of payment include: cash, credit card, cheques, debit card, e-transfer, in-house charge, COD, FOB, gift cards, prepaid credit, digital wallet service (Ali Pay), vouchers

financial practices include: ROA, terms of payment, central billing, GAAP

manufacturers' and suppliers' warranty/return policies include: duration of coverage, limitations of coverage, replacement

E-16.03 Processes customer returns

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-16.03.01P	identify type of return	type of return is identified
E-16.03.02P	verify product return eligibility	product return eligibility is verified
E-16.03.03P	explain return policies to customers	return policies are explained to customers according to company policies and procedures
E-16.03.04P	verify original receipts	original receipts are verified
E-16.03.05P	label returned items	returned items are labelled according to company policies and procedures
E-16.03.06P	place returned items in designated area	returned items are placed in designated area according to company policies and procedures
E-16.03.07P	reconcile credits and inventory	credits and inventory are reconciled according to company policies and procedures

RANGE OF VARIABLES

type of return include: core, warranty, new, unused, defective, recall

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-16.03.01L	demonstrate knowledge of returns	identify types of returns , and describe their characteristics and applications
		define terminology associated with returns
		describe company accounting system

		describe basic accounting principles
		describe related company policies and financial practices
		identify and describe methods of payment
		identify and describe manufacturers' and suppliers' warranty/return policies
E-16.03.02L	demonstrate knowledge of procedures to process customer returns	describe procedures to process customer returns

RANGE OF VARIABLES

types of returns include: core, warranty, new, unused, defective, recall

financial practices include: ROA, terms of payment, central billing, GAAP

methods of payment include: cash, credit card, cheques, debit card, e-transfer, in-house charge, COD, FOB, gift cards, prepaid credit, digital wallet service (Ali Pay), vouchers

manufacturers' and suppliers' warranty/return policies include: duration of coverage, limitations of coverage, replacement

E-16.04 Processes day-end reports

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	NV	ND	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
E-16.04.01P	balance invoices, cash, debit, credit card and e-transfer receipts	invoices, cash, debit, credit card and e-transfer receipts are balanced according to company policies and procedures
E-16.04.02P	reconcile daily transactions	daily transactions are reconciled according to company policies and procedures

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-16.04.01L	demonstrate knowledge of day-end reports, and their characteristics and applications	identify day-end reports, and describe their characteristics and applications
		define terminology associated with day-end reports
		describe company accounting system
		describe basic accounting principles
		describe related company policies and financial practices

		describe company pricing and discounting structure
		identify methods of payment
E-16.04.02L	demonstrate knowledge of procedures to process day-end reports	describe procedures to process day-end reports

RANGE OF VARIABLES

financial practices include: ROA, terms of payment, central billing, GAAP

methods of payment include: cash, credit card, cheques, debit card, e-transfer, in-house charge, COD, FOB, gift cards, prepaid credit, digital wallet service (Ali Pay), vouchers

APPENDIX A

ACRONYMS

A/C	air conditioning
AHJ	authorities having jurisdiction
AVR	amperage, voltage, resistance
CASL	Canada's Anti-Spam Legislation
CCDA	Canadian Council of Directors of Apprenticeship
COD	cash on delivery
DNCL	Do Not Call List
ETA	estimated time of arrival
EV	electric vehicles
FIFO	first in/first out
FOB	free on board or freight on board – origin/destination
FOIP	Freedom of Information and Privacy
FSA	field service action
GAAP	general accepted accounting principles
ID	inside diameters
ISO	International Organization for Standardization
LIFO	last in/first out
MSRP	manufacturer's suggested retail price
OD	outside diameters
OEM	original equipment manufacturer
OH&S	Occupational Health and Safety
PIP	product improvement program
PO	purchase order
POS	point of sale
PPE	personal protective equipment
RG/RMA	return goods/material authorization
ROA	received on account
RV	recreational vehicle
SDS	safety data sheet
SOP	standard operating procedures
TDG	transportation of dangerous goods
TSB	technical service bulletins
VIN	vehicle identification number
VPN	virtual private networks
WHMIS	Workplace Hazardous Materials Information System

APPENDIX B

TOOLS AND EQUIPMENT / OUTILS ET ÉQUIPEMENT

Hand Tools/Outils manuels

bolt cutters
crimping tools
cutters
files
hacksaws
hammers
knives
magnifying glasses
pipe cutters
pliers
pry bars
punches
ratchets
screwdrivers
socket sets
stapler
staple remover
tape measure (metric and standard)
tin snips
vices
wrenches

coupe-boulons
outils à sertir
pinces coupantes
limes
scies à métaux
marteaux
couteaux
loupes
coupe-tuyaux
pinces
leviers
poinçons
clés à rochets
tournevis
jeux de douilles
agrafeuse
déagrafeuse
ruban à mesurer (métrique et standard)
cisailles de ferblantier
étaux
clés

Power Tools/Outils mécaniques

air tools
battery filling stations
cut-off saws or chop saws
drills
grinders
heat guns
hydraulic presses
key cutting machines

pistolets cloueur électriques
postes de remplissage pour batterie
scies à tronçonner
perceuses électriques
meuleuses
pistolets thermiques
presses hydrauliques
machines à tailler les clés

Warehouse Tools and Equipment/Outils et équipement d'entrepôt

banding and strapping equipment	équipement de cerclage
carts	chariots
conveyers	convoyeurs
dollies	diabes
fork lifts or lift trucks	chariots élévateurs à fourche
hand carts	chariots à bras
hoists	palans
ladders	échelles
laminators	contre-colleuse
mobile cranes	chariots-grues
motor vehicles (trucks)	véhicules motorisés (camions)
overhead cranes	ponts roulants
packing slip envelopes	enveloppes de bordereaux de marchandises
pallet jacks	transpalette
power pallet jacks	transpalette électriques
ramps	rampes
shrink wrap machines	machines d'emballage moulant
staplers	agrafeuses
tape guns	dévideurs de ruban adhésif

Measuring and Testing Tools and Equipment/Outils et équipement de mesure et d'essai

belt measurers	mesureurs de courroies
calipers	pieds à coulisse
electrical testers	appareils de mesure électrique
hydrometers	densimètres
measuring tapes	rubans à mesurer
micrometers	micromètres
thread gauges	jauges de filetage
weigh scales	balances de pesée

Reference Tools, Business Machines and Communication Equipment/Outils de référence, équipement de bureau et équipement de communication

adding machines	machines à additionner
bar code scanners	lecteurs de codes à barres
calculators	calculatrices
cash drawers	caisses enregistreuses
cash registers	calculatrices enregistreuses
catalogues (printed and electronic)	catalogues (imprimés et électroniques)
computers/tablets/laptops	ordinateurs
debit/credit card machines	appareils de paiement par carte de débit ou par carte de crédit
digital cameras	appareils photo numérique

facsimiles
intercom systems
photocopiers
postage meters
price lists (printed and electronic)
pricing guns
printers
radio frequency identification devices (RFIDs)
scanners
telephones/cell phones/smart phones
two-way radios

télécopieurs
systèmes d'intercommunication
photocopieurs
machines à affranchir
listes de prix (imprimées et électroniques)
pistolet étiqueteur
imprimantes
dispositifs d'identification radiofréquence (RFID)
numériseurs à balayage
téléphones/téléphones cellulaires
radios émetteurs-récepteurs

Safety Equipment and Personal Protective Equipment/Équipement de sécurité et de protection individuelle

coveralls
ear protection
eye protection
eye wash stations
defibrillator equipment
fire blankets
fire extinguishers
fire hoses
first aid kits
flashlights
gloves
goggles
hardhats
protective aprons
respirator equipment
safety boots
safety glasses
safety harness
safety vest
shop coats
spill containment equipment
stretchers

combinaisons
protecteur d'oreilles
protecteur pour la vue
douches oculaires
défibrillateur
couvertures ignifuges
extincteurs
tuyaux d'incendie
trousses de premiers soins
lampes de poche
gants
lunettes étanches
casques de sécurité
tablier de protection
équipement respiratoire
bottes de sécurité
lunettes de sécurité
harnais de sécurité
gilet de sécurité
blouse de travail
équipement de lutte contre les déversements
brancards

APPENDIX C

GLOSSARY/GLOSSAIRE

aftermarket	parts that are not made by the original equipment manufacturer (OEM)	marché des pièces de rechange	pièces qui ne sont pas conçues par le fabricant d'équipement d'origine
application	specific make, model and year that a part applies to	application	marque, modèle et année auxquels une pièce correspond
back order	goods that cannot be filled at the current time due to a lack of available supply	commande en souffrance	commande ayant une date de livraison incertaine ou inconnue
bill of lading	shipping document that contains information about the shipment (prepared by the shipper for the carrier)	connaissements	document d'expédition qui contient des renseignements sur l'envoi (préparé par l'expéditeur pour le transporteur)
central billing	billing system that centralizes accounting at one location	facturation centralisée	système de facturation où la comptabilité est centralisée dans un même endroit
core	used parts that are returned for re-manufacturing	pièce avec valeur de reprise	pièces qui sont retournées au fabricant pour remise à neuf
expedite	to track shipments and intervene in shipping and delivery schedules to meet changing requirements and conditions	expédier	effectuer le suivi des envois et intervenir au niveau des horaires d'expédition et de réception pour tenir compte de l'évolution des exigences et des conditions

FOB (Free on board or Freight on Board – Origin/ Destination)	term subject to interpretation depending on the individual/company and their usage of the term. It may be as simple as the shipper or the receiver paying all freight charges. In another example the shipper may agree to pay shipping charges the first leg of the journey where the cargo/item is shipped by air transport, and the receiver is responsible for the second leg of the journey when the cargo/item transfers to another mode of transport such as sea/land delivery.	Points d'origine et d'arrivée franco/fret à bord	terme sujet à interprétation selon la personne ou l'entreprise et leur utilisation du terme. Cela peut être aussi simple que l'expéditeur ou le réceptionnaire payent tous les frais de transport. Dans un autre exemple, l'expéditeur peut accepter de payer les frais d'expédition pendant la première partie du voyage où la cargaison ou l'article est envoyé par voie aérienne, et le réceptionnaire est responsable de la deuxième partie du voyage lorsque la cargaison ou l'article change de mode de transport comme une livraison par voie terrestre ou maritime.
net cost	all costs except provincial and federal taxes. The net price includes costs such as freight, customs/brokerage fees and taxes related to the jurisdiction of origin, for example excise and import taxes.	prix net	tous les coûts excluant les taxes provinciales et fédérales. Le prix net comprend les coûts comme le fret, les frais de courtage et de douanes et les taxes en lien avec la juridiction d'origine, par exemple la taxe d'accise et les taxes à l'importation.
outstanding order	unreceived order with a known date of delivery	commande à exécuter	commande non reçue ayant une date de livraison établie
overstock	excess inventory over maximum inventory levels	stock excédentaire	excédent de stock nécessitant de l'espace d'entreposage supplémentaire
phase-in	criteria used to add a part to inventory	entrée	critère utilisé pour ajouter une pièce à l'inventaire
phase-out	criteria used to take a part out of inventory	sortie	critère utilisé pour sortir une pièce de l'inventaire
picking	physically retrieving part from internal inventory	prélèvement de stock	récupérer une pièce du stock à l'interne
short shipment	quantity of goods received is less than quantity indicated in documentation	livraison incomplète	la quantité de marchandises reçues est moins élevée que la quantité indiquée sur la commande

sources	locating parts from external suppliers	rechercher	trouver des pièces chez des fournisseurs externes
supersession record	record that updates part number changes	dossier de mise à jour	dossier mettant à jour les changements de numéro des pièces
waybill	shipping document that contains information about the shipment (prepared by the carrier for the receiver)	feuille de route	document d'expédition d'une compagnie de transport qui contient des renseignements sur l'envoi (préparé par le transporteur pour le destinataire)
wholesale customer	customer who purchases OEM or aftermarket parts at a distinct level of wholesale pricing within the company structure	client-grossiste	client qui achète les pièces conçues par le fabricant d'équipement d'origine ou du marché des pièces de rechange à un niveau distinct de prix de gros au sein de la structure de fixation des prix de l'entreprise