

SKILLED**TRADES**<sup>BC</sup>

PROGRAM OUTLINE

Parts and Warehousing 1

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**PARTS AND WAREHOUSING 1  
PROGRAM OUTLINE**

**2009**

**Developed By  
Industry Training Authority  
Province of British Columbia**

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## FOREWORD

This Program Outline is issued by the Automotive Training Standards Organization for use in apprenticeship training classes sponsored by the Automotive Training Standards Organization. Indentured apprentices will be directed to the Apprenticeship Training classes in accordance with the General Regulations made pursuant to the “Industry Training and Apprenticeship Act” of British Columbia.

It is intended as a guide for instructors of apprenticeship. Practical instruction by demonstration and student participation should be integrated with classroom sessions. Safe working practices, even though not always specified in each operation or topic, are an implied part of the program and should be stressed throughout the apprenticeship. It is the responsibility of employers to ensure safety training for the apprentices working on their worksites.

The “Content” portion of each competency is there as a guide only, and is not intended to be exhaustive.

A competency profile chart has been placed in the program outline and at the end of the program outline is a list of requirements necessary to offer the training.

The Program Outline was prepared with the advice and assistance of representatives of management and labour and in cooperation with the Automotive Training Standards Organization.

### **SAFETY ADVISORY**

Be advised that references to the WorkSafe BC safety regulations contained within these materials do not/may not reflect the most recent Occupational Health and Safety Regulation (the current Standards and Regulation in BC can be obtained on the following website: <http://www.worksafebc.com>. Please note that it is always the responsibility of any person using these materials to inform him/herself about the Occupational Health and Safety Regulation pertaining to his/her work.

## **ACKNOWLEDGEMENTS**

The Program Outline was prepared with the advice and direction of an industry steering committee convened initially by the Automotive Training Standards Organization.

### **Steering Committee:**

Rick McKoryk – Duesenberg

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Jim Perkins – GVRD, Fleet Management

# **SECTION 1**

# **PROFILE CHART**

**Occupation Analysis Chart – Parts and Warehousing 1**

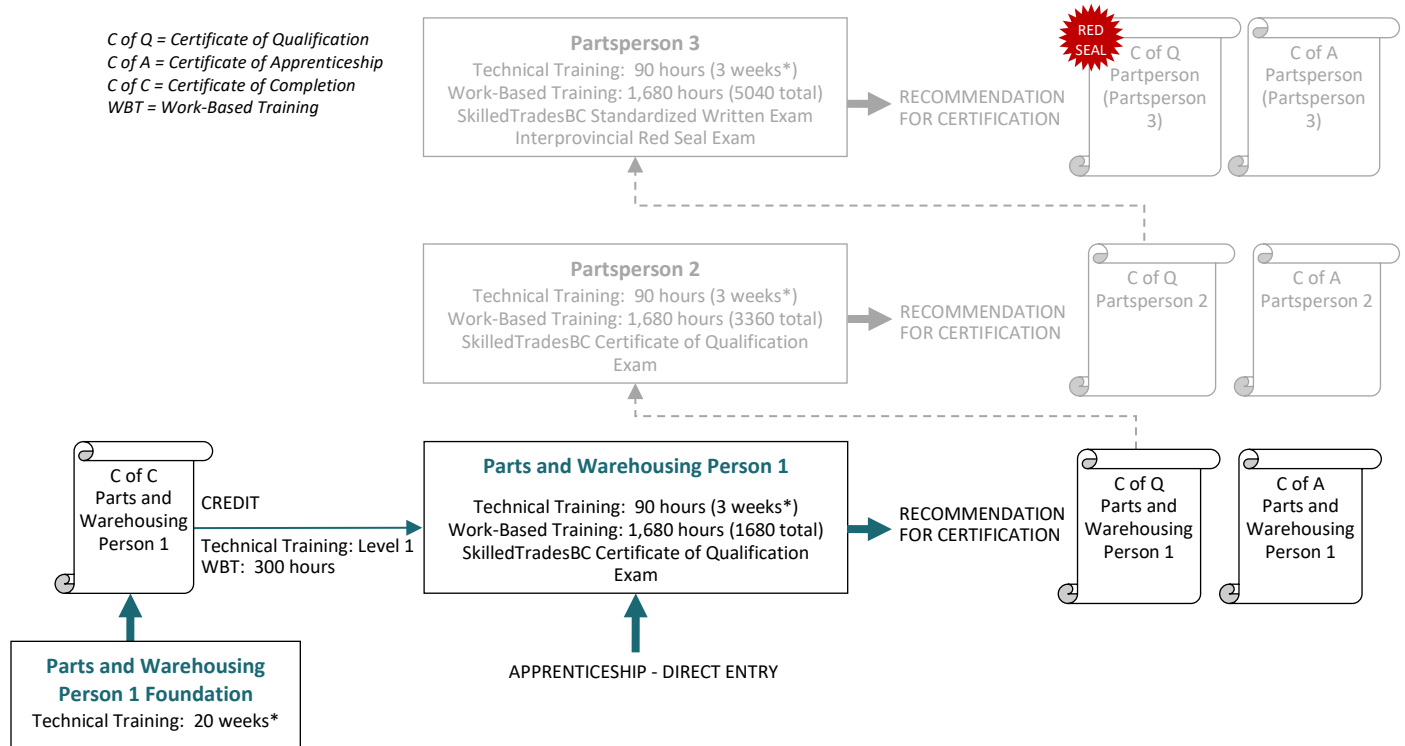
<b>OVERVIEW OF WAREHOUSE OPERATIONS</b>  Line A	Describe ethical behaviour in a warehouse environment	Describe the human rights statutes in British Columbia	Describe basic warehouse terminology and operations	Describe warehouse skill requirements	Describe warehouse technology	Describe the relationship of the warehouse to other divisions within an enterprise
	A1	A2	A3	A4	A5	A6
<b>COMMUNICATIONS AND COMPREHENSION SKILLS</b>  Line B	Describe effective verbal communication skills	Describe basic written communication	Utilize various warehouse calculations			
	B1	B2	B3			
<b>WAREHOUSE SAFETY SKILLS</b>  Line C	Define basic first aid	Describe a safe work environment	Describe regulations and procedures for the transporting of dangerous goods	Review WHMIS	Describe safe lifting, carrying and repetitive strain injury control prevention	Define applicable environmental protection for the recycling of waste materials
	C1	C2	C3	C4	C5	C6
	Describe fire and emergency response procedures	Describe the components of a safety meeting				
	C7	C8				



<b>BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES</b> Line D	Describe receiving and related documentation	Analyze the distribution/stocking of incoming materials	Describe material storage	Describe filling orders from stock	Describe the allocation of products	Describe packaging for the transportation of goods
	D1	D2	D3	D4	D5	D6
	Describe correct stock maintenance	Describe processing returned items				
	D7	D8				
<b>MATERIALS HANDLING AND PACKAGING EQUIPMENT</b> Line E	Describe appropriate small tools for package handling	Describe manual handling equipment	Describe forklift truck operation and safety	Describe narrow aisle forklift truck operation and safety	Describe the safe operation of cranes and required rigging procedures	
	E1	E2	E3	E4	E5	
<b>INFORMATION TECHNOLOGY IN WAREHOUSING</b> Line F	Describe information technology for warehousing	Describe ethical use of work computers				
	F1	F2				

## Apprenticeship Pathway

This graphic provides an overview of the Parts and Warehousing Person 1 apprenticeship pathway illustrating a pathway to Red Seal certification as a **Partsperson (Partsperson 3)**.



\*Suggested duration based on 30-hour week

**CROSS-PROGRAM CREDITS**

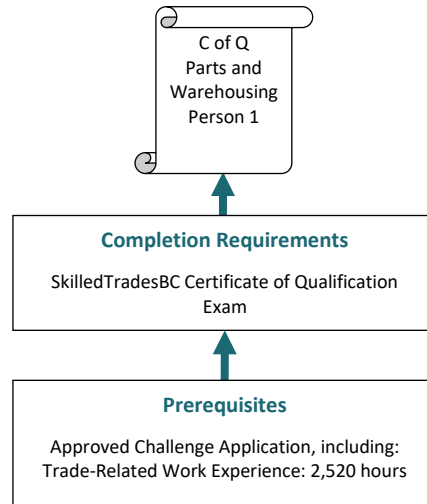
Individuals who hold the credentials listed below are entitled to receive partial credit toward the completion requirements of this program

None

## Challenge Pathway

This graphic provides an overview of the Parts and Warehousing Person 1 challenge pathway.

*C of Q = Certificate of Qualification*



### CROSS-PROGRAM CREDITS

*Individuals who hold the credentials listed below are entitled to receive partial credit toward the completion requirements of this program*

*None*

## **SECTION 2**

# **PARTS AND WAREHOUSING 1 PROGRAM OUTLINE**

**SUGGESTED SCHEDULE OF TIME ALLOTMENT FOR  
PARTS AND WAREHOUSING 1**

<b>PARTS AND WAREHOUSING 1</b>		<b>Theory (Hours)</b>	<b>Practical (Hours)</b>	<b>Page</b>
<b>Line A</b>	<b>Overview of Warehouse Operations</b>	<b>19% of Time</b>		
A1	Describe ethical behavior in a warehouse environment	3	0	9
A2	Describe the human rights statutes in British Columbia	2	0	10
A3	Describe basic warehouse terminology and operations	5	0	11
A4	Describe warehouse skill requirements	2	0	12
A5	Describe warehouse technology	3	0	13
A6	Describe the relationship of the warehouse to other divisions within an enterprise	2	0	14
<b>Line B</b>	<b>Communications and Comprehension Skills</b>	<b>14% of Time</b>		
B1	Describe effective verbal communication skills	4	0	15
B2	Describe basic written communication skills	3	2	16
B3	Utilize various warehouse calculations	1	2	18
<b>Line C</b>	<b>Warehouse Safety Skills</b>	<b>23% of Time</b>		
C1	Define basic first aid	2	0	19
C2	Describe a safe work environment	3	0	20
C3	Describe regulations and procedures for the transporting of dangerous goods	2	0	21
C4	Review WHMIS	3	0	22
C5	Describe safe lifting, carrying and repetitive strain injury control prevention	2	0	23
C6	Define applicable environmental protection for the recycling of waste materials	3	0	25
C7	Describe fire and emergency response procedures	4	0	26
C8	Describe the components of a safety meeting	2	0	27

**PARTS AND WAREHOUSING 1**

	<b>Theory (Hours)</b>	<b>Practical (Hours)</b>	<b>Page</b>
<b>Line D Basic Handling Operations and Procedures 27% of Time</b>			
D1 Describe receiving and related documentation	5	0	28
D2 Analyze the distribution/stocking of incoming materials	2	0	30
D3 Describe materials storage	4	0	31
D4 Describe filing orders from stock	4	0	33
D5 Describe the allocation of products	2	0	34
D6 Describe packaging for the transportation of goods	1	0	35
D7 Describe correct stock maintenance	2	0	37
D8 Describe processing returned items	2	2	38
<b>Line E Material Handling &amp; Packaging Equipment 13% of Time</b>			
E1 Describe appropriate small tools for package handling	3	0	39
E2 Describe manual handling equipment	3	0	40
E3 Describe forklift truck operation and safety	2	0	41
E4 Describe narrow isle forklift truck operation and safety	2	0	42
E5 Describe the safe operation of cranes and required rigging procedures	2	0	43
<b>Line F Information Technology in Warehousing 4% of Time</b>			
F1 Describe information technology for warehousing	2	0	44
F2 Describe ethical use of work computers	2	0	45

# **PROGRAM OUTLINE FOR PARTS AND WAREHOUSING 1**

**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A1 Describe ethical behaviour in a warehouse environment.

**Learning Objectives:**

1. The Learner will be able to describe ethical behaviour in a warehouse environment.

**LEARNING TASKS**

1. Describe factors affecting ethical behaviour in a warehouse environment.

**CONTENT**

- Ethics
- Public image
- Corporate goals and objectives
- Mission statement
- Policies and procedures as provided by employers
- “Free lunch”
- “Gratuitous” gifts
- “Back-dooring”

**Achievement Criteria:**

Given a written and/or a practical assessment on ethical behaviour in a warehouse environment the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A2 Describe the human rights statutes in British Columbia.

**Learning Objectives:**

1. The Learner will be able to describe human rights statutes in British Columbia.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Describe corporate policies according to the BC human rights statute.</li> </ol>                | <ul style="list-style-type: none"> <li>▪ Human resources policies and procedures</li> <li>▪ Business policies and procedures</li> <li>▪ Posted policies and standards</li> </ul> |
| <ol style="list-style-type: none"> <li>2. Describe types of discrimination according to the BC human rights statute.</li> </ol>           | <ul style="list-style-type: none"> <li>▪ Race</li> <li>▪ Gender</li> <li>▪ Religion</li> <li>▪ Age</li> <li>▪ Other</li> </ul>   |
| <ol style="list-style-type: none"> <li>3. Describe types of harassment according to the BC human rights statute.</li> </ol>               | <ul style="list-style-type: none"> <li>▪ Sexual</li> <li>▪ Physical</li> <li>▪ Verbal</li> <li>▪ Mental</li> <li>▪ Other</li> </ul>  |
| <ol style="list-style-type: none"> <li>4. Describe diversity and how it is protected according to the BC human rights statute.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Race</li> <li>▪ Gender</li> <li>▪ Religion</li> <li>▪ Age</li> <li>▪ Human Rights Act</li> <li>▪ Other laws</li> </ul>                  |

**Achievement Criteria:**

Given a written and/or a practical assessment on human rights the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A3 Describe basic warehouse terminology and operations.

**Learning Objectives:**

1. The Learner will have the ability to describe the types of warehouses.
2. The Learner will be able to define terminology used in the warehouse.
3. The Learner will be able to describe common warehouse operations and their interrelationships.

**LEARNING TASKS**

1. Describe types of warehouses.

**CONTENT**

- Security
- Production
- Distribution
- Customs
  - private
  - public

2. Define basic warehouse terms.

- Back orders
- Pre-paid
- Collect
- Consignee
- Consignor
- Bill of lading
- Short shipments
- Cash on delivery (COD)
- Free on board (FOB)

3. Describe warehouse operations and departmental inter-relationships.

- Shipping
- Receiving
- Storage
- Material handling
- Transportation
- Local delivery and documentation
- Counting
- Record verification

**Achievement Criteria:**

Given a written and/or a practical assessment on basic warehouse terminology and operations the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A4 Describe warehouse skill requirements.

**Learning Objectives:**

1. The Learner will be able to describe the skill requirements to work in a warehouse environment.

**LEARNING TASKS**

1. Describe the skill requirements to work in a warehouse environment.

**CONTENT**

- Physical materials handling
- Interpreting documentation
- Maintaining safe work environment
- Comprehension skills
- Organizational skills
- Interpersonal and communication skills
- Accuracy and attention to detail
- Basic computer skills
- Customer relations
- Other

**Achievement Criteria:**

Given a written and/or a practical assessment on warehouse skill requirements the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A5 Describe warehouse technology.

**Learning Objectives:**

1. The Learner will be able to describe current and emerging technologies in warehouse operations.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"><li>1. Describe current and emerging technologies.</li></ol>                                     | <ul style="list-style-type: none"><li>▪ Bar codes</li><li>▪ Carousels</li><li>▪ RF systems</li><li>▪ Pick to light</li><li>▪ Voice picking</li><li>▪ Tagging robotics</li></ul> |
| <ol style="list-style-type: none"><li>2. Describe precautions and preparations specific to new warehousing technologies.</li></ol> | <ul style="list-style-type: none"><li>▪ Legibility</li><li>▪ Contamination control</li><li>▪ Other</li></ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on warehouse technology the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE A: OVERVIEW OF WAREHOUSE OPERATIONS**

**Competency:** A6 Describe the relationship of the warehouse to other divisions within an enterprise.

**Learning Objectives:**

1. The Learner will be able to describe the relationship of the warehouse to other divisions within an enterprise.

**LEARNING TASKS**

1. Describe the relationship of the warehouse to other divisions within an enterprise.

**CONTENT**

- Purchasing
- Sales/Marketing
- Transportation
- Maintenance
- Manufacturing and production
- Accounting
- Customer service
- Financial impact as applicable

**Achievement Criteria:**

Given a written and/or a practical assessment on the relationship of the warehouse to other divisions within an enterprise the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE B: COMMUNICATION AND COMPREHENSION SKILLS**

**Competency:** B1 Describe effective verbal communication skills

**Learning Objectives:**

1. The Learner will be able to describe effective communication skills.

**LEARNING TASKS**

1. Describe verbal communication skills in order to reduce barriers during communication.

**CONTENT**

- Effective verbal communication
- Communications process
- Direction of communication flow
- Barriers to effective verbal communication
- Active listening skills
- Effects of language
- Tone
- Relationship of verbal communications skills to effective customer relations

**Achievement Criteria:**

Given a written and/or a practical assessment on effective verbal communication skills the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE B: COMMUNICATION AND COMPREHENSION SKILLS**

**Competency:** B2 Describe basic written communication.

**Learning Objectives:**

1. The Learner will be able to describe basic written communication.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| 1. Describe common methods of sending and receiving written communication.                            | <ul style="list-style-type: none"> <li>▪ External mail</li> <li>▪ Internal mail</li> <li>▪ Faxes</li> <li>▪ Email</li> <li>▪ Other</li> </ul>  |
| 2. Describe when and why the various methods of sending and receiving written communication are used. | <ul style="list-style-type: none"> <li>▪ External mail</li> <li>▪ Internal mail</li> <li>▪ Faxes</li> <li>▪ Email</li> <li>▪ Other</li> </ul>  |
| 3. Describe basic written communication rules.  | <ul style="list-style-type: none"> <li>▪ Date</li> <li>▪ Signature (if required)</li> <li>▪ Organized information</li> <li>▪ Spelling</li> <li>▪ Grammar</li> <li>▪ Punctuation</li> <li>▪ Paragraph structure</li> <li>▪ Clarity</li> <li>▪ Conciseness</li> <li>▪ Proof read before sending</li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on basic written communication the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

Given a blank piece of stationary paper, the Learner will have the ability to demonstrate knowledge of the industry by scoring a minimum of 70% on writing a response letter, adhering to the 10 grading requirements. One mark will be awarded for each one of the possible ten key points addressed in the letter. Grading will be completed using Practical Assessment Guide letter writing Appendix 1 practical assessment form located in Parts & Warehousing Level 1 - Line B in the Automotive Training Standards Organization Learning Resource Material.

Appendix 1 and Appendix 1A practical assessment form will be located together in the Instructional Manual for Parts & Warehousing Level 1 - Line B.



**LINE B: COMMUNICATION AND COMPREHENSION SKILLS**

**Competency:** B3 Utilize various warehouse calculations.

**Learning Objectives:**

1. The Learner will be able to apply the appropriate measurements and units for warehouse operations.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Identify the appropriate measurements and units for warehouse operations.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Imperial units</li> <li>▪ Metric units</li> <li>▪ Industry specific units               <ul style="list-style-type: none"> <li>- barrels</li> <li>- volume</li> </ul> </li> <li>▪ Pack quantities</li> </ul> |
| <ol style="list-style-type: none"> <li>2. Review common mathematical procedures.</li> </ol>                                    | <ul style="list-style-type: none"> <li>▪ Fractions</li> <li>▪ Decimals</li> <li>▪ Percentages</li> <li>▪ Area</li> <li>▪ Volume</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Discuss measurement conversions.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Imperial to metric</li> <li>▪ Metric to imperial</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on various warehouse calculations the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments. Grading will be completed using Warehouse Calculations Practical Assessment Guide Appendix 1B and Appendix 1BA answer key, located in Parts & Warehousing Level 1 - Line B in the Automotive Training Standards Organization Learning Resource Material.

Appendix 1B and Appendix 1BA answer key will be located together in the Instructional Manual for Parts & Warehousing Level 1 - Line B.

**LINE C:                    WAREHOUSE SAFETY SKILLS**

**Competency:**        C1        Define basic First Aid

**Learning Objectives:**

1. The Learner will be able to define basic First Aid skills.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Identify basic First Aid skills.</li><li>2. Describe importance of quick response to an injury accident.</li></ol> | <ul style="list-style-type: none"><li>▪ St. John’s Ambulance emergency First Aid skills</li><li>▪ Emergency CPR skills</li><br/><li>▪ Emergency Scene Management</li></ul> |
|---|--|

**Achievement Criteria:**

Given a written and/or a practical assessment on basic First Aid the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C: WAREHOUSE SAFETY SKILLS**

**Competency:** C2 Describe a safe work environment.

**Learning Objectives:**

1. The Learner will be able to describe Work safe BC regulations.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Describe the application of Work Safe BC regulations.</li> </ol>                           | <ul style="list-style-type: none"> <li>▪ Workers</li> <li>▪ Employers</li> <li>▪ Suppliers</li> <li>▪ Equipment</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe and explain the application and legal implications of “due diligence”.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Employers</li> <li>▪ Employees</li> <li>▪ Prime contractors</li> <li>▪ Directing safe work practices in the warehouse</li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on a safe work environment the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C: WAREHOUSE SAFETY SKILLS**

**Competency:** C3 Describe regulations and procedures for the transporting of dangerous goods.

**Learning Objectives:**

1. The Learner will be able to describe the Transportation of Dangerous Goods Act.
2. The Learner will be able to describe all applicable requirements for transporting dangerous goods.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Translate the Transportation of Dangerous Goods Act.</li> </ol>                      | <ul style="list-style-type: none"> <li>▪ Purpose</li> <li>▪ Interpretation</li> <li>▪ Compliance</li> </ul>   |
| <ol style="list-style-type: none"> <li>2. Describe regulatory requirements for the transporting of dangerous goods.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Classification of goods</li> <li>▪ Packaging</li> <li>▪ Documenting</li> <li>▪ Safe handling</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Describe the correct loading and unloading.</li> </ol>                               | <ul style="list-style-type: none"> <li>▪ Railcars</li> <li>▪ Air</li> <li>▪ Ground               <ul style="list-style-type: none"> <li>- regulations</li> <li>- safety issues</li> </ul> </li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on regulations and procedures for the transportation of dangerous goods the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C:                    WAREHOUSE SAFETY SKILLS**

**Competency:**        C4        Review WHMIS

**Learning Objectives:**

1. The Learner will be able to explain WHMIS as it applies a warehouse environment.

**LEARNING TASKS**

**CONTENT**

1. Review WHMIS.

- Appropriate labeling of materials
- Proper handling procedures
- Spill recovery information
- First aid information available
- Restricted and controlled products
- Supplier and workplace labels
- Classification and safe handling of materials
- Material safety data sheets

2. Describe the selection and care for personal protection equipment and clothing.

- Hand and footwear
- Head and eye protection
- Respiratory protection
- Hearing protection
- Various types of protective clothing
- Fall protection gear

**Achievement Criteria:**

Given a written and/or a practical assessment on WHMIS the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C:                    WAREHOUSE SAFETY SKILLS**

**Competency:**        C5        Describe safe lifting, carrying and repetitive strain injury control and prevention.

**Learning Objectives:**

1. The Learner will have the ability to define proper posture.
2. The Learner will have the ability to describe safe lifting carrying and repetitive strain injury prevention.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Define the importance of posture and stance.</li> <br/> <li>2. Discuss safe lifting and carrying practices</li> <br/> <li>3. Identify repetitive strain injury situations.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Principles of ergonomics <ul style="list-style-type: none"> <li>- posture</li> <li>- straight</li> <li>- support</li> <li>- bending</li> <li>- tilting</li> <li>- arching</li> <li>- kneeling</li> <li>- slouching</li> <li>- crouching</li> <li>- sitting</li> <li>- standing</li> </ul> </li> <br/> <li>▪ Weight limits</li> <li>▪ Bending knees</li> <li>▪ Back straight</li> <li>▪ Stance</li> <li>▪ Reaching</li> <li>▪ Bending</li> <li>▪ Repetition</li> <li>▪ Cold temperatures</li> <li>▪ Workplace design</li> <li>▪ Clutter</li> <br/> <li>▪ Definition of repetitive strain injury</li> <li>▪ Lifting and carrying precautions <ul style="list-style-type: none"> <li>- Back support</li> </ul> </li> <li>▪ Activity analysis for improved ergonomics</li> </ul> |
|---|---|

**Achievement Criteria:**

Given a written and/or a practical assessment on safe lifting, carrying and repetitive strain injury control and prevention the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C: WAREHOUSE SAFETY SKILLS**

**Competency:** C6 Define applicable environmental protection for the recycling of waste materials.

**Learning Objectives:**

1. The Learner will have the ability to describe British Columbia’s Environment legislation and recycling procedures.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Define the terms of B.C. environmental legislation.</li> </ol>               | <ul style="list-style-type: none"> <li>▪ Environment protection</li> <li>▪ Hazardous waste management regulations</li> <li>▪ Application to warehousing</li> <li>▪ Compliance</li> </ul>       |
| <ol style="list-style-type: none"> <li>2. Describe company policies regarding environmental issues.</li> </ol>         | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures applicable to warehouse operations</li> <li>▪ Use of environmentally friendly materials in the warehouse</li> </ul> |
| <ol style="list-style-type: none"> <li>3. Describe spill containment and remedial materials and procedures.</li> </ol> | <ul style="list-style-type: none"> <li>▪ WHMIS application</li> <li>▪ Corporate policies and procedures</li> </ul>   |
| <ol style="list-style-type: none"> <li>4. Describe warehouse recycling procedures.</li> </ol>                          | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on applicable environmental protection for the recycling of waste materials the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE C:                    WAREHOUSE SAFETY SKILLS**

**Competency:**        C7        Describe fire and emergency response procedures.

**Learning Objectives:**

1. The Learner will be able to describe fire and emergency response procedures.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Describe safety procedures when dealing with a fire or emergency response situation.</li></ol> | <ul style="list-style-type: none"><li>▪ Corporate emergency response policies and procedures</li><li>▪ Fire safety</li><li>▪ Evacuation</li><li>▪ Internal and external emergency response resources</li></ul> |
|---|--|

**Achievement Criteria:**

Given a written and/or a practical assessment on fire and emergency response procedures the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE C:                    WAREHOUSE SAFETY SKILLS**

**Competency:**        C8        Describe the components of safety meeting.

**Learning Objectives:**

1. The Learner will have the ability to describe the components of a safety meeting.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Describe the purpose of a joint safety committee.</li> </ol>                                | <ul style="list-style-type: none"> <li>▪ Work Safe BC legislation</li> <li>▪ Hazard identification</li> <li>▪ Corporate policies</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe a joint safety committee.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Operation</li> <li>▪ Goals and objectives</li> <li>▪ Value of the committee               <ul style="list-style-type: none"> <li>- to employees</li> <li>- to employer</li> <li>- to the environment</li> <li>- legal implications</li> </ul> </li> </ul> |
| <ol style="list-style-type: none"> <li>3. Describe the fundamentals of workplace hazard assessment and control procedures.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Hazard assessment</li> <li>▪ Control procedures</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on the components of safety meeting the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D:                    BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D1 Describe receiving and related documentation.

**Learning Objectives:**

1. The Learner will be able to describe the receiving of materials using the correct procedures and processing documentation.

**LEARNING TASKS**

1. Describe the function of receiving and the related documentation.
  
2. Describe the proper procedures for processing and shipping goods.

**CONTENT**

- Waybills (pro bills)
- Packing slips
- Purchase orders
- Dangerous goods manifest
- MSDS
- Discrepancy reports
- Certificates
  - CFIA
  - other certificates
  
- Verification of materials
- Discrepancy handling procedures
- Company policies and procedures
  - refusal and acceptance of materials
- Confirming of shipment on waybills
- Verifying packing slips
- Understanding purchase order information
- Unpacking and sorting
- Inspection for internal and external damage
- Transportation company claims policies
- Report and recording damage and irregularities
- Unloading and unpacking shipments
- Staging of project materials
- Verification of pack quantities
- Returns documentation
- Expediting priorities

**Achievement Criteria:**

Given a written and/or a practical assessment on receiving and related documentation the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D2 Analyze the distribution /stocking of incoming materials.

**Learning Objectives:**

1. The Learner will be able to describe the distribution and/or stocking of incoming materials.

**LEARNING TASKS**

1. Describe stocking and distribution procedures of incoming materials.

**CONTENT**

- Identifying commodity groups
- Stock locating systems
  - random
  - fixed
- Determining stock versus special order items
- Stock identification systems
  - label
  - internal numbering systems
  - barcode
  - other systems
- Stock cataloguing methods

**Achievement Criteria:**

Given a written and/or a practical assessment on the distribution /stocking of incoming materials the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D3 Describe material storage.

**Learning Objectives:**

1. The Learner will be able to describe material storage procedures.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Describe storage procedures.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Warehouse procedures</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe common types of storage systems within the warehouse.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Automated</li> <li>▪ Manual</li> <li>▪ Shelving</li> <li>▪ Drawers</li> <li>▪ Racks               <ul style="list-style-type: none"> <li>- pallet racks</li> <li>- carton flow racks</li> <li>- wire mesh</li> </ul> </li> <li>▪ Pallet racks</li> <li>▪ Conveyor systems</li> <li>▪ Automated guided vehicles</li> <li>▪ Mezzanine</li> <li>▪ Multi-level cat walks</li> <li>▪ Coolers</li> <li>▪ Freezers</li> <li>▪ Bins</li> </ul> |
| <ol style="list-style-type: none"> <li>3. List the benefits of correct storage using an overview of storage systems as related to product characteristics.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Product compatibility</li> <li>▪ Shelf life</li> <li>▪ Hazards</li> <li>▪ Small items</li> <li>▪ Large items</li> <li>▪ Bulk items</li> <li>▪ Frozen goods</li> <li>▪ Fresh produce</li> <li>▪ Raw materials</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on material storage the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D4 Describe filling orders from stock.

**Learning Objectives:**

1. The Learner will be able to describe filling orders from stock.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Explain the order cycle</li> <li>2. Explain order generation</li> </ol> | <ul style="list-style-type: none"> <li>▪ Sequence of events</li> <li>▪ Importance of correct order generation, authorization and documentation</li> <li>▪ Types of orders               <ul style="list-style-type: none"> <li>- emergency</li> <li>- scheduled</li> <li>- stocking</li> <li>- other types</li> </ul> </li> <li>▪ Order authorization</li> <li>▪ Sources of orders               <ul style="list-style-type: none"> <li>- internal</li> <li>- external</li> </ul> </li> </ul> |
| <ol style="list-style-type: none"> <li>3. Describe correct picking procedures.</li> </ol>                         | <ul style="list-style-type: none"> <li>▪ Procedures based on               <ul style="list-style-type: none"> <li>- product characteristics</li> <li>- order priority</li> <li>- location sequence</li> </ul> </li> <li>▪ Verification of item number with number on pick ticket</li> </ul>   |

**Achievement Criteria:**

Given a written and/or a practical assessment on filling orders from stock the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D5 Describe the allocation of products.

**Learning Objectives:**

1. The Learner will be able to describe the allocation of products.

**LEARNING TASKS**

1. Describe the allocation of products.

**CONTENT**

- Overview of issuing areas and environment
- Different types of issuing requests
  - personal/counter
  - on-line computer
  - issuing ticket
  - work orders
- Reasons and rationale for product allocation
- Locating and/or segregating allocated items
- Tracking of allocated stock and locations
- Identification and elimination of practices that can lead to shortages and missing items
- Tracking and accounting for allocated stock
- Inventory discrepancy report

**Achievement Criteria:**

Given a written and/or a practical assessment on the allocation of products the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D6 Describe packaging for the transportation of goods.

**Learning Objectives:**

1. The Learner will be able to identify the most appropriate packing material for shipment of merchandise.
2. The Learner will be able to define the most appropriate method of shipping.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Describe material packaging.</li> <br/> <li>2. Describe "safe" use of packaging materials.</li> <br/> <li>3. Identify product characteristics that would require special packing techniques.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Purpose of packing materials</li> <li>▪ Consequence of improper packing materials or procedures</li> <br/> <li>▪ Function of materials</li> <li>▪ Correct application of materials</li> <li>▪ Contamination control</li> <li>▪ Appropriate selection based on materials being packaged</li> <br/> <li>▪ Types of packing materials               <ul style="list-style-type: none"> <li>- crates</li> <li>- cartons</li> <li>- sleeves</li> <li>- other</li> </ul> </li> <li>▪ Types of fastening materials               <ul style="list-style-type: none"> <li>- strapping</li> <li>- taping</li> <li>- shrink-wrapping</li> <li>- other types</li> </ul> </li> <li>▪ Types of filler materials               <ul style="list-style-type: none"> <li>- foam</li> <li>- bubble pack</li> <li>- air-filled packs</li> <li>- paper (tissue, newsprint, etc.)</li> <li>- other fillers</li> </ul> </li> <li>▪ Packaging for material/product characteristics               <ul style="list-style-type: none"> <li>- weight</li> <li>- shape</li> <li>- size</li> <li>- special handling</li> </ul> </li> </ul> |
|---|---|

4. Analyze the appropriate method of transport and prepare documentation.

- other
- Prevention of damage during transport
- Packing material required by regulations
  
- Modes of transportation
  - truck
  - rail
  - air
  - sea
- Factors in selecting the appropriate mode
- Shipment documentation
  - general documentation
  - regulated documentation
- Introduction to shipping charges
  - distance/weight
  - cube
  - rated
  - other
- Customer receiving requirements

**Achievement Criteria:**

Given a written and/or a practical assessment on packaging for the transportation of goods the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D7 Describe correct stock maintenance.

**Learning Objectives:**

1. The Learner will be able to describe the importance of maintaining stock correctly.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Describe the importance of maintaining inventoried and stock items.</li> <li>2. Discuss procedures that will improve the condition of stocked items in both quantity and quality.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Quality of items</li> <li>▪ Quantity of items</li> <br/> <li>▪ Stockouts               <ul style="list-style-type: none"> <li>- definition</li> <li>- recording stockouts</li> </ul> </li> <li>▪ Relocating stock               <ul style="list-style-type: none"> <li>- reasons for relocating stock</li> <li>- follow up procedures</li> </ul> </li> <li>▪ Repackaging products with damaged or deteriorated packaging</li> <li>▪ Maximum and minimum levels</li> <li>▪ Obsolete items               <ul style="list-style-type: none"> <li>- reasons for obsolete items</li> <li>- correct handling of obsolete items</li> </ul> </li> <li>▪ Discrepancies in stock levels               <ul style="list-style-type: none"> <li>- techniques in dealing with discrepancies</li> </ul> </li> <li>▪ Stock rotation</li> <li>▪ Seasonality</li> </ul> |
|--|--|

**Achievement Criteria:**

Given a written and/or a practical assessment on correct stock maintenance the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE D: BASIC MATERIALS HANDLING OPERATIONS AND PROCEDURES**

**Competency:** D8 Describe processing returned items.

**Learning Objectives:**

1. The Learner will be able to describe the processing of returned items.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Describe the procedures for handling returned items.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Inspection</li> <li>▪ Documentation</li> <li>▪ Costs and related charges incurred</li> <li>▪ Disposition of returned items</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe the importance of proper handling of returns.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Customer satisfaction</li> <li>▪ Economic impact</li> <li>▪ Inventory accuracy</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Discuss the impact of returned goods.</li> </ol>                  | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> <li>▪ Impact on customer</li> <li>▪ Impact on employer</li> <li>▪ Impact on inventory               <ul style="list-style-type: none"> <li>- inventory stock levels</li> <li>- inventory control systems</li> </ul> </li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on processing returned items the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT**

**Competency:** E1 Describe appropriate small tools for package handling.

**Learning Objectives:**

1. The Learner will be able to describe appropriate small tools for package handling.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"><li>1. Discuss hand tools for the handling and packaging of goods.</li><li>2. Describe hand material handling tools.</li></ol> | <ul style="list-style-type: none"><li>▪ Cutting tools</li><li>▪ Sealing tools</li><li>▪ Binding tools</li><li>▪ Banding tools</li><br/><li>▪ Gripping tools</li><li>▪ Dispensing tools</li><li>▪ Measuring tools</li><li>▪ Labeling and marking tools</li></ul> |
|--|---|

**Achievement Criteria:**

Given a written and/or a practical assessment on appropriate small tools for package handling the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT**

**Competency:** E2 Describe manual handling equipment.

**Learning Objectives:**

1. The Learner will be able to describe manual handling equipment.

**LEARNING TASKS**

1. Describe the various types of manual handling equipment and their appropriate usage.

**CONTENT**

- Dollies
- Two-wheel hand trucks
- Carts
- Pallet jacks
  - powered
  - non-powered

**Achievement Criteria:**

Given a written and/or a practical assessment on manual handling equipment the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT**

**Competency:** E3 Describe forklift truck operation and safety.

**Learning Objectives:**

1. The Learner will be able to describe forklift truck operation and safety.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Introduce the various types of counterbalance forklift trucks and describe their areas of specialization.</li> <li>2. Describe the safe use and storage of counterbalance forklift trucks.</li> <li>3. Describe a hydraulic system.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Indoor trucks               <ul style="list-style-type: none"> <li>- electric</li> <li>- propane</li> </ul> </li> <li>▪ Outdoor trucks</li> <li>▪ Indoor trucks               <ul style="list-style-type: none"> <li>- electric</li> <li>- propane</li> </ul> </li> <li>▪ Outdoor trucks</li> <li>▪ Characteristics               <ul style="list-style-type: none"> <li>- pumps</li> <li>- rams</li> <li>- hoses</li> <li>- controls</li> </ul> </li> <li>▪ Precautions               <ul style="list-style-type: none"> <li>- fluid level check</li> <li>- leak inspection</li> <li>- tilt</li> <li>- load capacity</li> <li>- ram failure</li> </ul> </li> </ul> |
|--|--|

**Achievement Criteria:**

Given a written and/or a practical assessment on forklift truck operation and safety the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT**

**Competency:** E4 Describe narrow aisle forklift truck operation and safety.

**Learning Objectives:** Describe narrow aisle forklift trucks.

1. The Learner will be able to describe the safe operation of narrow aisle forklift trucks.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Describe the various types of narrow aisle forklift trucks and their areas of specialization.</li> <li>2. Describe the safe use and storage of narrow aisle forklift trucks.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Straddle trucks</li> <li>▪ Reach trucks</li> <li>▪ Order pickers</li> <li>▪ Swing reach and swing mast trucks</li> <li>▪ Turret trucks</li> </ul><br><ul style="list-style-type: none"> <li>▪ Straddle trucks</li> <li>▪ Reach trucks</li> <li>▪ Order pickers</li> <li>▪ Swing reach and swing mast trucks</li> <li>▪ Turret trucks</li> </ul> |
|---|--|

**Achievement Criteria:**

Given a written and/or a practical assessment on narrow aisle forklift truck operation and safety the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT**

**Competency:** E5 Describe the safe operation of cranes and required rigging procedures.

**Learning Objectives:**

1. The Learner will be able to identify the various types of crane equipment and their areas of usage.
2. The Learner will be able to describe proper rigging procedures for crane equipment and attachments.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Introduce crane equipment and attachments.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Manual</li> <li>▪ Automated</li> <li>▪ Stacker</li> </ul> |
| <ol style="list-style-type: none"> <li>2. Describe the safe operation and correct rigging procedures for crane equipment and attachments.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Manual</li> <li>▪ Automated</li> <li>▪ Stacker</li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on the safe operation of cranes and required rigging procedures the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE F: INFORMATION TECHNOLOGY IN WAREHOUSING**

**Competency:** F1 Describe information technology for warehousing.

**Learning Objectives:**

1. The Learner will be able to describe information technology used for warehousing.

**LEARNING TASKS**

1. Describe computer systems and software used for warehousing.

**CONTENT**

- LAN
- WAN
- Intranets - extranets
- Internet
- Wireless networking
- Database structures
- Proprietary nature of databases

**Achievement Criteria:**

Given a written and/or a practical assessment on information technology for warehousing the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

**LINE F: INFORMATION TECHNOLOGY IN WAREHOUSING**

**Competency:** F2 Describe ethical use of work computers.

**Learning Objectives:**

1. The Learner will be able to describe the ethical use of work computers.
2. The Learner will be to discuss the consequences of inappropriate use of work computers,

**LEARNING TASKS**

1. Describe ethical use of work computers.
  
  
  
  
  
  
  
  
  
  
2. Discuss inappropriate computer activities and consequences.

**CONTENT**

- Corporate policies and procedures
- Use of computers for personal business
- Definition of ethics
- Monitoring of employee computer activities by employers
- Consequences to employees misuse of work computers
  
  
  
  
  
  
  
  
  
  
- Inappropriate and illegal websites
- Legal and civil consequences
  - to employer
  - to employee

**Achievement Criteria:**

Given a written and/or a practical assessment on ethical use of work computers the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

# **SECTION 3**

## **TRAINING PROVIDER STANDARDS**

### **EQUIPMENT LIST**

**Classroom**

- Updated computers
- Various recent industry catalogues
- Measuring tools
- Microfiche reader (for reference only)
- In-class parts counter or equivalent
- Power point equipment
- Static displays
- Various example parts
- Phones and office equipment

**INSTRUCTOR REQUIREMENTS**

**Trade Qualification**

- Industrial Warehousing with a Trades Qualification endorsement

and/or

- Parts Person with an Inter-provincial “Red Seal” endorsement

**Work Experience**

- Must have a minimum of 5 years experience as a journeyperson
- Must have diverse industry experience including that which would cover all the competencies in this level

**Training Qualifications**

- Instructors Certificate (minimum 30hr course)
- Instructors must have or be registered in an Instructor’s Diploma Program, to be completed within a five year period.
- Or, hold a Bachelors or Masters degree in Education.

**FACILITY REQUIREMENTS**

**CLASSROOM AREA**

- Comfortable seating and tables suitable for training, teaching, and lecturing
- Compliance with all local and national fire code and occupational safety requirements
- Lighting controls to allow easy visibility of projection screen while also allowing students to take notes
- Windows must have shades or blinds to adjust sunlight
- Heating / Air conditioning for comfort all year round
- In-room temperature regulation to ensure comfortable room temperature
- In-room ventilation sufficient to control training room temperature
- Acoustics in the room must allow audibility of the instructor
- White marking board with pens and eraser (optional: flipchart in similar size)
- Projection screen or projection area at front of classroom
- Overhead projector and/or multi-media projector

**SHOP AREA (fixed properties)**

- Suitable demonstration area
- Lighting appropriate for good vision in ambient light
- Compliance with all local and national fire code and occupational safety requirements
- Must meet Municipal and Provincial bylaws in regards to waste water management and environmental laws
- Adequate counter to student ratio
- Adequate computer to student ratio

**SUGGESTED TEXTS**

## SUGGESTED READING

**Competency B2:** Effective written communication skills

**Suggested reading:** *“Get to the point – Writing Effective emails, letters, reports and proposals”*. Ron Blicq and Lisa Moretto

**Suggested website:** [www.letterwritingguide.com](http://www.letterwritingguide.com)