



PERSONAL RECORD BOOK

Partsperson

ita

This is your Record Book!

DO NOT SUBMIT TO THE ITA

This is not required to achieve certification

- **It is a record of your progress towards achieving certification in the trade**
- **It provides a record of your experience**
- **It is your responsibility to keep it up-to-date**
- **Take it with you if you change employers**

Note: Employers and supervisors are not responsible for keeping your Record Book up-to-date. They are responsible for sign-off of hours and sign-off of competencies once you have achieved the required level of skills and knowledge.

APPRENTICE IDENTIFICATION

Trade: PARTSPERSON (Parts and Warehousing Person 1, Partsperson 2, Partsperson 3)

Legal First Name:		Legal Last Name:	
Suite Number:	Street Number and Name:		
City:		Province:	Postal Code:
Telephone Number:		Email Address:	

Work Safely!

A safe work attitude contributes to an accident free environment. Accident prevention and safe working conditions are the responsibility of both employers and employees.

Wear the required personal protective equipment, follow safe work practices and follow all safety regulations applicable to specific job activities.

Employer's responsibilities:

- Provide and maintain safety equipment and protective devices
- Ensure proper safe work clothing is worn
- Enforce safe work procedures
- Provide safeguards for machinery, equipment and tools
- Observe all accident prevention regulations
- Train employees in safe use and operation of equipment

Employee's responsibilities:

- Work in accordance with the safety regulations pertaining to job environment
- Work in such a way as not to endanger themselves or fellow workers.

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EMPLOYER INFORMATION

Originating Employer

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyman 1:	*TWID #:
	Phone:
	Email:
Supervisor/Journeyman 2:	TWID #:
	Phone:
	Email:

***TWID # – Trade Worker Identification Number**

If you have more than one employer during your apprenticeship, record the information for subsequent employers on the following page(s).

If your job ends or you change employers...

Before leaving your place of employment:

- Update Workplace Hours through a [Work-Based Training Hours form](#) for the current reporting period and get signoff by your employer.
- Update Record of Competencies with your supervisor.
- Confirm with your employer that your workplace hours have been reported to ITA, and if possible get a copy of all Work-Based Training Hours reports submitted.
- Notify the ITA of the change in your employment by submitting an [Apprentice and Sponsor Registration form](#) with your new employer.

When re-employed...

You must be registered with your new employer before submitting any work-based training hours to the ITA.

Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

WORKPLACE HOURS

Instructions

Make an entry in this section each time your hours are reported to the ITA.

1. Get a copy of the *Workplace Hours Report* from your employer.
2. Fill in the dates of the reporting period and the hours reported.
3. Enter your employer name, address and phone number.
4. Keep your Record Book in a safe place.

Workplace Hours

Workplace hours must be submitted to the ITA by your employer on a regular basis. Your hours should be reported at least every six months; however, every three months is preferred.

At the beginning of your apprenticeship discuss the frequency of reporting with your employer.

Keeping Workplace hours up-to-date in your Record Book gives you the tools to better manage your apprenticeship. It provides you with the opportunity to:

- Follow up with your employer each reporting period to ensure your hours are reported on a regular basis.
- Discuss your progress with your direct supervisor/journeyperson on a regular basis.

RECORD OF COMPETENCIES

Instructions

The Record of Competencies is filled out and signed-off by the journeyperson supervising your work.

1. Know what skills are expected at each level of the program.
2. Ask the journeyperson to sign off on the competency when you have acquired the skills and are able to perform the task without supervision.
3. If the journeyperson agrees that you have the required skills, he/she will:
 - Record the date that the competency was achieved
 - Sign off on the competency
 - Enter his/her Trades Worker Identification Number (TWID #)

What is a Record of Competencies?

The Record of Competencies lists all competencies you should be knowledgeable in prior to receiving your certification. Keeping this section up to date will allow you to track your progress towards certification and demonstrate proficiency in the skills within the scope of your trade. Completion of the entire program should result in you becoming a skilled and knowledgeable journeyperson.

- Refer to this section periodically to ensure you are getting the work experience you need.
- Use the competencies as a guide to ensure work tasks are assigned so that you acquire the skills and knowledge required to be successful in the trade.

Review the Record of Competencies on a regular basis with your direct supervisor/journeyperson to ensure they have been completed.

Program Outline

The Program Outline provides detailed information on the scope of knowledge and skills expected at each level of the program, further defining the competencies listed in the Record Book. The Program Outline is a great resource for developing a training plan.

Download from: <https://www.itabc.ca/program/parts-and-warehousing-person-1>

<https://www.itabc.ca/program/partsperson-2>

<https://www.itabc.ca/program/partsperson-3>

Apprenticeship Toolkit

For general information on apprenticeship and tips for navigating the apprenticeship system in BC visit ITA's website to learn about the [apprenticeship basics](#).

PARTS AND WAREHOUSING PERSON 1

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/parts-and-warehousing-person-1>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE A: OVERVIEW OF WAREHOUSE OPERATIONS

- ☐ DESCRIBE ETHICAL BEHAVIOUR IN A WAREHOUSE ENVIRONMENT
- ☐ DESCRIBE HUMAN RIGHTS STATUTES IN BRITISH COLUMBIA
- ☐ DESCRIBE THE TYPES OF WAREHOUSES
- ☐ DEFINE TERMINOLOGY USED IN THE WAREHOUSE
- ☐ DESCRIBE COMMON WAREHOUSE OPERATIONS AND THEIR INTERRELATIONSHIPS
- ☐ DESCRIBE THE SKILL REQUIREMENTS TO WORK IN A WAREHOUSE ENVIRONMENT
- ☐ DESCRIBE CURRENT AND EMERGING TECHNOLOGIES IN WAREHOUSE OPERATIONS
- ☐ DESCRIBE THE RELATIONSHIP OF THE WAREHOUSE TO OTHER DIVISIONS WITHIN AN ENTERPRISE

LINE B: COMMUNICATIONS AND COMPREHENSION SKILLS

- ☐ DESCRIBE EFFECTIVE COMMUNICATION SKILLS
- ☐ DESCRIBE BASIC WRITTEN COMMUNICATION

LINE C: WAREHOUSE SAFETY SKILLS

- ☐ DEFINE BASIC FIRST AID SKILLS
- ☐ DESCRIBE WORK SAFE BC REGULATIONS
- ☐ DESCRIBE THE TRANSPORTATION OF DANGEROUS GOODS ACT

- ☐ DESCRIBE ALL APPLICABLE REQUIREMENTS FOR TRANSPORTING DANGEROUS GOODS
- ☐ EXPLAIN WHMIS AS IT APPLIES A WAREHOUSE ENVIRONMENT
- ☐ DEFINE PROPER POSTURE
- ☐ DESCRIBE SAFE LIFTING, CARRYING, AND REPETITIVE STRAIN INJURY PREVENTION
- ☐ DESCRIBE BRITISH COLUMBIA'S ENVIRONMENT LEGISLATION AND RECYCLING PROCEDURES
- ☐ DESCRIBE FIRE AND EMERGENCY RESPONSE PROCEDURES
- ☐ DESCRIBE THE COMPONENTS OF A SAFETY MEETING

LINE D: BASIC MATERIALS HANDLING OPERATIONS AND

- ☐ DESCRIBE THE RECEIVING OF MATERIALS USING THE CORRECT PROCEDURES AND PROCESSING DOCUMENTATION
- ☐ DESCRIBE THE DISTRIBUTION AND/OR STOCKING OF INCOMING MATERIALS
- ☐ DESCRIBE MATERIAL STORAGE PROCEDURES
- ☐ DESCRIBE FILLING ORDERS FROM STOCK
- ☐ DESCRIBE THE ALLOCATION OF PRODUCTS
- ☐ IDENTIFY THE MOST APPROPRIATE PACKING MATERIAL FOR SHIPMENT OF MERCHANDISE
- ☐ DEFINE THE MOST APPROPRIATE METHOD OF SHIPPING
- ☐ DESCRIBE THE IMPORTANCE OF MAINTAINING STOCK CORRECTLY
- ☐ DESCRIBE THE PROCESSING OF RETURNED ITEMS

LINE E: MATERIALS HANDLING AND PACKAGING EQUIPMENT

- ☐ DESCRIBE APPROPRIATE SMALL TOOLS FOR PACKAGE HANDLING
- ☐ DESCRIBE MANUAL HANDLING EQUIPMENT
- ☐ DESCRIBE FORKLIFT TRUCK OPERATION AND SAFETY
- ☐ DESCRIBE THE SAFE OPERATION OF NARROW AISLE FORKLIFT TRUCKS

- ☐ IDENTIFY THE VARIOUS TYPES OF CRANE EQUIPMENT AND THEIR AREAS OF USAGE
- ☐ DESCRIBE PROPER RIGGING PROCEDURES FOR CRANE EQUIPMENT AND ATTACHMENTS

LINE F: INFORMATION TECHNOLOGY IN WAREHOUSING

- ☐ DESCRIBE INFORMATION TECHNOLOGY USED FOR WAREHOUSING
- ☐ DESCRIBE THE ETHICAL USE OF WORK COMPUTERS
- ☐ DISCUSS THE CONSEQUENCES OF INAPPROPRIATE USE OF WORK COMPUTERS

PRACTICAL

LINE B: COMMUNICATIONS AND COMPREHENSION SKILLS

- ☐ APPLY THE APPROPRIATE MEASUREMENTS AND UNITS FOR WAREHOUSE OPERATIONS

Supervisor Signature

NOTES FROM PARTS AND WAREHOUSING PERSON 1

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PARTSPERSON 2

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/partsperson-2>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE A: PARTS IDENTIFICATION

- ☐ IDENTIFY ENGINE COMPONENTS
- ☐ IDENTIFY FUEL AND INDUCTION SYSTEMS PARTS
- ☐ IDENTIFY LUBRICATION SYSTEM COMPONENTS
- ☐ IDENTIFY COMMON ENGINE COOLING AND HEATING COMPONENTS
- ☐ IDENTIFY COMMON ENGINE EXHAUST SYSTEM COMPONENTS
- ☐ IDENTIFY VARIOUS BEARINGS AND SEALS
- ☐ IDENTIFY COMPONENTS OF COMMON POWER TRAIN SYSTEMS
- ☐ IDENTIFY COMPONENTS OF COMMON SUSPENSION AND STEERING SYSTEMS
- ☐ IDENTIFY COMMON BRAKING SYSTEM COMPONENTS
- ☐ IDENTIFY COMPONENTS OF COMMON MOTIVE POWER INDUSTRY ELECTRICAL SYSTEMS
- ☐ IDENTIFY AUTOBODY PARTS AND REPAIR MATERIALS
- ☐ IDENTIFY AIR CONDITIONING SYSTEM COMPONENTS AND SAFE HANDLING PROCEDURES
- ☐ IDENTIFY HYDRAULIC SYSTEMS COMPONENTS
- ☐ UNDERSTAND THE RELATIONSHIP OF ACCESSORIES TO OTHER VEHICLE SYSTEMS

LINE B: STANDARD STOCK RECOGNITION

- ☐ DESCRIBE STANDARD STOCK ITEMS COMMONLY USED IN THE MOTIVE POWER INDUSTRY
- ☐ DESCRIBE CORE RETURN PROCEDURES

LINE C: CATALOGUES

- ☐ DESCRIBE COST QUOTATIONS AND SELLING RELATED PARTS

LINE D: COMMUNICATION AND PROFESSIONALISM

- ☐ DESCRIBE EFFECTIVE ORAL COMMUNICATION SKILLS
- ☐ DESCRIBE PROFESSIONAL APPEARANCE AND CONDUCT

LINE E: SALES REPRESENTATIVES CHARACTERISTICS

- ☐ DESCRIBE TRAITS OF AN EFFECTIVE SALES REPRESENTATIVE
- ☐ DESCRIBE METHODS OF EFFECTIVE SALESMANSHIP

PRACTICAL

LINE A: PARTS IDENTIFICATION

- ☐ **UTILIZE COMMON MEASURING TOOLS**

LINE C: CATALOGUES

- ☐ **SOURCE CATALOGUE INFORMATION**

LINE D: COMMUNICATION AND PROFESSIONALISM

- ☐ **UTILIZE EFFECTIVE WRITTEN COMMUNICATION SKILLS**

LINE E: SALES REPRESENTATIVES CHARACTERISTICS

- ☐ **UTILIZE VARIOUS ACCOUNTING/FINANCIAL CALCULATIONS SPECIFIC TO SALES**

Supervisor Signature

NOTES FROM PARTSPERSON 2

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PARTSPERSON 3

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/partsperson-3>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE A: INVENTORY CONTROL PROCEDURES

- ☐ DESCRIBE INVENTORY CONTROL SYSTEMS
- ☐ DESCRIBE EMERGENCY PROCEDURES IN THE EVENT OF AN ELECTRONIC SYSTEM SHUTDOWN
- ☐ DESCRIBE INVENTORY RECORD KEEPING
- ☐ IDENTIFY THE CORRECT CLASSIFICATIONS OF CUSTOMER PURCHASES AND RETURNS
- ☐ DESCRIBE RECORD ENTERING
- ☐ DESCRIBE THE RELATION OF CORRECT RECORD PROCEDURES TO OTHER DEPARTMENTS/FUNCTIONS
- ☐ DESCRIBE STOCK CLASSIFICATIONS
- ☐ DESCRIBE TURN-OVER ANALYSIS
- ☐ DESCRIBE EFFECTIVE INVENTORY MANAGEMENT
- ☐ DESCRIBE THE FACTORS THAT AFFECT INVENTORY
- ☐ DESCRIBE PRICING STRUCTURE

LINE B: MERCHANDISING

- ☐ DESCRIBE MERCHANDISING
- ☐ DESCRIBE LOCAL OR NATIONAL ORDINANCES
- ☐ DESCRIBE THE PLANNING OF AN EFFECTIVE PARTS DEPARTMENT USING THE ESTABLISHED TRAFFIC FLOW

LINE C: COMMUNICATIONS AND CUSTOMER CARE

- ☐ DESCRIBE EFFECTIVE ORAL COMMUNICATION SKILLS

LINE D: INTRODUCTION TO PARTS BUSINESS MANAGEMENT

- ☐ DESCRIBE BUSINESS TYPES
- ☐ DESCRIBE THE RESPONSIBILITIES OF A DEPARTMENT MANAGER

LINE E: FINANCIAL MANAGEMENT

- ☐ DESCRIBE BUDGETING
- ☐ IDENTIFY THE COMPONENTS OF AN ACCOUNTING CYCLE
- ☐ DESCRIBE THE FUNCTIONS OF VARIOUS FINANCIAL STATEMENTS
- ☐ DESCRIBE A CAPITAL INVESTMENT FEASIBILITY STUDY
- ☐ DEFINE CASH FLOW NEEDS AND FORECASTING TERMINOLOGY
- ☐ DESCRIBE FINANCING SOURCES
- ☐ DESCRIBE RISK MANAGEMENT AND SECURITY PROCEDURES

PRACTICAL

LINE C: COMMUNICATIONS AND CUSTOMER CARE

- ☐ **UTILIZE EFFECTIVE WRITTEN COMMUNICATION SKILLS**

LINE E: FINANCIAL MANAGEMENT

- ☐ **ANALYZE PROFITABILITY DATA**
- ☐ **DETERMINE AND ANALYZE BREAK-EVEN POINT**

Supervisor Signature

NOTES FROM PARTSPERSON 3

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MISSING COMPETENCIES?

To develop the best journey person possible employers should attempt to provide training in all competencies for the trade. This is not always possible.

If your employer is unable to provide training in any competency required for your trade, note that competency below.

Competencies listed here will remain unsigned until your employer can provide training in that area or until you find an alternate way to gain the experience needed.

Competency:	Date:
Reason:	
Alternate plan:	

Competency:	Date:
Reason:	
Alternate plan:	

TECHNICAL TRAINING

Instructions

Keep a record of each level of technical training completed.

Parts and Warehousing Person 1

Date Completed:	Training Provider:
Mark:	Instructor:

Partsperson 2

Date Completed:	Training Provider:
Mark:	Instructor:

Partsperson 3

Date Completed:	Training Provider:
Mark:	Instructor:

COMPLETION REQUIREMENTS

Instructions

Keep a record of each program completion requirement achieved.

PARTS AND WAREHOUSING PERSON 1

- ☐ Parts and Warehousing Person 1 – Technical Training
- ☐ 1,680 Work-Based Training Hours
- ☐ Parts and Warehousing Person 1 ITA Certificate of Qualification Exam
- ☐ Recommendation for Certification signed by sponsor

PARTSPERSON 2

- ✓ Parts and Warehousing Person 1 Certificate of Qualification
- ☐ Partsperson 2 – Technical Training
- ☐ 1,680 Work-Based Training Hours (*3,360 total*)
- ☐ Partsperson 2 ITA Certificate of Qualification Exam
- ☐ Recommendation for Certification signed by sponsor

PARTSPERSON (PARTSPERSON 3)

- ✓ Parts and Warehousing Person 1 Certificate of Qualification
- ✓ Partsperson 2 Certificate of Qualification

- ☐ Partsperson 3 – Technical Training

- ☐ 1,680 Work-Based Training Hours (*5,040 total*)

- ☐ Partsperson 3 ITA Standardized Written Exam
- ☐ ITA Interprovincial Red Seal Exam
- ☐ Recommendation for Certification signed by sponsor

Note: After all other completion requirements have been met, ITA sends a Recommendation for Certification form to the sponsor requesting signoff.

CERTIFICATIONS

Instructions

Keep a record of the credentials and endorsements you have earned, including the certification number and date of issue.

CREDENTIAL EARNED	NUMBER	DATE OF ISSUE

If you have any questions, please contact ITA Customer Service at customerservice@itabc.ca 778-328-8700 or toll free (within BC) at 1-800-660-6011