		1	
2015 NOA Partsp BLOCK A	COMMON OCCUPATIONAL SKILLS	MWA A	ed to
	Performs safety-related functions.		Task 1
1.01	Maintains safe work environment.		1.01
1 02	Uses personal protective equipment (PPE) and safety equipment.		1.02
1.02	sarcty equipment.		1.02
	Uses tools and equipment.		Task 2
	Uses catalogues and price lists. Uses hand tools.		2.01
	Operates power tools.		2.03
2.04	Operates warehouse tools and equipment.		2.04
2.05	Here were wine and testing to do and anythrough		2.05
	Uses measuring and testing tools and equipment. Operates business machines.		2.05
	Uses computers and digital devices.		2.07
Teels 2	Organizaca week		Tank 2
	Organizes work. Uses work related documents.		Task 3 3.01
	Prioritizes tasks.		3.02
Took 4	Communicates with others.		Task 4
I dSK 4	Communicates with others.		1 d 5 K 4
4.01	Communicates in person.		4.01
	Communicates in writing and through illustrations. Communicates by telephone.		4.02
4.00	Communicates by telephone.		4.00
BLOCK B Task 5	CUSTOMER SERVICE Provides services to retail customers.	MWA B	Task 5
	Identifies retail customers' needs.	1	5.01
5.02	Provides technical information to retail customers.		5.02
Task 6	Provides services to wholesale customers.		Task 6
	Identifies wholesale customers' needs.		6.01
	Provides training oportunities and technical		
6.02	information to wholesale customers.		6.02
Task 7	Provides services to internal customers.		Task 7
7.01	Identifies internal customers' needs.		7.01
7.00	Maintains inventory and records for internal		7.00
7.02	customers.		7.02
	Provides general customer service and		
Task 8			Task 8
8.01	Prepares customer quotes. Provides no-fee value-added services and		8.01
8.02	information.		8.02
8.03	Records customer information.		8.03
	Implements product improvement programs (PIP)		8 04
	Implements product improvement programs (PIP).		8.04
8.04			8.04
8.04 BLOCK C	PARTS ACQUISITION	MWA C	
8.04 BLOCK C Task 9 9.01	PARTS ACQUISITION Identifies parts. Identifies parts function.	MWA C	Task 9 9.01
8.04 BLOCK C Task 9 9.01 9.02	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application.	MWA C	Task 9 9.01 9.02
8.04 BLOCK C Task 9 9.01 9.02	PARTS ACQUISITION Identifies parts. Identifies parts function.	MWA C	Task 9 9.01
8.04 BLOCK C Task 9 9.01 9.02 9.03	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application.	MWA C	Task 9 9.01 9.02
8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application. Identifies parts application. Sources parts. Searches inventory for parts.	MWA C	Task 9 9.01 9.02 9.03 Task 10 10.01
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8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application. Identifies parts application. Sources parts. Searches inventory for parts.	MWA C	Task 9 9.01 9.02 9.03 Task 10 10.01
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8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application. Identifies parts number. Sources parts. Searches inventory for parts. Identifies suppliers. Purchases parts. Arranges shipment of special orders.		Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03
8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts function. Identifies parts application. Identifies parts number. Sources parts. Searches inventory for parts. Identifies suppliers. Purchases parts. Arranges shipment of special orders. WAREHOUSING AND INVENTORY	MWA C	Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03
8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts application. Identifies parts application. Identifies parts application. Identifies parts number. Sources parts. Searches inventory for parts. Identifies suppliers. Purchases parts. Arranges shipment of special orders. WAREHOUSING AND INVENTORY Handles parts and materials. Maintains storage design layout.		Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 Task 11
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8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01 13.04 BLOCK E Task 14 14.01 14.02 14.03 Task 15 15.01 15.02 Task 16 16.01 16.02 16.03	PARTS ACQUISITION Identifies parts. Identifies parts function. Identifies parts function. Identifies parts application. Identifies parts application. Identifies parts application. Identifies parts application. Identifies suppliers. Sources parts. Searches inventory for parts. Identifies suppliers. Purchases parts. Arranges shipment of special orders. WAREHOUSING AND INVENTORY Handles parts and materials. Maintains storage design layout. Handles sensative products. Rotates stock. Places inventory in designated location. Performs Inventory control. Manages core and warranty inventory. Handles recalls. Maintains stock levels. Participates in periodic physical inventory count. Performs shipping and receiving duties. Verifies estimated time of arrival (ETA). Verifies incoming shipment. Resolves order discrepancies. Prepares for shipment. BUSINESS PRACTICES Promotes products and services. Displays products and ilterature. Recommends products to customer. Recommends products to customer. Recommends services to customer. Implements pricing formula. Calculates additional costs. Overrides price.	MWA D	Task 19 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 11.04 Task 11 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01 13.02 13.03 13.04 Task 14 14.01 14.03 14.04 Task 15

2020 RSOS Parts	Technician	came from
MWA A	Performs common occupational skills	BLOCK A
	1 Performs safety-related functions 1 Maintains safe work environment	Task 1 1.01
110	Uses personal protective equipment (PPE) and	
1.0	2 safety equipment	1.02
Task	2 Uses tools and equipment	Task 2
	1 Uses catalogues and price lists	2.01
	2 Uses hand tools 3 Operates power tools	2.02
	4 Operates warehouse tools and equipment	2.04
2.0	5 Uses measuring and testing tools and equipment	2.05
	6 Operates business machines	2.06
2.0	7 Uses computers and digital devices	2.07
Task	3 Organizes work	Task 3
3.0	1 Uses work related documents	3.01
3.0	Prioritizes tasks	3.02
Task	4 Communicates with others	Task 4
4.0	1 Uses communication techniques	4.01, 4.02, 4.03 new subtask
4.0	- CSCS COMMUNICATION LEGITINGUES	4.01, 4.02, 4.00 New Subtask
4.0	2 Uses mentoring techniques	new subtask
MWA B Task	Performs customer service Provides services to retail customers	BLOCK B Task 5
	I Identifies retail customers' needs	5.01
5.0	2 Provides technical information to retail customers	5.02
5.0	2 i rovides technical information to retail customers	5.02
	Provides services to wholesale customers	Task 6
6.0	1 Identifies wholesale customers' needs	6.01
6.0	Provides training oportunities and technical information to wholesale customers	6.02
T1-	T Describes and	Task 7
Task 7.0		7.01
	Maintains inventory and records for internal	
7.0	2 customers	7.02
	Provides general customer service and support	Task 8 8.01
8.0	Prepares customer quotes Provides no-fee value-added services and	6.01
8.0	2 information	8.02
	Records customer information	8.03
8.0	Trecords customer information	0.00
	Implements product improvement programs (PIP)	8.04
8.0 MWA C Task	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts	BLOCK C Task 9
8.0 MWA C Task 9.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function	8.04 BLOCK C Task 9 9.01
8.0 MWA C Task 9.0 9.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function	8.04 BLOCK C Task 9
MWA C Task 9.0 9.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts I identifies parts function Identifies parts application Identifies parts number	8.04 BLOCK C Task 9 9.01 9.02 9.03
8.0 MWA C Task 9.0 9.0 7ask 1 10.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function Identifies parts application Identifies parts application Identifies parts number Sources parts I Searches inventory for parts	8.04 BLOCK C Task 9 9.01 9.02
8.0 MWA C Task 9.0 9.0 10.0 Task 10.0	Implements product improvement programs (PIP) Performs parts acquisition 9 Identifies parts 1 Identifies parts function 2 Identifies parts application 3 Identifies parts number 0 Sources parts 2 Identifies parts 2 Identifies parts number	8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02
MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function Identifies parts application Identifies parts application Identifies inventory for parts I Searches inventory for parts I concess parts I Pearches inventory for parts	8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02
MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0	Implements product improvement programs (PIP) Performs parts acquisition 9 Identifies parts 1 Identifies parts function 2 Identifies parts application 3 Identifies parts number 0 Sources parts 2 Identifies parts 2 Identifies parts number	8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02
MWA C Task 9.0 9.0 10.0 10.0 10.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function Identifies parts application Identifies parts application Identifies parts application Identifies parts number Identifies parts number Identifies parts number Identifies suppliers Identi	8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04
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MWA C Task 9.0 9.0 10.0 10.0 10.0 10.0 10.0 11.0	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts function Identifies parts application Identifies parts number Sources parts I Searches inventory for parts Identifies uppliers I Purchases parts Identifies uppliers Arranges shipment of special orders Performs warehousing and inventory Handles parts and materials Identifies uppliers Identifies uppliers Inventory Identifies uppliers Id	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01
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MWA C Task 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11.0 1	Implements product improvement programs (PIP) Performs parts acquisition Jidentifies parts Incition Jidentifies parts Incition Jidentifies parts application Jidentifies parts application Jidentifies parts application Jidentifies parts number Sources parts Searches inventory for parts Jidentifies uppliers Purchases parts Arranges shipment of special orders Performs warehousing and inventory Handles parts and materials Maintains storage design layout Jeandles sensative products Rotates inventory Places inventory in designated location	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.02
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MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts Incition Identifies parts application Identifies parts application Identifies parts application Identifies parts application Identifies parts number Sources parts I Searches inventory for parts Identifies suppliers Purchases parts Arranges shipment of special orders Performs warehousing and inventory I Handles parts and materials I Maintains storace design layout I Handles sensative products Rotates inventory I Places inventory in designated location Performs Inventory control Images core and warranty inventory I Handles parts inventory recalls	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 21 12.01
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MWA C Task 1 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11.0	Implements product improvement programs (PIP) Performs parts acquisition Jedentifies parts Identifies parts Identifies parts application Identifies parts application Identifies parts number Searches inventory for parts Identifies parts number Searches inventory for parts Identifies suppliers Performs warehousing and inventory Handles parts and materials Maintains storage design layout Handles parts and materials Maintains storage design layout Performs Inventory in designated location Performs Inventory control Manages core and warranty inventory Handles parts inventory recalls Maintains inventory levels Participates in periodic physical inventory count Performs shipping and receiving duties Verifies estimated time of arrival (ETA)	8.04 BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01
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MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts Indentifies parts application Identifies suppliers Purchases parts Purchases parts Arranges shipment of special orders Performs warehousing and inventory Handles parts and materials Identifies suppliers Rotates inventory Places inventory in designated location Performs Inventory control Manages core and warranty inventory Handles parts inventory recalls Maintains inventory levels Participates in periodic physical inventory count Performs shipping and receiving duties Verifies estimated time of arrival (ETA) Verifies estimated time of arrival (ETA) Resolves order discrepancies Prepares for shipment	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 22 12.01 12.02 12.03 12.04 Task 13 13.01 13.02
MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Incution Identifies parts Incution Identifies parts Incution Identifies parts application Identifies parts application Identifies parts application Identifies parts application Identifies parts number Sources parts I Searches inventory for parts Identifies suppliers Purchases parts I Arranges shipment of special orders Performs warehousing and inventory I Handles parts and materials I Maintains storage design layout I Handles parts and materials I Maintains storage design layout I Handles parts inventory to the products I Manages core and warranty inventory I Handles parts inventory recalls I Manages core and warranty inventory I Handles parts inventory recalls I Manages core and warranty inventory I Handles parts inventory levels I Performs Inventory levels I Performs shipping and receiving duties I Verifies estimated time of arrival (ETA) I Verifies estimated time of arrival (ETA) I Verifies order discrepancies I Prepares for shipment Applies business practices I Promotes products and services	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01 13.02 13.03 13.04 BLOCK E Task 13
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MWA C Task 1 10.00 10.0 10.0 11.0 11.0 11.0 11.0 1	Implements product improvement programs (PIP) Performs parts acquisition J Identifies parts I Identifies parts application I Identifies parts application I Identifies parts application I Identifies parts number Sources parts Searches inventory for parts I Identifies suppliers Performs warehousing and inventory Handles parts and materials I Maintains storace design layout Handles parts and materials I Maintains storace design layout Performs warehousing and inventory Handles parts and materials I Maintains storace design layout Pardice sensative products Rotates inventory Pardice inventory in designated location Performs Inventory in designated location Participates in periodic physical inventory count Rotates inventory recalls Maintains inventory levels Participates in periodic physical inventory count Resolves order discrepancies Prepares for shipment Applies business practices Prepares for shipment Applies business practices Promotes products and illerature Uses digital marketing Recommends parts and products to customer I milements pricing formula Calculates additional costs Overrides price Processes financial transactions Generates invoices	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.04 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01 13.02 13.03 14.04 BLOCK E Task 14 Task 15 Task 14 Task 15 Task 15 Task 15 Task 15
MWA C Task 9.0 9.0 9.0 10.0 10.0 10.0 11.0 11.0 11	Implements product improvement programs (PIP) Performs parts acquisition Identifies parts Identifies parts Identifies parts application Identifies parts application Identifies parts application Identifies parts number Searches inventory for parts Identifies suppliers Performs warehousing and inventory Handles parts and materials Maintains storace design layout Handles parts and materials Maintains storace design layout Handles parts inventory to the search of	BLOCK C Task 9 9.01 9.02 9.03 Task 10 10.01 10.02 10.03 10.04 BLOCK D Task 11 11.01 11.02 11.03 11.04 Task 12 12.01 12.02 12.03 12.04 Task 13 13.01 13.04 BLOCK E Task 14 14.01 14.03 15.04 Task 15 15.01 Task 16