



# Parts Technician

# Guide to Course Content

2022

Online: [www.saskapprenticeship.ca](http://www.saskapprenticeship.ca)

*Recognition:*

*To promote transparency and consistency, this document has been adapted from the 2020 Parts Technician Red Seal Occupational Standard (Employment and Social Development Canada).*

*A complete version of the Occupational Standard can be found at [www.red-seal.ca](http://www.red-seal.ca)*

# STRUCTURE OF THE GUIDE TO COURSE CONTENT

To facilitate understanding of the occupation, this guide to course content contains the following sections:

**Description of the Parts Technician trade:** an overview of the trade's duties and training requirements.

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

**Elements of Harmonization for Apprenticeship Training:** includes adoption of Red Seal trade name, number of levels of apprenticeship, total training hours (on-the-job and in-school) and consistent sequencing of technical training content. Implementation for harmonization will take place progressively. Level one to be implemented in 2020/2021, level two in 2021/2022 and level three 2022/2023.

**Task Matrix:** a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard detailing the essential skills and the level of training where the content is covered.

**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.

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

**Training Profile Chart:** a chart which outlines the model for Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training.

**Technical Training Course Content for the Parts Technician subtrade:** a chart which outlines the model for SATCC technical training sequencing. For the harmonized level of training, a cross reference to the Harmonized apprenticeship technical training sequencing, at the learning outcome level, is provided.

**Appendix A: Post Harmonization Training Profile Chart:** a chart which outlines the finalized model for SATCC technical training sequencing with a cross reference to the Harmonized apprenticeship technical training sequencing, at the topic level.

# 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 parts persons 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.

**Training Requirements:** To graduate from each level of the apprenticeship program, an apprentice must successfully complete the required technical training and compile enough on-the-job experience to total at least 1800 hours each year. Total trade time required is 5400 and at least 3 years in the trade.

There are three levels of technical training delivered by Saskatchewan Polytechnic in Saskatoon. *Note: all training is available through online delivery.*

- Level One: 8 weeks equivalent (Online Delivery)
- Level Two: 8 weeks equivalent (Online Delivery)
- Level Three: 6 weeks equivalent (Online Delivery)

The information contained in this guide to course content details the technical training delivered for each level of apprenticeship. An apprentice spends approximately 15% of their apprenticeship term in a technical training institute learning the technical and theoretical aspects of the trade. The hours and percentages of technical and practical training may vary according to class needs and progress.

The content of the technical training components is subject to change without notice.

### Entrance Requirements for Apprenticeship Training

Your grade twelve transcripts (with no modified classes) or GED 12 is your guarantee that you meet the educational entrance requirements for apprenticeship in Saskatchewan. In fact, employers prefer and recommend apprentices who have completed high school. This ensures the individual has all of the necessary skills required to successfully complete the apprenticeship program, and receive journeyman certification.

Individuals with “modified” or “general” classes in math or science do not meet our entry requirements. These individuals are required to take an entrance assessment prescribed by the SATCC.

English is the language of instruction in all apprenticeship programs and is the common language for business in Saskatchewan. Before admission, all apprentices and/or “upgraders” must be able to understand and communicate in the English language. Applicants whose first language is not English must have a minimum Canadian Language Benchmark Assessment of six (CLB6).

Note: A CLB assessment is valid for a one-year period from date of issue.

Designated Trade Name	Math Credit at the Indicated Grade Level <sup>❶</sup>	Science Credit at Grade Level
Parts Technician	Grade 9	Grade 10
<p><sup>❶</sup> - (One of the following) WA – Workplace and Apprenticeship; or F – Foundations; or P – Pre-calculus, or a Math at the indicated grade level (Modified and General Math credits are not acceptable.).</p> <p>*Applicants who have graduated in advance of 2015-2016, or who do not have access to the revised Science curricula will require a Science at the minimum grade level indicated by trade.</p> <p>For information about high school curriculum, including Math and Science course names, please see:  <a href="http://www.curriculum.gov.sk.ca/#">http://www.curriculum.gov.sk.ca/#</a></p> <p><b>Individuals not meeting the entrance requirements will be subject to an assessment and any required training.</b></p>		

# 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.

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

The application of these skills may be described throughout this document within the competency statements which support each subtask of the trade. 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: [www.red-seal.ca](http://www.red-seal.ca).

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## 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.

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## 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.

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## 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.

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## **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.

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## **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.

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## **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.

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## **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.

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## **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.

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## **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.

# ELEMENTS OF HARMONIZATION FOR APPRENTICESHIP TRAINING

At the request of industry, the Harmonization Initiative was launched in 2013 to *substantively align* apprenticeship systems across Canada by making training requirements more consistent in the Red Seal trades. Harmonization aims to improve the mobility of apprentices, support an increase in their completion rates and enable employers to access a larger pool of apprentices.

As part of this work, the Canadian Council of the Directors of Apprenticeship (CCDA) identified four main harmonization priorities in consultation with industry and training stakeholders:

## 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 the Parts Technician trade is three.

## 3. Total Training Hours during Apprenticeship Training

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

## 4. Consistent sequencing of training content (at each level) using the most recent Occupational Standard

Implementation for harmonization will take place progressively. Level one to be implemented in 2020/2021, level two in 2021/2022 and level three in 2022/2023. See Appendix A for the finalized curriculum comparisons.



White boxes are “Topics,” grey boxes are “In Context”. In context means learning that has already taken place and is being applied to the applicable task. Learning outcomes for in context topics are accomplished in other topics in that level.

<b>Level 1</b> (2020/2021 implementation)	<b>Level 2</b> (2021/2022 implementation)	<b>Level 3</b> (2022/2023 implementation)
	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		
Tools and Equipment		
Organizes Work		
Communication		Mentoring
Retail Customers	Retail Customers	
Wholesale Customers	Wholesale Customers	
Internal Customers		Internal Customers
General Customer Service	General Customer Service	General Customer Service
Parts (Identification)	Parts (Identification)	
Parts (Sourcing)	Parts (Sourcing)	Parts (Sourcing)
	Parts and Materials (Handling)	Parts and Materials (Handling)
	Inventory Control	Inventory Control
Shipping and Receiving (Introduction)	Shipping and Receiving	Shipping and Receiving
	Products and Services Promotion	Products and Services Promotion
		Pricing Formula

<p align="center"><b>Level 1</b> (2020/2021 implementation)</p>	<p align="center"><b>Level 2</b> (2021/2022 implementation)</p>	<p align="center"><b>Level 3</b> (2022/2023 implementation)</p>
<p align="center">Financial Transactions</p>	<p align="center">Financial Transactions</p>	<p align="center">Financial Transactions</p>

# PARTS TECHNICIAN TASK MATRIX

This chart outlines the major work activities, tasks and sub-tasks from the 2020 Parts Technician Red Seal Occupational Standard. Each sub-task details the corresponding essential skill and level of training where the content is covered. \*

\* Sub Tasks with numbers in the boxes is where the content will be delivered in training.

The Task Matrix Chart will be updated every year until Harmonization implementation is complete. Implementation for harmonization will take place progressively. Level one to be implemented in 2020/2021, level two 2021/2022 and level three in 2022/2023.

## A – Performs common occupational skills

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

## B – Performs customer service

<b>Task B-5</b> Provides services to retail customers	<b>B-5.01 Identifies retail customers' needs</b>  1	<b>B-5.02 Provides technical information to retail customers</b>  2	
<b>Task B-6</b> Provides services to wholesale customers	<b>B-6.01 Identifies wholesale customers' needs</b>  1, 2 (3 in context)	<b>B-6.02 Provides training opportunities and technical information to wholesale customers</b>  1, 2 (3 in context)	
<b>Task B-7</b> Provides services to internal customers	<b>B-7.01 Identifies internal customers' needs</b>  1, 3 (2 in context)	<b>B-7.02 Maintains inventory and records for internal customers</b>  3 (2 in context)	
<b>Task B-8</b> Provides general customer service and support	<b>B-8.01 Prepares customer quotes</b>  2, 3	<b>B-8.02 Provides no-fee value-added services and information</b>  1, 2, 3	<b>B-8.03 Records customer information</b>  1, 2, 3
	<b>B-8.04 Implements product improvement programs (PIP)</b>  2		

## C – Performs parts acquisition

<b>Task C-9</b> Identifies parts	<b>C-9.01 Identifies parts function</b>  1, 2	<b>C-9.02 Identifies parts application</b>  1, 2	<b>C-9.03 Identifies parts number</b>  1, 2
<b>Task C-10</b> Sources parts	<b>C-10.01 Searches inventory for parts</b>  1, 2	<b>C-10.02 Identifies suppliers</b>  1, 2, 3	<b>C-10.03 Purchases parts</b>  2, 3
	<b>C-10.04 Arranges shipment of special orders</b>  2, 3		

## D – Performs warehousing and inventory

<b>Task D-11</b> <b>Handles parts and materials</b>	<b>D-11.01 Maintains storage design layout</b>  <b>3</b>	<b>D-11.02 Handles sensitive products</b>  <b>3</b>	<b>D-11.03 Rotates inventory</b>  <b>2, 3</b>
	<b>D-11.04 Places inventory in designated location</b>  <b>2, 3</b>		
<b>Task D-12</b> <b>Performs inventory control</b>	<b>D-12.01 Manages core and warranty inventory</b>  <b>2, 3</b>	<b>D-12.02 Handles parts inventory recalls</b>  <b>3</b>	<b>D-12.03 Maintains inventory levels</b>  <b>3</b>
	<b>D-12.04 Participates in periodic physical inventory count</b>  <b>2, 3</b>		
<b>Task D-13</b> <b>Performs shipping and receiving duties</b>	<b>D-13.01 Verifies estimated time of arrival (ETA)</b>  <b>1, 2, 3</b>	<b>D-13.02 Receives incoming shipment</b>  <b>1, 2, 3</b>	<b>D-13.03 Resolves order discrepancies</b>  <b>1, 2, 3</b>
	<b>D-13.04 Prepares for shipment</b>  <b>1, 2, 3</b>		

## E – Applies business practices

<b>Task E-14</b> <b>Promotes products and services</b>	<b>E-14.01 Displays products and literature</b>  <b>3</b>	<b>E-14.02 Uses digital marketing</b>  <b>2, 3</b>	<b>E-14.03 Recommends parts and products to customer</b>  <b>2, 3</b>
	<b>D-14.04 Recommends services to customer</b>  <b>2, 3</b>		
<b>Task E-15</b> <b>Implements pricing formula</b>	<b>E-15.01 Calculates additional costs</b>  <b>3</b>	<b>E-15.02 Overrides price</b>  <b>3</b>	
	<b>Task E-16</b> <b>Processes financial transactions</b>	<b>E-16.01 Generates invoices</b>  <b>1, 2</b>	<b>E-16.02 Accepts payments</b>  <b>2</b>
<b>E-16.04 Processes day-end reports</b>  <b>2, 3</b>			

# TRAINING PROFILE CHART

This Training Profile Chart represents Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training at the topic level.

Sask. Polytechnic Level One	Transcript Code	Hours
Parts Information Systems	AV 184 – Theory	19
Computer Applications	COAP 188 – Theory	20
Parts Workplace Skills	PART 177 – Theory	15
Applied Trade Measurement	MEAS 105 – Theory	15
Parts ID for Engines	PART 171 – Theory	20
Parts ID for Electrical	PART 172 – Theory	20
Parts ID for Vehicle Systems	PART 173 – Theory	20
Parts ID for Lubrication and Drive Systems	PART 174 – Theory	20
Machine/Vehicle Identification	PART 175 – Theory	20
Common Tools	PART 176 – Theory	29
Regulations and Safety	PART 183 – Theory	16
Warehouse and Documentation	PART 188 – Theory	26
		240

Sask. Polytechnic Level Two	Transcript Code	Hours
Parts Information Systems	AV 280 – Theory	12
Computers	COAP 283 – Theory	20
Customer Service	PART 279 – Theory	15
Engine Systems	PART 280 – Theory	35
Drive Train Components	PART 281 – Theory	30
Vehicle Systems	PART 282 – Theory	28
Hydraulic Systems	PART 283 – Theory	20
Standard Stock	PART 284 – Theory	21
Machine/Vehicle Identification	PART 285 – Theory	35
Parts Networking	PART 290 – Theory	12

Documentation	RPRT 280 – Theory	12
		240

Sask. Polytechnic Level Three	Transcript Code	Hours
Parts Business Practices	PART 378 – Theory	12
Parts Communications	PART 379 – Theory	12
Inventory Control	PART 380 – Theory	37
New Vehicle Technology	PART 381 – Theory	22
Facility Design	PART 382 – Theory	24
Purchasing	PART 384 – Theory	12
Parts Sales and Merchandising	PART 385 – Theory	37
Applied Parts Management	PART 386 – Theory	24
		180



# TECHNICAL TRAINING COURSE CONTENT

This chart outlines the model for Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training sequencing. For the harmonized level of training, a cross reference to the Red Seal Occupational Standard (RSOS) apprenticeship technical training sequencing, at the learning outcome level, is provided.

Implementation for harmonization will take place progressively. Level one to be implemented in 2020/2021, level two in 2021/2022 and level three in 2022/2023.

<b>Level One</b>	<b>8 weeks</b>	<b>240 hours</b>
<b>Parts Information Systems – Theory</b>		<b>19 hours</b>
<ul style="list-style-type: none"><li>• identify the different tools that can be used to locate parts information</li><li>• describe the components of the different systems</li><li>• discuss the parts pricing structures</li><li>• demonstrate alternative methods for locating parts</li><li>• explain the use of serial numbers &amp; vehicle identification numbers (VIN)</li></ul>		
<b>RSOS topics covered in this section of training:</b>		
<b>A-3 Organizes work</b>		
A-3.01 Uses work-related documents		
<ul style="list-style-type: none"><li>• interpret documentation</li><li>• determine relevant information to provide to external and internal customers or technicians</li><li>• complete forms</li><li>• file documentation</li><li>• demonstrate knowledge of documentation and forms, and their characteristics and applications</li><li>• demonstrate knowledge of procedures to create, use and file documentation and forms</li></ul>		
A-3.02 Prioritizes tasks		
<ul style="list-style-type: none"><li>• manage multiple tasks at the same time</li><li>• reassess priorities</li><li>• create work schedule</li><li>• sequence tasks</li><li>• map out inventory picking sequence</li><li>• unpack materials/shipments</li><li>• demonstrate knowledge of prioritizing tasks, and their characteristics and applications</li><li>• demonstrate knowledge of procedures to prioritize and schedule tasks</li></ul>		
<b>C-10 Sources parts</b>		
C-10.01 Searches inventory for parts		
<ul style="list-style-type: none"><li>• determine availability of parts and location of bin</li><li>• produce pick list/ticket</li><li>• locate parts for picking</li><li>• select carrying devices</li><li>• determine picking sequence</li><li>• retrieve parts from inventory</li><li>• identify and record parts discrepancies</li><li>• identify damaged or defective parts and products</li></ul>		

- demonstrate knowledge of searching inventory for parts
  - demonstrate knowledge of procedures to search inventory for parts
- C-10.02 Identifies suppliers
- search available suppliers for most competitive price and availability
  - determine alternative sources
  - identify parts available for rebuilds and source suppliers to rebuild parts
  - demonstrate knowledge of identifying suppliers
  - demonstrate knowledge of procedures to identify suppliers

### **E-16 Processes financial transactions**

#### C-16.01 Generates invoices

- determine type of invoice required
- apply company pricing formula and discounting structures
- verify customer's approved credit limit
- demonstrate knowledge of invoices, and their characteristics and applications
- demonstrate knowledge of procedures to generate invoices

## **Computer Applications – Theory**

**20 hours**

- discuss software programs used by parts departments
- discuss networks used by parts departments
- discuss the use of electronic parts catalogs
- discuss business and invoicing software

### **RSOS topics covered in this section of training:**

#### **A-2 Uses tools and equipment**

##### A-2.01 Uses catalogues and price lists

- navigate supplier and manufacturers' web sites
- interpret manufacturers' terminology
- identify supplier of a specific item
- locate part and part number
- interpret pricing structure and levels
- demonstrate knowledge of interpreting catalogs and price lists
- demonstrate knowledge of procedures to use catalogs and price lists

##### A-2.02 Uses hand tools

- select and use hand tools
- maintain hand tools
- store hand tools
- identify worn, damaged or defective hand tools
- demonstrate knowledge of hand tools and their characteristics and applications
- demonstrate knowledge of procedures to use, calibrate, store and maintain hand tools

##### A-2.03 Operates power tools

- select and use power tools
- maintain power tools
- store power tools
- identify worn, damaged or defective power tools
- demonstrate knowledge of power tools, and their characteristics and applications
- demonstrate knowledge of procedures to use, store and maintain power tools

##### A-2.04 Operates warehouse tools and equipment

- select and use warehouse tools and equipment
- operate warehouse tools and equipment
- store warehouse tools and equipment
- inspect warehouse tools and equipment
- maintain warehouse tools and equipment

- identify worn, damaged or defective warehouse tools and equipment
  - demonstrate knowledge of warehouse tools and equipment, and their characteristics and applications
  - demonstrate knowledge and procedures to use, inspect, store and maintain warehouse tools and equipment
- A-2.05 Uses measuring and testing tools and equipment
- select and use measuring and testing tools and equipment
  - inspect and maintain measuring and testing tools and equipment
  - store measuring and testing tools and equipment
  - identify worn, damaged or defective measuring and testing tools and equipment
  - demonstrate knowledge of measuring and testing tools and equipment, and their characteristics and applications
  - demonstrate knowledge of procedures to use measuring and testing tools and equipment
- A-2.06 Operates business machines
- select and use business machines
  - secure business machines when not in use
  - maintain business machines
  - identify worn, damaged or defective business machines
  - demonstrate knowledge of business machines, and their characteristics and applications
  - demonstrate knowledge of procedures to use, secure and maintain business machines
- A-2.07 Uses computers and digital devices
- use digital devices
  - create and interpret computer-generated documents
  - navigate online systems
  - log onto computer and load programs
  - troubleshoot and report computer system and program problems
  - secure or turn off digital devices when not in use
  - maintain external computer components
  - demonstrate knowledge of digital devices, their applications and secure use
  - demonstrate knowledge of procedures to use digital devices
  - demonstrate knowledge of online systems and computer components

## Parts Workplace Skills – Theory

15 hours

- examine essential workplace procedures
- discuss customer communication skills
- explain workplace conflict resolution
- describe workplace mentoring

### RSOS topics covered in this section of training:

#### A-4 Uses communication and mentoring techniques

##### A-4.01 Uses communication techniques

- acknowledge others in a professional manner
- communicate with others (individuals or in a group)
- present an image of professionalism
- listen using active listening practices
- use open-ended questions to enhance understanding
- provide illustrations or printed materials
- use standard company forms and letters when corresponding with others
- receive and respond to feedback on work
- explain and provide feedback
- use conflict management techniques to deal with difficulties with others and to resolve conflicts
- participate in safety and information meetings
- demonstrate knowledge of effective communication practices

## **B-5 Provides services to retail customers**

### **B-5.01 Identifies retail customers' needs**

- interpret customer description of request and priority
- compare failed, worn or defective parts to replacement parts
- advise customer of related parts and products
- demonstrate knowledge of identifying retail customer needs
- demonstrate knowledge of procedures to identify retail customer needs

### **B-5.02 Provides technical information to retail customers**

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

## **B-6 Provides services to wholesale customers**

### **B-6.01 Identifies wholesale customers' needs**

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure
- demonstrate knowledge of identifying wholesale customer needs
- demonstrate knowledge of procedures to identify wholesale customer needs and information

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

- identify potential, current and on-going training needs
- assist in planning and coordinating training events
- obtain technical information for wholesale customers
- provide technical information to wholesale customers on related parts and products
- demonstrate knowledge of providing training opportunities and technical information to wholesale customers
- demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

## **B-7 Provides services to internal customers**

### **B-7.01 Identifies internal customers' needs**

- interpret customer's description of request and priority
- confirm proper application and function of replacement parts
- provide recommendations to internal customers regarding their shop supply levels
- demonstrate knowledge of identifying internal customers' needs
- demonstrate knowledge of procedures to identify internal customers' needs

### **B-7.02 Maintains inventory and records for internal customers**

- expedite repairs of shop tools and equipment
- maintain warranty and core returns for internal customers
- maintain tool catalogs
- maintain kitting inventory levels
- maintain historical inventory transactions
- maintain physical inventory of tools for internal customers
- demonstrate knowledge of maintaining inventory and records for internal customers
- demonstrate knowledge of procedures to maintain inventory and records for internal customers

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## **Applied Trade Measurement – Theory**

**15 hours**

- explain common trade measurements and their use
- use formula to calculate measurements

- apply common trade measurements

**RSOS topics covered in this section of training:**

**A-2 Uses tools and equipment**

A-2.05 Uses measuring and testing tools and equipment

- select and use measuring and testing tools and equipment
- inspect and maintain measuring and testing tools and equipment
- store measuring and testing tools and equipment
- identify worn, damaged or defective measuring and testing tools and equipment
- demonstrate knowledge of measuring and testing tools and equipment, and their characteristics and applications
- demonstrate knowledge of procedures to use measuring and testing tools and equipment

**Parts ID for Engines – Theory**

**20 hours**

- describe the principles of combustion
- identify basic engine components
- describe engine classifications
- describe the principles of engine operation
- describe engine parts operation
- describe engine construction features
- examine engine parts failures
- describe engine repair procedures

**RSOS topics covered in this section of training:**

**C-9 Performs parts acquisition**

C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

**Parts ID for Electrical – Theory**

**20 hours**

- identify the basic fundamentals of electricity and electronics
- explain battery types and functions
- describe charging system components and functions

- describe charging system problems
- identify chassis wiring

**RSOS topics covered in this section of training:**

**C-9 Performs parts acquisition**

C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

**Parts ID for Vehicle Systems – Theory**

**20 hours**

- describe the parts and function of the fuel system
- describe the parts and function of the exhaust system
- describe the parts and function of the emissions system
- describe parts and function of the cooling system
- describe parts and function of the heating system

**RSOS topics covered in this section of training:**

**C-9 Performs parts acquisition**

C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information

- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

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### **Parts ID for Lubrication and Drive Systems – Theory**

**20 hours**

- describe the parts and operation of the lubrication system
- discuss lubricants
- identify belt and chain drive components
- describe shaft couplers and clutches

#### **RSOS topics covered in this section of training:**

#### **C-9 Performs parts acquisition**

##### **C-9.01 Identifies parts**

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

##### **C-9.02 Identifies parts application**

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

##### **C-9.03 Identifies parts number**

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

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### **Machine/Vehicle Identification – Theory**

**20 hours**

- identify different passenger vehicle types
- identify agricultural machinery
- identify industrial machinery
- identify heavy truck and trailer vehicle types
- identify recreational vehicles

#### **RSOS topics covered in this section of training:**

#### **B-8 Performs general customer service and support**

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

- advise customer of programming, handling and warranty limitations on parts and products
- advise customer of manufacturers' information and tutorials on parts and products
- locate parts and products that are no longer available
- provide customer with literature
- inform customer of current and upcoming promotions/programs
- provide after-sales follow-up services



- demonstrate knowledge of providing no-fee value-added services and information
  - demonstrate knowledge of procedures to provide no-fee value-added services and information
- B-8.03 Records customer information
- enter and update customer information in business data system
  - record customer payment information in business data system
  - maintain customer records
  - demonstrate knowledge of customer information and its applications
  - demonstrate knowledge of procedures to record customer information

## Common Tools – Theory

29 hours

- identify the different types of hand tools
- describe the use and purpose of hand tools
- identify the different types of power tools
- describe the use and purpose of power tools
- identify measuring tools and equipment
- demonstrate measuring tool use and operation

### RSOS topics covered in this section of training:

#### A-2 Uses tools and equipment

##### A-2.01 Uses catalogues and price lists

- navigate supplier and manufacturers' web sites
- interpret manufacturers' terminology
- identify supplier of a specific item
- locate part and part number
- interpret pricing structure and levels
- demonstrate knowledge of interpreting catalogs and price lists
- demonstrate knowledge of procedures to use catalogs and price lists

##### A-2.02 Uses hand tools

- select and use hand tools
- maintain hand tools
- store hand tools
- identify worn, damaged or defective hand tools
- demonstrate knowledge of hand tools and their characteristics and applications
- demonstrate knowledge of procedures to use, calibrate, store and maintain hand tools

##### A-2.03 Operates power tools

- select and use power tools
- maintain power tools
- store power tools
- identify worn, damaged or defective power tools
- demonstrate knowledge of power tools, and their characteristics and applications
- demonstrate knowledge of procedures to use, store and maintain power tools

##### A-2.04 Operates warehouse tools and equipment

- select and use warehouse tools and equipment
- operate warehouse tools and equipment
- store warehouse tools and equipment
- inspect warehouse tools and equipment
- maintain warehouse tools and equipment
- identify worn, damaged or defective warehouse tools and equipment
- demonstrate knowledge of warehouse tools and equipment, and their characteristics and applications



- demonstrate knowledge and procedures to use, inspect, store and maintain warehouse tools and equipment
- A-2.05 Uses measuring and testing tools and equipment
- select and use measuring and testing tools and equipment
  - inspect and maintain measuring and testing tools and equipment
  - store measuring and testing tools and equipment
  - identify worn, damaged or defective measuring and testing tools and equipment
  - demonstrate knowledge of measuring and testing tools and equipment, and their characteristics and applications
  - demonstrate knowledge of procedures to use measuring and testing tools and equipment
- A-2.06 Operates business machines
- select and use business machines
  - secure business machines when not in use
  - maintain business machines
  - identify worn, damaged or defective business machines
  - demonstrate knowledge of business machines, and their characteristics and applications
  - demonstrate knowledge of procedures to use, secure and maintain business machines
- A-2.07 Uses computers and digital devices
- use digital devices
  - create and interpret computer-generated documents
  - navigate online systems
  - log onto computer and load programs
  - troubleshoot and report computer system and program problems
  - secure or turn off digital devices when not in use
  - maintain external computer components
  - demonstrate knowledge of digital devices, their applications and secure use
  - demonstrate knowledge of procedures to use digital devices

## Regulations and Safety – Theory

**16 hours**

- describe the types of distribution networks
- identify the duties and responsibilities of parts department personnel
- recognize safe working practices and safety equipment
- explain fire safety

### RSOS topics covered in this section of training:

#### A-1 Performs safety related functions

##### A-1.01 Maintains safe work environment

- follow safety practices
- identify, act upon and report unsafe or potentially hazardous conditions
- handle and store dangerous goods
- dispose of dangerous goods
- identify and correct unsafe practices
- perform housekeeping duties
- demonstrate knowledge of maintaining a safe work environment
- demonstrate knowledge of procedures to maintain a safe work environment

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

- ensure fit of PPE
- seek assistance when unfamiliar with how to use PPE or safety equipment
- use safety equipment

- inspect PPE and safety equipment
- maintain PPE and safety equipment
- store safety equipment
- identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment
- demonstrate knowledge of use of PPE and safety equipment
- demonstrate knowledge of procedures to use of PPE and safety equipment

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## Warehouse and Documentation – Theory

**26 hours**

- identify the different point of sale documentation
- describe the use of order forms
- describe the use of warranty claim and return forms
- explain shipping methods and procedures
- explain receiving procedures and practices
- demonstrate the completion of shipping and receiving forms

### RSOS topics covered in this section of training:

#### D-13 Performs shipping and receiving duties

##### D-13.01 Verifies estimated time of arrival (ETA)

- confirm ETA
- track or expedite shipment
- inform appropriate party of status of shipment
- demonstrate knowledge of verifying ETA, and its applications
- demonstrate knowledge of procedures to verify ETA

##### D-13.02 Receives incoming shipment

- confirm shipment origin and quantity
- inspect for and record damage to packaging
- refuse and report damaged product
- unload and unpack shipment
- verify shipping information with product delivered
- record discrepancies in shipping documents
- enter received parts into inventory system
- label part numbers
- identify backorders on packing list for follow-up
- inspect and validate transport security seals
- prioritize receipt of incoming shipments
- demonstrate knowledge of receiving incoming shipments
- demonstrate knowledge of procedures to receive incoming shipments

##### D-13.03 Resolves order discrepancies

- contact supplier for short shipments
- arrange for missing product to be reordered or reconciled
- report order discrepancy
- obtain return goods/material authorization (RGA/RMA) number
- demonstrate knowledge of order discrepancy resolution
- demonstrate knowledge of procedures to resolve order discrepancies

##### D-13.04 Prepares for shipment

- verify invoice or packing slip items for shipping
- package and label parts and products
- complete shipping documentation
- arrange pick-up and delivery
- identify and label dangerous goods
- load shipment
- demonstrate knowledge of preparing for a shipment

- demonstrate knowledge of procedures to prepare for a shipment

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**No Level One topics from the RSOS are taught in context.**

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## Level Two

8 weeks

240 hours

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### Parts Information Systems – Theory

12 hours

- identify the different tools that can be used to locate parts information
- describe the components of the different systems
- identify alternative methods for locating parts
- use service manuals to reference specifications and procedures

#### RSOS topics covered in this section of training:

##### C-10 Sources parts

###### C-10.01 Searches inventory for parts

- determine availability of parts and location of bin
- produce pick list/ticket
- locate parts for picking
- select carrying devices
- determine picking sequence
- retrieve parts from inventory
- identify and record parts discrepancies
- identify damaged or defective parts and products
- demonstrate knowledge of searching inventory for parts
- demonstrate knowledge of procedures to search inventory for parts

###### C-10.02 Identifies suppliers

- search available suppliers for most competitive price and availability
- determine alternative sources
- identify parts available for rebuilds and source suppliers to rebuild parts
- demonstrate knowledge of identifying suppliers
- demonstrate knowledge of procedures to identify suppliers

###### C-10.03 Purchases parts

- confirm price and availability
- issue PO, work order, requisition order or repair order
- calculate net cost
- make back order arrangements
- follow up on back orders or outstanding orders
- confirm suppliers return and warranty policy
- demonstrate knowledge of purchasing parts
- demonstrate knowledge of procedures to purchase parts

###### C-10.04 Arranges shipment of special orders

- determine mode of transportation
- inform customer of additional freight or brokerage charges
- consult carrier schedule to determine estimated time of arrival (ETA)
- inform shipping department of rush orders
- place parts on hold for future pick-up
- track shipment to ensure on-time delivery
- coordinate delivery of special order with customer
- demonstrate knowledge of shipping special orders
- demonstrate knowledge of procedures to ship and track special orders

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### Computers – Theory

20 hours

- identify the basic types of computer hardware systems
- discuss the advantages of different software programs
- discuss how computers are used in industry

**RSOS topics covered in this section of training:**

**B-8 Performs general customer service and support**

**B-8.01 Prepares customer quotes**

- determine customer price level
- determine additional costs
- compile and update quotes
- apply contractual obligations to customer quote
- review details of quote, inform customer of parts availability and advise of included value-added services
- demonstrate knowledge of preparation of customer quotes
- demonstrate knowledge of procedures to prepare customer quotes

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

- advise customer of programming, handling and warranty limitations on parts and products
- advise customer of manufacturers' information and tutorials on parts and products
- locate parts and products that are no longer available
- provide customer with literature
- inform customer of current and upcoming promotions/programs
- provide after-sales follow-up services
- demonstrate knowledge of providing no-fee value-added services and information
- demonstrate knowledge of procedures to provide no-fee value-added services and information

**B-8.03 Records customer information**

- enter and update customer information in business data system
- record customer payment information in business data system
- maintain customer records
- demonstrate knowledge of customer information and its applications
- demonstrate knowledge of procedures to record customer information

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

- determine product improvement programs (PIP) procedures
- respond to customer query or inform customer of product improvement or changes
- acquire product from inventory or supplier
- adjust inventory
- inform customer or service department that part has been received
- submit documentation to manufacturer or supplier
- demonstrate knowledge of implementing PIP
- demonstrate knowledge of procedures to implement PIP

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**Customer Service – Theory**

**15 hours**

- identify different types of customers
- describe the elements of customer service
- explain methods of meeting customer's needs

**RSOS topics covered in this section of training:**

**B-5 Provides services to retail customers**

**B-5.02 Provides technical information to retail customers**

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

## **B-6 Provides services to wholesale customers**

### **B-6.01 Identifies wholesale customers' needs**

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure
- demonstrate knowledge of identifying wholesale customer needs
- demonstrate knowledge of procedures to identify wholesale customer needs and information

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

- identify potential, current and on-going training needs
- assist in planning and coordinating training events
- obtain technical information for wholesale customers
- provide technical information to wholesale customers on related parts and products
- demonstrate knowledge of providing training opportunities and technical information to wholesale customers
- demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

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## **Engine Systems – Theory**

**35 hours**

- explain the function of the ignition circuit
- describe the components of the ignition system
- explain diesel fuel characteristics
- describe the parts and function of the diesel fuel system
- explain the differences between gas and diesel engines
- explain the difference between turbo charger and super charger
- identify controllers and monitors used on diesel engines

### **RSOS topics covered in this section of training:**

#### **C-9 Performs parts acquisition**

##### **C-9.01 Identifies parts**

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

##### **C-9.02 Identifies parts application**

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

##### **C-9.03 Identifies parts number**

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

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## Drive Train Components – Theory

30 hours

- describe axle and driveline parts and their functions
- discuss clutches and torque converters
- discuss transmissions and transaxles
- discuss differentials and final drives
- compare the different drive train systems

### RSOS topics covered in this section of training:

#### C-9 Performs parts acquisition

##### C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

##### C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

##### C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

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## Vehicle Systems – Theory

28 hours

- Describe parts and operation of the air conditioning system.
- Describe the components and principles of operation of the suspension system.
- Describe the components and principles of operation of the steering system
- Describe the components and principles of operation of the brake system
- Discuss a variety of tires and vehicle ballasting
- Identify the components of track systems

### RSOS topics covered in this section of training:

#### C-9 Performs parts acquisition

##### C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

##### C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems

- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems
- C-9.03 Identifies parts number
- use parts information
  - measure dimensions of parts
  - cross-reference information
  - use supersession
  - demonstrate knowledge of parts, and their function and fit in motive systems
  - demonstrate knowledge of procedures to identify part numbers

### Hydraulic Systems – Theory

20 hours

- identify the basic hydraulic principles
- identify hydraulic system components
- describe hydraulic system circuits
- discuss hydraulic system operation
- explain hydraulic steering systems
- discuss the hydrostatic drive systems

#### RSOS topics covered in this section of training:

#### C-9 Performs parts acquisition

##### C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

##### C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

##### C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

### Standard Stock – Theory

21 hours

- Discuss types and functions of fasteners
- Discuss types and functions of fittings
- Describe friction and non-friction bearings and their applications
- Describe static and dynamic seals and their applications
- Compare common products used within the parts industry
- Describe the parts and operation of the lubrication system



**RSOS topics covered in this section of training:**

**D-11 Handles parts and materials**

D-11.03 Rotates inventory

- rotate inventory according to first in/first out (FIFO) and last in/first out (LIFO) principles, date code, expiry date, product packaging and obsolescence
- maintain quality of product
- demonstrate knowledge of inventory rotation
- demonstrate knowledge of procedures to rotate inventory

D-11.04 Places inventory in designated location

- verify destination of parts
- identify location of overstock
- identify and correct errors in parts location
- place and display inventory
- demonstrate knowledge of inventory placement
- demonstrate knowledge of procedures to place inventory

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**Machine/Vehicle Identification – Theory**

**35 hours**

- discuss body structure design
- identify chassis components
- explain body styles and classifications
- describe vehicle comfort and safety systems
- discuss vehicle identification codes and labels
- identify operator features and controls
- compare parts supply and systems
- identify types of agricultural equipment and their function
- describe the fast wearing components of agricultural equipment
- identify types of industrial equipment and their function
- describe the fast wearing components of industrial equipment

**RSOS topics covered in this section of training:**

**C-9 Performs parts acquisition**

C-9.01 Identifies parts

- identify part using techniques
- determine where part fits in motive system
- demonstrate knowledge of parts, their function and their fit in motive systems
- demonstrate knowledge of procedures to identify parts, their function and their fit in motive systems

C-9.02 Identifies parts application

- verify function of parts
- confirm and interpret parts information
- consider customer modification to vehicle or parts
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify parts and their function and fit in motive systems

C-9.03 Identifies parts number

- use parts information
- measure dimensions of parts
- cross-reference information
- use supersession
- demonstrate knowledge of parts, and their function and fit in motive systems
- demonstrate knowledge of procedures to identify part numbers

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## Parts Networking – Theory

12 hours

- describe parts networking
- demonstrate the use of peer-to-peer communication
- demonstrate the use of technologies

### RSOS topics covered in this section of training:

#### A-3 Organizes work

##### A-3.01 Uses work-related documents

- interpret documentation
- determine relevant information to provide to external and internal customers or technicians
- complete forms
- file documentation
- demonstrate knowledge of documentation and forms, and their characteristics and applications
- demonstrate knowledge of procedures to create, use and file documentation and forms

##### A-3.02 Prioritizes tasks

- manage multiple tasks at the same time
- reassess priorities
- create work schedule
- sequence tasks
- map out inventory picking sequence
- unpack materials/shipments
- demonstrate knowledge of prioritizing tasks, and their characteristics and applications
- demonstrate knowledge of procedures to prioritize and schedule tasks

#### B-7 Provides services to internal customers

##### B-7.01 Identifies internal customers' needs

- interpret customer's description of request and priority
- confirm proper application and function of replacement parts
- provide recommendations to internal customers regarding their shop supply levels
- demonstrate knowledge of identifying internal customers' needs
- demonstrate knowledge of procedures to identify internal customers' needs

##### B-7.02 Maintains inventory and records for internal customers

- expedite repairs of shop tools and equipment
- maintain warranty and core returns for internal customers
- maintain tool catalogs
- maintain kitting inventory levels
- maintain historical inventory transactions
- maintain physical inventory of tools for internal customers
- demonstrate knowledge of maintaining inventory and records for internal customers
- demonstrate knowledge of procedures to maintain inventory and records for internal customers

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## Documentation – Theory

12 hours

- explain the different point of sale documentation
- discuss the purpose and required information on a work order
- describe the purpose and use of an estimate
- prepare an order form from suppliers
- describe the process when handling a warranty claim
- explain the forms used to handle core returns
- describe the forms required to complete transfers of inventory

**RSOS topics covered in this section of training:**

**D-12 Performs inventory control**

D-12.01 Manages core and warranty inventory

- determine if part is eligible for returns
- confirm warranty coverage
- assess core eligibility
- temporarily tag and store core and warranty returns
- prepare core and warranty returns
- prepare and submit core return and warranty documentation
- track status and reconcile credits for core and warranty returns
- inform customer of requirements for warranty
- record part information for warranty
- demonstrate knowledge of core and warranty inventory
- demonstrate knowledge of procedures to manage core and warranty inventory

D-12.04 Participates in periodic physical inventory control

- prepare facility and required documentation
- identify unmarked parts and assign part number
- create zero cost and no-location reports and adjust
- conduct physical count of inventory
- identify variances
- conduct recount on variances
- maintain physical inventory for internal customers
- identify and rectify parts in incorrect bin location
- advise appropriate personnel of inventory discrepancies
- demonstrate knowledge of physical inventory control
- demonstrate knowledge of procedures to prepare for and conduct physical inventory control

**D-13 Performs shipping and receiving duties**

D-13.01 Verifies estimated time of arrival (ETA)

- confirm ETA
- track or expedite shipment
- inform appropriate party of status of shipment
- demonstrate knowledge of verifying ETA, and its applications
- demonstrate knowledge of procedures to verify ETA

D-13.02 Receives incoming shipment

- confirm shipment origin and quantity
- inspect for and record damage to packaging
- refuse and report damaged product
- unload and unpack shipment
- verify shipping information with product delivered
- record discrepancies in shipping documents
- enter received parts into inventory system
- label part numbers
- identify backorders on packing list for follow-up
- inspect and validate transport security seals
- prioritize receipt of incoming shipments
- demonstrate knowledge of receiving incoming shipments
- demonstrate knowledge of procedures to receive incoming shipments

D-13.03 Resolves order discrepancies

- contact supplier for short shipments
- arrange for missing product to be reordered or reconciled
- report order discrepancy
- obtain return goods/material authorization (RGA/RMA) number



- demonstrate knowledge of order discrepancy resolution
  - demonstrate knowledge of procedures to resolve order discrepancies
- D-13.04 Prepares for shipment
- verify invoice or packing slip items for shipping
  - package and label parts and products
  - complete shipping documentation
  - arrange pick-up and delivery
  - identify and label dangerous goods
  - load shipment
  - demonstrate knowledge of preparing for a shipment
  - demonstrate knowledge of procedures to prepare for a shipment

#### **E-14 Promotes products and services**

##### E-14.02 Uses digital marketing

- select digital media for promotion activities
- identify target market for digital media promotions
- use various platforms
- demonstrate knowledge of digital marketing, and their characteristics and applications
- demonstrate knowledge of procedures to use digital marketing

##### E-14.03 Recommends parts and products to customer

- explain product benefits
- explain product information
- identify customers' needs
- introduce new and innovative parts and products
- recommend related products
- demonstrate knowledge of recommending parts and products to customers
- demonstrate knowledge of procedures to recommend parts and products to customers

##### E-14.04 Recommends services to customer

- identify customers' needs
- introduce services
- recommend related service
- offer to test customers' used components prior to purchase
- demonstrate knowledge of available and recommended services to customers
- demonstrate knowledge of procedures to recommend services to customers

#### **E-16 Processes financial transactions**

##### C-16.01 Generates invoices

- determine type of invoice required
- apply company pricing formula and discounting structures
- verify customer's approved credit limit
- demonstrate knowledge of invoices, and their characteristics and applications
- demonstrate knowledge of procedures to generate invoices

##### C-16.02 Accepts payments

- use company point of sale (POS) systems
- process payment
- obtain authorization for credit card, debit card, in-house charge and cheque payments
- handle cash, make change and provide receipt
- demonstrate knowledge of payments
- demonstrate knowledge of procedures to accept payments

##### C-16.03 Processes customer returns

- identify type of return
- verify product return eligibility
- explain return policies to customers
- verify original receipts
- label returned items

- place returned items in designated area
  - reconcile credits and inventory
  - demonstrate knowledge of returns
  - demonstrate knowledge of procedures to process customer returns
- C-16.04 Processes day end reports
- balance invoices, cash, debit, credit card and e-transfer receipts
  - reconcile daily transactions
  - demonstrate knowledge of day-end reports, and their characteristics and applications
  - demonstrate knowledge of procedures to process day-end reports

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**Level Two topics from the RSOS that are taught in context:**

***Safety related functions***

***Tools and equipment***

***For details regarding the In Context Topics, see page 48***

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## Level Three

6 weeks

180 hours

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### Parts Business Practices – Theory

12 hours

- compare different forms of business ownership
- discuss financial sources available for a business
- review the financial status of a business
- discuss tax implications of a business

### RSOS topics covered in this section of training:

#### A-1 Performs safety related functions

##### A-1.01 Maintains safe work environment

- follow safety practices
- identify, act upon and report unsafe or potentially hazardous conditions
- handle and store dangerous goods
- dispose of dangerous goods
- identify and correct unsafe practices
- perform housekeeping duties
- demonstrate knowledge of maintaining a safe work environment
- demonstrate knowledge of procedures to maintain a safe work environment

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

- ensure fit of PPE
- seek assistance when unfamiliar with how to use PPE or safety equipment
- use safety equipment
- inspect PPE and safety equipment
- maintain PPE and safety equipment
- store safety equipment
- identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment
- demonstrate knowledge of use of PPE and safety equipment
- demonstrate knowledge of procedures to use of PPE and safety equipment

#### B-5 Provides services to retail customers

##### B-5.01 Identifies retail customers' needs

- interpret customer description of request and priority
- compare failed, worn or defective parts to replacement parts
- advise customer of related parts and products
- demonstrate knowledge of identifying retail customer needs
- demonstrate knowledge of procedures to identify retail customer needs

##### B-5.02 Provides technical information to retail customers

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

#### B-6 Provides services to wholesale customers

##### B-6.01 Identifies wholesale customers' needs

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure

- demonstrate knowledge of identifying wholesale customer needs
  - demonstrate knowledge of procedures to identify wholesale customer needs and information
- B-6.02 Provides training opportunities and technical information to wholesale customers
- identify potential, current and on-going training needs
  - assist in planning and coordinating training events
  - obtain technical information for wholesale customers
  - provide technical information to wholesale customers on related parts and products
  - demonstrate knowledge of providing training opportunities and technical information to wholesale customers
  - demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

### **D-12 Performs inventory control**

#### **D-12.01 Manages core and warranty inventory**

- determine if part is eligible for returns
- confirm warranty coverage
- assess core eligibility
- temporarily tag and store core and warranty returns
- prepare core and warranty returns
- prepare and submit core return and warranty documentation
- track status and reconcile credits for core and warranty returns
- inform customer of requirements for warranty
- record part information for warranty
- demonstrate knowledge of core and warranty inventory
- demonstrate knowledge of procedures to manage core and warranty inventory

#### **D-12.02 Handles parts inventory recalls**

- determine recall information and procedures
- retrieve parts and package for return or disposal
- submit documentation to manufacturer
- adjust inventory
- demonstrate knowledge of parts inventory recalls
- demonstrate knowledge of procedures to handle parts inventory recalls

#### **D-12.03 Maintain inventory levels**

- identify and report low inventory, overstock and obsolete parts and products
- adjust inventory levels
- implement measures to reduce overstock and obsolete parts and products
- identify and report discrepancies in inventory
- adjust inventory levels to meet demand
- demonstrate knowledge of maintaining inventory levels
- demonstrate knowledge of procedures to maintain inventory levels

#### **D-12.04 Participates in periodic physical inventory control**

- prepare facility and required documentation
- identify unmarked parts and assign part number
- create zero cost and no-location reports and adjust
- conduct physical count of inventory
- identify variances
- conduct recount on variances
- maintain physical inventory for internal customers
- identify and rectify parts in incorrect bin location
- advise appropriate personnel of inventory discrepancies
- demonstrate knowledge of physical inventory control
- demonstrate knowledge of procedures to prepare for and conduct physical inventory control



## Parts Communications – Theory

12 hours

- discuss effective communication skills for dealing with customers
- examine effective communication skills for dealing with coworkers
- discuss issues related to supervising coworkers
- evaluate potential new employees

### RSOS topics covered in this section of training:

#### A-4 Uses communication and mentoring techniques

##### A-4.02 Uses mentoring techniques

- identify and communicate learning objectives
- identify learning, and link to other lessons and job scenarios
- demonstrate performance of a skill to an apprentice or learner
- set up conditions required for an apprentice or learner to practice a skill
- assess apprentice or learner's ability to perform tasks with increasing independence
- give supportive and corrective feedback
- support apprentices or learners in pursuing technical training opportunities
- support anti-harassment in the workplace
- assess apprentice or learner suitability to the trade during probationary period
- demonstrate knowledge of strategies for learning skills in the workplace
- demonstrate knowledge of strategies for teaching workplace skills

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## Inventory Control – Theory

37 hours

- identify inventory ordering systems
- discuss inventory monitoring tools
- discuss reasons for adjusting inventory
- discuss parts activity
- compare methods used to control inventory
- discuss the importance of proper procedures for a physical inventory

### RSOS topics covered in this section of training:

#### A-1 Performs safety related functions

##### A-1.01 Maintains safe work environment

- follow safety practices
- identify, act upon and report unsafe or potentially hazardous conditions
- handle and store dangerous goods
- dispose of dangerous goods
- identify and correct unsafe practices
- perform housekeeping duties
- demonstrate knowledge of maintaining a safe work environment
- demonstrate knowledge of procedures to maintain a safe work environment

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

- ensure fit of PPE
- seek assistance when unfamiliar with how to use PPE or safety equipment
- use safety equipment
- inspect PPE and safety equipment
- maintain PPE and safety equipment
- store safety equipment
- identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment
- demonstrate knowledge of use of PPE and safety equipment
- demonstrate knowledge of procedures to use of PPE and safety equipment



## **B-5 Provides services to retail customers**

### **B-5.01 Identifies retail customers' needs**

- interpret customer description of request and priority
- compare failed, worn or defective parts to replacement parts
- advise customer of related parts and products
- demonstrate knowledge of identifying retail customer needs
- demonstrate knowledge of procedures to identify retail customer needs

### **B-5.02 Provides technical information to retail customers**

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

## **B-6 Provides services to wholesale customers**

### **B-6.01 Identifies wholesale customers' needs**

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure
- demonstrate knowledge of identifying wholesale customer needs
- demonstrate knowledge of procedures to identify wholesale customer needs and information

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

- identify potential, current and on-going training needs
- assist in planning and coordinating training events
- obtain technical information for wholesale customers
- provide technical information to wholesale customers on related parts and products
- demonstrate knowledge of providing training opportunities and technical information to wholesale customers
- demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

## **D-12 Performs inventory control**

### **D-12.01 Manages core and warranty inventory**

- determine if part is eligible for returns
- confirm warranty coverage
- assess core eligibility
- temporarily tag and store core and warranty returns
- prepare core and warranty returns
- prepare and submit core return and warranty documentation
- track status and reconcile credits for core and warranty returns
- inform customer of requirements for warranty
- record part information for warranty
- demonstrate knowledge of core and warranty inventory
- demonstrate knowledge of procedures to manage core and warranty inventory

### **D-12.02 Handles parts inventory recalls**

- determine recall information and procedures
- retrieve parts and package for return or disposal
- submit documentation to manufacturer
- adjust inventory
- demonstrate knowledge of parts inventory recalls
- demonstrate knowledge of procedures to handle parts inventory recalls

#### D-12.03 Maintain inventory levels

- identify and report low inventory, overstock and obsolete parts and products
- adjust inventory levels
- implement measures to reduce overstock and obsolete parts and products
- identify and report discrepancies in inventory
- adjust inventory levels to meet demand
- demonstrate knowledge of maintaining inventory levels
- demonstrate knowledge of procedures to maintain inventory levels

#### D-12.04 Participates in periodic physical inventory control

- prepare facility and required documentation
- identify unmarked parts and assign part number
- create zero cost and no-location reports and adjust
- conduct physical count of inventory
- identify variances
- conduct recount on variances
- maintain physical inventory for internal customers
- identify and rectify parts in incorrect bin location
- advise appropriate personnel of inventory discrepancies
- demonstrate knowledge of physical inventory control
- demonstrate knowledge of procedures to prepare for and conduct physical inventory control

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### **New Vehicle Technology – Theory**

**22 hours**

- identify recent technology changes in vehicles and engines
- identify recent changes to vehicle electrical and electronic systems
- compare new lubricant and chemical technology and industry requirements for these products

#### **RSOS topics covered in this section of training:**

##### **C-10 Sources parts**

###### **C-10.02 Identifies suppliers**

- search available suppliers for most competitive price and availability
- determine alternative sources
- identify parts available for rebuilds and source suppliers to rebuild parts
- demonstrate knowledge of identifying suppliers
- demonstrate knowledge of procedures to identify suppliers

###### **C-10.03 Purchases parts**

- confirm price and availability
- issue PO, work order, requisition order or repair order
- calculate net cost
- make back order arrangements
- follow up on back orders or outstanding orders
- confirm suppliers return and warranty policy
- demonstrate knowledge of purchasing parts
- demonstrate knowledge of procedures to purchase parts

###### **C-10.04 Arranges shipment of special orders**

- determine mode of transportation
- inform customer of additional freight or brokerage charges
- consult carrier schedule to determine estimated time of arrival (ETA)
- inform shipping department of rush orders
- place parts on hold for future pick-up
- track shipment to ensure on-time delivery
- coordinate delivery of special order with customer

- demonstrate knowledge of shipping special orders
- demonstrate knowledge of procedures to ship and track special orders

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## Facility Design – Theory

24 hours

- describe the required areas for a parts facility
- describe the supplemental areas
- explain various types of binning systems
- prepare a layout of a parts storage facility with display area

### RSOS topics covered in this section of training:

#### A-1 Performs safety related functions

##### A-1.01 Maintains safe work environment

- follow safety practices
- identify, act upon and report unsafe or potentially hazardous conditions
- handle and store dangerous goods
- dispose of dangerous goods
- identify and correct unsafe practices
- perform housekeeping duties
- demonstrate knowledge of maintaining a safe work environment
- demonstrate knowledge of procedures to maintain a safe work environment

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

- ensure fit of PPE
- seek assistance when unfamiliar with how to use PPE or safety equipment
- use safety equipment
- inspect PPE and safety equipment
- maintain PPE and safety equipment
- store safety equipment
- identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment
- demonstrate knowledge of use of PPE and safety equipment
- demonstrate knowledge of procedures to use of PPE and safety equipment

#### B-5 Provides services to retail customers

##### B-5.01 Identifies retail customers' needs

- interpret customer description of request and priority
- compare failed, worn or defective parts to replacement parts
- advise customer of related parts and products
- demonstrate knowledge of identifying retail customer needs
- demonstrate knowledge of procedures to identify retail customer needs

##### B-5.02 Provides technical information to retail customers

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

#### B-6 Provides services to wholesale customers

##### B-6.01 Identifies wholesale customers' needs

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure
- demonstrate knowledge of identifying wholesale customer needs

- demonstrate knowledge of procedures to identify wholesale customer needs and information
- B-6.02 Provides training opportunities and technical information to wholesale customers
- identify potential, current and on-going training needs
  - assist in planning and coordinating training events
  - obtain technical information for wholesale customers
  - provide technical information to wholesale customers on related parts and products
  - demonstrate knowledge of providing training opportunities and technical information to wholesale customers
  - demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

### **D-12 Performs inventory control**

#### **D-12.01 Manages core and warranty inventory**

- determine if part is eligible for returns
- confirm warranty coverage
- assess core eligibility
- temporarily tag and store core and warranty returns
- prepare core and warranty returns
- prepare and submit core return and warranty documentation
- track status and reconcile credits for core and warranty returns
- inform customer of requirements for warranty
- record part information for warranty
- demonstrate knowledge of core and warranty inventory
- demonstrate knowledge of procedures to manage core and warranty inventory

#### **D-12.02 Handles parts inventory recalls**

- determine recall information and procedures
- retrieve parts and package for return or disposal
- submit documentation to manufacturer
- adjust inventory
- demonstrate knowledge of parts inventory recalls
- demonstrate knowledge of procedures to handle parts inventory recalls

#### **D-12.03 Maintain inventory levels**

- identify and report low inventory, overstock and obsolete parts and products
- adjust inventory levels
- implement measures to reduce overstock and obsolete parts and products
- identify and report discrepancies in inventory
- adjust inventory levels to meet demand
- demonstrate knowledge of maintaining inventory levels
- demonstrate knowledge of procedures to maintain inventory levels

#### **D-12.04 Participates in periodic physical inventory control**

- prepare facility and required documentation
- identify unmarked parts and assign part number
- create zero cost and no-location reports and adjust
- conduct physical count of inventory
- identify variances
- conduct recount on variances
- maintain physical inventory for internal customers
- identify and rectify parts in incorrect bin location
- advise appropriate personnel of inventory discrepancies
- demonstrate knowledge of physical inventory control
- demonstrate knowledge of procedures to prepare for and conduct physical inventory control

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## Purchasing – Theory

12 hours

- identify product needs
- demonstrate proper supplier selection
- compare different types of orders
- compare different types of freight transportation
- identify different purchasing documents
- explain expedited freight

### RSOS topics covered in this section of training:

#### D-11 Handles parts and materials

##### D-11.01 Maintains storage design layout

- label locations
- identify location and placement for new parts
- maintain designated space for incoming inventory
- adjust placement of existing parts
- maintain loading dock space
- maintain unobstructed pathways
- utilize space to maximum potential
- demonstrate knowledge of storage design layouts
- demonstrate knowledge of procedures to maintain storage design layout

##### D-11.02 Handles sensitive products

- identify sensitive products
- place and secure sensitive products in designated locations
- identify codes and regulations pertaining to handling sensitive products
- wear PPE
- use specialized tools and equipment for handling sensitive products
- package sensitive products
- demonstrate knowledge of handling, storing and disposing of sensitive products
- demonstrate knowledge of procedures to handle, store, package and dispose of sensitive products

##### D-11.03 Rotates inventory

- rotate inventory according to first in/first out (FIFO) and last in/first out (LIFO) principles, date code, expiry date, product packaging and obsolescence
- maintain quality of product
- demonstrate knowledge of inventory rotation
- demonstrate knowledge of procedures to rotate inventory

##### D-11.04 Places inventory in designated location

- verify destination of parts
- identify location of overstock
- identify and correct errors in parts location
- place and display inventory
- demonstrate knowledge of inventory placement
- demonstrate knowledge of procedures to place inventory

#### D-13 Performs shipping and receiving duties

##### D-13.01 Verifies estimated time of arrival (ETA)

- confirm ETA
- track or expedite shipment
- inform appropriate party of status of shipment
- demonstrate knowledge of verifying ETA, and its applications
- demonstrate knowledge of procedures to verify ETA

##### D-13.02 Receives incoming shipment

- confirm shipment origin and quantity

- inspect for and record damage to packaging
- refuse and report damaged product
- unload and unpack shipment
- verify shipping information with product delivered
- record discrepancies in shipping documents
- enter received parts into inventory system
- label part numbers
- identify backorders on packing list for follow-up
- inspect and validate transport security seals
- prioritize receipt of incoming shipments
- demonstrate knowledge of receiving incoming shipments
- demonstrate knowledge of procedures to receive incoming shipments

**D-13.03 Resolves order discrepancies**

- contact supplier for short shipments
- arrange for missing product to be reordered or reconciled
- report order discrepancy
- obtain return goods/material authorization (RGA/RMA) number
- demonstrate knowledge of order discrepancy resolution
- demonstrate knowledge of procedures to resolve order discrepancies

**D-13.04 Prepares for shipment**

- verify invoice or packing slip items for shipping
- package and label parts and products
- complete shipping documentation
- arrange pick-up and delivery
- identify and label dangerous goods
- load shipment
- demonstrate knowledge of preparing for a shipment
- demonstrate knowledge of procedures to prepare for a shipment

**Parts Sales and Merchandising – Theory**

**37 hours**

- describe pricing for sales
- explain styles of marketing and merchandising
- explain personal selling

**RSOS topics covered in this section of training:**

**E-14 Promotes products and services**

**E-14.01 Displays products and literature**

- choose display method
- display promotional products and literature
- maintain display and signage
- determine strategic location for display
- label products with pertinent information
- select products for display
- select and display related products
- demonstrate knowledge of displaying products and literature
- demonstrate knowledge of procedures to select and display products and literature

**E-14.02 Uses digital marketing**

- select digital media for promotion activities
- identify target market for digital media promotions
- use various platforms
- demonstrate knowledge of digital marketing, and their characteristics and applications
- demonstrate knowledge of procedures to use digital marketing

#### E-14.03 Recommends parts and products to customer

- explain product benefits
- explain product information
- identify customers' needs
- introduce new and innovative parts and products
- recommend related products
- demonstrate knowledge of recommending parts and products to customers
- demonstrate knowledge of procedures to recommend parts and products to customers

#### E-14.04 Recommends services to customer

- identify customers' needs
- introduce services
- recommend related service
- offer to test customers' used components prior to purchase
- demonstrate knowledge of available and recommended services to customers
- demonstrate knowledge of procedures to recommend services to customers

### **E-15 Implements pricing formula**

#### 15.01 Calculates additional costs

- research and determine additional costs
- calculate net cost (landed and dead) for product
- calculate customer price
- demonstrate knowledge of additional costs, and their applications
- demonstrate knowledge of procedures to calculate additional costs

#### 15.02 Overrides price

- modify invoice
- verify pricing
- verify quality, quantity, warranty and availability of parts and products
- verify and override pricing errors
- demonstrate knowledge of price overrides
- demonstrate knowledge of procedures to override price

### **E-16 Processes financial transactions**

#### C-16.03 Processes customer returns

- identify type of return
- verify product return eligibility
- explain return policies to customers
- verify original receipts
- label returned items
- place returned items in designated area
- reconcile credits and inventory
- demonstrate knowledge of returns
- demonstrate knowledge of procedures to process customer returns

#### C-16.04 Processes day end reports

- balance invoices, cash, debit, credit card and e-transfer receipts
- reconcile daily transactions
- demonstrate knowledge of day-end reports, and their characteristics and applications
- demonstrate knowledge of procedures to process day-end reports

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### **Applied Parts Management – Theory**

**24 hours**

- demonstrate the use of communication skills
- demonstrate the use of business skills
- demonstrate the use of marketing skills
- demonstrate the use of facilities management skills



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- demonstrate the use of scheduling skills
  - demonstrate the operations of parts and warehousing skills

**RSOS topics covered in this section of training:**

**B-8 Performs general customer service and support**

**B-8.01 Prepares customer quotes**

- determine customer price level
- determine additional costs
- compile and update quotes
- apply contractual obligations to customer quote
- review details of quote, inform customer of parts availability and advise of included value-added services
- demonstrate knowledge of preparation of customer quotes
- demonstrate knowledge of procedures to prepare customer quotes

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

- advise customer of programming, handling and warranty limitations on parts and products
- advise customer of manufacturers' information and tutorials on parts and products
- locate parts and products that are no longer available
- provide customer with literature
- inform customer of current and upcoming promotions/programs
- provide after-sales follow-up services
- demonstrate knowledge of providing no-fee value-added services and information
- demonstrate knowledge of procedures to provide no-fee value-added services and information

**B-8.03 Records customer information**

- enter and update customer information in business data system
- record customer payment information in business data system
- maintain customer records
- demonstrate knowledge of customer information and its applications
- demonstrate knowledge of procedures to record customer information

**B-7 Provides services to internal customers**

**B-7.01 Identifies internal customers' needs**

- interpret customer's description of request and priority
- confirm proper application and function of replacement parts
- provide recommendations to internal customers regarding their shop supply levels
- demonstrate knowledge of identifying internal customers' needs
- demonstrate knowledge of procedures to identify internal customers' needs

**B-7.02 Maintains inventory and records for internal customers**

- expedite repairs of shop tools and equipment
- maintain warranty and core returns for internal customers
- maintain tool catalogs
- maintain kitting inventory levels
- maintain historical inventory transactions
- maintain physical inventory of tools for internal customers
- demonstrate knowledge of maintaining inventory and records for internal customers
- demonstrate knowledge of procedures to maintain inventory and records for internal customers



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**Level Three topics from the RSOS that are taught in context:**

***Safety related functions***

***Tools and equipment***

***Organizes work***

***Retail customers***

***Wholesale customers***

***For details regarding the In Context Topics, see page 48***



# IN CONTEXT TOPICS

In context means learning that has already taken place and is being applied to the applicable task. Learning outcomes for in context topics are accomplished in other topics in that level.

## **A-1 Performs safety related functions**

### A-1.01 Maintains safe work environment

- follow safety practices
- identify, act upon and report unsafe or potentially hazardous conditions
- handle and store dangerous goods
- dispose of dangerous goods
- identify and correct unsafe practices
- perform housekeeping duties
- demonstrate knowledge of maintaining a safe work environment
- demonstrate knowledge of procedures to maintain a safe work environment

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

- ensure fit of PPE
- seek assistance when unfamiliar with how to use PPE or safety equipment
- use safety equipment
- inspect PPE and safety equipment
- maintain PPE and safety equipment
- store safety equipment
- identify, remove from service or repair worn, damaged, expired or defective PPE and safety equipment
- demonstrate knowledge of use of PPE and safety equipment
- demonstrate knowledge of procedures to use of PPE and safety equipment

## **A-2 Uses tools and equipment**

### A-2.01 Uses catalogues and price lists

- navigate supplier and manufacturers' web sites
- interpret manufacturers' terminology
- identify supplier of a specific item
- locate part and part number
- interpret pricing structure and levels
- demonstrate knowledge of interpreting catalogs and price lists
- demonstrate knowledge of procedures to use catalogs and price lists

### A-2.02 Uses hand tools

- select and use hand tools
- maintain hand tools
- store hand tools
- identify worn, damaged or defective hand tools
- demonstrate knowledge of hand tools and their characteristics and applications
- demonstrate knowledge of procedures to use, calibrate, store and maintain hand tools

### A-2.03 Operates power tools

- select and use power tools
- maintain power tools
- store power tools
- identify worn, damaged or defective power tools
- demonstrate knowledge of power tools, and their characteristics and applications
- demonstrate knowledge of procedures to use, store and maintain power tools

### A-2.04 Operates warehouse tools and equipment

- select and use warehouse tools and equipment
- operate warehouse tools and equipment
- store warehouse tools and equipment

- inspect warehouse tools and equipment
- maintain warehouse tools and equipment
- identify worn, damaged or defective warehouse tools and equipment
- demonstrate knowledge of warehouse tools and equipment, and their characteristics and applications
- demonstrate knowledge and procedures to use, inspect, store and maintain warehouse tools and equipment

**A-2.05 Uses measuring and testing tools and equipment**

- select and use measuring and testing tools and equipment
- inspect and maintain measuring and testing tools and equipment
- store measuring and testing tools and equipment
- identify worn, damaged or defective measuring and testing tools and equipment
- demonstrate knowledge of measuring and testing tools and equipment, and their characteristics and applications
- demonstrate knowledge of procedures to use measuring and testing tools and equipment

**A-2.06 Operates business machines**

- select and use business machines
- secure business machines when not in use
- maintain business machines
- identify worn, damaged or defective business machines
- demonstrate knowledge of business machines, and their characteristics and applications
- demonstrate knowledge of procedures to use, secure and maintain business machines

**A-2.07 Uses computers and digital devices**

- use digital devices
- create and interpret computer-generated documents
- navigate online systems
- log onto computer and load programs
- troubleshoot and report computer system and program problems
- secure or turn off digital devices when not in use
- maintain external computer components
- demonstrate knowledge of digital devices, their applications and secure use
- demonstrate knowledge of procedures to use digital devices
- demonstrate knowledge of online systems and computer components

**A-3 Organizes work**

**A-3.01 Uses work-related documents**

- interpret documentation
- determine relevant information to provide to external and internal customers or technicians
- complete forms
- file documentation
- demonstrate knowledge of documentation and forms, and their characteristics and applications
- demonstrate knowledge of procedures to create, use and file documentation and forms

**A-3.02 Prioritizes tasks**

- manage multiple tasks at the same time
- reassess priorities
- create work schedule
- sequence tasks
- map out inventory picking sequence
- unpack materials/shipments
- demonstrate knowledge of prioritizing tasks, and their characteristics and applications
- demonstrate knowledge of procedures to prioritize and schedule tasks

**B-5 Provides services to retail customers**

**B-5.01 Identifies retail customers' needs**

- interpret customer description of request and priority

- compare failed, worn or defective parts to replacement parts
- advise customer of related parts and products
- demonstrate knowledge of identifying retail customer needs
- demonstrate knowledge of procedures to identify retail customer needs

**B-5.02** Provides technical information to retail customers

- identify parts and literature
- identify manufacturers' specialty installation tool requirements
- research online resources for technical information
- demonstrate knowledge technical information, and its' characteristics and applications
- demonstrate knowledge of procedures to research and provide technical information to retail customers

**B-6 Provides services to wholesale customers**

**B-6.01** Identifies wholesale customers' needs

- identify potential product benefits
- identify parts and products required
- confirm proper application, fit and function
- obtain information on wholesale customers' in-house inventory levels of parts and products
- inform wholesale customers of return policy procedure
- demonstrate knowledge of identifying wholesale customer needs
- demonstrate knowledge of procedures to identify wholesale customer needs and information

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

- identify potential, current and on-going training needs
- assist in planning and coordinating training events
- obtain technical information for wholesale customers
- provide technical information to wholesale customers on related parts and products
- demonstrate knowledge of providing training opportunities and technical information to wholesale customers
- demonstrate knowledge of procedures to provide training opportunities and technical information to wholesale customers

**B-7 Provides services to internal customers**

**B-7.01** Identifies internal customers' needs

- interpret customer's description of request and priority
- confirm proper application and function of replacement parts
- provide recommendations to internal customers regarding their shop supply levels
- demonstrate knowledge of identifying internal customers' needs
- demonstrate knowledge of procedures to identify internal customers' needs

**B-7.02** Maintains inventory and records for internal customers

- expedite repairs of shop tools and equipment
- maintain warranty and core returns for internal customers
- maintain tool catalogs
- maintain kitting inventory levels
- maintain historical inventory transactions
- maintain physical inventory of tools for internal customers
- demonstrate knowledge of maintaining inventory and records for internal customers
- demonstrate knowledge of procedures to maintain inventory and records for internal customers

# APPENDIX A: POST HARMONIZATION TRAINING PROFILE CHART

This chart which outlines the finalized model for SATCC technical training sequencing with a cross reference to the Harmonized apprenticeship technical training sequencing, at the topic level.

Implementation for harmonization will take place progressively. Level one to be implemented in 2020/2021, level two in 2021/2022 and level three in 2022/2023.

SATCC Level One	Transcript Code	Hours	Pan-Canadian Harmonized Level One
Regulations & Safety	PART 183 – Theory	16	Safety-Related Functions
Applied Trade Measurement	MEAS 105 – Theory	15	Tools and Equipment
Common Tools	PART 176 – Theory	29	
Computer Applications	COAP 188 – Theory	20	
Parts Information Systems	AV 184 – Theory	19	Parts (Sourcing)
			Organizes Work
			Financial Transactions
Parts Workplace Skills	PART 118 – Theory	15	Communication
			Retail Customers
			Wholesale Customers
			Internal Customers
Machine/Vehicle Identification	PART 175 – Theory	20	General Customer Service
Parts ID for Electrical	PART 172 – Theory	20	Parts (Identification)
Parts ID for Engines	PART 171 – Theory	20	
Parts ID for Lubrication and Drive Systems	PART 174 – Theory	20	
Parts ID for Vehicle Systems	PART 173 – Theory	20	
Warehousing & Documentation	PART 188 – Theory	26	Shipping and Receiving (Introduction)
		240	

SATCC Level Two	Transcript Code	Hours	Pan-Canadian Harmonized Level Two
<i>*In Context learning</i>	--	--	*Safety-Related Functions (In-Context)
Parts Networking	PART 290 – Theory	12	*Tools and Equipment (In-Context) *Organizes Work (In-Context) *Internal Customers (In-Context)
Customer Service	PART 279 – Theory	15	Retail Customers Wholesale Customers
Computers	COAP 283 – Theory	20	General Customer Service
Documentation	RPRT 280 – Theory	12	Inventory Control Shipping and Receiving Products and Services Promotion Financial Transactions
Engine Systems	PART 280 – Theory	35	Parts (Identification)
Drive Train Components	PART 281 – Theory	30	
Vehicle Systems	PART 282 – Theory	28	
Hydraulic Systems	PART 283 – Theory	20	
Machine/Vehicle Identification	PART 285 – Theory	35	
Standard Stock	PART 284 – Theory	21	Parts and Materials (Handling)
Parts Information Systems	AV 280 – Theory	12	Parts (Sourcing)
		240	

SATCC Level Three	Transcript Code	Hours	Pan-Canadian Harmonized Level Three
<i>*In Context learning</i>	--	--	*Tools and Equipment (In-Context)
			*Organizes Work (In-Context)
Facility Design	PART 382 – Theory	24	*Safety-Related Functions (In-Context)
Parts Business Practices	PART 378 – Theory	12	*Retail Customers (In-Context)
Inventory Control	PART 380 – Theory	37	*Wholesale Customers (In-Context)
			Inventory Control
Parts Communications	PART 379 – Theory	12	Mentoring
New Vehicle Technology	PART 381 – Theory	22	Parts (Sourcing)
Purchasing	PART 384 – Theory	12	Parts and Materials (Handling)
			Shipping and Receiving
Applied Parts Management	PART 386 – Theory	24	Internal Customers
			General Customer Service
Parts Sales and Merchandising	PART 385 – Theory	37	Products and Services Promotion
			Pricing Formula
			Financial Transactions
		180	

*\*Exceed Topics*

Throughout this guide to course content there are topics which exceed the minimum scope of work as set out in the Parts Technician RSOS. Industry in Saskatchewan has deemed certain topics to fall within the scope of work of the Parts Technician trade in Saskatchewan and therefore require technical training to cover these topics.