



Parts Technician

Guide to Course Content

2025

Online: www.saskapprenticeship.ca

Recognition:

To promote transparency and consistency, portions of this document have 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

STRUCTURE OF THE GUIDE TO COURSE CONTENT

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

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. The Task Matrix is broken down into the following:

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.

TRAINING REQUIREMENTS FOR THE PARTS TECHNICIAN TRADE

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 journey person 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 ^❶	Science Credit at Grade Level
Parts Technician	Grade 9	Grade 10
❶ - (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.). *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. For information about high school curriculum, including Math and Science course names, please see: http://www.curriculum.gov.sk.ca Individuals not meeting the entrance requirements will be subject to an assessment and any required training.		

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.

A - Performs Common Occupational Skills

16%

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

B – Performs Customer Service

22%

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

C – Performs Parts Acquisition

24%

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

D – Performs Warehousing and Inventory

25%

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

E – Applies Business Practices

13%

E-14 Promotes products and services	14.01 Displays products and literature 3	14.02 Uses digital marketing 2,3	14.03 Recommends parts and products to customer 2,3	14.04 Recommends services to customer 2,3
E-15 Implements pricing formula	15.01 Calculates additional costs 3	15.02 Overrides price 3		
E-16 Processes financial transactions	16.01 Generates invoices 1,2	16.02 Accepts payments 2	16.03 Processes customer returns 2,3	16.04 Processes day-end reports 2,3

TRAINING PROFILE CHART

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

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

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

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.

Sub-tasks listed are the minimum to be covered in a topic. Related sub-tasks not listed may be used as a reference and taught “In Context” in other topics.

Level One	8 weeks	240 hours
Parts Information Systems – Theory		19 hours
- identify the different tools that can be used to locate parts information - describe the components of the different systems - discuss the parts pricing structures - demonstrate alternative methods for locating parts - explain the use of serial numbers & vehicle identification numbers (VIN)		
RSOS topics covered in this section of training:		
A-3 Organizes work		
A-3.01 Uses work-related documents		
A-3.02 Prioritizes tasks		
C-10 Sources parts		
C-10.01 Searches inventory for parts		
C-10.02 Identifies suppliers		
E-16 Processes financial transactions		
C-16.01 Generates 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		
A-2.02 Uses hand tools		
A-2.03 Operates power tools		
A-2.04 Operates warehouse tools and equipment		
A-2.05 Uses measuring and testing tools and equipment		
A-2.06 Operates business machines		
A-2.07 Uses computers and digital devices		

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

B-5 Provides services to retail customers

B-5.01 Identifies retail customers' needs

B-5.02 Provides technical information to retail customers

B-6 Provides services to wholesale customers

B-6.01 Identifies wholesale customers' needs

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

B-7 Provides services to internal customers

B-7.01 Identifies internal customers' needs

B-7.02 Maintains inventory and records for internal customers

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

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

B-8.03 Records 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
- A-2.02 Uses hand tools
- A-2.03 Operates power tools
- A-2.04 Operates warehouse tools and equipment
- A-2.05 Uses measuring and testing tools and equipment
- A-2.06 Operates business machines
- A-2.07 Uses computers and digital devices

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

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)
- D-13.02 Receives incoming shipment
- D-13.03 Resolves order discrepancies
- D-13.04 Prepares for shipment

Level Two

8 weeks

240 hours

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
 - C-10.02 Identifies suppliers
 - C-10.03 Purchases parts
 - C-10.04 Arranges shipment of special orders
-

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
 - B-8.02 Provides no-fee value-added services and information
 - B-8.03 Records customer information
 - B-8.04 Implements product improvement programs (PIP)
-

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

B-6 Provides services to wholesale customers

- B-6.01 Identifies wholesale customers' needs
- B-6.02 Provides training opportunities and technical information to wholesale customers

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

D-11.04 Places inventory in designated location

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

C-9.02 Identifies parts application

C-9.03 Identifies parts number

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

A-3.02 Prioritizes tasks

B-7 Provides services to internal customers

B-7.01 Identifies internal customers' needs

B-7.02 Maintains inventory and records for internal customers

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

D-12.04 Participates in periodic physical inventory control

D-13 Performs shipping and receiving duties

D-13.01 Verifies estimated time of arrival (ETA)

D-13.02 Receives incoming shipment

D-13.03 Resolves order discrepancies

D-13.04 Prepares for shipment

E-14 Promotes products and services

E-14.02 Uses digital marketing

E-14.03 Recommends parts and products to customer

E-14.04 Recommends services to customer

E-16 Processes financial transactions

C-16.01 Generates invoices

C-16.02 Accepts payments

C-16.03 Processes customer returns

C-16.04 Processes day-end reports

Level Two topics from the RSOS that are taught In Context:

A-1 Safety related functions

A-2 Tools and equipment

A-3 Organizes Work

B-7 Internal Customers

For details regarding the In Context Topics, see page 21

Level Three

6 weeks

180 hours

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

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

B-5 Provides services to retail customers

B-5.01 Identifies retail customers' needs

B-5.02 Provides technical information to retail customers

B-6 Provides services to wholesale customers

B-6.01 Identifies wholesale customers' needs

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

D-12 Performs inventory control

D-12.01 Manages core and warranty inventory

D-12.02 Handles parts inventory recalls

D-12.03 Maintain inventory levels

D-12.04 Participates in periodic 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

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

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

B-5 Provides services to retail customers

- B-5.01 Identifies retail customers' needs
- B-5.02 Provides technical information to retail customers

B-6 Provides services to wholesale customers

- B-6.01 Identifies wholesale customers' needs
- B-6.02 Provides training opportunities and technical information to wholesale customers

D-12 Performs inventory control

- D-12.01 Manages core and warranty inventory
- D-12.02 Handles parts inventory recalls
- D-12.03 Maintain inventory levels
- D-12.04 Participates in periodic physical inventory control

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-10.01 Searches inventory for parts
- C-10.02 Identifies suppliers
- C-10.03 Purchases parts
- C-10.04 Arranges shipment of special orders

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

B-5 Provides services to retail customers

- B-5.01 Identifies retail customers' needs
- B-5.02 Provides technical information to retail customers

B-6 Provides services to wholesale customers

- B-6.01 Identifies wholesale customers' needs
- B-6.02 Provides training opportunities and technical information to wholesale customers

D-12 Performs inventory control

- D-12.01 Manages core and warranty inventory
 - D-12.02 Handles parts inventory recalls
 - D-12.03 Maintain inventory levels
 - D-12.04 Participates in periodic physical inventory control
-

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
- D-11.02 Handles sensitive products
- D-11.03 Rotates inventory
- D-11.04 Places inventory in designated location

D-13 Performs shipping and receiving duties

- D-13.01 Verifies estimated time of arrival (ETA)
- D-13.02 Receives incoming shipment
- D-13.03 Resolves order discrepancies
- D-13.04 Prepares for shipment

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
- E-14.02 Uses digital marketing
- E-14.03 Recommends parts and products to customer
- E-14.04 Recommends services to customer

E-15 Implements pricing formula

- 15.01 Calculates additional costs
- 15.02 Overrides price

E-16 Processes financial transactions

- C-16.03 Processes customer returns
- C-16.04 Processes day-end reports

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
- 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

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

B-8.03 Records customer information

B-7 Provides services to internal customers

B-7.01 Identifies internal customers' needs

B-7.02 Maintains inventory and records for internal customers

Level Three topics from the RSOS that are taught In Context:

A-1 Safety related functions

A-2 Tools and equipment

A-3 Organizes work

B-5 Retail customers

B-6 Wholesale customers

For details regarding the In Context Topics, see page 21

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

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

A-2 Uses tools and equipment

A-2.01 Uses catalogues and price lists

A-2.02 Uses hand tools

A-2.03 Operates power tools

A-2.04 Operates warehouse tools and equipment

A-2.05 Uses measuring and testing tools and equipment

A-2.06 Operates business machines

A-2.07 Uses computers and digital devices

A-3 Organizes work

A-3.01 Uses work-related documents

A-3.02 Prioritizes tasks

B-5 Provides services to retail customers

B-5.01 Identifies retail customers' needs

B-5.02 Provides technical information to retail customers

B-6 Provides services to wholesale customers

B-6.01 Identifies wholesale customers' needs

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

B-7 Provides services to internal customers

B-7.01 Identifies internal customers' needs

B-7.02 Maintains inventory and records for internal customers