

Issued: November 30, 2022

**Program: Parts and Warehousing Person 1, Partsperson 2,
and Partsperson (Partsperson 3)**

To: ITA Training Providers
Articulation Chair
System Liaison Person
Youth Train in Trades School Districts

Subject: **Update to the Partsperson programs (Parts and Warehousing Person 1, Partsperson 2, and Partsperson (Partsperson 3)) and removal of the Level 3 Standardized Level Exam (SLE)**

OPSN No.: **OPSN 2022 026**

Effective Date: **August 1, 2023**

Summary of Change: Please be advised that the new Harmonized Program Outline and Program Profiles have been posted to the Industry Training Authority (ITA) trade pages for [Parts and Warehousing Person 1](#), [Partsperson 2](#), and [Partsperson \(Partsperson 3\)](#) for **implementation on August 1, 2023.**

The following changes were made to the program:

- The trade names have been changed to Parts Technician 1, Parts Technician 2, and Parts Technician.
- Some changes were made to the content in all 3 levels.

The following changes were made to **Level 3 only**:

- The work-based training (WBT) hours were increased by 90 hours from 1,680 to 1,770 WBT hours.
- The Level 3 Standardized Level Exam (SLE) will be removed from the apprenticeship pathway for the harmonized program.
 - Currently, Level 3 apprentices write two exams: the ITA SLE and the Red Seal Interprovincial Exam (IP).
 - With the removal of the SLE, Level 3 apprentices can focus on preparing to write the IP exam.

Details:

During 2020-2022, a review of the BC program was conducted with the engagement of BC’s industry and training-provider partners. This review aligned the provincial program to the Red Seal Occupational Standard (RSOS), 2020, and the recommended sequencing.

The Parts Technician program will remain a Progressive Credential with a Certificate of Qualification (CofQ) granted at each level.

PROGRAM ITEM	CHANGES IN BC?	WHAT WILL IT BE?
Trade name	Yes	<ul style="list-style-type: none"> Parts Technician 1 Parts Technician 2 Parts Technician
Total work-based training hours	Yes	Changes to work-based training hours Parts Technician (level 3) <ul style="list-style-type: none"> <u>Apprenticeship</u> – increase of 90 work-based training hours to 1,770 (5,130 total over the 3 levels) <u>Challenge</u> – increase of 135 work-based training hours to 7,695
Number of training levels	No	3
Training sequence	Yes	Some changes.

During consultation with external partners, it was agreed that the Level 3 Standardized Level Exam (SLE) will be removed for the following reasons:

- Generally, trades in BC do not have an SLE in the last level of technical training.
- At the end of Level 3, apprentices **currently** must prepare for two exams:
 - The Level 3 SLE
 - The Red Seal Interprovincial Exam

Removing the Level 3 SLE will bring the Parts Technician apprenticeship pathway into alignment with other trades and will allow the apprentices to focus on preparing for the IP exam.

After August 1, 2023, please implement the harmonized Parts Technician program. No gap training or phased transition plans are needed.

Rationale:

In 2020, BC endorsed the Canadian Council of Directors of Apprenticeship (CCDA) recommendations for the adoption of a revised sequencing of training topics and the



new RSOS, 2020.

Attachments: *Parts Technician program Competency Migration chart (below)*

This attachment provides details of the revisions made to the Parts Technician Program Outline during the review process.

For more information contact: Program Standards
email: programstandards@itabc.ca

cc: All Staff

Parts Technician – Program Outline Review Details

Key
 Black Text = No change to level
 CL = Current Level
 HL = Harmonized level
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Summary - Competency Migration

The BC Occupational Analysis Chart (OAC) was aligned to the structure of the Red Seal Occupational Standard (RSOS). Therefore, all of the competencies have been renamed and restructured. This chart shows the finalized competency distribution for the Parts Technician program. It summarizes the major changes to the competencies. For details, see the charts below.

PARTS TECHNICIAN HARMONIZED LEVEL 1 (HL1)		PARTS TECHNICIAN HARMONIZED LEVEL 2 (HL2)		PARTS TECHNICIAN HARMONIZED LEVEL 3 (HL3)	
Line A	OVERVIEW OF WAREHOUSE OPERATIONS				
New Achievement Criteria	A1 Use ethical behaviour in a warehouse environment				
	A2 Interpret the human rights statutes in BC				
	A3 Apply basic warehouse terminology and operations				
	A4 Apply warehouse skill requirements				
	A5 Use warehouse technology				
	A6 Maintain the relationship of the warehouse to other divisions within an enterprise				
Line B	COMMUNICATION AND COMPREHENSION SKILLS				
	B1 Use effective verbal communication skills				
New Achievement Criteria	B2 Use basic written communication skills				
Content from A1 (CL2) & New Achievement Criteria	B3 Utilize various warehouse calculations				
Line C	WAREHOUSE SAFETY SKILLS				
	C1 Define basic first aid				
	C2 Maintain a safe work environment				
	C3 Apply regulations and procedures for the transporting of dangerous goods				
New Achievement Criteria	C4 Apply WHMIS				



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PARTS TECHNICIAN HARMONIZED LEVEL 1 (HL1)		PARTS TECHNICIAN HARMONIZED LEVEL 2 (HL2)		PARTS TECHNICIAN HARMONIZED LEVEL 3 (HL3)	
	C5 Use safe lifting, carrying and repetitive strain injury control prevention				
	C6 Employ applicable environmental protection for the recycling of waste materials				
	C7 Apply fire and emergency response procedures				
	C8 Use the components of a safety meeting				
Line D	BASIC MATERIAL HANDLING OPERATIONS AND PROCEDURES				
	D1 Receive goods and complete related documentation				
	D2 Perform distribution and stocking of incoming materials				
	D3 Store material				
	D4 Fill orders from stock				
Content from C1 & E2 (CL2)	D5 Perform allocation of products				
	D6 Pack goods for transportation				
	D7 Employ correct stock maintenance				
	D8 Process returned items				
Line E	MATERIAL HANDLING AND PACKAGING EQUIPMENT				
	E1 Use appropriate small tools for package handling				



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PARTS TECHNICIAN HARMONIZED LEVEL 1 (HL1)		PARTS TECHNICIAN HARMONIZED LEVEL 2 (HL2)		PARTS TECHNICIAN HARMONIZED LEVEL 3 (HL3)	
	E2 Use manual handling equipment				
	E3 Perform safe operation of a forklift				
	E4 Perform safe operation of a narrow aisle forklift				
	E5 Perform safe operation of cranes and required rigging				
Line F	INFORMATION TECHNOLOGY IN WAREHOUSING				
	F1 Use information technology in a warehouse environment				
	F2 Use work computers ethically				
		Line G	PARTS IDENTIFICATION		
		New Achievement Criteria	G1 Use common measuring tools		
			G2 Identify engine components		
			G3 Identify fuel and induction systems parts		
			G4 Identify common engine lubrication components		
			G5 Identify common engine cooling and heating components		
			G6 Identify common engine exhaust system components		
			G7 Identify various bearings and seals		
			G8 Identify common power-train components		
			G9 Identify common suspension and steering system components		
			G10 Identify common braking system components		



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PARTS TECHNICIAN HARMONIZED LEVEL 1 (HL1)		PARTS TECHNICIAN HARMONIZED LEVEL 2 (HL2)		PARTS TECHNICIAN HARMONIZED LEVEL 3 (HL3)	
			G11 Identify common motive power industry electrical system components		
			G12 Identify autobody parts and repair materials		
			G13 Identify air-conditioning system components and safe handling procedures		
			G14 Identify hydraulic system components		
			G15 Interpret the implications of aftermarket accessories		
		Line H	STANDARD STOCK RECOGNITION		
		New Achievement Criteria	H1 Identify standard stock motive power items		
			H2 Apply core return procedures		
		Line I	CATALOGUES AND INVENTORY		
			I1 Use catalogue information sourcing		
		New competency	I2 Maintain inventory		
			I3 Provide cost quotation and sell related parts		
		Line J	COMMUNICATION AND PROFESSIONALISM		
			J1 Use effective oral communication skills		
		New Achievement Criteria	J2 Use effective written communication skills		
			J3 Employ professional appearance and conduct		
		Line K	SALES REPRESENTATIVES CHARACTERISTICS		
			K1 Apply the traits of an effective sales representative		
			K2 Apply methods of effective salesmanship		
				Line L	INVENTORY CONTROL PROCEDURES
					L1 Use inventory control systems
					L2 Use inventory record keeping
					L3 Record entering
					L4 Interpret stock classifications



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					L5 Perform turn-over analysis
					L6 Employ effective inventory management
					L7 Analyze the factors that affect inventory
					L8 Analyze pricing structures
				Line M	MERCHANDISING
					M1 Apply merchandising
				New Achievement Criteria	M2 Plan an efficient parts department
				Line N	COMMUNICATION AND CUSTOMER CARE
				New Achievement Criteria	N1 Use effective written communication skills
					N2 Use effective oral communication skills
				Line O	INTRODUCTION TO PARTS BUSINESS MANAGEMENT
					O1 Identify business types
					O2 Describe the responsibilities of a department manager
				Line P	FINANCIAL MANAGEMENT
					P1 Interpret the terms and functions of budgeting
					P2 Describe the accounting cycle
					P3 Analyze profitability data
					P4 Describe cash flow needs and forecasting
					P5 Apply risk management and security procedures

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Details – Competency Migration

This chart shows where content from the current Partsperson program (CL) moved to in the harmonized Parts Technician program (HL) and includes details of content that was moved or split across levels.

CURRENT LEVEL 1 TO HARMONIZED LEVEL 1

CURRENT LEVEL 1 (CL1)	HARMONIZED LEVEL 1 (HL1)	MIGRATION	DETAILS
Line A – OVERVIEW OF WAREHOUSE OPERATIONS	Line A – OVERVIEW OF WAREHOUSE OPERATIONS		
A1 – Describe ethical behaviour in a warehouse environment	A1 – Use ethical behaviour in a warehouse environment	New Achievement Criteria	Achievement Criteria – Prepare an analysis document on a Mission Statement
A2 – Describe the human rights statutes in BC	A2 – Interpret the human rights statutes in BC		
A3 – Describe basic warehouse terminology and operations	A3 – Apply basic warehouse terminology and operations		
A4 – Describe warehouse skill requirements	A4 – Apply warehouse skill requirements		
A5 – Describe warehouse technology	A5 – Use warehouse technology		
A6 – Describe the relationship of the warehouse to other divisions within an enterprise	A6 – Maintain the relationship of the warehouse to other divisions within an enterprise		
Line B – COMMUNICATIONS AND COMPREHENSION SKILLS	Line B – COMMUNICATION AND COMPREHENSION SKILLS		
B1 – Describe effective verbal communication skills	B1 – Use effective verbal communication skills		
B2 – Describe basic written communication skills	B2 – Use basic written communication skills	New Achievement Criteria	Achievement Criteria – Construct a response letter to a supplier
B3 – Utilize various warehouse calculations	B3 – Use various warehouse calculations	HL1←CL2 & New Achievement Criteria	Some content copied from A1/CL2 and remaining in G1/HL2 as 'review' Achievement Criteria – Determine perimeter area and volume of various shapes
Line C – WAREHOUSE SAFETY SKILLS	Line C – WAREHOUSE SAFETY SKILLS		
C1 – Define basic first aid	C1 – Define basic first aid		



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CURRENT LEVEL 1 (CL1)	HARMONIZED LEVEL 1 (HL1)	MIGRATION	DETAILS
C2 – Describe a safe work environment	C2 – Maintain a safe work environment		
C3 – Describe regulations and procedures for the transporting of dangerous goods	C3 – Apply regulations and procedures for the transporting of dangerous goods		
C4 – Review WHMIS	C4 – Apply WHMIS	New Achievement Criteria	Achievement Criteria – Complete an online WHMIS orientation and quiz
C5 – Describe safe lifting, carrying and repetitive strain injury control prevention	C5 – Use safe lifting, carrying and repetitive strain injury control prevention		
C6 – Define applicable environmental protection for the recycling of waste materials	C6 – Employ applicable environmental protection for the recycling of waste materials		
C7 – Describe fire and emergency response procedures	C7 – Apply fire and emergency response procedures		
C8 – Describe the components of a safety meeting	C8 – Use the components of a safety meeting		
Line D – BASIC HANDLING OPERATIONS AND PRODECURES	Line D – BASIC MATERIAL HANDLING OPERATIONS AND PRODECURES		
D1 – Describe receiving and related documentation	D1 – Receive goods and complete related documentation		
D2 – Analyze the distribution/stocking of incoming materials	D2 – Perform distribution and stocking of incoming materials		
D3 – Describe materials storage	D3 – Store material		
D4 – Describe filling orders from stock	D4 – Fill orders from stock		
D5 – Describe the allocation of products	D5 – Perform allocation of products	HL1←CL2	Some content copied from C1/CL2 and remaining in I1/HL2 as 'describe'
D6 – Describe packaging for the transportation of goods	D6 – Pack goods for transportation		
D7 – Describe correct stock maintenance	D7 – Employ correct stock maintenance		
D8 – Describe processing returned items	D8 – Process returned items		
Line E – MATERIALS HANDLING AND PACKAGING EQUIPMENT	Line E – MATERIAL HANDLING AND PACKAGING EQUIPMENT		
E1 – Describe appropriate small tools for package handling	E1 – Use appropriate small tools for package handling		
E2 – Describe manual handling equipment	E2 – Use manual handling equipment		
E3 – Describe forklift truck operation and safety	E3 – Perform safe operation of a forklift		



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CURRENT LEVEL 1 (CL1)	HARMONIZED LEVEL 1 (HL1)	MIGRATION	DETAILS
E4 – Describe narrow aisle forklift truck operation and safety	E4 – Perform safe operation of a narrow aisle forklift		
E5 – Describe the safe operation of cranes and required rigging procedures	E5 – Perform safe operation of cranes and required rigging		
Line F – INFORMATION TECHNOLOGY IN WAREHOUSING	Line F – INFORMATION TECHNOLOGY IN WAREHOUSING		
F1 – Describe information technology for warehousing	F1 – Use information technology in a warehouse environment		
F2 – Describe ethical use of work computers	F2 – Use work computers ethically		

CURRENT LEVEL 2 (CL2)	HARMONIZED LEVEL 2 (HL2)	MIGRATION	DETAILS
Line A – PARTS IDENTIFICATION	Line G – PARTS IDENTIFICATION		
A1 – Utilize common measuring tools	G1 – Use common measuring tools	HL1←CL2 & New Achievement Criteria	Some content copied from A1/CL2 and remaining in G1/HL2 as 'review' Achievement Criteria – Read an Imperial and metric micrometer
A2 – Identify engine components	G2 – Identify engine components		
A3 – Identify fuel and induction system parts	G3 – Identify fuel and induction system parts		
A4 – Identify common engine lubrication systems	G4 – Identify common engine lubrication system components		
A5 – Identify common engine cooling and heating components	G5 – Identify common engine cooling and heating system components		
A6 – Identify common engine exhaust system components	G6 – Identify common engine exhaust system components		
A7 – Identify various bearings and seals	G7 – Identify various bearings and seals		
A8 – Identify common power-train components	G8 – Identify common power-train components		
A9 – Identify common suspension and steering system components	G9 – Identify common suspension and steering system components		
A10 – Identify common braking system components	G10 – Identify common braking system components		



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CURRENT LEVEL 2 (CL2)	HARMONIZED LEVEL 2 (HL2)	MIGRATION	DETAILS
A11 – Identify components of common motive power industry electrical systems	G11 – Identify common motive power industry electrical system components		
A12 – Identify autobody parts and repair materials	G12 – Identify autobody parts and repair materials		
A13 – Identify air-conditioning system components and safe handling procedures	G13 – Identify air-conditioning system components and safe handling procedures		
A14 – Identify hydraulic system components	G14 – Identify hydraulic system components		
A15 – Discuss the implications of aftermarket accessories	G15 – Interpret the implications of aftermarket accessories		
Line B – STANDARD STOCK RECOGNITION	Line H – STANDARD STOCK RECOGNITION		
B1 – Describe standard stock motive power items	H1 – Identify standard stock motive power items	New Achievement Criteria	Achievement Criteria – Correctly identify various fasteners and fittings
B2 – Describe core return procedures	H2 – Apply core return procedures		
Line C – CATALOGUES	Line I – CATALOGUES AND INVENTORY		
C1 – Utilize catalogue information sourcing	I1 – Use catalogue information sourcing		
	I2 – Maintain inventory	New Competency	Choosing a product location & performing inventory procedures
C2 – Discuss cost quotation and selling related parts	I3 – Provide cost quotation and sell related parts		
Line D – COMMUNICATION AND PROFESSIONALISM	Line J – COMMUNICATION AND PROFESSIONALISM		
D1 – Discuss effective oral communication skills	J1 – Use effective oral communication skills		
D2 – Analyze effective written communication skills	J2 – Use effective written communication skills	New Achievement Criteria	Achievement Criteria – Construct an internal staff memo
D3 – Describe professional appearance and conduct	J3 – Employ professional appearance and conduct		
Line E – SALES REPRESENTATIVES CHARACTERISTICS	Line K – SALES REPRESENTATIVE CHARACTERISTICS		
E1 – Describe the traits of an effective sales representative	K1 – Apply the traits of an effective sales representative		
E2 – Describe methods of effective salesmanship	K2 – Apply methods of effective salesmanship		



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CURRENT LEVEL 3 (CL3)	HARMONIZED LEVEL 3 (HL3)	MIGRATION	DETAILS
Line A – INVENTORY CONTROL PROCEDURES	Line L – INVENTORY CONTROL PROCEDURES		
A1 – Describe inventory control systems	L1 – Use inventory control systems		
A2 – Describe inventory record keeping	L2 – Use inventory record keeping		
A3 – Describe record entering	L3 – Record entering		
A4 – Describe stock classifications	L4 – Interpret stock classifications		
A5 – Describe turn-over analysis	L5 – Perform turn-over analysis		
A6 – Describe effective inventory management	L6 – Employ effective inventory management		
A7 – Analyze the factors that affect inventory	L7 – Analyze the factors that affect inventory		
A8 – Analyze pricing structures	L8 – Analyze pricing structures		
Line B – MERCHANDISING	Line M – MERCHANDISING		
B1 – Describe merchandising	M1 – Apply merchandising		
B2 – Plan an efficient parts department	M2 – Plan an efficient parts department	New Achievement Criteria	Achievement Criteria – Plan an efficient parts department
Line C – COMMUNICATIONS AND CUSTOMER CARE	Line N – COMMUNICATION AND CUSTOMER CARE		
C1 – Utilize effective written communication skills	N1 – Use effective written communication skills	New Achievement Criteria	Achievement Criteria – Construct a professional letter or memo
C2 – Describe effective oral communication skills	N2 – Use effective oral communication skills		
Line D – INTRODUCTION TO PARTS BUSINESS MANAGEMENT	Line O – INTRODUCTION TO PARTS BUSINESS MANAGEMENT		
D1 – Describe business types	O1 – Identify business types		
D2 – Describe responsibilities of a department manager	O2 – Describe responsibilities of a department manager		
Line E – FINANCIAL MANAGEMENT	Line P – FINANCIAL MANAGEMENT		
E1 – Describe the terms and functions of budgeting	P1 – Interpret the terms and functions of budgeting		
E2 – Describe the accounting cycle	P2 – Describe the accounting cycle		
E3 – Analyze profitability data	P3 – Analyze profitability data		
E4 – Describe cash flow needs and forecasting	P4 – Describe cash flow needs and forecasting		
E5 – Describe risk management and security procedures	P5 – Apply risk management and security procedures		