

## PROGRAM OUTLINE

Parts Person  
(Parts Person 3)





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**PARTS PERSON  
(PARTS PERSON 3)  
PROGRAM OUTLINE**

**2009**

**Developed By  
Industry Training Authority  
Province of British Columbia**



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## FOREWORD

This Program Outline is issued by the Automotive Training Standards Organization for use in apprenticeship training classes sponsored by the Automotive Training Standards Organization. Indentured apprentices will be directed to the Apprenticeship Training classes in accordance with the General Regulations made pursuant to the “Industry Training and Apprenticeship Act” of British Columbia.

It is intended as a guide for instructors of apprenticeship. Practical instruction by demonstration and student participation should be integrated with classroom sessions. Safe working practices, even though not always specified in each operation or topic, are an implied part of the program and should be stressed throughout the apprenticeship. It is the responsibility of employers to ensure safety training for the apprentices working on their worksites.

The “Content” portion of each competency is there as a guide only, and is not intended to be exhaustive.

A competency profile chart has been placed in the program outline and at the end of the program outline is a list of requirements necessary to offer the training.

The Program Outline was prepared with the advice and assistance of representatives of management and labour and in cooperation with the Automotive Training Standards Organization.

### **SAFETY ADVISORY**

Be advised that references to the WorkSafe BC safety regulations contained within these materials do not/may not reflect the most recent Occupational Health and Safety Regulation (the current Standards and Regulation in BC can be obtained on the following website: <http://www.worksafebc.com>. Please note that it is always the responsibility of any person using these materials to inform him/herself about the Occupational Health and Safety Regulation pertaining to his/her work.



## ACKNOWLEDGEMENTS

The Program Outline was prepared with the advice and direction of an industry steering committee convened initially by the Automotive Training Standards Organization.

### **Steering Committee:**

Marty Vanderwel – Fortins Auto Parts

Ron Killby – Automotive Industries Association of Canada

Rick McKoryk – Dueck GM

Richard Driver – Finning

Ken Jarvie – NAPA



# **SECTION 1**

## **PROFILE CHART**

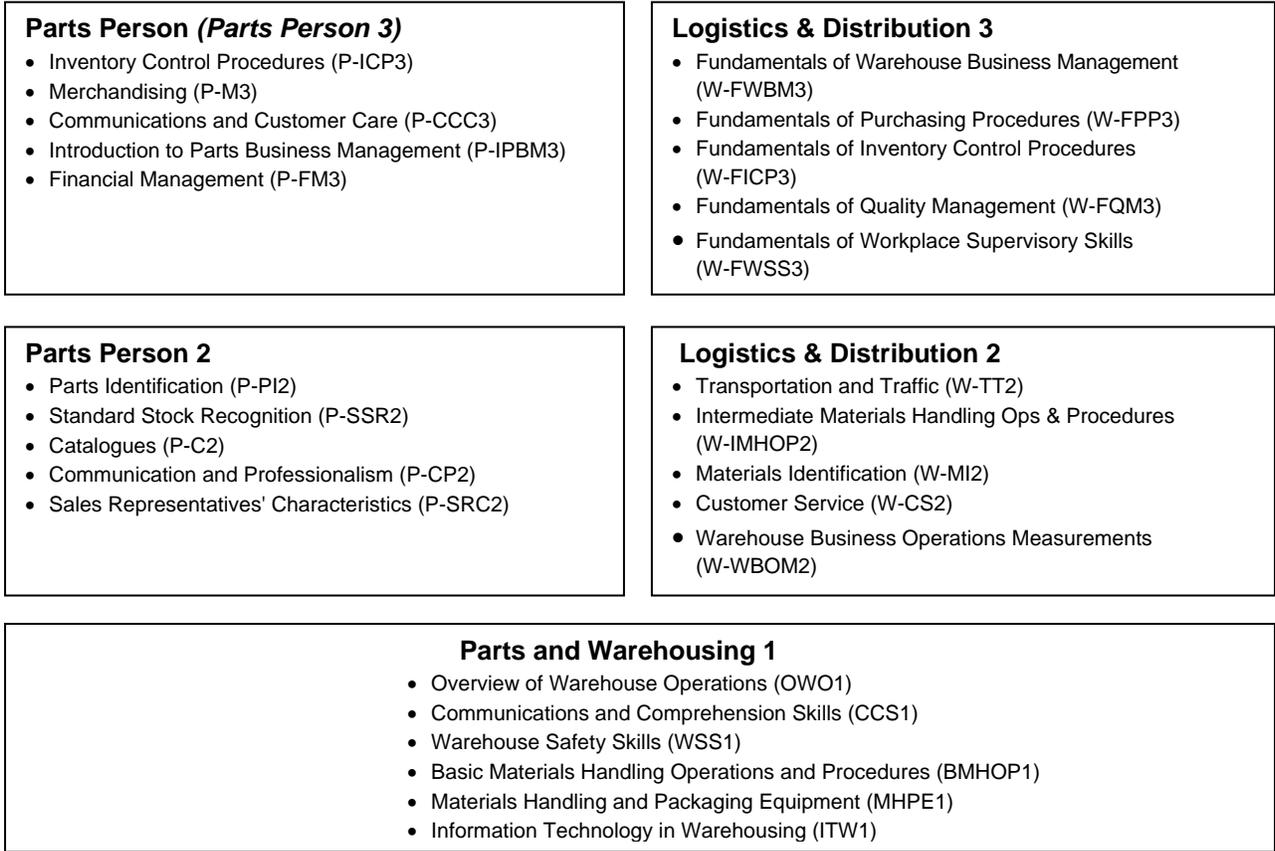


**Occupation Analysis Chart – Parts Person (Parts Person 3)**

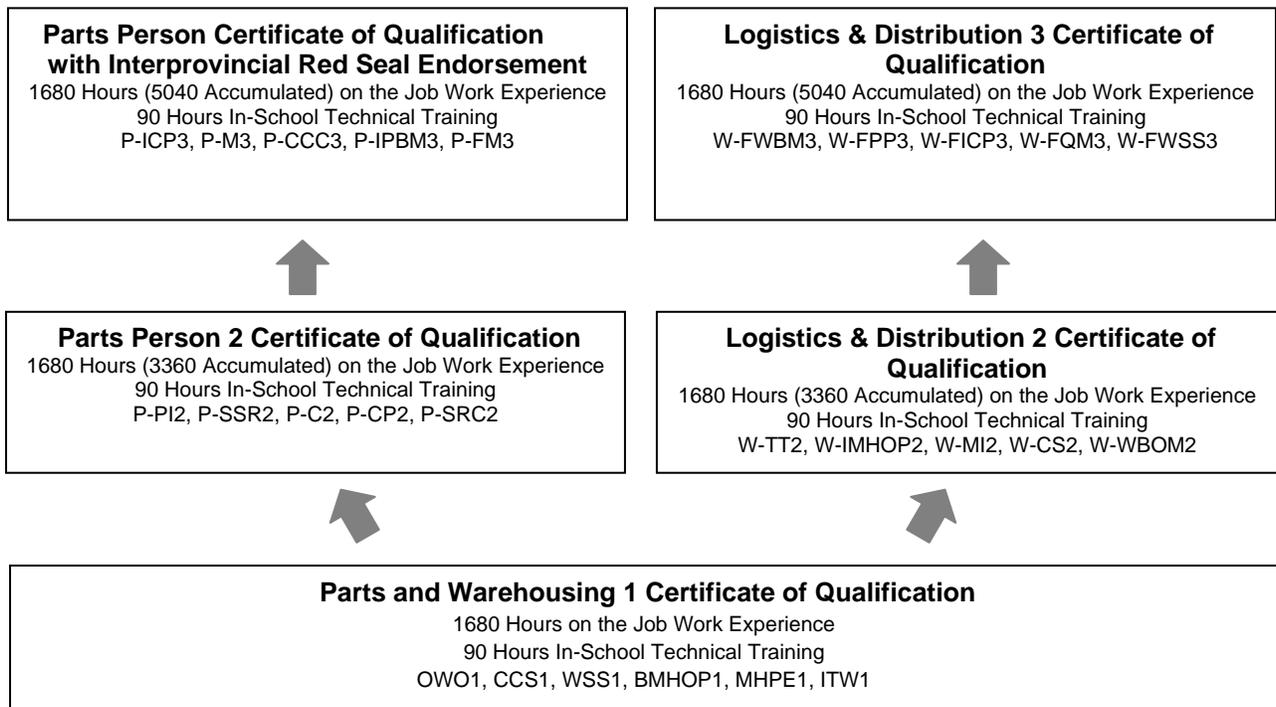
<b>INVENTORY CONTROL PROCEDURES</b>  Line A	Describe inventory control systems	Describe inventory record keeping	Discuss record entering	Describe stock classifications	Describe turn over analysis	Describe effective inventory management
	A1	A2	A3	A4	A5	A6
	Analyze the factors that affect inventory	Analyze Pricing structures				
	A7	A8				
<b>MERCHANDISING</b>  Line B	Describe merchandising	Plan an efficient parts department				
	B1	B2				
<b>COMMUNICATIONS AND CUSTOMER CARE</b>  Line C	Utilize effective written communication skills	Describe effective oral communication skills				
	C1	C2				
<b>INTRODUCTION TO PARTS BUSINESS MANAGEMENT</b>  Line D	Describe business types	Describe the responsibilities of a department manager				
	D1	D2				
<b>FINANCIAL MANAGEMENT</b>  Line E	Describe the terms and functions of budgeting	Describe the accounting cycle	Analyze profitability data	Describe cash flow needs and forecasting	Describe risk management and security procedures	
	E1	E2	E3	E4	E5	



## COMPETENCY DESCRIPTIONS



## PARTS AND LOGISTICS & DISTRIBUTION CERTIFICATION FLOWCHART

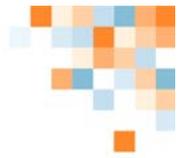




**SECTION 2**

**PARTS PERSON**  
***(PARTS PERSON 3)***

**PROGRAM OUTLINE**



## SUGGESTED SCHEDULE OF TIME ALLOTMENT FOR PARTS PERSON (PARTS PERSON 3)

<b>PARTS PERSON (PARTS PERSON 3)</b>			<b>Theory (Hours)</b>	<b>Practical (Hours)</b>	<b>Page</b>
<b>Line A</b>	<b>Inventory Control Procedures</b>	<b>31% of Time</b>			
A1	Describe inventory control systems		5	0	8
A2	Describe inventory record keeping		3	0	9
A3	Describe record entering		2	0	10
A4	Describe stock classifications		4	0	11
A5	Describe turn-over analysis		4	0	12
A6	Describe effective inventory management		3	0	13
A7	Analyze the factors that affect inventory		3	2	15
A8	Analyze pricing structures		1	1	19
<b>Line B</b>	<b>Merchandising</b>	<b>23% of Time</b>			
B1	Describe merchandising		5	2	21
B2	Plan an efficient parts department		5	8	23
<b>Line C</b>	<b>Communications and Customer Care</b>	<b>22% of Time</b>			
C1	Utilize effective written communication skills		4	6	25
C2	Describe effective oral communication skills		5	5	27
<b>Line D</b>	<b>Introduction to Parts Business Management</b>	<b>13% of Time</b>			
D1	Describe business types		5	0	29
D2	Describe responsibilities of a department manager		7	0	31
<b>Line E</b>	<b>Financial Management</b>	<b>11% of Time</b>			
E1	Describe the terms and functions of budgeting		3	0	34
E2	Describe the accounting cycle		1	0	35
E3	Analyze profitability data		2	1	36
E4	Describe cash flow needs and forecasting		2	0	37
E5	Describe risk management and security procedures		1	0	38



# **PROGRAM OUTLINE FOR PARTSPERSON 3**



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A1 Describe inventory control systems.

**Learning Objectives:**

1. The Learner will be able to describe inventory control systems.
2. The Learner will be able to describe emergency procedures in the event of an electronic system shutdown.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Discuss common types and uses of inventory control systems.</li> </ol>                            | <ul style="list-style-type: none"> <li>▪ Electronic               <ul style="list-style-type: none"> <li>- online</li> <li>- in-house</li> </ul> </li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Introduce less common control systems.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Visi-card</li> <li>▪ Blind</li> <li>▪ Kardex</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Describe the use of forms and tags in each system.</li> </ol>                                     | <ul style="list-style-type: none"> <li>▪ Inventory counting sheets and tags</li> <li>▪ Order forms</li> <li>▪ Purchase orders</li> <li>▪ Packing slips</li> <li>▪ Requisitions</li> <li>▪ Return forms</li> <li>▪ Back order forms</li> <li>▪ Picking tags</li> <li>▪ Logs               <ul style="list-style-type: none"> <li>- invoice</li> <li>- purchase order</li> <li>- shipping</li> <li>- other</li> </ul> </li> </ul> |
| <ol style="list-style-type: none"> <li>4. Describe bar code technology.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Pen reader</li> <li>▪ Infer-red scanner</li> <li>▪ Magnetic tabs</li> </ul>  |
| <ol style="list-style-type: none"> <li>5. Describe necessary emergency procedures in the event of an electronic system shutdown.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> <li>▪ Departmental procedures</li> <li>▪ Other departments</li> </ul>   |

**Achievement Criteria:**

Given a written and/or a practical assessment on inventory control systems the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A2 Describe inventory record keeping.

**Learning Objectives:**

1. The Learner will be able to describe inventory record keeping.
2. The Learner will be able to identify the correct classifications of customer purchases and returns.

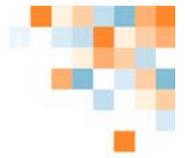
**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Describe the function of record system entries.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Receipts and disbursements</li> <li>▪ Back orders</li> <li>▪ Sales performance</li> <li>▪ Parts numbers</li> <li>▪ Price structure</li> <li>▪ Item location</li> <li>▪ Full item description</li> <li>▪ Dates of transaction</li> <li>▪ State of stock items</li> <li>▪ Purchases and returns</li> <li>▪ Factory return policies</li> <li>▪ Lost sales records</li> <li>▪ Bar codes</li> </ul> |
| <ol style="list-style-type: none"> <li>2. Discuss the importance of current entries for receipts and disbursements, and why the dates of transactions are required.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Inventory control</li> <li>▪ Legal/financial considerations</li> <li>▪ Pricing</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Discuss the state of stock for an item.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ On hand</li> <li>▪ On order</li> <li>▪ Total available</li> <li>▪ Committed inventory</li> </ul>   |
| <ol style="list-style-type: none"> <li>4. Identify the correct classifications of customer purchases and returns.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Emergency</li> <li>▪ Wholesale</li> <li>▪ Retail</li> <li>▪ Special orders</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on inventory record keeping the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A3 Describe record entering.

**Learning Objectives:**

1. The Learner will be able to describe record entering.
2. The Learner will be able to describe the relation of correct record procedures to other departments/functions.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Describe procedures for entering goods received, and setting up new cards or item records.</li> </ol>                                     | <ul style="list-style-type: none"> <li>▪ Purchase order</li> <li>▪ Packing slip</li> <li>▪ Invoice</li> <li>▪ Backorders</li> <li>▪ Discrepancies</li> <li>▪ Continuation record</li> <li>▪ New item</li> <li>▪ Outside supplied item</li> <li>▪ Special circumstances or application of an item</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe the significance of identifying direction of disbursement, and the necessity of keeping disbursement records current.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Shop order number</li> <li>▪ Work order number</li> <li>▪ Sales invoice number</li> <li>▪ E.P.O. number of reference</li> </ul>   |
| <ol style="list-style-type: none"> <li>3. Describe the relation of inventory records to disaster losses and claims.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Fire</li> <li>▪ Acts of God</li> <li>▪ Theft</li> <li>▪ Computer back up/system failure</li> </ul>  |
| <ol style="list-style-type: none"> <li>4. Describe the relation of correct record procedures to other departments/functions.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Efficient operation of departments               <ul style="list-style-type: none"> <li>- purchasing/rate of sale</li> <li>- down-time factors</li> </ul> </li> <li>▪ Receiving procedures</li> <li>▪ Customer relations               <ul style="list-style-type: none"> <li>- honouring supply commitments</li> </ul> </li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on record entering the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A4 Describe stock classifications.

**Learning Objectives:**

1. The Learner will be able to describe stock classifications.

**LEARNING TASKS**

1. Describe stock classifications as they pertain to specific situations.

**CONTENT**

- Seasonal or fast moving
- Superseded or obsolete items
- Unidentified items
- Sales trends
- Rebuild able cores

**Achievement Criteria:**

Given a written and/or a practical assessment on stock classifications the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A5 Describe turn-over analysis.

**Learning Objectives:**

1. The Learner will be able to describe turn-over analysis.

**LEARNING TASKS**

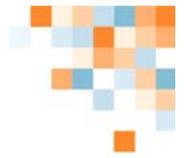
1. Define turn-over.
  
2. Describe turn-over analysis as it pertains to specific situations.

**CONTENT**

- True turn-over
- Gross turn-over
  
- Investment return (yield)
- Determining turn-over in actual terms
- Descriptive terms of turn-over expression
- Customer service
- Low inventory/high turn-over point or system advantages:
  - down time loss to customer
  - production loss to management
  - time/income loss to mechanics
- High inventory/low turn-over point or system

**Achievement Criteria:**

Given a written and/or a practical assessment on turn-over analysis the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A6 Describe effective inventory management.

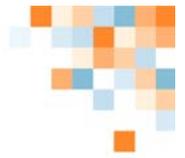
**Learning Objectives:**

1. The Learner will be able to describe effective inventory management.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Describe the importance and advantages of planning.</li> <li>2. Describe productive buying procedures.</li> <li>3. Describe the effects of erratic ordering.</li> <li>4. Describe the advantages of prepaid stocking orders.</li> <li>5. Introduce methods of reducing handling.</li> <li>6. Describe the position of the "return to factory" policies, and special application of return policy.</li> <li>7. Describe situations that necessitate an inventory count.</li> <li>8. Identify methods of physical inventory.</li> <li>9. Identify the people responsible for inventory count.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Formulating and using forecasts</li> <li>▪ Buying rates</li> <li>▪ Selling rates</li> <li>▪ Too frequent</li> <li>▪ Not frequent enough</li> <li>▪ Advantages</li> <li>▪ Frequent special orders</li> <li>▪ Analysis of             <ul style="list-style-type: none"> <li>- time expenditures</li> <li>- staffing expenditures</li> </ul> </li> <li>▪ Corporate policies</li> <li>▪ Other</li> <li>▪ Change of ownership</li> <li>▪ Change of management</li> <li>▪ Major business situations:             <ul style="list-style-type: none"> <li>- disaster</li> <li>- breach of security</li> <li>- change of system</li> </ul> </li> <li>▪ Return information             <ul style="list-style-type: none"> <li>- credit note tracers</li> </ul> </li> <li>▪ Verifying stock situations             <ul style="list-style-type: none"> <li>- duplications</li> <li>- obsolescence</li> </ul> </li> <li>▪ Cycle</li> <li>▪ Perpetual method</li> <li>▪ Physical year end</li> <li>▪ Assigning responsibilities</li> <li>▪ Staff briefing</li> <li>▪ Planning</li> </ul> |
|--|--|

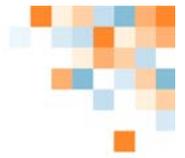


## Learning Tasks continued

10. Describe stock taking preparations and procedures.
- Sorting and identification of mixed stock
  - Correction of stock locations
  - Identification and definite tagging procedures for:
    - broken kits
    - damaged gasket sets
    - other
  - Verification of bin tags
  - Inventory count materials
  - Cut-off dates
    - packing slips
    - invoices
  - Time factor
  - Good housekeeping
    - accuracy of count
    - speed and efficiency of count
  - Legibility of bin tags
    - Update
    - Replace
  - Units of quantity
  - "Nil" or 0
  - Pre-packing "high count" items.
  - Handling of standard stock during inventory.
11. Describe the handling of obsolete materials.
- Definition
  - Classes
    - no current application
    - phase out pending
12. Identify the reasons for obsolescence.
- Superseded
  - Discontinued lines
  - Unsatisfactory performance
  - Non-returnable special items
13. Describe disposal procedures.
- Internal policies
    - application for "write off"
  - Factory and/or supplier policies

### Achievement Criteria:

Given a written and/or a practical assessment on effective inventory management the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A7 Analyze the factors that affect inventory.

**Learning Objectives:**

1. The Learner will be able to describe the factors that affect inventory.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Describe ordering and the relation to turn over.</li> </ol>                          | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> <li>▪ Trends</li> <li>▪ Seasonality</li> <li>▪ Lead time</li> </ul>   |
| <ol style="list-style-type: none"> <li>2. Analyze procedures and forms for regular restocking prepaid orders.</li> </ol>       | <ul style="list-style-type: none"> <li>▪ Operational details</li> <li>▪ Advantages</li> <li>▪ Disadvantages</li> </ul>  |
| <ol style="list-style-type: none"> <li>3. Define ordering terms.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Special orders</li> <li>▪ Unit down orders</li> <li>▪ Emergency orders</li> <li>▪ Split orders</li> </ul>  |
| <ol style="list-style-type: none"> <li>4. Describe the differences in procedures and priorities in specific orders.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Special orders</li> <li>▪ Unit down orders               <ul style="list-style-type: none"> <li>- broken kits</li> </ul> </li> <li>▪ Emergency orders</li> <li>▪ Split orders</li> </ul> |



5. Discuss estimating requirements or stock projections.

- Unit population of the territory (or area)
- Known service life of replacement items
- Known model changes and modifications
- Impending shortages
  - advance advice bulletins
- Plus/minus factor
  - recent ordering patterns
- Internally used items and materials
- Influence on inventory planning of:
  - topographical factors
  - climate
  - local aspects
  - temporary customer requirements

### Learning Tasks continued

6. Describe causes and prevention of possible stock depletion under specific circumstances.

- Transportation and factory work stoppages
- Unexpected demand due to premature failures and replacements
- New customer (fleet) inventory requirements
- Branch or sub-dealer openings
- Unexpected demand sales
- Deficiencies in ordering procedures
- Miscalculation:
  - order lead times
  - disbursement rate
  - space limitations
- Delinquent stock record entries
- Neglect in reviewing order levels

7. Demonstrate ordering parts and materials from major or parent suppliers.

- Recognition and correct use of specified forms and procedures
- Necessity of complete shipping instructions
- Specific details for special orders:
  - serial number
  - model number
  - type
  - date of purchase
  - use of unit

8. Discuss orders for NPN (no part number) items.

- Forms



- 9. Identify and describe the function of "supplemental" orders.
  - Descriptive details of both part and unit
  - Serial numbers
  - Model
  - Diagrams
- 10. Describe bulk/seasonal buying.
  - Emergency
  - Daily
  - Add-on to stock order
- 11. Describe details for placing the initial stocking order.
  - Reasons
  - Effects on investment
  - Effects on inventory
- 11. Describe details for placing the initial stocking order.
  - Area population survey
  - Graduated delivery of shipment - predetermined priority scale

### Learning Tasks continued

- 12. Discuss the correct use of the various methods (medium) of ordering.
  - Telephone
  - Facsimile
  - Online
  - Email
- 13. Describe the application of "split orders".
  - Different sources
  - Different times
- 14. Identify the causes for, and effect of, back order situations.
  - Temporary shortages
  - Unscheduled stoppages
- 15. Describe handling procedures for back orders.
  - Proper recording - split shipments
  - Follow-up/expedition procedures
- 16. Discuss classification of back orders.
  - Shipping when available
  - Re-ordering/not re-ordering
  - Conditions resulting in back orders
- 17. Describe new concepts developed in inventory management and order procedures.
  - Describe communication systems for updating stock replacement procedures - access to entire stock of parent or suppliers
  - Role of the computer in parts and replacement industry
  - Other sophisticated techniques and skills



- Value of basic occupational skills in electronically equipped parts department
- JIT (Just in Time)
- PIES (Product Information Exchange Standard)

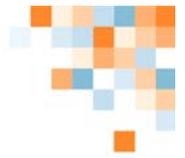
### **Learning Tasks continued**

18. Describe the importance of certain factors in invoicing and when making quotations.

- Accurate entries
- Correct heading entries:
  - name
  - address
  - delivery date
  - P.O. number
  - date of invoice
  - credit verification or status
  - company policies

### **Achievement Criteria:**

Given a written and/or a practical assessment on the factors that affect inventory the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE A: INVENTORY CONTROL PROCEDURES**

**Competency:** A8 Analyze pricing structures.

**Learning Objectives:**

1. The Learner will be able to describe pricing structure.

**LEARNING TASKS**

**CONTENT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Describe the use of a master price list.</li> </ol>                       | <ul style="list-style-type: none"> <li>▪ Definition</li> <li>▪ Application</li> <li>▪ Interpretation of listings</li> <li>▪ Effects of appreciation/depreciation on inventory</li> </ul>   |
| <ol style="list-style-type: none"> <li>2. Introduce the price structure for specific pricing situations.</li> </ol> | <ul style="list-style-type: none"> <li>▪ "Suggested retail" or "list" prices</li> <li>▪ Discount terms               <ul style="list-style-type: none"> <li>- wholesale</li> <li>- discount</li> <li>- trade</li> <li>- fleet</li> <li>- jobber</li> </ul> </li> <li>▪ "Exchange" and core price</li> <li>▪ Cost price</li> <li>▪ Landed cost</li> <li>▪ G.S.T.</li> </ul> |
| <ol style="list-style-type: none"> <li>3. Analyze the pricing of import materials.</li> </ol>                       | <ul style="list-style-type: none"> <li>▪ Sales tax application</li> <li>▪ Import duties               <ul style="list-style-type: none"> <li>- interpretation of schedules and rates</li> <li>- Use and recognition of correct forms</li> <li>- Accuracy in computing</li> </ul> </li> <li>▪ Calculation of mark-up - profit on list</li> </ul>                            |
| <ol style="list-style-type: none"> <li>4. Describe the application of price revisions.</li> </ol>                   | <ul style="list-style-type: none"> <li>▪ Effective date</li> <li>▪ Procedure/policies on:               <ul style="list-style-type: none"> <li>- incoming prepaid orders</li> <li>- remittance enclosed</li> <li>- price increase on prepaid orders</li> </ul> </li> </ul>   |



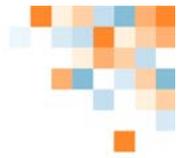
### **Learning Tasks continued**

5. Describe the pricing out procedures on work orders for consumable items and materials.

- Cement
- Sealers
- Pins
- Standard stock
- Wire
- Lubricant
- Environment charges

### **Achievement Criteria:**

Given a written and/or a practical assessment on pricing structures the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE B:           MERCHANDISING**

**Competency:**    B1    Describe merchandising.

**Learning Objectives:**

1. The Learner will be able to describe merchandising.

**LEARNING TASKS**

1. Describe merchandising and the various factors that can affect it.

2. Describe the position of merchandising in a parts and accessories operation.

3. Identify areas where merchandising can be most effective.

4. Describe the relation of merchandising to various other factors.

5. Describe cost sharing of merchandising plans with manufacturers and/or suppliers.

**CONTENT**

- Definition
- Attitudes and appearance of employees
- Condition and location of display areas
- Merchandise display and placement
- Merchandising themes
  - seasonal
- Supply and demand
- Promotional factors
- Sales factors
- Showrooms
- Customer reception
- Service reception
- Inventory planning
- Floor space layout
- Personnel requirement
- Business budgeting
- Turnover factor
- Seasonal items
- Industry requirements
- One-shot promotions
- Position of merchandise
- Application of merchandising concept to every parts and accessories transaction:
  - related sales
  - realistic suggestions and recommendations
- Advantages
- Disadvantages



### Learning Tasks continued

6. Describe merchandising programs for specific situations.

- Seasonal
- New product promotion
- End of production sales
- Other

7. Identify cost factors and the potential return of merchandising programs.

- Advertising
- Product quality
- Returns policies
- Pricing
- Customer loyalty

8. Describe limitations and responsibilities of advertising campaigns.

- Public safeguards and protection
- Legislated regulations

### Achievement Criteria:

Given a written and/or a practical assessment on merchandising the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE B:           MERCHANDISING**

**Competency:**    B2    Plan an efficient parts department

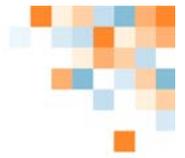
**Learning Objectives:**

1. The Learner will be able to describe local or National ordinances.
2. The Learner will be able to describe the planning an effective parts department using the established traffic flow.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Describe local or national safety ordinances.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Bin and shelf materials and spacing:               <ul style="list-style-type: none"> <li>- fire and earthquake</li> </ul> </li> <li>▪ Heights of bins</li> <li>▪ Widths of aisles</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Describe planning according to established traffic flow.</li> </ol>                             | <ul style="list-style-type: none"> <li>▪ Staff</li> <li>▪ Customer</li> <li>▪ Back counter</li> <li>▪ Parts demand placement</li> </ul>   |
| <ol style="list-style-type: none"> <li>3. Describe how product sales demands influence bin and shelf layout.</li> </ol>                   | <ul style="list-style-type: none"> <li>▪ External customers</li> <li>▪ Internal customers</li> </ul>  |
| <ol style="list-style-type: none"> <li>4. Identify calculated "waste space".</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Aisles</li> <li>▪ Counters</li> <li>▪ Merchandising</li> <li>▪ Staff</li> <li>▪ Future expansion</li> </ul>  |
| <ol style="list-style-type: none"> <li>5. Identify danger areas.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Blind corners</li> <li>▪ Sharp protrusions</li> <li>▪ Loading docks</li> </ul>   |
| <ol style="list-style-type: none"> <li>6. Describe calculating space for the various specific work/utility and clerical areas.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Shipping, receiving and counter space allowances</li> <li>▪ Lighting               <ul style="list-style-type: none"> <li>- in relation to bin and shelf placement</li> </ul> </li> <li>▪ Pick-up and back counter provisions</li> <li>▪ Fire regulations</li> <li>▪ Clerical space</li> </ul> |



## Learning Tasks continued

7. Describe the safe use of overhead racks for specific products.
  - Pipes
  - Tubes
  - Tires
  - Sheet metal
  
8. Describe planning a parts department taking into consideration all pertinent factors.
  - Characteristic of material
    - bulky parts
    - heavy items
  - Counter accessibility
    - front counter
    - rear counter
  - Width of aisles
  - Bins, racks, shelving
  - Special equipment
  - Shipping and receiving
  - Sales area
  - Display area
  - Manager's office
  - Bin storage
  - Customer parking
  - Room for expansion

### Achievement Criteria:

Given a written and/or a practical assessment on an efficient parts department area the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

Given the warehouse dimensions of 200' x 500' for a total of 10,000 sq feet of warehouse space and using the information provided in the lesson, the Learner will have the ability to demonstrate knowledge of the industry by creating a plan on paper for an efficient parts department taking into account all pertinent factors. Grading will be completed using Practical Assessment Guide Appendix 3 and Appendix 3A located in Parts & Warehousing Level 3 – Line B in the Automotive Training Standards Organization Learning Resource Guide.

Appendix 3 and Appendix 3A will be located together in the Instructional Manual for Parts & Warehousing Level 3 – Line B.



**LINE C: COMMUNICATIONS AND CUSTOMER CARE**

**Competency:** C1 Utilize effective written communication skills.

**Learning Objectives:**

1. The Learner will be able to utilize effective written communication skills.

**LEARNING TASKS**

**CONTENT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Describe completing warranty reports correctly and effectively.</li> </ol>                         | <ul style="list-style-type: none"> <li>▪ Accuracy of reference material and data</li> <li>▪ Description of conditions</li> <li>▪ Policy or memorandum references</li> <li>▪ Adjustments</li> </ul>   |
| <ol style="list-style-type: none"> <li>2. Discuss electronic mail etiquette.</li> </ol>  | <ul style="list-style-type: none"> <li>▪ Maintaining professionalism</li> <li>▪ Use of language               <ul style="list-style-type: none"> <li>- Slang</li> </ul> </li> <li>▪ Corporate policies and procedures               <ul style="list-style-type: none"> <li>- Standard format</li> <li>- Fonts</li> </ul> </li> </ul>   |
| <ol style="list-style-type: none"> <li>3. Identify the various forms of written business communication, both hard copy and email.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Memorandums</li> <li>▪ Letters</li> <li>▪ Reports</li> </ul>  |
| <ol style="list-style-type: none"> <li>4. Write effective letters, memorandums and reports.</li> </ol>                                       | <ul style="list-style-type: none"> <li>▪ Organizing information</li> <li>▪ Professional language and tone</li> <li>▪ Correct emphasis</li> <li>▪ Results and effects of implied:               <ul style="list-style-type: none"> <li>- Threats</li> <li>- Commitments</li> </ul> </li> <li>▪ Clarity of intent:               <ul style="list-style-type: none"> <li>- Enquiry</li> <li>- explanation</li> <li>- request</li> <li>- instruction</li> <li>- complaint</li> </ul> </li> </ul> |

**Achievement Criteria:**

Given a written and/or a practical assessment on effective written communication skills the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



Given all necessary information, the Learner will have the ability to demonstrate knowledge of the industry by writing a formal reply letter applying all pertinent information taught in the lesson. Grading will be completed using Practical Assessment Guide Appendix 3B and Appendix 3C located in Automotive Training Standards Organization Learning Resource Guide Level 3 – Line C.



**LINE C: COMMUNICATIONS AND CUSTOMER CARE**

**Competency:** C2 Describe effective oral communication skills.

**Learning Objectives:**

1. The Learner will be able to describe effective oral communication skills.

**LEARNING TASKS**

1. Describe the correct process for acknowledging a customer.
  
2. Discuss effective customer greeting.
  
3. Describe techniques for developing a positive relationship with customers.

**CONTENT**

- Promptness
- Ensuring customer feels welcome
- Advising of any delay in serving
  
- Physical response:
  - facing customer
  - making eye contact
  - enunciation
- Professional language
- Repeat customers
  - recognizing and using names
- Courtesy
  - positive
  - attentive
  
- Sincerity
- Open-ended questions
- Active listening
  - paraphrasing for clarification
  - body language
  - avoid paralanguage

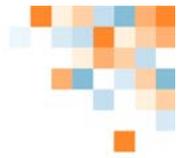


### Learning Tasks continued

4. Discuss techniques for handling customer complaints.
- Collecting facts
    - active listening
    - encouraging customer to provide details
  - Empathy
  - Impartiality
  - Verifying facts
  - Ascertain customer expectations
  - Firmness and respect
  - Arguing with a customer
  - Providing an agreeable solution
  - Corporate policies and procedures
    - reporting complaint
    - avoiding repetition

### Achievement Criteria:

Given a written and/or a practical assessment on effective oral communication skills the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE D: INTRODUCTION TO PARTS BUSINESS MANAGEMENT**

**Competency:** D1 Describe business types.

**Learning Objectives:**

1. The Learner will be able to describe business types.

**LEARNING TASKS**

1. Describe the various types of businesses.
2. Describe the characteristics of the various forms of business ownership.
3. Describe the various forms of competition.
4. Describe effective use of resources as it applies to business.
5. Describe the responsibilities of a firm.
6. Describe the government's role in regulating businesses at the federal, provincial and municipal level.

**CONTENT**

- Crown corporation
- Private enterprise
- Not for profit operations
  
- Proprietorship
- Partnership
- Incorporation
- Legal issues
- Tax implications
- Capital raising
  
- Monopoly
- Oligopoly
- Price
- Non-price
- Service
- Quality
- Location
- Hours of operation
  
- Labour
- Land
- Capital
- Technology
  
- Community
- Employees
- Consumers
- General business ethics
  
- Consumer protection
- Employee protection
- Community protection
- Shareholder protection



### **Learning Tasks continued**

7. Describe how governmental economic policies affect business.
- Fiscal policy
  - Monetary policy
  - Trade policy

### **Achievement Criteria:**

Given a written and/or a practical assessment on business types the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE D: INTRODUCTION TO PARTS BUSINESS MANAGEMENT**

**Competency:** D2 Describe responsibilities of a department manager.

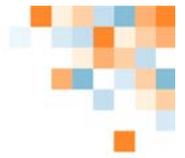
**Learning Objectives:**

1. The Learner will be able to describe the responsibilities of a department manager.

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Discuss recruiting and hiring department personnel.</li> </ol>         | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> <li>▪ Human resources department</li> <li>▪ Testing</li> <li>▪ Interviewing</li> </ul>  |
| <ol style="list-style-type: none"> <li>2. Discuss organizing training programs for parts personnel.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Corporate policies and procedures</li> <li>▪ Training departments</li> <li>▪ Outside training</li> <li>▪ Budgeting for training</li> </ul>   |
| <ol style="list-style-type: none"> <li>3. Describe the coaching skills used for training apprentices.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Identifying key points</li> <li>▪ Linking the lesson</li> <li>▪ Demonstration of skill</li> <li>▪ Opportunities for practice</li> <li>▪ Feedback               <ul style="list-style-type: none"> <li>- Learner and coach</li> </ul> </li> <li>▪ Assessment of progress</li> </ul> |
| <ol style="list-style-type: none"> <li>4. Discuss personnel performance evaluation.</li> </ol>                   | <ul style="list-style-type: none"> <li>▪ Performance appraisals</li> <li>▪ Salaries</li> <li>▪ Compensation plans</li> <li>▪ Organizational charts</li> </ul>   |
| <ol style="list-style-type: none"> <li>5. Describe developing and updating job descriptions.</li> </ol>          | <ul style="list-style-type: none"> <li>▪ Receiving</li> <li>▪ Shipping</li> <li>▪ Inventory clerk</li> <li>▪ Order desk</li> <li>▪ Counter sales</li> <li>▪ Road sales</li> <li>▪ Assistant parts manager</li> </ul>  |
| <ol style="list-style-type: none"> <li>6. Discuss the monitoring of authorized plans and programs.</li> </ol>    | <ul style="list-style-type: none"> <li>▪ Inventory levels</li> <li>▪ Warranty</li> <li>▪ Customer satisfaction</li> <li>▪ Service and convenience</li> <li>▪ Marketing</li> </ul>   |



## Learning Tasks continued

- |  |  |
|--|--|
| 7. Describe adequate staffing in all areas for maximum efficiency.                       | <ul style="list-style-type: none"> <li>▪ Maintenance of correct records</li> <li>▪ Storage facilities</li> <li>▪ Packaging</li> <li>▪ Deliveries and parts sales</li> <li>▪ Display area</li> <li>▪ Peak hours of service</li> </ul>                                 |
| 8. Describe administrative duties.   | <ul style="list-style-type: none"> <li>▪ Maintaining records</li> <li>▪ Submitting required reports</li> <li>▪ Verifying customer credit status</li> <li>▪ Other duties as assigned by management</li> </ul>   |
| 9. Describe current, appropriate parts literature.                                       | <ul style="list-style-type: none"> <li>▪ Price sheets</li> <li>▪ Reference material</li> <li>▪ Promotional material</li> <li>▪ Catalogues</li> </ul>   |
| 10. Describe a productive company sales & service meeting.                               | <ul style="list-style-type: none"> <li>▪ Participation</li> <li>▪ Topic</li> <li>▪ Chairing/ mediator</li> <li>▪ Recording</li> </ul>  |
| 11. Describe departmental costs and profits.   | <ul style="list-style-type: none"> <li>▪ Delivery charges and rates</li> <li>▪ Paperwork procedures</li> <li>▪ Utility bills</li> <li>▪ Mechanical handling methods</li> <li>▪ Fixed and variable costs</li> <li>▪ Taxes</li> <li>▪ Other hidden expenses</li> </ul> |
| 12. Discuss frequent updating technologies in parts management practices and automation. | <ul style="list-style-type: none"> <li>▪ Studying available literature</li> <li>▪ Attending conferences and seminars</li> <li>▪ Maintaining membership in industry associations</li> </ul>   |
| 13. Describe warranty procedures.  | <ul style="list-style-type: none"> <li>▪ Formulating and administering warranty policies</li> <li>▪ Non-warranty goods policy</li> </ul>   |
| 14. Discuss developing and maintaining wholesale accounts.                               | <ul style="list-style-type: none"> <li>▪ Holding wholesale sales meetings</li> <li>▪ Contacting wholesale accounts to maintain good will and aid wholesale salesperson</li> <li>▪ Evaluation of customer service</li> </ul>  |

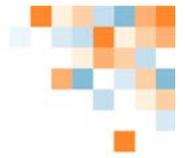


### Learning Tasks continued

15. Discuss equipment purchasing.
- Corporate policies and procedures for acquiring equipment
  - Bids and tenders
  - Quotations
  - Supplier relationships
  - Warranties and terms
  - Equipment maintenance

### Achievement Criteria:

Given a written and/or a practical assessment on responsibilities of a department manager the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE E: FINANCIAL MANAGEMENT**

**Competency:** E1 Describe the terms and functions of budgeting.

**Learning Objectives:**

1. The Learner will be able to describe budgeting.

**LEARNING TASKS**

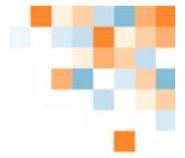
**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Describe financial planning.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Definition</li> <li>▪ Purpose</li> </ul>   |
| <ol style="list-style-type: none"> <li>2. Define business terminology.</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Forecasted revenues</li> <li>▪ Past sales experience</li> <li>▪ Market share</li> <li>▪ Planned operating expenditures</li> <li>▪ Cost of goods sold</li> <li>▪ Gross margin</li> <li>▪ Payroll</li> <li>▪ Administrative expenses</li> <li>▪ Overhead</li> <li>▪ Fixed and variable expenses</li> </ul> |
| <ol style="list-style-type: none"> <li>3. Describe the various functions of the operating budget.</li> </ol>                | <ul style="list-style-type: none"> <li>▪ Planning tool</li> <li>▪ Leadership tool</li> <li>▪ Management evaluation</li> </ul>   |
| <ol style="list-style-type: none"> <li>4. Describe developing and following-up on an annual departmental budget.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Customer service</li> <li>▪ Adequate inventory levels</li> <li>▪ Acceptable turnover rates</li> <li>▪ Sales goals and profits</li> <li>▪ Expenses</li> <li>▪ Cost of carrying inventory</li> </ul>   |
| <ol style="list-style-type: none"> <li>5. Describe "capital budget".</li> </ol>   | <ul style="list-style-type: none"> <li>▪ Definition</li> <li>▪ Functions</li> <li>▪ Advantages</li> </ul>   |
| <ol style="list-style-type: none"> <li>6. Discuss the concept of zero-based budgeting.</li> </ol>                           | <ul style="list-style-type: none"> <li>▪ Definition</li> <li>▪ Application</li> <li>▪ Advantages</li> <li>▪ Limitations</li> </ul>  |

**Achievement Criteria:**

Given a written and/or a practical assessment on budgeting, the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.





**LINE E: FINANCIAL MANAGEMENT**

**Competency:** E3 Analyze profitability data.

**Learning Objectives:**

1. The Learner will be able to analyze profitability data.
2. The Learner will be able to determine and analyze break-even point.
3. The Learner will be able to describe a capital investment feasibility study.

**LEARNING TASKS**

1. Define profitability terminology.
2. Discuss analyzing the break-even point.
3. Calculate capital investment feasibility.

**CONTENT**

- Comparative statements
- Break-even analysis
- Return on investment
- Payback period
- Volume of sales required to make a net Profit:
  - Cost of increasing/maintaining market share
- Fixed and variable cost comparison
- Techniques
- Formulas
- ROI (return on investment)

**Achievement Criteria:**

Given a written and/or a practical assessment on profitability data the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE E: FINANCIAL MANAGEMENT**

**Competency:** E4 Describe cash flow needs and forecasting.

**Learning Objectives:**

1. The Learner will be able to define cash flow needs and forecasting terminology.
2. The Learner will be able to describe financing sources.

**LEARNING TASKS**

**CONTENT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Define cash flow needs and forecasting terminology.</li> <li>2. Determine cash flow needs and forecasting.</li> <li>3. Describe financing sources.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Cash flow control</li> <li>▪ Cash budget</li> <br/> <li>▪ Techniques</li> <li>▪ Formulas</li> <br/> <li>▪ Working capital</li> <li>▪ Trade credit               <ul style="list-style-type: none"> <li>- Open book</li> </ul> </li> <li>▪ Consignment</li> <li>▪ Bank loans</li> <li>▪ Director, shareholder and employee loans</li> </ul> |
|---|---|

**Achievement Criteria:**

Given a written and/or a practical assessment on cash flow needs and forecasting the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



**LINE E: FINANCIAL MANAGEMENT**

**Competency:** E5 Describe risk management and security procedures.

**Learning Objectives:**

1. The Learner will be able to describe risk management and security procedures

**LEARNING TASKS**

**CONTENT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. Analyze the nature of insurance and cost of risk.</li> <li>2. Describe the significance of insurance.</li> <li>3. Discuss security procedures.</li> <li>4. Identify procedures for a security breached.</li> </ol> | <ul style="list-style-type: none"> <li>▪ Definition</li> <li>▪ Application</li> <li>▪ Risks</li> <br/> <li>▪ Insurance needs</li> <li>▪ Types of insurance               <ul style="list-style-type: none"> <li>- Work Safe BC</li> <li>- Business insurance</li> <li>- Vehicle insurance</li> </ul> </li> <br/> <li>▪ Cash control procedures</li> <li>▪ Merchandise security</li> <li>▪ Personnel</li> <li>▪ Building and asset security</li> <br/> <li>▪ Corporate policies and procedures</li> <li>▪ Designated contacts</li> </ul> |
|--|---|

**Achievement Criteria:**

Given a written and/or a practical assessment on risk management and security procedures the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.



# **SECTION 3**

## **TRAINING PROVIDER STANDARDS**



## EQUIPMENT LIST

### Classroom

- Updated computers
- Various recent industry catalogues
- Measuring tools
- Microfiche reader (for reference only)
- In-class parts counter or equivalent
- Power point equipment
- Static displays
- Various example parts
- Phones and office equipment



## INSTRUCTOR REQUIREMENTS

### Trade Qualification

- Parts Person with an Inter-provincial “Red Seal” endorsement

### Work Experience

- Must have a minimum of 5 years experience as a journeyperson
- Must have diverse industry experience including that which would cover all the competencies in this level

### Training Qualifications

- Instructors Certificate (minimum 30hr course)
- Instructors must have or be registered in an Instructor’s Diploma Program, to be completed within a five year period.
- Or, hold a Bachelors or Masters degree in Education.



## FACILITY REQUIREMENTS

### **CLASSROOM AREA**

- Comfortable seating and tables suitable for training, teaching, lecturing
- Compliance with all local and national fire code and occupational safety requirements
- Lighting controls to allow easy visibility of projection screen while also allowing students to take notes
- Windows must have shades or blinds to adjust sunlight
- Heating / Air conditioning for comfort all year round
- In-room temperature regulation to ensure comfortable room temperature
- In-room ventilation sufficient to control training room temperature
- Acoustics in the room must allow audibility of the instructor
- White marking board with pens and eraser (optional: flipchart in similar size)
- Projection screen or projection area at front of classroom
- Overhead projector and/or multi-media projector

### **SHOP AREA (fixed properties)**

- Suitable demonstration area
- Lighting appropriate for good vision in ambient light
- Compliance with all local and national fire code and occupational safety requirements
- Must meet Municipal and Provincial bylaws in regards to waste water management and environmental laws
- Adequate counter to student ratio
- Adequate computer to student ratio



## **SUGGESTED TEXTS**

Automotive Training Standards Organization Learning Resource Level 3