

**Record of Work Experiences
Trade Qualifier or Pre-Apprenticeship Credits**

PARTSPERSON

Note to Apprenticeship Applicants

The work experiences on this form are for credit only and must have been performed prior to your registration as an apprentice.

Applicant Information

Name: _____			
<i>Surname</i>	<i>First</i>	<i>Initial</i>	
Address: _____ / _____ / _____ / _____			
<i>P. O. Box/Street</i>	<i>City/Town</i>	<i>Province</i>	<i>Postal Code</i>
Telephone: (____) _____		Cell: (____) _____	
Email address: _____			

Employer Information & Verification

<u>Note to Employer</u>			
By completing the section below you are confirming that the hours indicated for the applicant are specific to employment in the <u>Partsperson Occupation.</u>			
Verified By: _____			
<i>Company Name</i>			
Address: _____ / _____ / _____ / _____			
<i>P. O. Box/Street</i>	<i>City/Town</i>	<i>Province</i>	<i>Postal Code</i>
Telephone: (____) _____		* CRA Business #: _____	
		<i>9 Digits</i>	
_____ <i>Employer or Representative Signature</i>		_____ <i>Employer or Representative (Print)</i>	
Date of applicant's employment from: _____ / _____ / _____		to: _____ / _____ / _____	
<i>Month Day Year</i>		<i>Month Day Year</i>	
Total Hours of Employment the applicant worked in the <u>Partsperson Occupation:</u>			
_____ Hours			
* CRA - Canadian Revenue Agency			

Please check the appropriate box:

<p>Trade Qualifiers</p> <p><input type="checkbox"/></p>	<p>The <u>signature of the Journeyperson</u> following each of the required skills acknowledges the applicant has met the competencies in each of the skill areas according to the Industry Standard associated with this occupation.</p>
<p>Pre- Apprenticeship Credits</p> <p><input type="checkbox"/></p>	<p>The <u>signature of the Journeyperson</u> following each of the required skills acknowledges the applicant has performed in each of the skill areas appropriate for this occupation.</p>

- The Occupational Advisory Committee in the Partsperson Occupation has identified the work experiences or skills listed below as those required for the occupation.

Journeypersons must be certified in the occupation stated by this document. A Journeyperson in another occupation may sign certain sections if the skills are common to both occupations.

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Safety		
Identify potential health and safety hazards in workplace		
Interpret government standards and regulations		
Operate emergency safety equipment		
Maintain good housekeeping		
Use and maintain hand tools		
Use and maintain material handling equipment		
Handle and store materials and supplies		
Handle and store hazardous material including chemicals, parts and cores		
Assure personal safety		
Assure protection from fire hazards		
Report injuries to foreman, parts manager or other appropriate authority		
Provide information for safety and injury reports		
Administer first aid		
Advise customers of hazards associated with parts		
Attend safety training		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Front Counter Service		
Greet customers		
Identify customer's need		
Identify product/vehicle		
Determine product/ vehicle/ part warranty status		
Identify replacement parts		
Verify customer's need		
Determine part number of required part		
Check the super session file/book for change in part number		
Determine alternate sources/ parts		
Determine freight charges		
Determine value of core charge		
Determine tariff/taxable items		
Price parts		
Sell related parts		
Suggest a variety of products		
Recommend shop servicing		
Determine method of payment		
Explain product warranty and policy		
Explain return policy to customers		
Verify condition of parts		
Receive payment		
Write up warranty card for parts		
Obtain deposit for specially ordered parts		
Order special-order parts		
Follow up on part order		
Follow up on lost sales		
Record lost sales for non-stock items		
Inspect returned part and sales documentation		
Credit accounts for returns		
Initiate credit applications		
Perform minor part replacement		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Encourage repeat business		
Shop Counter Service		
Open and/or receive work order from service department		
Review customer's credit limit		
Verify parts requirements with service technician		
Conduct part search		
Check the super session book/file for change in part number		
Determine availability of parts		
Determine alternate source of parts		
Determine freight charge		
Review promotional parts, prices		
Prepare part price estimates		
Notify service of parts availability		
Notify service of parts price		
Pick/pull parts order		
Order the parts from the manufacturer or alternate suppliers		
Pick up parts from the local dealers or suppliers		
Notify service department of part arrival		
Verify condition of parts		
Distribute parts to mechanic		
Determine core charge value		
Enter part to work order		
Finalize work order		
Write up warranty card for parts		
Receive and store replaced warranty parts and cores		
Credit accounts for returns		
Follow up on lost sales		
Maintain estimate-filing system		
Demonstrate effective telephone techniques		
Screen telephone calls		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Interview customer		
Request product information		
Lead customer through detailed identification of part		
Obtain part numbers		
Determine if part is under warranty		
Determine customer delivery requirements		
Determine availability of part		
Determine freight charges		
Prepare price estimate		
Pick/ pull parts		
Inform customer of promotions		
Sell related parts		
Suggest a variety of products		
Close part sale		
Review credit limit		
Generate order for customer		
Complete customer order form		
Order the parts		
Determine method of payment		
Invoice the account		
Advise front counter of customer's requirements		
Follow-up parts order and back orders		
Notify customer of status of ordered parts		
Credit account for returns		
Write-up warranty card for parts		
Record lost sales		
Handle customer's complaints		
Handle credit requests		
Inform management of new accounts		
Parts Identification and Parts Search		
Identify product make, model and year		
Identify stamping or casting number		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Determine location of part on vehicle or equipment		
Determine part function		
Identify modifications/ options for applications		
Consult with other parts people or service manual		
Analyze system/assembly into component parts		
Review reference material for special instructions or modifications		
Inspect component visually		
Compare original part from stock		
Consult with manufacturer		
Review customer equipment records		
Access original equipment manufacturer and after-market manufacturer catalogues		
Isolate part to group or system		
Select specific part number for customer application		
Check cross-reference guides		
Check the super session file/book		
Identify additional required parts		
Verify part number with manufacturers for modifications or new applications		
Consult manufacturers for part number		
Access automated parts system		
Input part number and/or description		
Check super session		
Interpret on-screen parts inquiry information		
Search other dealer inventories		
Enter lost sales		
Create back orders and special orders		
Submit back order or special order		
Create invoices and credit notes		
Maintain work order file		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Maintain customer records		
Access computerized cataloguing system		
Access external automated parts enquiry system		
Input parts number		
Verify manufacturers' stock-on-hand		
Verify price of parts		
Create orders		
Close and submit orders		
Access product information		
Create claims/warranty orders		
Conduct back order inquiry		
Cancel back orders		
Access manufacturers' e-mail		
Work Practices and Procedures		
Specify customer's information on invoice		
Determine method of payment		
Specify employee reference and sales representative identification		
Specify parts issued on invoice		
Calculate taxes/ duties payable		
Establish billing and shipping location		
Input special instructions		
Specify freight and other special charges		
Calculate total charges		
Verify invoice matches order		
Produce duplicate copies of invoice		
Attach invoice to parts		
Distribute copies of invoices		
Verify bin location		
Conduct bin check		
Create kits		
Break down kits		
Fill stock bins		
Rotate stock		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Put stock orders away		
Practice general housekeeping		
Pick/pull obsolete or defective parts and tags for return		
Change bin sizes based on demand		
Retag bins		
Create new bin location		
Remove obsolete bin location		
Maintain records in time-limited returns		
Maintain security in stock area		
Operate material handling equipment		
Take physical inventory		
Handle delivery/receipt of parts		
Operate material handling equipment		
Receive/ inspect all freight		
Liaise with freight companies		
Package parts for shipping		
Schedule pick up and deliveries		
Advise other staff or rates and schedules		
Participate in freight rate negotiations		
Order shipping supplies		
Route documentation to required departments		
Complete documentation		
Follow up on shortages, damaged goods and claims		
Perform initial core inspection		
Explain core policy and procedure to customer		
Issue credit for core		
Prepare cores for shipping to manufacturer		
Open repair order to rebuild/repair core		
Balance core inventory		
Set up and maintain display area		
Maintain stock of fast-moving items at		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
point of sale		
Participate in trade shows		
Review promotional parts, prices and availability		
Prepare material for promotional material		
Prospect for new customers		
Distribute promotional material		
Suggest new products/ services to add to company line		
Respond to customer inquiries		
Respond to customer complaints		
Explain parts requirement and cost to customer		
Replace defective parts		
Advise customer of requirements for repair/maintenance		
Follow up on customer satisfaction		
Encourage repeat business		
Source non-stock items for customers		
Perform Administrative Duties		
Perform financial duties		
Maintain customer equipment records		
Update catalogues, fiches, price lists and super session		
Prepare reports		
Verify suggested stock order		
Open/close store		
Liaise with manufacturers' representatives		
Replenish shop/office supplies		
Participate in meetings		
Engage in professional development activities		
Prepare sketch for special parts		
Recycle materials		
Follow up on missing invoice		
Maintain invoice files		

Skills Required For Certification	Journeyperson Signature	Verified By Applicant
Participate in employee selection process		
Assist other parts staff		
Assist sales staff in preparing specifications and quotes in-house		
Participate in the scheduling of staff		
Relieve supervisor		
Explain company policies and procedures		
Explain warehouse operation		
Provide product training		
Monitor performance		
Respond to new employee request for assistance		
Anticipate new employee job-related difficulties		
Provide positive feedback to new employees		
Demonstrate operation and maintenance of material handling equipment		

For Office Use Only

Credit: _____

Approved by: _____ Date: _____

month / day / year

Note To Trade Qualifier Applicants

If employer verification is not possible please contact the nearest Institutional and Industrial Education Office to discuss available options.

Contact Information

email: app@gov.nl.ca

Toll-Free Telephone: 1-877-771-3737