

# OCCUPATIONAL SKILLS HANDBOOK - UNIT 2E2

PHASE 2 - GENERIC SKILL DEVELOPMENT



New Brunswick  
Youth Apprenticeship  
Program

*PARTNERSHIPS FOR CAREER PREPARATION*

7 July 1998

**PREPARING TODAY'S YOUTH FOR TOMORROW'S WORKPLACE**

**"World Class"**

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## INFORMATION

This handbook is designed to provide detailed content on **Unit 2E2 - Working in Your Occupational Area II** of the New Brunswick Youth Apprenticeship Program. The occupational "clusters" are modeled after the **National Occupational Classification** manual which is a "systematic taxonomy of occupations in the Canadian labour market". **There are nine clusters as follows:**

1. **Business, Finance and Administration Occupations**

This category contains occupations that are concerned with supervising and providing financial and business services, administrative and regulatory services, and clerical support services.

2. **Natural and Applied Sciences and Related Occupations**

This category contains professional and technical occupations in the sciences, including physical and life sciences, engineering, and architecture.

3. **Health Occupations**

This category includes occupations concerned with providing health care services directly to patients, and occupations that provide support to professional and technical staff.

4. **Occupations in Social Science, Education, Government Service and Religion**

This skill type category includes a range of occupations that are concerned with law, teaching, counselling, conducting social science research, developing government policy, and administering government and other programs.

5. **Occupations in Art, Culture, Recreation and Sport**

This skill type category includes professional and technical occupations related to art and culture, including the performing arts, film and video, broadcasting, journalism, writing, creative design, libraries, and museums. It also includes occupations in recreation and sport. ...continued

**INFORMATION** (continued)

**6. Sales and Service Occupations**

This skill type category contains sales occupations, personal and protective service occupations, and occupations related to the hospitality and tourism industries.

**7. Trades, Transport and Equipment Operators and Related Occupations**

This skill type category includes construction and mechanical trades, trades supervisors and contractors, and operators of transportation and heavy equipment. These occupations are found in a wide range of industrial sectors, with many occurring in the construction and transportation industries.

**8. Occupations Unique to Primary Industry**

This category contains non-technical occupations in mining, oil and gas productions, forestry and logging, agriculture, horticulture, and fishing

**9. Occupations Unique to Processing, Manufacturing and Utilities**

This category contains supervisory and production occupations in manufacturing, processing, and utilities.

**The objectives supporting Unit 2E2 are introduced at a Provincial Workshop. It is expected that instruction related to some of these objectives will be completed at the Workshop and signed off by the instructor. The remaining objectives are such that an introduction is appropriate at the Workshop; however, the nature of the objectives is such that satisfactory completion can only be achieved at the workplace and, therefore, sign off is by the employer.**

<b>Cluster A</b>  <b>NB Youth Apprenticeship Program</b>	Phase 1	1A1 Overview of the Program 4 Hours	1A2 Employee Role/ Responsibilities 2 Hours	1A3 Employer Role/ Responsibilities 2 Hours	
<b>Cluster B</b>  <b>Working in New Brunswick</b>	Phase 1	1B1 The NB Economy I 2 Hours	1B2 Introduction to the World of Work 2 Hours	1B3 Employer/ Employee Responsibilities 7 Hours	1B4 Human Rights in the Workplace I 3 Hours
	Phase 2	2B1 The NB Economy II 6 Hours		2B3 Employee Responsibilities Employer Expectations 6 Hours	2B4 Human Rights in the Workplace II 5 Hours
<b>Cluster C</b>  <b>Health and Safety</b>	Phase 1	1C1 Safety in the Workplace I 6 Hours	1C2 Introduction to Occupational Health and Safety 6 Hours	1C3 Orientation to WHMIS (Workplace Hazardous Mat. Info System) 6 Hours	1C4 Standard First Aid with CPR 16 Hours
	Phase 2	2C1 Safety in the Workplace II 15 Hours			
	Phase 3	3C1 Safety in the Workplace III 2 Hours			
<b>Cluster D</b>  <b>Personal Development</b>	Phase 1	1D1 Communication I 12 Hours	1D2 Interpersonal Relations I 12 Hours	1D3 Job Maintenance I 12 Hours	
	Phase 2	2D1 Communication II 6 Hours	2D2 Interpersonal Relations II 12 Hours	2D3 Job Maintenance II 10 Hours	2D4 JOB SEARCH SKILLS 15 HOURS
	Phase 3	3D1 Communication III 6 Hours	3D2 Interpersonal Relations III 6 Hours	3D3 Job Maintenance III 6 Hours	
<b>Cluster E</b>  <b>Occupational Skills</b>	Phase 1	1E1 You and Your Occupation 4 Hours	1E2 Working in Your Occupational Area I 6 Hours	1E3 ENTREPRENEURSHIP I 7 Hours	1E4 Business/ Technical Writing I 10 Hours
	Phase 2		2E2 Working in Your Occupational Area II 40 Hours	2E3 ENTREPRENEURSHIP II 4 Hours	2E4 Business/ Technical Writing II 8 Hours
	Phase 3		3E2 Working in Your Occupational Area III 80 Hours	3E3 ENTREPRENEURSHIP III 4 Hours	3E4 Business/ Technical Writing III 8 Hours
					2E5 COMPUTER TECHNOLOGY IN THE WORKPLACE 15 Hours
					3E5 COMPUTER TECHNOLOGY IN THE WORKPLACE 15 Hours

**CLUSTER 2E . . . . . OCCUPATIONAL SKILLS**

**UNIT OF INSTRUCTION 2E2 . . . . . WORKING IN YOUR OCCUPATIONAL AREA II**

**PURPOSE**

This unit is designed to provide the Youth Apprentice with the skills necessary to work safely and productively in his/her occupational area.

**DELIVERY**

It is suggested that this unit of instruction will require approximately . . . 40 hours. Through a Provincial Workshop of which approximately 13 hours are devoted to this unit, all of the objectives are introduced and some are completed. Additional activities required to satisfy the objectives will be performed at a more practical level in the workplace.

**OBJECTIVES**

Upon successful completion of this unit of instruction, the Youth Apprentice will be able to:

- 2E2.1 identify means of maintaining a safe and clean work environment;  
*(approximately 5 hours, 3 of which form part of the Provincial Workshop)*
- 2E2.2 demonstrate a knowledge of the safe and efficient use and handling of workplace materials and equipment;  
*(approximately 20 hours, 3 of which form part of the Provincial Workshop)*
- 2E2.3 demonstrate a knowledge of the fundamentals of Quality Assurance;  
*(approximately 3 hours, all of which form part of the Provincial Workshop)*
- 2E2.4 demonstrate a commitment to customer/client service and satisfaction;  
*(approximately 6 hours, 1 of which forms part of the Provincial Workshop)*
- 2E2.5 explain the company structure and how it operates as a unit;  
*(approximately 2 hours, both of which form part of the Provincial Workshop)*
- 2E2.6 demonstrate how to function as a productive company team member  
*(approximately 4 hours, 1 of which forms part of the Provincial Workshop)*

**The above objectives for Unit 2E2 apply to each occupational cluster identified for the Youth Apprenticeship Program. This "Occupational Skills Handbook" further breaks down these objectives for each cluster by providing teaching points specific to the particular cluster.**

**CLUSTER 2E**

**UNIT OF INSTRUCTION 2E2**

<b>OBJECTIVES</b>	I Confirm Readiness for Assessment:	I Confirm Youth Apprentice's Completion of This Objective: *
	Initials / Date	Initials / Date
The Youth Apprentice will be able to:		
2E2.1 identify means of maintaining a safe and clean work environment;		
2E2.2 demonstrate a knowledge of the safe and efficient use and handling of workplace materials and equipment;		
2E2.3 demonstrate a knowledge of the fundamentals of Quality Assurance;		
2E2.4 demonstrate a commitment to customer/client service and satisfaction;		
2E2.5 explain the company structure and how it operates as a unit;		
2E2.6 demonstrate how to function as a productive company team member.		

\*Note: When all objectives in this unit are to be "signed-off" together, one "sign-off" in the box below will be sufficient for the entire unit (i.e. each objective need not be "signed-off" individually).

I confirm that both objectives for this Unit of Instruction were completed together.

\_\_\_\_\_  
Initials

\_\_\_\_\_  
Date



**YOUTH APPRENTICESHIP PROGRAM**  
PARTNERSHIPS FOR CAREER PREPARATION

**- UNIT 2E2 -**

**PHASE 2 - GENERIC SKILL DEVELOPMENT**



**BUSINESS, FINANCE AND ADMINISTRATION OCCUPATIONS**

e.g.	! investment professionals	! human resources	! secretaries
	! managers/supervisors	& business professionals	! office equipment operators
	! accountants	! finance & insurance administrative occupations	! office administrators

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

2E2.1.1 Describe the general requirements for maintaining a safe work area in a business environment:

- identify potential safety hazards
- keep work areas clean and uncluttered
- safely store materials and equipment

2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in the business world.

2E2.1.3 Identify potential health and safety issues in an office environment:

- video display terminals
- VDT safety
- visual fatigue
- glare and radiation
- rest breaks
- electrical wiring/overloaded outlets
- fire procedures
- open file drawers
- cluttered hallways/stairways
- torn carpeting
- cleaning materials and solvents

2E2.1.4 Outline the considerations involved in organizing a work area:

- ergonomics and aesthetics
- lighting considerations
- desk organization
- terminal placement
- cabinets/drawers

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**BUSINESS, FINANCE AND ADMINISTRATION OCCUPATIONS** (continued)

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

2E2.2.1 Describe the most common types of injuries associated with improper use, handling, and storage of materials and equipment commonly used in a business environment;

2E2.2.2 Outline the methods used to safely lift, carry and move materials and equipment.

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

2E2.3.1 Define quality assurance and describe how it can be applied to daily work functions in the business world:  
- define "quality"  
- explain terms: controls, standards, policies, guidelines, procedures

2E2.3.2 Identify the costs associated with lack of quality:  
- loss of image  
- loss of business  
- impact on co-workers  
- impact on personal reputation and professional reputation of the business

2E2.3.3 Identify ways in which an individual worker can enhance quality of performance:  
- planning, setting priorities, managing time  
- organizing work flow  
- anticipating needs  
- attention to detail  
- teamwork concepts  
- commitment to excellence (work and service)  
- using available tools to avoid errors and improve production/service  
- meeting deadlines  
- look at product/service from customer's perspective

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**BUSINESS, FINANCE AND ADMINISTRATION OCCUPATIONS** (continued)

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

- 2E2.4.1 Describe an employee's role in influencing a visitor's impression of the business:
- courtesy/helpfulness
  - standard of conduct
  - appearance and grooming
  - knowledge of business and personnel

- 2E2.4.2 Demonstrate diplomacy in greeting clients/visitors:
- importance of acknowledging immediately
  - accommodate clients/visitors
    - with appointment
    - without appointment
  - solicitors
  - salespersons
  - staff visitors
  - irate or difficult clients

- 2E2.4.3 Demonstrate accepted etiquette when making introductions;

- 2E2.4.4 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer/client service:
- returning phone calls in a timely manner
  - providing follow-up to verbal communication
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening skills
  - keeping abreast of developments and trends in the business world and applying new knowledge to work in progress.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

- 2E2.5.1 Outline the organizational structure of a typical company/business:
- overview of office structure/functions
  - nature of the organization
  - reporting hierarchy
  - reporting procedures
  - number/types of branches or departments
  - staff responsibility areas
  - number of employees

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**BUSINESS, FINANCE AND ADMINISTRATION OCCUPATIONS** (continued)

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of business operations in order to function as a valued member of a team:
- promoting an awareness of business, finance and administrative issues
  - as a representative of the business team
  - keeping a focus on the "parts" as well as the "whole"
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
- doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
- promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication

**NATURAL AND APPLIED SCIENCES AND RELATED OCCUPATIONS**

e.g.	! biologists	! architects	! computer programmers
	! agriculture specialists	! land surveyors	! computer systems analysts
	! engineers	! related technicians & technologists	! draftpersons & designers ! pilots/air traffic controllers

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area in occupations related to natural and applied sciences:
  - identify potential safety hazards
  - keep laboratory and work areas clean and uncluttered
  - safely store tools, scientific instruments, and computer equipment
  
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in the natural and applied sciences;
  
- 2E2.1.3 Outline the safety considerations which apply to work performed on/in slippery and non-uniform surfaces, marine environments, and various woodland settings;
  
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials and hazardous plants and animals.

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**NATURAL AND APPLIED SCIENCES AND  
RELATED OCCUPATIONS (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND  
HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to employment in the areas of natural/applied sciences:
- hand tools
  - portable power tools
  - scientific and engineering instruments
  - various computers and peripherals
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials, tools, and instruments;
- 2E2.2.3 Outline the methods used to safely lift, carry and move materials and equipment;
- 2E2.2.4 Identify the types of personal protective clothing and equipment available and the procedures governing their use.

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**NATURAL AND APPLIED SCIENCES AND  
RELATED OCCUPATIONS (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it can be applied to daily work performed in the natural/applied sciences areas:
- define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
- 2E2.3.2 Identify the costs associated with lack of quality:
- loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and professional reputation of the business
- 2E2.3.3 Identify ways in which an individual worker can enhance quality of performance:
- planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective

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**NATURAL AND APPLIED SCIENCES AND  
RELATED OCCUPATIONS (continued)**

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND  
SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

2E2.4.1 Describe an employee's role in influencing the public's impression of occupations in the natural/applied science areas:

- courtesy/helpfulness
- standard of conduct
- appearance and grooming
- knowledge of operations and personnel
- clear communications with the public

2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to public service:

- returning phone calls in a timely manner
- following schedules
- providing follow-up to verbal communication
- meeting agreed upon deadlines for job completion
- using appropriate speaking and listening skills
- keeping abreast of developments and trends and applying new knowledge to work in progress

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

2E2.5.1 Outline the organizational structure of the company/business/ operation:

- overview of structure/functions
- nature of the work performed
- reporting hierarchy
- reporting procedures
- number/types of work areas or departments
- staff responsibility areas
- number of employees

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**NATURAL AND APPLIED SCIENCES AND  
RELATED OCCUPATIONS (continued)**

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM  
MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of natural and applied sciences in order to function as a valued member of a team:
- promote an awareness of natural/applied sciences
  - as a representative of the natural/applied sciences team
  - keep a focus on the "parts" as well as the "whole"
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote an "team" concept;
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
- doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
- promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication between co-workers and customers/clients, etc

**HEALTH OCCUPATIONS**

e.g.	! physicians	! optometrists	! nurses
	! dentists	! pharmacists	! dental technicians
	! veterinarians	! dieticians	! health services assistants

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area in the health areas:
  - identify potential safety hazards
  - keep laboratory and work areas clean and uncluttered
  - safely store tools and scientific instruments and equipment;
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety requirements as they apply to the work performed in health care occupations;
- 2E2.1.3 Outline the safety considerations which apply to work on/in slippery and non-uniform surfaces, or various indoor/outdoor sites where physical/biological hazards may be present;
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials, body fluids/tissues, and other possibly hazardous goods

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**HEALTH OCCUPATIONS** (continued)

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to employment in the health care field:
  - hand tools
  - portable power tools
  - scientific instruments (glassware, syringes, lancets, scalpels, etc)
  
- 2E2.2.2 Describe the most common types of injuries associated with the improper use, handling, and storage of materials, tools and scientific instruments;
  
- 2E2.2.3 Outline the methods used to safely lift, carry, and move patients, materials, and other heavy and/or awkward objects;
  
- 2E2.2.4 Identify the types of personal protective clothing and equipment available and the procedures governing their use in hospitals and other health care facilities.

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**HEALTH OCCUPATIONS** (continued)

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies to work performed in the health care occupations:
  - define "quality"
  - explain terms: controls, policies, standards, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of life
  - infliction of pain/suffering on client/patient
  - loss of business
  - loss of image
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify ways in which individual workers can enhance their quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's/patient's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production/service in health related occupations:
  - standard work habits
  - adherence to schedules and procedures
  - empathize with client/patient while maintaining a social and psychological distance

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**HEALTH OCCUPATIONS** (continued)

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

- 2E2.4.1 Describe an employee's role in influencing the public's impression of occupations in the health care services area:
- courtesy/helpfulness
  - standards of conduct
  - appearance and grooming
  - knowledge of personnel and operations

- 2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to serving the health care needs of the public:
- returning phone calls in a timely manner
  - following schedules
  - providing follow-up to verbal communication
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening techniques
  - keeping abreast of developments and trends in the health care field and applying this knowledge to all work in progress.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

- 2E2.5.1 Outline the organizational structure of the organization:
- overview of structure and function
  - nature of work performed
  - reporting hierarchy
  - reporting procedures
  - number/types of work areas or departments
  - staff responsibility areas
  - number of employees

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**HEALTH OCCUPATIONS** (continued)

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of health care operations in order to function as a valued member of a team:
  - promote an awareness of health care issues as a representative of the health sciences team
  
- 2E2.6.2 Describe the ways in which management, unions, and work related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, empathy).
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem solving techniques
  - breaking down barriers to communication with co-workers, clients, and patients.

**OCCUPATIONS IN SOCIAL SCIENCES, EDUCATION  
GOVERNMENT SERVICE AND RELIGION**

e.g.	! lawyers	! guidance counsellors	! researchers/consultants
	! professors	! psychologists	! ministers of religion
	! teachers	! social workers	

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe and clean work area in occupations in the social sciences, education, government services, and religion:
  - identify potential safety hazards
  - keep work areas clean & uncluttered
  - safely store materials, supplies and equipment
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in the social sciences, education, government services and religion;
- 2E2.1.3 Outline the safety considerations which apply to work performed on non-uniform services.

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of workplace tools, materials, and equipment:
  - computer terminals
  - tools and instruments
- 2E2.2.2 Describe the most common types of injuries associated with the improper use, handling, and storage of materials & equipment;
- 2E2.2.3 Outline the methods used to safely lift, carry, and move materials & equipment.

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**OCCUPATIONS IN SOCIAL SCIENCES, EDUCATION  
GOVERNMENT SERVICE AND RELIGION (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it can be applied to daily work functions:
  - define "quality"
  - explain terms: controls, policies, standards, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality in a client-based institution:
  - loss of business
  - loss of image
  - impact on co-workers
  - impact on personal reputations and the professional reputation of the institution
  
- 2E2.3.3 Identify ways in which an individual worker can enhance quality of organizational performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective

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**OCCUPATIONS IN SOCIAL SCIENCES, EDUCATION  
GOVERNMENT SERVICE AND RELIGION (continued)**

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

- 2E2.4.1 Describe the role of an employee in influencing a visitor's impression of the institution:
  - courtesy/helpfulness
  - standards of conduct
  - appearance and grooming
  - knowledge of personnel and operation of the organization
  
- 2E2.4.2 Demonstrate diplomacy in greeting and handling clients (often clients in need) in various situations;
  
- 2E2.4.3 Describe the importance of performing routine tasks in a manner which demonstrates commitment to all players in the organization:
  - returning phone calls in a timely manner
  - following schedules
  - answering clients' questions in a serious and timely manner
  - providing follow-up to verbal communications
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening techniques
  - keeping abreast of developments and trends in the social sciences, education, government services and religion occupations and applying new knowledge to work in progress.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

- 2E2.5.1 Outline the organizational structure & functions of a typical business in the social science/educational areas:
  - nature of the overall organization
  - reporting hierarchy
  - reporting procedures
  - staff responsibilities
  - personal job description

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**OCCUPATIONS IN SOCIAL SCIENCES, EDUCATION  
GOVERNMENT SERVICE AND RELIGION (continued)**

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of social sciences, education, government service and religion occupations in order to function as a valued member of a team:
  - promoting an awareness of the issues in social sciences, education, government services and religion
  - as a representative of the organization's team
  - keeping a focus on the "parts" as well as the "whole"
  
- 2E2.6.2 Describe the ways in which management, unions and work-related professional associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, and friendliness
  - friendliness with psychological distance
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem solving techniques
  - breaking down barriers to communication

**OCCUPATIONS IN ART, CULTURE, RECREATION AND SPORT**

e.g.	! librarians	! creative and performing	! photographers
	! archivists	artists	! graphic artists
	! writers	! athletes, coaches & related	! broadcasters/journalists
	! translators	occupations in recreation & sport	! creative designers

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for safely maintaining a work area:
  - identify potential safety hazards
  - keep work areas clean and uncluttered
  - safely store materials, tools and equipment
  
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in occupations in art, culture, recreation and sport;
  
- 2E2.1.3 Outline the safety considerations which apply to work performed on non-uniform surfaces and on-location sites;
  
- 2E2.1.4 Identify potential health and safety issues in a working environment:
  - lighting
  - computer terminals
  - materials, supplies and equipment
  - performing arts and sports injuries
  - "on location" issues

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**OCCUPATIONS IN ART, CULTURE,  
RECREATION AND SPORT (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of workplace materials and equipment:
  - hand tools
  - various computers and related equipment
  - research aides
  
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials and equipment;
  
- 2E2.2.3 Outline the methods used to safely lift, carry, and move materials and equipment;
  
- 2E2.2.4 Identify the types of personal protective clothing and equipment available and the procedures governing their use, care and maintenance;

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**OCCUPATIONS IN ART, CULTURE,  
RECREATION AND SPORT (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies to the work performed in an arts, and sport and recreation setting:
  - define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify the ways in which individual workers can enhance quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production/service:
  - standard work habits
  - adherence to schedules and procedures
  - reference to manuals and manufacturer's literature

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**OCCUPATIONS IN ART, CULTURE,  
RECREATION AND SPORT** (continued)

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... approximately 6 hours, 1 of which forms part of Workshop

- 2E2.4.1 Describe an employee's role in influencing a customer/guest's impression of an organization:
  - courtesy/helpfulness
  - standard of conduct
  - appearance and grooming
  - knowledge of operations and personnel
  - communications
  
- 2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer/client service:
  - returning phone calls in a timely manner
  - following schedules
  - providing follow-up to verbal communication
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening skills
  - keeping abreast of developments and trends in the arts, culture, recreation and sport areas and applying new knowledge to work in progress.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... approximately 2 hours, both of which form part of Workshop

- 2E2.5.1 Outline the organizational structure of the organization:
  - overview of structure/functions
  - nature of the work performed
  - reporting hierarchy
  - reporting procedures
  - number/types of work areas or departments
  - staff responsibility areas
  - number of employees

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**OCCUPATIONS IN ART, CULTURE,  
RECREATION AND SPORT (continued)**

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of occupations in the arts, culture, recreation and sports in order to function as a valued member of a team:
  - promoting an awareness of the value of arts, culture, recreation and sport
  - as a representative of the organizational team
  - keeping a focus on the "parts" as well as the "whole"
  
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication

**SALES AND SERVICE OCCUPATIONS**

e.g.	! retail supervisors	! chefs & cooks	! firefighters
	! food service supervisors	! meat cutters	! hairstylists
	! insurance agents/brokers	! police officers	! funeral directors
	! sales representatives	! hospitality/tourism occupations	! child care/support workers

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area:
  - identify potential safety hazards
  - keep work areas clean and uncluttered
  - safely store tools, equipment, firearms, etc
  
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in sales/ service occupations;
  
- 2E2.1.3 Outline the safety considerations which apply to work performed on/in slippery and non-uniform surfaces, hazardous indoor or outdoor sites, penal institutions, dilapidated or burning structures, etc;
  
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials, dangerous goods, high risk persons, etc.

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**SALES AND SERVICE OCCUPATIONS (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to employment in sales/services/ marketing areas:
  - hand tools
  - portable power tools
  - communication devices
  - firearms
  
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials, tools and equipment;
  
- 2E2.2.3 Outline methods used to safely lift, carry, and move materials and equipment;
  
- 2E2.2.4 Identify the types of protective clothing and equipment available and the procedures governing their use in various sales/service occupations.

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**SALES AND SERVICE OCCUPATIONS (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies to work performed in the sales/service group of occupations:
  - define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of life
  - personal or public injury
  - loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify the ways in which individual workers can enhance quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production in sales/service occupations:
  - standard work habits
  - adherence to schedules and procedures
  - becoming a committed member of the team

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**SALES AND SERVICE OCCUPATIONS** (continued)

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

2E2.4.1 Describe an employee's role in influencing the public's impression of sales/service occupations:

- courtesy/helpfulness
- standard of conduct
- appearance and grooming
- knowledge of operations and personnel
- communication skills

2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer service:

- returning phone calls in a timely manner
- following schedules
- providing follow-up to verbal communication
- meeting agreed upon deadlines for job completion
- using appropriate speaking and listening skills
- keeping abreast of developments and trends in the marketing/sales/service fields.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

2E2.5.1 Outline the organizational structure of the organization:

- overview of structure and function
- nature of the work performed
- reporting hierarchy
- reporting procedures
- number/types of work areas or departments
- staff responsibility areas
- number of employees

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**SALES AND SERVICE OCCUPATIONS** (continued)

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of sales and service operations in order to function as a valued member of a team:
  - promote an awareness of sales/service/marketing issues as a representative of the customer services team
  
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
  - following company policy and procedure
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication between co-workers and customers/ clients, etc

**TRADES, TRANSPORT AND EQUIPMENT OPERATORS  
AND RELATED OCCUPATIONS**

e.g.	! machinists	! construction workers	! welders
	! carpenters	! electricians	! bricklayers
	! mechanics	! power line & cable workers	! refrigeration & AC technicians
	! pipe-fitters	! plumbers	! stationary engineers
	! crane operators	! drillers & blasters	! heavy equipment operators

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area in occupations in the trades areas:
  - identify potential safety hazards
  - keep work sites clean and uncluttered
  - safely store tools, equipment and machinery
  
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in trades and transport occupations;
  
- 2E2.1.3 Outline the safety considerations which apply to work performed on/in slippery and non-uniform surfaces, hazardous indoor or outdoor sites, etc;
  
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials, dangerous goods, etc.

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**TRADES, TRANSPORT AND EQUIPMENT OPERATORS  
AND RELATED OCCUPATIONS (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND  
HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to employment in trades and transport occupations:
  - hand tools
  - portable power tools
  - machinery
  - communication devices
  
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials, tools and equipment:
  - falls
  - crushing or pinching
  - striking and struck
  - electrocution
  - improper atmosphere
  - overexertion
  - burns
  - excessive noise
  
- 2E2.2.3 Outline methods used to safely lift, carry, and move materials and equipment;
  
- 2E2.2.4 Identify the types of protective clothing and equipment available and the procedures governing their use in various trades and transport occupations:
  - safety glasses
  - face shields and goggles
  - welding helmets
  - cutting goggles
  - safety boots
  - gloves
  - hard hats
  - hearing protection
  - respiratory protection

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**TRADES, TRANSPORT AND EQUIPMENT OPERATORS  
AND RELATED OCCUPATIONS (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies to work performed in the trades and transport group of occupations:
  - define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify the ways in which individual workers can enhance quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production in trades and transport occupations:
  - standard work habits
  - adherence to schedules and procedures
  - becoming a committed member of the team

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**TRADES, TRANSPORT AND EQUIPMENT OPERATORS  
AND RELATED OCCUPATIONS (continued)**

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

- 2E2.4.1 Describe an employee's role in influencing the public's impression of the trades and transport occupations:
- courtesy/helpfulness
  - standard of conduct
  - appearance and grooming
  - knowledge of operations and personnel
  - communication skills

- 2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer service:
- returning phone calls in a timely manner
  - following schedules
  - providing follow-up to verbal communication
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening skills
  - keeping abreast of developments and trends in the trades and transport fields.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

- 2E2.5.1 Outline the organizational structure of the organization:
- overview of structure and function
  - nature of the work performed
  - reporting hierarchy
  - reporting procedures
  - number/types of work areas or departments
  - staff responsibility areas
  - number of employees

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**TRADES, TRANSPORT AND EQUIPMENT OPERATORS  
AND RELATED OCCUPATIONS (continued)**

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of trade, transport and equipment operator occupations in order to function as a valued member of a team:
  - promote an awareness of the issues facing the trades and transport occupations
  
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
  - following company policy and procedure
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication between co-workers and customers

**OCCUPATIONS UNIQUE TO PRIMARY INDUSTRY**

e.g.	! loggers & foresters	! oil & gas drillers	! underground miners
	! farmers & farm manager	! aquaculture workers	! horticulture workers
	! agriculture workers	! nursery/greenhouse operators	

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area:
  - identify potential safety hazards
  - keep work sites clean and uncluttered
  - safely store tools, equipment, and machinery
  
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to work performed in primary industries;
  
- 2E2.1.3 Outline the safety considerations which apply to work performed on/in slippery and non-uniform surfaces, and hazardous sites;
  
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials, dangerous goods, high risk work sites, etc.

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**OCCUPATIONS UNIQUE TO PRIMARY INDUSTRY (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to employment in primary industries:
  - hand tools
  - portable power tools
  - communication devices
  - machinery
  
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials, tools, equipment, and machinery:
  - falls and slipping
  - crushing or pinching
  - improper atmosphere
  - overexertion
  - burns
  - excessive noise
  
- 2E2.2.3 Outline methods used to safely lift, carry, and move materials, equipment, and machinery;
  
- 2E2.2.4 Identify the types of protective clothing and equipment available and the procedures governing their use in the various occupations unique to the primary industries:
  - safety glasses
  - face shields and goggles
  - safety boots
  - gloves
  - hard-hats
  - hearing protection
  - respiratory protection

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**OCCUPATIONS UNIQUE TO PRIMARY INDUSTRY (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies to work performed in primary industries:
  - define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify the ways in which individual workers can enhance quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production in the primary industries:
  - standard work habits
  - adherence to schedules and procedures
  - becoming a committed member of the team

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**OCCUPATIONS UNIQUE TO PRIMARY INDUSTRY** (continued)

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

2E2.4.1 Describe an employee's role in influencing the public's impression of primary industry occupations:

- courtesy/helpfulness
- standard of conduct
- appearance and grooming
- knowledge of operations and personnel
- communication skills

2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer service:

- returning phone calls in a timely manner
- following schedules
- providing follow-up to verbal communication
- meeting agreed upon deadlines for job completion
- using appropriate speaking and listening skills
- keeping abreast of developments and trends in the primary industries.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

2E2.5.1 Outline the organizational structure of the organization:

- overview of structure and function
- nature of the work performed
- reporting hierarchy
- reporting procedures
- number/types of work areas or departments
- staff responsibility areas
- number of employees

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**OCCUPATIONS UNIQUE TO PRIMARY INDUSTRY** (continued)

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of primary industry operations in order to function as a valued member of a team:
  - promote an awareness of the current issues facing the primary industries.
  
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
  - following company policy and procedure
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication between co-workers and customers/ clients, etc.

**OCCUPATIONS UNIQUE TO PROCESSING,  
MANUFACTURING AND UTILITIES**

e.g.	! mineral/metal processors	! food/beverage processors	! forest products processors
	! gas/chemical processors	! textile processors	! fabric manufacturers
	! water/waste plant operators	! pulp/paper manufacturers	! assembly workers

Upon successful completion of 40 hours of combined theory and work experience, the Youth Apprentice will be able to:

**2E2.1 IDENTIFY MEANS OF MAINTAINING A SAFE AND CLEAN WORK ENVIRONMENT:**

..... *approximately 5 hours, 3 of which form part of Workshop*

- 2E2.1.1 Describe the general requirements for maintaining a safe work area in occupations unique to processing, manufacturing and utilities:
  - identify potential safety hazards
  - keep work sites clean and uncluttered
  - safely store tools, equipment, and machinery
- 2E2.1.2 Describe the general requirements governing Occupational Health and Safety regulations as they apply to processing, manufacturing and utilities;
- 2E2.1.3 Outline the safety considerations which apply to work performed on/in slippery and non-uniform surfaces, and hazardous sites;
- 2E2.1.4 Outline the safety considerations which apply to work with toxic materials, dangerous goods, high risk work sites, etc.

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**OCCUPATIONS UNIQUE TO PROCESSING,  
MANUFACTURING AND UTILITIES (continued)**

**2E2.2 DEMONSTRATE A KNOWLEDGE OF THE SAFE AND EFFICIENT USE AND HANDLING OF WORKPLACE MATERIALS AND EQUIPMENT:**

..... *approximately 20 hours, 3 of which form part of Workshop*

- 2E2.2.1 Describe the guidelines governing the use and maintenance of tools, materials, and equipment related to processing and manufacturing:
  - hand tools
  - portable power tools
  - communication devices
  - machinery
  
- 2E2.2.2 Describe the most common types of injuries associated with improper use, handling, and storage of materials, tools, equipment, and machinery:
  - falls and slipping
  - burns
  - harmful chemicals, gases and like products
  
- 2E2.2.3 Outline methods used to safely lift, carry, and move materials, equipment, and machinery;
  
- 2E2.2.4 Identify the types of protective clothing and equipment available and the procedures governing their use in the various occupations unique to the processing, manufacturing and utilities:
  - safety glasses
  - face shields and goggles
  - safety boots
  - gloves
  - hearing protection
  - respiratory protection

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**OCCUPATIONS UNIQUE TO PROCESSING,  
MANUFACTURING AND UTILITIES (continued)**

**2E2.3 DEMONSTRATE A KNOWLEDGE OF THE FUNDAMENTALS OF QUALITY ASSURANCE:**

..... *approximately 3 hours, all of which form part of Workshop*

- 2E2.3.1 Define quality assurance and describe how it applies processing and manufacturing:
  - define "quality"
  - explain terms: controls, standards, policies, guidelines, procedures
  
- 2E2.3.2 Identify the costs associated with lack of quality:
  - loss of image
  - loss of business
  - impact on co-workers
  - impact on personal reputation and the professional reputation of the employer
  
- 2E2.3.3 Identify the ways in which individual workers can enhance quality of performance:
  - planning, setting priorities, managing time
  - organizing work flow
  - anticipating needs
  - attention to detail
  - meeting deadlines
  - teamwork concepts
  - commitment to excellence (work and service)
  - looking at product/service from customer's perspective
  
- 2E2.3.4 Describe the standard procedures which are used to minimize errors and improve production in processing and manufacturing:
  - standard work habits
  - adherence to schedules and procedures
  - becoming a committed member of the team

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**OCCUPATIONS UNIQUE TO PROCESSING,  
MANUFACTURING AND UTILITIES (continued)**

**2E2.4 DEMONSTRATE A COMMITMENT TO CUSTOMER/CLIENT SERVICE AND SATISFACTION:**

..... *approximately 6 hours, 1 of which forms part of Workshop*

- 2E2.4.1 Describe an employee's role in influencing the public's impression of processing and manufacturing:
  - courtesy/helpfulness
  - standard of conduct
  - appearance and grooming
  - knowledge of operations and personnel
  - communication skills
  
- 2E2.4.2 Describe the importance of performing routine tasks in a manner which demonstrates commitment to customer service:
  - returning phone calls in a timely manner
  - following schedules
  - providing follow-up to verbal communication
  - meeting agreed upon deadlines for job completion
  - using appropriate speaking and listening skills
  - keeping abreast of developments and trends in processing and manufacturing.

**2E2.5 EXPLAIN THE COMPANY STRUCTURE AND HOW IT OPERATES AS A UNIT:**

..... *approximately 2 hours, both of which form part of Workshop*

- 2E2.5.1 Outline the organizational structure of the organization:
  - overview of structure and function
  - nature of the work performed
  - reporting hierarchy
  - reporting procedures
  - number/types of work areas or departments
  - staff responsibility areas
  - number of employees

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**OCCUPATIONS UNIQUE TO PROCESSING,  
MANUFACTURING AND UTILITIES (continued)**

**2E2.6 DEMONSTRATE HOW TO FUNCTION AS A PRODUCTIVE COMPANY TEAM MEMBER:**

..... *approximately 4 hours, 1 of which forms part of Workshop*

- 2E2.6.1 Describe the importance of having an overall knowledge of processing, manufacturing, and utility operations in order to function as a valued member of a team:
  - promote an awareness of current issues facing processing and manufacturing;
  
- 2E2.6.2 Describe the ways in which management, unions, and work-related associations can work together to promote a "team" concept;
  
- 2E2.6.3 Describe the importance of developing individual competence as a means of contributing to group success:
  - doing one's fair share
  - performing job functions efficiently
  - showing a willingness to learn new skills and upgrade existing skills
  - displaying appropriate personal behaviours (punctuality, dependability, honesty, friendliness)
  - following company policy and procedure
  
- 2E2.6.4 Describe the importance of working cooperatively to achieve established goals:
  - promoting the benefits of positive interdependence (a "we need each other to succeed" approach)
  - applying win/win conflict resolution strategies
  - employing problem-solving techniques
  - breaking down barriers to communication between co-workers and customers/ clients, etc

# New Brunswick

## YOUTH APPRENTICESHIP PROGRAM

### NEW BRUNSWICK'S YOUTH APPRENTICESHIP PROGRAM

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## **Attitudes - Skills - Knowledge**