

Skilled Trades 1201

Unit 1 – Apprenticeship and the Skilled Trades

Topic 3 – Courses Common to all Skilled Trades

- The training plans for a trade outline courses required for that trade.
- Within the course list there are courses that are the same for all trades.

The common courses are:

- **Workplace Correspondence**

This course is designed to introduce students to the principles of effective communication including letters, memos, short report writing, oral presentations and interpersonal communications.

- **Customer Service**

This course focuses on the role of providing quality customer service. It is important to have a positive attitude and the necessary skills to effectively listen and interpret customer concerns about a product, resolve customer problems, and determine customer wants and needs. Students will be able to use the skills and knowledge gained in this course to effectively provide a consistently high level of service to the customer.

- **Quality Assurance / Quality Control**

This course is designed to give students an understanding of the concepts and requirements of QA/QC such as, interpreting standards, controlling the acceptance of raw materials, controlling quality variables and documenting the process. It includes information on quality concepts, codes and standards, documentation, communications, human resources, company structure and policy, teamwork and responsibilities.

- **Introduction to Computers**

This course is designed to give the student an introduction to computer systems. Particular emphasis is given to word processing, spreadsheet, e-mail and the Internet and security issues.

- **Workplace Skills**

This course involves participating in meetings, information on formal meetings, unions, workers' compensation, employment insurance regulations, workers' rights and human rights.

- **Job Search Techniques**

This course is designed to give students an introduction to the critical elements of effective job search techniques

- **Entrepreneurial Awareness**

This course is designed to introduce the student to the field of entrepreneurship, including the characteristics of the entrepreneur, the pros and cons of self-employment, and some of the steps involved in starting your own business.

- **Basic Math**

This course in Basic Math requires knowledge of general mathematical concepts and processes to enable trades persons to function in the institutional setting by developing numeracy skills required for technical courses. This math course should also provide a foundation for experiential learning through knowledge of math relating to on-the-job skills and practices. A detailed course outline is available from Institutional and Industrial Education, Standards and Curriculum Division to training institutions upon request.

- **Introduction to Apprenticeship**

This course is designed to give participants the knowledge base and skills necessary to understand and successfully navigate the apprenticeship/red seal program.

Areas Stressed in Formal Training

- Course work dealing with writing and mathematical skills.
- Quality service as a part of doing business.
- Unions and their function in the skilled trade workplace.
- Methods of searching for and obtaining employment in the skilled trades.
- Entrepreneurship as an alternative to being employed by others.
- Writing is an important part for business correspondence
- Quality service is important in gaining and retaining customers
- Organized trades unions play an important role
- Interview and Job Search Skills are important
- Quality – assurance, standards, codes, work
- Potential of entrepreneurial pursuits versus regular employment