
Plan of Training

PAINTER AND DECORATOR



Government of Newfoundland and Labrador
Department of Education
Institutional and Industrial Education Division

September 2009

PLAN OF TRAINING
PAINTER AND DECORATOR

SEPTEMBER 2009



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Approved by:

A handwritten signature in black ink, appearing to read "Paul Hood", written over a horizontal line.

Chairperson, Provincial Apprenticeship and Certification Board

Date:

Sept 23/09

The Joint Planning Committee (JPC) recognizes this Interprovincial Program Guide as the national curriculum for the occupation of Painter and Decorator.

Preface

This Apprenticeship Standard is based on the 2000 edition of the National Occupational Analysis for the Painter and Decorator trade.

This document describes the curriculum content for the Painter and Decorator apprenticeship training program and outlines each of the technical training units necessary for the completion of apprenticeship.

Acknowledgements

Advisory committees, industry representatives, instructors and apprenticeship staff provided valuable input to the development of this Apprenticeship Curriculum Standard. Without their dedication to quality apprenticeship training, this document could not have been produced.

We offer you a sincere thank you.

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A. Conditions Governing Apprenticeship Training

1.0 General

The following general conditions apply to all apprenticeship training programs approved by the Provincial Apprenticeship and Certification Board (PACB) in accordance with the *Apprenticeship Training and Certification Act (1999)*. If an occupation requires additional conditions, these will be noted in the specific Plan of Training for the occupation. In no case should there be a conflict between these conditions and the additional requirements specified in certain Plan of Training.

2.0 Entrance Requirements

2.1 Entry into the occupation as an apprentice requires:

Indenturing into the occupation by an employer who agrees to provide the appropriate training and work experiences as outlined in the Plan of Training.

2.2 Notwithstanding the above, each candidate must have successfully completed a high school program or equivalent, and in addition may be required to have completed certain academic subjects as specified in particular Plan of Training. Mature students, at the discretion of the Director of Institutional and Industrial Education, may be registered. A mature student is defined as one who has reached the age of 19 and who can demonstrate the ability and the interest to complete the requirements for certification.

2.3 At the discretion of the Director of Institutional and Industrial Education, credit toward the apprenticeship program may be awarded to an apprentice for previous work experience and/or training as validated through prior learning assessment.

2.4 An Application for Apprenticeship form must be duly completed.

3.0 Probationary Period

The probationary period for each Memorandum of Understanding will be six months. Within that period the memorandum may be terminated by either party upon giving the other party and the PACB one week notice in writing.

4.0 Termination of a Memorandum of Understanding

After the probationary period referred to in Section 3.0, the Memorandum of Understanding may be terminated by the PACB by mutual consent of the parties involved, or cancelled by the PACB for proper and sufficient cause in the opinion of the PACB.

5.0 Apprenticeship Progression Schedule and Wage Rates

5.1 Progression Schedule

7200 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level (Block 1) courses, plus relevant work experience totaling a minimum of 1800 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3600 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus relevant work experience totaling a minimum of 5400 hours	Fourth Year
Fourth Year Apprentice	Completion of advanced level (Block 4) courses and (Blocks 5 & 6) <i>if applicable</i> , plus sign-off of workplace skills required for certification totaling a minimum of 7200 hours**	Write Certification Examination

5400 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level (Block 1) courses, plus relevant work experience totaling a minimum of 1800 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3600 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus sign-off of workplace skills required for certification totaling a minimum of 5400 hours	Write Certification Examination

4800 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level courses (Block 1) courses, plus relevant work experience totaling a minimum of 1600 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3200 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus sign-off of workplace skills required for certification totaling a minimum of 4800 hours	Write Certification Examination

* All direct entry apprentices must meet the **Requirements for Progression** either through Prior Learning Assessment and Recognition or course completion before advancing to the next year.

** Apprentices in a 7200 hour program which incorporates more than four blocks of training are considered fourth year apprentices pending completion of 100% course credits and workplace skills requirements.

5.2 For the duration of each Apprenticeship Training Period, the apprentice who is not covered by a collective agreement, shall be paid a progressively increased schedule of wages.

Program Duration	Wage Rates		Comments
7200 Hours	1 st Year	60%	These wage rates are percentages of the prevailing journey person’s wage rate in the place of employment of the apprentice. No apprentice shall be paid less than the wage rate established by the Labour Standards Act (1988), as now in force or as hereafter amended, or by other Order, as amended from time to time replacing the first mentioned Order.
	2 nd Year	70%	
	3 rd Year	80%	
	4 th Year	90%	
5400 Hours and 4800 Hours	1 st Year	60%	
	2 nd Year	75%	
	3 rd Year	90%	
4000 Hours			(Hairstylist Program) - The apprentice shall be paid no less than the minimum wage for hours worked and a commission agreed upon between the apprentice and the employer.

6.0 Tools

Apprentices shall be required to obtain hand tools as and when specified by the PACB.

7.0 Periodic Examinations and Evaluation

- 7.1 Every apprentice shall submit to such occupational tests and examinations as the PACB shall direct. If after such occupational tests and examinations the apprentice is found to be making unsatisfactory progress, his/her rate of wage shall not be advanced as provided in Section 5 until his/her progress is satisfactory to the Director of Institutional and Industrial Education and his/her date of completion shall be deferred accordingly. Persistent failure to pass required tests shall be a cause for revocation of his/her Memorandum of Understanding.
- 7.2 Upon receipt of reports of accelerated progress of the apprentice, the PACB may shorten the term of apprenticeship and advance the date of completion accordingly.
- 7.3 For each and every course, a formal assessment is required for which 70% is the pass mark. At the discretion of the instructor, the summative mark may be for

completion of a theory examination or a combination of the theory examination and an assigned practical project.

8.0 Granting of Certificates of Apprenticeship

Upon the successful completion of apprenticeship, the PACB shall issue a Certificate of Apprenticeship

9.0 Hours of Work

Any hours employed in the performance of duties related to the designated occupation will be credited towards the completion of the term of apprenticeship. Appropriate documentation of these hours must be provided.

10.0 Copies of the Registration for Apprenticeship

The Director of Institutional and Industrial Education shall provide copies of the Registration for Apprenticeship form to all signatories to the document.

11.0 Ratio of Apprentices to Journeypersons

The ratio of apprentices to journeypersons shall not exceed two apprentices to every one journeyperson employed, with the condition that one of these be a final year apprentice.

12.0 Relationship to a Collective Bargaining Agreement

Collective agreements take precedence over the conditions outlined in the Plan of Training.

13.0 Amendments to a Plan of Apprenticeship Training

A plan of training may be amended at any time by the PACB.

14.0 Employment, Re-Employment and Training Requirements

- 14.1 The Plan of Training requires apprentices to regularly attend their place of employment.
- 14.2 The Plan of Training requires apprentices to regularly attend training programs for that occupation as prescribed by the PACB.
- 14.3 Failure to comply with Sections 14.1 and/or 14.2 will result in cancellation of the Memorandum of Understanding. Apprentices may have their MOUs reinstated by the PACB but would be subject to a commitment to complete the entire program as outlined in the General Conditions of Apprenticeship. An apprentice will be required to pay a reinstatement fee. Permanent cancellation in the said occupation is the result of non-compliance.
- 14.4 Cancellation of the Memorandum of Understanding to challenge journey person examinations, if unsuccessful, would require an apprentice to serve a time penalty of two (2) years before reinstatement as an apprentice or registering as a Trade Qualifier.
- 14.5 Under the Plan of Training the employer is required to keep each apprentice employed as long as work is available, and if the apprentice is laid off due to lack of work, to give first opportunity to be hired before another is hired.
- 14.6 The employer will permit each apprentice to regularly attend training programs as prescribed by the PACB.
- 14.7 Apprentices who cannot acquire all the workplace skills at their place of employment will have to be evaluated in a simulated work environment at a training institution and have sign-off done by instructors to meet the requirements for certification.

15.0 Appeals to Decisions Based on Conditions Governing Apprenticeship Training

Persons wishing to appeal any decisions based on the above conditions must do so in writing to the Minister of Education within 30 days of the decision.

B. Requirements for Red Seal Certification

1. Evidence the required work experiences outlined in this Plan of Training have been obtained. This evidence must be in a format clearly outlining the experiences and must be signed by an appropriate person or persons attesting that these experiences have been obtained to the level required.
2. Successful completion of all required courses in program.
3. Normally, a combination of training from an accredited training program and suitable work experience totalling 7200 hours

Or

- A total of 9000 hours of suitable work experience.
4. Completion of a National Red Seal examination, to be set at a place and time determined by the Institutional and Industrial Education Division.
 5. Payment of the appropriate examination fee.

C. Roles and Responsibilities of Stakeholders in the Apprenticeship Process

The apprenticeship process involves a number of stakeholders playing significant roles in the training of apprentices. This section outlines these roles and the responsibilities resulting from them.

The Apprentice:

- completes all required technical training courses as approved by the PACB.
- finds appropriate employment.
- completes all required work experiences in combination with the required hours.
- ensures work experiences are well documented.
- approaches apprenticeship training with an attitude and commitment that fosters the qualities necessary for a successful career as a qualified journeyman.
- obtains the required hand tools as specified by the PACB for each period of training of the apprenticeship program.

The Employer:

- provides high quality work experiences in an environment conducive to learning.
- remunerates apprentices as set out in the Plan of Training or Collective Agreements.
- provides feedback to training institutions, Institutional and Industrial Education Division and apprentices in an effort to establish a process of continuous quality improvement.
- where appropriate, releases apprentices for the purpose of returning to a training institution to complete the necessary technical courses.

- ensures work experiences of the apprentice are documented.

The Training Institution:

- provides a high quality learning environment.
- provides the necessary student support services that will enhance an apprentice's ability to be successful.
- participates with other stakeholders in the continual updating of programs.

The Institutional and Industrial Education Division:

- establishes and maintains program advisory committees under the direction of the PACB.
- promotes apprenticeship training as a viable career option to prospective apprentices and other appropriate persons involved, such as career guidance counsellors, teachers, parents, etc.
- establishes and maintains a protocol with training institutions, employers and other appropriate stakeholders to ensure the quality of apprenticeship training programs.
- ensures all apprentices are appropriately registered and records are maintained as required.
- schedules all necessary technical training periods for apprentices to complete requirements for certification.
- administers provincial/interprovincial examinations.

The Provincial Apprenticeship and Certification Board:

- sets policies to ensure the provisions of the *Apprenticeship and Certification Act (1999)* are implemented.
- ensures advisory and examination committees are established and maintained.
- accredits institutions to deliver apprenticeship training programs.
- designates occupations for apprenticeship training and/or certification.

D. Program Outcomes

Upon completion of the Painter and Decorator Apprenticeship Program, apprentices will have the knowledge and skills required to perform the following tasks:

- Task 1 Interprets occupation documentation.
- Task 2 Uses and maintains equipment and tools.
- Task 3 Assesses projects.
- Task 4 Assesses quality of surface.
- Task 5 Finishes drywalls.
- Task 6 Treats surfaces.
- Task 7 Selects finishing materials and methods.
- Task 8 Applies paints.
- Task 9 Selects wall covering materials and application methods.
- Task 10 Applies wall coverings.
- Task 11 Selects wood finishes and application methods.
- Task 12 Prepares wood for finishing.
- Task 13 Applies wood finishes.
- Task 14 Assesses specialty finishes.
- Task 15 Applies specialty finishes.

E. Program Structure

For each and every course, a formal assessment is required for which 70% is the pass mark. At the discretion of the instructor, the summative mark may be for completion of a theory examination or a combination of the theory examination and an assigned practical project.

The order of course delivery within each block can be determined by the educational agency, as long as pre-requisite conditions are satisfied.

NL Course No.	Course Name	Hours	Pre-requisites
TS1510	Occupational Health & Safety	6	
TS1530	Standard First Aid	14	
TS1520	WHMIS	6	
PL1100	Workplace Safety	30	
PL1110	Blueprint Reading & Interpretation	45	
PL1120	Tools and Equipment	45	PL1100
PL1130	Access Equipment	30	PL1100
PL1140	Surface Preparation 1 (Previously Coated Drywall)	30	PL1120
PL1150	Drywall Finishing	120	PL1120
PL1160	Surface Preparation 2 (Metal)	30	PL1120
PL1170	Surface Preparation 3 (Stucco)	15	PL1120
PL1180	Surface Preparation 4 (Masonry)	15	PL1120
PL1190	Surface Preparation 5 (Wood)	15	PL1120
PL1200	Surface Preparation 6 (Plaster/ Veneer Plaster)	15	PL1120

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NL Course No.	Course Name	Hours	Pre-requisites
PL1210	Coatings	75	PL1100
PL2100	Painting 1 (Brush and Roller)	75	PL1120; PL1150; PL1160; PL1170; PL1180; PL1190; PL1200; PL1210
PL2110	Painting 2 (Spray Systems)	75	PL1120; PL1150; PL1160; PL1170; PL1180; PL1190; PL1200; PL1210
PL1220	Colour Theory and Mixing	30	PL1100
PL2120	Wood Finishing	60	PL1190; PL1220
PL2130	Wallcovering	45	PL1140; PL1150; PL1200
PL2140	Decorative and Specialty Finishes	60	PL1140; PL1150; PL1200; PL1220
AP1100	Introduction to Apprenticeship	15	
CM2150	Workplace Communications	45	
MR1220	Customer Service	30	
SP2330	Quality Assurance/Quality Control	30	
MC1050	Introduction to Computers	30	
SD1700	Workplace Skills	30	
SD1710	Job Search Techniques	15	
SD1720	Entrepreneurial Awareness	15	

Total Course Credit Hours	1046
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TS1510 Occupational Health and Safety

Description:

This course is designed to give participants the knowledge and skills necessary to interpret the Occupational Health and Safety Act, laws and regulations; understand the designated responsibilities within the laws and regulations; the right to refuse dangerous work; and the importance of reporting accidents.

Pre-requisites: None

Course Outcomes:

Upon successful completion of this unit, the apprentice will be able to:

- prevent accidents and illnesses
- improve health and safety conditions in the workplace

Theory:

1. Interpret the Occupational Health and Safety Act laws and regulations.
 - i. explain the scope of the act
 - application of the act
 - Federal/Provincial jurisdictions
 - Canada Labour Code
 - rules and regulations
 - private home application
 - conformity of the Crown by the Act
2. Explain responsibilities under the Act and Regulations.
 - i. duties of employer, owner, contractors, sub-contractors, employees, and suppliers
3. Explain the purpose of joint health and safety committees.
 - i. formation of committee
 - ii. functions of committee
 - iii. legislated rights
 - iv. health and safety representation
 - v. reporting endangerment to health

- vi. appropriate remedial action
 - vii. investigation of endangerment
 - viii. committee recommendation
 - ix. employer's responsibility in taking remedial action
4. Examine right to refuse dangerous work.
- i. reasonable grounds for refusal
 - ii. reporting endangerment to health
 - iii. appropriate remedial action
 - iv. investigation of endangerment
 - v. committee recommendation
 - vi. employer's responsibility to take appropriate remedial action
 - vii. action taken when employee does not have reasonable grounds for refusing dangerous work
 - viii. employee's rights
 - ix. assigning another employee to perform duties
 - x. temporary reassignment of employee to perform other duties
 - xi. collective agreement influences
 - xii. wages and benefits
5. State examples of work situations where one might refuse work.
6. Describe discriminatory action.
- i. definition
 - ii. filing a complaint procedure
 - iii. allocated period of time a complaint can be filed with the Commission
 - iv. duties of an arbitrator under the Labour Relations Act
 - v. order in writing inclusion
 - vi. report to commission Allocated period of time to request Arbitrator to deal with the matter of the request
 - vii. notice of application
 - viii. failure to comply with the terms of an order
 - ix. order filed in the court
7. Explain duties of commission officers.
- i. powers and duties of officers
 - ii. procedure for examinations and inspections
 - iii. orders given by officers orally or in writing
 - iv. specifications of an order given by an officer to owner of the place of employment, employer, contractor, sub-contractor, employee, or supplier

- v. service of an order
 - vi. prohibition of persons towards an officer in the exercise of his/her power or duties
 - vii. rescinding of an order
 - viii. posting a copy of the order
 - ix. illegal removal of an order
8. Interpret appeals of others.
- i. allocated period of time for appeal of an order
 - ii. person who may appeal order
 - iii. action taken by Commission when person involved does not comply with the order
 - iv. enforcement of the order
 - v. notice of application
 - vi. rules of court
9. Explain the process for reporting of accidents.
- i. application of act
 - ii. report procedure
 - iii. reporting notification of injury
 - iv. reporting accidental explosion or exposure
 - v. posting of act and regulations

Practical:

1. Conduct an interview with someone in your occupation on two or more aspects of the act and report results.
2. Conduct a safety inspection of shop area.

TS1530 Standard First Aid

Description:

This course is designed to give the apprentice the ability to recognize situations requiring emergency action and to make appropriate decisions concerning first aid.

Complete a **St. John Ambulance or Canadian Red Cross** Standard First Aid Certificate course.

Pre-Requisites: None

TS1520 Workplace Hazardous Materials Information System (WHMIS)

Description:

This course is designed to give participants the knowledge and skills necessary to define WHMIS, examine hazard identification and ingredient disclosure, explain labeling and other forms of warning, and introduce material safety data sheets (MSDS).

Pre-Requisites: None

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- interpret and apply the Workplace Hazardous Materials Information System (WHMIS) Regulation under the Occupational Health and Safety Act.

Required Knowledge and Skills:

1. Define WHMIS safety.
 - i. rational and key elements
 - ii. history and development of WHMIS
 - iii. WHMIS legislation
 - iv. WHMIS implementation
 - v. Definitions of legal and technical terms

2. Examine hazard identification and ingredient disclosure.
 - i. prohibited, restricted and controlled products
 - ii. classification and the application of WHMIS information requirements
 - iii. responsibilities for classification
 - the supplier
 - the employer
 - the worker-classification: rules and criteria
 - information on classification
 - classes, divisions and subdivisions in WHMIS
 - general rules for classification
 - class A – compresses gases
 - class B – flammable and combustible materials

- class C – oxidizing material
 - class D – poisonous and infectious material
 - class E – corrosive material
 - class F – dangerously reactive material
 - iv. products excluded from the application of WHMIS legislation
 - consumer products
 - explosives
 - cosmetics, drugs, foods and devices
 - pest control products
 - radioactive prescribed substances
 - wood or products made of wood
 - manufactured articles
 - tobacco or products of tobacco
 - hazardous wastes
 - products handled or transported pursuant to the Transportation of Dangerous Goods (TDG) Act
 - v. comparison of classification systems – WHMIS and TDG
 - vi. general comparison of classification categories
 - vii. detailed comparison of classified criteria
- 3. Explain labeling and other forms of warning.
 - i. definition of WHMIS label
 - supplier label
 - workplace label
 - other means of identification
 - ii. responsibilities for labels
 - supplier responsibility
 - employer responsibility
 - worker responsibility
 - iii. introduce label content, design and location
 - supplier labels
 - workplace labels
 - other means of identification
- 4. Introduce material safety data sheets (MSDS).
 - i. definition of a material safety data sheet
 - ii. purpose of the data sheet
 - iii. responsibility for the production and availability of data sheets
 - supplier responsibility
 - employer responsibility

- workers responsibility

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are mandatory in Newfoundland and Labrador, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Locate WHMIS label and interpret the information displayed.
2. Locate a MSDS sheet for a product used in the workplace and determine what personal protective equipment and other precautions are required when handling this product.

SUGGESTED RESOURCES:

1. WHMIS Regulation.
2. Sample MSDS sheets.

PL1100 Workplace Safety

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis throughout the document.

Pre-requisites: None

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of safety regulations
- demonstrate knowledge of fire safety and equipment
- demonstrate knowledge of hazardous workplace materials

Theory:

1. Identify and explain fire safety regulations.
2. Describe classes of fire and associated fire fighting equipment.
3. Identify regulations relevant to the safe use of chemicals.
4. Describe the precautions that should be followed when handling or using caustic, toxic or flammable materials.
5. Describe the Occupational Health and Safety Act and Regulations as they apply to the trade.
 - i. employer and employee responsibilities
 - ii. obstacles to health and safety
 - iii. personal protective equipment
 - iv. respiratory protective equipment including particle mask (organic vapor cartridge type) air supplied systems and air monitoring equipment.
 - v. safe movement of workers
 - vi. safe use of ladders, scaffolds and rigging
6. Describe safety measures for locking out equipment.

- i. lockout system
 - ii. code of practice
7. Describe confined space working conditions and associated safety procedures.
 - i. definitions
 - confined space
 - physical agent
 - ii. safety procedures
 - concentrations of chemical agents
 - oxygen content more than 23%
 - electrical equipment
 - preventative measures
 - iii. duty of employer and employees
 - iv. emergency intervention
 - v. work permit
 - vi. safety watch
 - vii. traffic control
8. Describe fall protection equipment and associated safety practices.
 - i. fall protection plan
 - ii. control zone and safety monitors
 - iii. lifelines and lanyards
 - iv. safety harnesses
 - v. fall-arresting and shock absorbing devices
 - vi. inspection and maintenance
9. Describe the safety measures related to electricity.
10. Describe procedures for adhering to manufacture's specifications and Material Safety Data Sheets (MSDS).
11. Describe the safety issues specific to the following environments.
 - i. residential
 - ii. commercial
 - iii. industrial
12. Describe, from the perspective of safety, the limitations of work carried out by the Painter and Decorator occupation and coordination with the work of other trades.
13. Describe medical monitoring practices when working with hazardous materials.

- i. asbestos
- ii. lead
- iii. mold

14. Describe professional working practices.

- i. documentation
- ii. communication
- iii. workplace behavior
- iv. appearance
- v. care of tools and equipment
- vi. prevention of property damage
- vii. quality control

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Refer to MSDS sheets to determine safe handling procedures.
2. Locate exits, fire alarms and ventilation systems.

PL1110 Blueprint Reading and Interpretation

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 1.

Pre-requisites: None

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- locate and interpret information contained in blueprints, specifications and contract documents
- use information contained on blueprints and in specifications to prepare material estimates
- apply the appropriate national, provincial and municipal building codes.

Theory:

1. Describe the purpose and importance of contract documents and agreements.
2. Define terminology, abbreviations and symbols associated with blueprints.
3. Identify the types of drawings and describe their use in the trade.
 - i. architectural
 - ii. structural
 - iii. mechanical
 - iv. plumbing
 - v. electrical
 - vi. detail
 - vii. section
 - viii. site plan
 - ix. floor plan
 - x. elevation
4. Describe the purposes and uses of sectional detail, symbols, specifications and schedules.

5. Identify and interpret the types of lines used on blueprints.
6. Explain the terms “scale” and “dimension”, their use and location on drawings.
7. Describe the purposes and uses of room finish schedules, opening schedules, and specifications.
8. Describe how to interpret detailed drawings for job application.
9. Describe the procedures used to perform calculations of area and material estimates.

Practical:

Practical skills enhance the apprentices’ ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Locate and interpret information from specifications.
 - i. colour schemes
 - ii. colour schedule
 - iii. application techniques
 - iv. special equipment, air circulation, heating, lighting, etc.
 - v. exterior finishes
2. Determine measurements from scaled drawings.
3. Prepare a material estimate.
4. Interpret architectural, structural and mechanical drawings.
 - i. floor plans
 - ii. details
 - iii. elevations
5. Identify and interpret information from drawings.
 - i. general building design
 - ii. control joints
 - iii. location of doors/windows, air intake/exhaust

- iv. number of floors complete with elevations
6. Identify finishing details from specifications.
- i. built-in components
 - ii. moldings and trim
 - iii. surface treatments
7. Interpret information from field revisions and alterations.

PL1120 Tools and Equipment

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 2.

Pre-requisites: PL1100

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- select, use and care for tools and equipment

Theory:

1. Identify the types of hand tools and describe their applications and procedures for safe use and care.
 - i. brushes
 - construction and characteristics
 - care and cleaning
 - ii. rollers
 - construction and characteristics
 - care and cleaning
 - iii. brush and roller spinners
 - iv. pot hooks
 - v. brush kits or holders
 - vi. wet and dry film thickness gauges
 - vii. caulking guns
 - viii. scrapers
 - ix. putty knives and broad knives
 - x. masking machines
 - xi. chalk line
 - xii. measuring and leveling tools
 - moisture meter
 - mil gauge
 - micrometer
 - xiii. cutting tools

- xiv. smoothing tools
 - xv. staple guns
 - xvi. mixing tools
 - xvii. straight edge
 - xviii. seam roller
 - xix. paste table
 - xx. protective equipment
 - drop clothes
 - masking tape
 - xxi. pails
 - xxii. sponges
 - xxiii. drywall finishing tools
 - xxiv. extension poles
 - xxv. chemical sprayer
2. Identify the types of power tools and equipment and describe their applications and procedures for safe use and care.
- i. abrasive blasting equipment
 - ii. water blasting equipment
 - iii. compressors
 - iv. grinders
 - v. heat gun
 - vi. paint agitators
 - vii. drills
 - viii. needle guns
 - ix. sanders
 - x. roto-peen
 - xi. spray equipment
 - xii. vacuum cleaner

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select the hand tool required to:
- i. remove scaled paint
 - ii. repair defects in unpainted or new surfaces
 - iii. prepare surfaces for painting

- iv. remove wall coverings
 - v. repair defects in previously painted surfaces
2. Select the brush to apply specific coatings.
 3. Select the roller to apply specific coatings to smooth or textured surfaces.
 4. Demonstrate cleaning procedures for brushes and rollers.
 5. List equipment requirements for applying coatings.
 6. Remove items from walls in preparation for re-finishing (electrical plates, picture hangings, and etcetera).
 7. Maintain a compressed air system.

PL1130 Access Equipment

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 2.

Pre-requisites: PL1100

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the safe assembly and use of scaffolding and staging
- demonstrate knowledge of ladders and their safe use

Theory:

1. Describe methods of counter-balancing.
2. Identify the types of ladders and describe their components and applications.
 - i. extension
 - ii. step
 - iii. straight
 - iv. trestle
 - v. stairwell
3. Describe safety factors to consider when using ladders.
 - i. tie off
 - ii. overlaps
 - iii. base to height ratio
 - iv. minimum/maximum extension
 - v. electrical hazards
 - vi. 3-point contact
 - vii. fall prevention
4. Identify the types of scaffolds and describe their components and applications.
 - i. stationary scaffolds

- ii. rolling scaffolds
 - iii. boatswain's chair
 - iv. suspended scaffolds
 - v. swing
 - vi. hanging
 - vii. ladder jack
 - viii. self-propelled platform
5. Describe the procedures used to safely erect, dismantle, maintain and inspect scaffolds.
 6. Describe the procedures and equipment used for handling heavy objects.
 7. Describe lifting hand signals and their associated meaning.
 8. Identify common types of ropes, knots and slings and describe their applications and safe use.
 9. Describe safe rigging practices.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Install, inspect and maintain scaffolding.
 - i. recognize and use hand signals
 - ii. recognize capacity
 - iii. interpret occupational health and safety regulations
 - iv. recognize necessity for swing staging
 - v. erect section of tubular steel sectional scaffold
 - vi. erect adjustable tower scaffolding
2. Select, inspect and erect ladders.
3. Demonstrate the use of lifting equipment and their attachments.
4. Tie and inspect applicable knots.

PL1140 Surface Preparation 1 (Previously Coated Drywall)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 4, 6 and 7.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of drywall substrates and preparation methods for previously coated surfaces
- demonstrate knowledge of the characteristics, categories and use of materials in previously coated surfaces

Theory:

Define terminology associated with drywall resurfacing.

1. Identify drywall substrates and describe their characteristics.
2. Describe the methods and materials used to resurface drywall substrates.
 - i. previously painted surfaces
 - ii. previously papered surfaces
 - iii. textured surfaces
3. Describe the procedures used to remove wall coverings from drywall using:
 - i. steam
 - ii. chemical strippers
 - iii. hand tools
4. Describe procedures to inspect drywall substrates, their possible defects and probable causes.
5. Describe remedial measures for drywall substrate defects.
 - i. chemical

- ii. physical
 - iii. sealing
6. Describe the characteristics, categories and safe use of materials in resurfacing drywall substrates.
- i. abrasives
 - sandpaper
 - steel wool
 - ii. chemicals
 - cleaning
 - neutralizing
 - stripping (wallpaper)
 - iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
 - iv. patching compounds
 - pre-mix
 - powders
 - putties

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the proper tools to repair defects and clean drywall surfaces.
2. Inspect existing surface prior to application of material.
 - i. assess product compatibility with existing coating.
3. Remove wall coverings from substrates using:
 - i. steam
 - ii. chemical strippers
 - iii. hand tools

PL1150 Drywall Finishing

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 4 and 5.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- prepare drywall for finishing

Theory:

1. Describe the effects of environmental conditions such as heat, humidity and poor lighting on surface preparation.
2. Identify the proper tools to tape and finish joints on drywall.
3. Identify the types of drywall tapes and describe their uses.
4. Describe the procedures used to apply corner beads.
 - i. metal
 - ii. plastic
 - iii. paper
5. Describe the procedures used to finish drywall.
 - i. embedding
 - ii. rough coat
 - iii. skim coat
 - iv. pre-fill
6. Identify the types of joint filler mixtures and describe their characteristics, applications and procedures for use.
 - i. pre-mixed
 - ii. powdered

- iii. quick set
7. Describe the different sanding techniques and their applications.
 8. Describe the procedures used to inspect final drywall finish.
 - i. light

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to finish drywall surfaces.
2. Inspect new surface prior to application of material.
3. Apply corner beads.
 - i. metal
 - ii. plastic
 - iii. paper
4. Apply joint filler, pre-mixed and powdered.
5. Check consistency of joint filler.
6. Use electric drill for mixing joint filler.
7. Tape flat and angle joints by hand.
 - i. use different types of tapes
 - ii. prepare tapes for use
 - iii. tape in sequence
 - iv. coat angles in sequence
 - v. use technique to reduce amount of sanding needed
 - vi. prepare butt joints
 - vii. apply second and finish coats on flats
 - viii. select sandpaper
 - ix. perform sanding techniques
 - x. apply taping material

- xi. store joint filler
- xii. store taping material
- xiii. perform touch ups

PL1160 Surface Preparation 2 (Metal)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 4, 6 and 7.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of metal substrates and preparation methods
- demonstrate knowledge of the characteristics, categories and use of materials in metal surface preparation
- demonstrate knowledge of the different types of mechanical treatments

Theory:

1. Define terminology associated with metal surface preparation.
2. Identify metal substrates and describe their characteristics.
3. Describe the methods and materials used to prepare metal substrates.
 - i. previously painted surfaces
 - ii. new surfaces
4. Describe procedures to inspect metal substrates.
5. Describe the characteristics, categories and safe use of materials in surface preparation.
 - i. abrasives
 - sandpaper
 - steel wool
 - blast media
 - ii. chemicals
 - cleaning

- etching
 - neutralizing
 - stripping
 - iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
 - iv. patching compounds
 - caulking
 - two-component
 - putties
- 6. Describe safe practices required when using mechanical treatment systems.
 - i. operator safety
 - ii. public safety
 - iii. regulations and standards
 - iv. NACE
 - v. SSPC
- 7. Identify the various types of mechanical treatment systems and describe their components and associated equipment.
 - i. abrasive blasting
 - ii. water blasting
 - iii. power cleaning tools
- 8. Describe the set-up and procedures for use of mechanical treatment equipment.
- 9. Describe the procedures used to inspect final metal finish.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to prepare metal surfaces.
2. Inspect metal surface prior to application of material.
3. Inspect final metal finish.

PL1170 Surface Preparation 3 (Stucco)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 4, 6 and 7.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of stucco substrates and preparation methods
- demonstrate knowledge of the characteristics, categories and use of materials in stucco surface preparation

Theory:

1. Define terminology associated with stucco surface preparation.
2. Identify stucco substrates and describe their characteristics.
3. Describe the methods and materials used to prepare and apply interior and exterior insulated finish systems (EIFS) stucco substrates.
 - i. previously painted surfaces
 - ii. new surfaces
4. Describe the procedures used to inspect stucco substrates, their possible defects and probable causes.
5. Describe remedial measures for stucco substrate defects.
 - i. chemical
 - ii. physical
 - iii. sealing
6. Describe the characteristics, categories and safe use of materials in surface preparation.
 - i. abrasives

- sandpaper
- steel wool
- blast media
- ii. chemicals
 - cleaning
 - etching
 - neutralizing
- iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
- iv. patching compounds
 - pre-mixed
 - powdered
 - putties
 - caulking

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to prepare interior and exterior stucco surfaces.
2. Inspect surface prior to application of material.
3. Inspect final stucco finish.

PL1180 Surface Preparation 4 (Masonry)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 4, 6 and 7.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of masonry substrates and preparation methods
- demonstrate knowledge of the characteristics, categories and use of materials in masonry surface preparation

Theory:

1. Define terminology associated with masonry surface preparation.
2. Identify masonry substrates and describe their characteristics.
3. Describe the methods and materials used to prepare interior and exterior masonry substrates.
 - i. previously painted surfaces
 - ii. previously papered surfaces
 - iii. new surfaces
4. Describe the procedures used to inspect masonry substrates, their possible defects and probable causes.
5. Describe remedial measures for masonry substrate defects.
 - i. chemical
 - ii. physical
 - iii. sealing

6. Describe the characteristics, categories and safe use of materials in surface preparation.
 - i. abrasives
 - sandpaper
 - blast media
 - ii. chemicals
 - cleaning
 - etching
 - neutralizing
 - iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
 - iv. patching compounds
 - pre-mixed
 - powdered
 - putties
 - caulking

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to prepare interior and exterior masonry surfaces.
2. Inspect surface prior to application of material.
3. Inspect final masonry finish.

PL1190 Surface Preparation 5 (Wood)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 4, 6, 7 and 11.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of wood substrates and preparation methods
- demonstrate knowledge of the characteristics, categories and use of materials in wood surface preparation

Theory:

1. Define terminology associated with wood surface preparation.
2. Identify wood substrates and describe their characteristics.
3. Describe the methods and materials used to prepare interior and exterior wood substrates.
 - i. previously painted surfaces
 - ii. previously papered surface
 - iii. new surfaces
4. Describe procedures to inspect wood substrates, their possible defects and probable causes.
5. Describe remedial measures for wood substrate defects.
 - i. chemical
 - ii. physical
 - iii. sealing
6. Describe the characteristics, categories and safe use of materials in surface

preparation.

- i. abrasives
 - powder
 - sandpaper
 - steel wool
 - blast media
 - chemical
- ii. chemicals
 - cleaning
 - neutralizing
 - bleaching
 - stripping
- iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
- iv. patching compounds
 - pre-mixed
 - powdered
 - putties
 - caulking

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to prepare interior and exterior wood surfaces.
2. Inspect surface prior to application of material.
3. Inspect final wood finish.

PL1200 Surface Preparation 6 (Plaster/Veneer Plaster)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 4, 6 and 7.

Pre-requisites: PL1120

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of plaster substrates and preparation methods
- demonstrate knowledge of the characteristics, categories and use of materials in plaster surface preparation

Theory:

1. Define terminology associated with plaster and veneer plaster surface preparation.
2. Identify plaster and veneer plaster substrates and describe their characteristics.
3. Describe the methods and materials used to prepare plaster and veneer plaster substrates.
 - i. previously painted surfaces
 - ii. previously papered surface
 - iii. new surfaces
4. Describe procedures to inspect plaster and veneer plaster substrates, their possible defects and probable causes.
5. Describe remedial measures for plaster and veneer plaster substrate defects.
 - i. chemical
 - ii. physical
 - iii. sealing

6. Describe the characteristics, categories and safe use of materials in surface preparation.
 - i. abrasives
 - sandpaper
 - steel wool
 - ii. chemicals
 - cleaning
 - neutralizing
 - iii. sealers
 - aluminum paint
 - shellac
 - prepared stain blockers
 - iv. patching compounds
 - pre-mixed
 - powdered
 - putties
 - caulking

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select and use the appropriate tools to prepare plaster and veneer plaster surfaces.
2. Inspect surface prior to application of material.
3. Inspect final plaster and veneer plaster finish.

PL1210 Coatings

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 7.

Pre-requisites: PL1100

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of the different types of coatings, their applications and safe use

Theory:

1. Define terminology associated with coatings.
2. Describe practices appropriate to personal and environmental protection.
3. Identify the types of conventional coatings and describe their ingredients, characteristics, applications and safe use.
 - i. resins
 - ii. latex
 - iii. acrylics
 - iv. alkyds
 - v. oils
 - vi. lacquer base
 - vii. urethane
 - viii. varnish
 - ix. acoustical
 - x. epoxies
 - xi. spirits
 - xii. elastomeric
 - xiii. water-borne coatings
 - xiv. emulsions
 - xv. pigments

- color
 - white
 - extenders
 - priming
 - metallic
 - xvi. binders
 - natural (shellac, oils, etc.)
 - synthetics
 - xvii. thinners
 - natural
 - petroleum distillates
 - xviii. catalysts (curing agents)
 - xix. driers (Cobalt, Japan, manganese, etc.)
 - xx. additives
4. Identify the types of industrial coatings and describe their ingredients, characteristics, application and use.
- i. non-metallic
 - water-borne
 - alkyds
 - thermoplastic
 - thermoset
 - ii. metallic
 - zinc-rich
 - aluminum
 - red lead
 - galvanizing
5. Identify the types of special purpose coatings and describe their ingredients, characteristics, applications and safe use.
- i. urethane
 - ii. seamless flooring
 - iii. fire retardant
 - iv. fire proofing
 - v. heat cured powder
 - vi. texture
 - vii. tank lining systems
 - viii. high performance architectural
 - ix. metalizing (thermal spray powder and wire)
 - x. galvanizing

- xi. barrier coat
6. Describe the application procedures and equipment used for fibreglass reinforcing plastic.
 - i. safety
 - ii. surface preparation
 7. Describe fire proofing industrial coatings and methods of application.
 - i. safety
 - ii. surface preparation
 8. Describe the procedures and conditions for mixing materials, including:
 - i. viscosity and its effect on application
 - ii. temperature's effect on viscosity
 - iii. solvent's effect on viscosity
 - iv. plural components
 - v. effect of agitation
 - vi. coating/solvent ratios
 - vii. thixotropic and rheology control agents
 9. Describe the causes and remedies of coating failure.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

PL2100 Painting 1 (Brush and Roller)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 2, 3, 6, 7 and 8.

Pre-requisites: PL1120; PL1150; PL1160; PL1170; PL1180; PL1190; PL1200; PL1210

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- select and use the proper brush, roller and associated equipment
- use various techniques to paint a variety of surfaces
- clean and store materials and equipment after use

Theory:

1. Define terminology associated with painting.
2. Identify the required materials and describe the procedures used to prepare an area for painting.
3. Describe the use of paint additives and their effects.
4. Describe testing procedures to assess product compatibility with existing coating and solvents.
5. Describe the use of prime coats, undercoats, and finish coats and their importance to the finished product.
6. Describe the process involved in applying prime coats, undercoats and finish coats to a variety of substrates.
7. Describe the environmental conditions that will affect the quality of the finished product.

8. Describe the criteria for selecting paint brushes and rollers.
 - i. coating
 - ii. substrate
 - iii. desired finish
9. Describe the procedures used to determine and adjust viscosity of paints.
10. Describe the techniques used to apply paints using a brush.
 - i. cutting in
 - ii. feathering out
 - iii. laying off
 - iv. brushing defects
 - v. stripe coating
11. Describe the techniques used to apply paints using a brush to:
 - i. windows
 - ii. doors
 - iii. walls
 - iv. ceilings
12. Describe the techniques used to apply paints using a roller.
13. Describe the procedures used to condition, clean and store brushes and rollers.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Determine the best application method based on the specifics of the job.
2. Protect surfaces not to be coated.
3. Test existing coating to determine product compatibility.
4. Select coating for application to a variety of substrates.
5. Select proper brush, noting:
 - i. brush size

- ii. bristle types
 - iii. handle types
 - iv. styles
 - v. coating
6. Select proper roller, noting:
- i. pile depth
 - ii. sleeve size
 - iii. sleeve type
 - iv. handles
 - v. tray
 - vi. coating
7. Determine coatings viscosity and adjust as required.
8. Apply coating to a variety of substrates using brushing and rolling techniques.
9. Store coatings and solvents.
10. Clean and maintain tools and equipment.

PL2110 Painting 2 (Spray Systems)

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 2, 3, 6, 7 and 8.

Pre-requisites: PL1120; PL1150; PL1160; PL1170; PL1180; PL1190; PL1200; PL1210

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- select and use the appropriate spray painting equipment
- use spray painting techniques to paint a variety of surfaces
- clean and store materials and equipment after use

Theory:

1. Define terminology associated with spray painting systems.
2. Describe practices appropriate to personal and environmental protection.
3. Identify the types of spray painting systems and describe their components, applications and procedures for safe use.
 - i. conventional
 - ii. airless
 - iii. electrostatic
 - iv. high volume low pressure (HVLP) spray equipment
 - v. thermal spray powder and wire (metalizing)
 - vi. plural spray
 - vii. thermoplastic flame spray
 - viii. hot spray
4. Identify the required materials and describe the procedures used to prepare an area for spray painting.
5. Describe the treatment of coatings for use in spray painting systems.
 - i. viscosity testing and thinning

- ii. mixing
 - iii. straining
6. Describe testing procedures to assess product compatibility with existing coating and solvents.
 7. Describe the use of prime coats, undercoats, barrier/intermediate coats and finish coats and their importance to the finished product.
 8. Describe the process involved in applying prime coats, undercoats, barrier/intermediate coats and finish coats to a variety of substrates.
 9. Describe the techniques used to apply stripe coats.
 10. Describe the environmental conditions that will affect the quality of the finished product.
 11. Describe the setup and operation of spray systems.
 12. Describe the different techniques used in spraying various kinds of regular and irregular surfaces.
 13. Describe the procedures used to determine and adjust viscosity of coatings for spray systems.
 14. Describe the procedures used to clean and store spray equipment.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Protect surfaces not to be coated.
2. Test existing coating to determine product compatibility.
3. Select coating for application to a variety of substrates.
4. Determine coating viscosity and adjust as required.

5. Setup and adjust spray paint equipment.
6. Apply paint to a variety of substrates using spray paint equipment.
7. Clean worksite, clean, store and maintain tools and equipment.
8. Store coatings and solvents.

PL1220 Colour Theory and Mixing

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis task 3.

Pre-requisites: PL1100

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- demonstrate knowledge of colour theory and perception
- demonstrate knowledge of colour mixing

Theory:

1. Define terminology associated with colour and light.
2. Describe the source of colour.
3. Describe the effect of light on colour.
 - i. visual spectrum
 - ii. subtractive chart
 - iii. colours of the spectrum
4. Describe the relationship between the additive and subtractive theory of light.
5. Describe the colour wheel.
 - i. primary, secondary, tertiary, and intermediate colours
 - ii. colour schemes
6. Describe what additive colours will make secondaries / mixes.
7. Describe the use of colour in the trade.
 - i. decoration
 - ii. safety

8. Identify the tools and equipment used in mixing and matching paints and describe their applications and procedures for use.
9. Describe the procedures used to mix and match colours.
 - i. types of colouring agents
 - ii. conditions for accurate results
 - iii. tints, shades and tones of a specified colour
10. Describe the procedures used to calculate amounts and ratios.
11. Describe the properties of universal pigments and dyes.
 - i. light fastness
 - ii. alkali and acid resistance properties
 - iii. tinting strength
12. Describe the use of the manufacturer's data sheets.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Draw and explain the additive chart of light.
2. Layout with pencil and compass:
 - i. a saturation chart
 - ii. a color wheel
3. Mix and match paint colours to wet and dry samples.
4. Mix specified colours using colourants.

PL2120 Wood Finishing

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 11, 12 and 13.

Pre-requisites: PL1190; PL1220

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- identify various wood products and their composition
- prepare wood surfaces for finish product application
- apply finish products to various types of wood surfaces

Theory:

1. Define terminology associated with wood and wood finishing.
2. Describe the various wood types and their open and closed grains.
 - i. hardwood
 - ii. softwood
 - iii. engineered wood products
3. Describe the procedures used to determine moisture content and define acceptable levels.
4. Describe the different types of grain patterns found in wood and veneers.
5. Describe the procedures used to assess wood condition.
6. Identify the various wood finishes and describe their characteristics and applications.
7. Identify wood finishing materials and describe their purpose, safe use and procedures for application.

- i. bleach
 - ii. wood filler
 - iii. wood stain
 - iv. wood sealer
 - v. varnish
 - vi. lacquer
 - vii. wax and oil finish
 - viii. shellac
 - ix. rubbing compounds
 - x. patching materials
8. Describe the procedures used to do touch-up and removal of old finishes.
9. Describe common finishing problems, probable causes and corrective action.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Demonstrate recognition of hard and soft woods by:
 - i. grain pattern
 - ii. colour
 - iii. open and close grained wood
2. Assess condition and moisture level of woods.
3. Apply:
 - i. bleach
 - ii. wash coats
 - iii. oil and water stains
 - iv. wood fillers
 - v. patching compounds
 - vi. sealers
 - vii. top coats
 - viii. wax finishes
 - ix. oil finishes

4. Select and use rubbing compounds.
 - i. synthetic minerals
 - ii. pumice stone
 - iii. rotten stone
 - iv. steel wool

5. Clean, store and maintain tools and equipment.

PL2130 Wallcovering

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 9 and 10.

Pre-requisites: PL1140; PL1150; PL1200

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- prepare walls to accept wallcoverings
- select and apply the proper type of wallcovering for specific applications.
- install specialty wallcoverings
- estimate the amount of materials required to complete a job

Theory:

1. Define terminology associated with wallcoverings.
2. Describe the procedure used to remove old wallcovering and their adhesives.
3. Describe the procedures used to apply base coats.
4. Identify the types of wallcovering materials and describe their characteristics, dimensions and applications.
 - i. wallpaper
 - ii. vinyl
 - iii. fabric
 - iv. foil
 - v. cork
 - vi. carpet
 - vii. wood veneer
 - viii. exotic
 - ix. border
 - x. murals

5. Identify the types of pastes and adhesives and describe their characteristics and recommended uses.
6. Describe the procedures used to apply adhesives.
7. Describe the necessary environmental conditions associated with wall coverings.
8. Describe the procedures used to prepare materials estimates.
9. Identify the types of wallcovering patterns and describe the effect that patterns play in material requirements.
10. Identify the tools and equipment required to install wallcoverings and describe their applications and use.
11. Describe the procedures used to install wallcoverings.
12. Describe the types of seams used in wallcoverings.
 - i. butt
 - ii. lap
 - iii. wire-edge
13. Describe the procedures used to apply wallcoverings to complex shapes.
 - i. sloped walls
 - ii. circular walls
 - iii. columns
 - iv. ovals
 - v. stairwells
 - vi. feature walls
 - vii. complete rooms
 - viii. ceilings
14. Describe the procedures used to maintain wallcoverings.
 - i. clean
 - ii. removal of blemishes
 - iii. grease and ink spots
 - iv. bleeding dyes
 - v. pencil marks
15. Describe the procedures used to clean and store tools and equipment.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Prepare surfaces for wallcoverings.
2. Assess environmental conditions.
3. Select and apply appropriate base coat.
4. Apply wallcovering.
5. Clean work area.

PL2140 Decorative and Specialty Finishes

NOA Reference:

The material covered satisfies in whole or in part, the requirements of National Occupational Analysis tasks 14 and 15.

Pre-requisites: PL1140; PL1150; PL1200; PL1220

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- prepare various surfaces for decorative and specialty finishes
- select and apply decorative and specialty finishes
- estimate the amount of materials required to complete a job

Theory:

1. Define terminology associated with decorative and specialty finishes.
2. Describe the limitations and appropriate use of decorative finishes.
3. Identify common types of decorative finishes and describe their purpose, required materials and application procedures.
 - i. antique glazing
 - ii. antique highlighting
 - iii. spatter finish
 - iv. multicolour spraying
 - v. stippling
 - vi. mottling
 - vii. woodgraining
 - viii. marbleizing
 - ix. stenciling and pouncing
 - x. graphics
 - xi. gilding
 - xii. texture paints
 - xiii. striping and lining
 - xiv. wall washing

4. Identify the tools used to obtain special decorative finishes and describe their applications and use.
5. Describe the use of textured finishes.
 - i. characteristics
 - ii. procedures
 - iii. use of abrasives
 - iv. consistency
6. Describe the effects of environmental conditions on decorative and specialty finishes.
7. Describe the bro-kade wall finish process.
8. Describe the procedures used to estimate materials.
9. Describe the procedures used to clean and maintain tools and equipment.

Practical:

Practical skills enhance the apprentices' ability to meet the objectives of this course. The learning objectives outlined below are **mandatory** in Newfoundland, but are provided as suggestions for Nova Scotia, Prince Edward Island and New Brunswick.

1. Select the tools and material required to achieve the selected decorative finish.
2. Prepare a surface for decorative finishes.
3. Apply a variety of decorative finishes to prepared surfaces.
4. Clean and store tools used in decorative finishes.

AP1100 Introduction to Apprenticeship

Description:

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

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- identify the requirements for registering in an Apprenticeship Program
- describe the registration process
- explain the steps to complete the Apprenticeship Program
- articulate the roles of the apprentice, journey person, training institutions, industry and governing bodies in the Apprentice Program
- explain the significance of the Red Seal Program

Pre-Requisites: None

Objective and Content:

1. Define apprenticeship.
 - i. define Apprenticeship and Red Seal Certification
 - ii. discuss the definition of Apprenticeship and Red Seal Certification
 - iii. distinguish between Red Seal and Provincial Certification
2. Explore how apprenticeship is governed and administered.
 - i. explain who is responsible for administering apprenticeship
 - Department of Education
 - Provincial Apprenticeship and Certification Board
3. Explore the roles and responsibilities of those involved in the apprenticeship process.
 - i. apprentice
 - ii. employer/journey person
 - iii. Industrial Training Division

- explain when and where to take the in-class portion of advance training
 - discuss class calls
 - iv. Training Institutions
 - various delivery methods
 - v. Provincial Apprenticeship and Certification Board
- 4. List and explain the steps in the apprenticeship process.
 - i. explain the registration process
 - ii. describe apprenticeship as an agreement between employee, employer and Provincial government
 - iii. review a Memorandum of Understanding
 - iv. legal document
 - v. review an application of apprenticeship
 - original high school certificate or equivalent
 - original transcript from the applicant's training institution
 - vi. describe the roles of Institutional and Industrial Education Division of the Department of Education in apprenticeship
 - vii. explain the role of the Program Development Officer
 - define probation period
 - discusses what constitutes a cancellation of apprenticeship
 - explain the consequences of an apprenticeship cancellation
 - discuss the purpose of the Record of Occupational Progress (Log Book)
 - explore how to maintain your log book
 - discuss who is responsible for tracking and signing-off on trade skills
 - explain how and where to record hours worked
 - identify the importance of updating your file with the Program Development Officer
 - viii. differentiate between provincial and interprovincial exams
- 5. Describe the training and education requirements.
 - i. discuss the factors affecting on-the-job and in class portions of your training
 - ii. define in school and on the job training
 - review a Plan of Training
 - identify the percentage of on-the-job and in class training time
 - current labour market implications on completing an apprenticeship program

6. Explain Plans of Training.
 - i. identify what is included in the Plan of Training
 - entrance requirements
 - duration of in-school and on-the-job training
 - course content
 - entry level or advanced level
 - ii. explain how a Journeyperson Certificate is achieved
 - discuss Certificate of Qualification.
 - discuss Certificate of Apprenticeship.
 - discuss Red Seal endorsement

7. Discuss the Red Seal Program.
 - i. define designated trade
 - ii. explore the National Occupational Analysis for your trade
 - iii. explain Interprovincial Standards Red Seal Program and how it works.
 - labor mobility
 - qualification recognition
 - iv. discuss the range of careers possible in your chosen trade

8. Explain apprenticeship progression schedule and wage rates.
 - i. review a Record of Occupational Progress (Log Book)
 - ii. hours per program
 - iii. requirements for progression
 - iv. wage rates per year of apprenticeship

9. Identify the examinations and evaluation process used in Apprenticeship.
 - i. discuss occupational tests and examinations as directed by the Provincial Apprenticeship and Certification Board
 - theory
 - practical
 - ii. explain formal assessment and the pass mark of 70%

10. Examine some of the financial incentives available to apprentices.
 - i. Employment Insurance (E.I.) Benefits
 - ii. government sponsored student loans
 - iii. apprenticeship incentive Federal and Provincial
 - iv. scholarships

11. Continuing training outside the Province of Newfoundland Labrador.
 - i. training in other provinces and territories
 - procedure for registration and recognition of hours and skills in other provinces
 - ii. options for dual certification
 - transfer of credits

12. Review and define the following terms:
 - i. Apprenticeship Program Accreditation
 - ii. Cancellation of Apprenticeship
 - iii. Certificate of Apprenticeship
 - iv. Certificate of Qualification
 - v. Certification Renewal
 - vi. Criteria for Eligibility
 - vii. Journeyperson
 - viii. Practical Examination
 - ix. Prior Learning
 - x. Record of Occupational Progress (Logbook)
 - xi. Red Seal Certification
 - xii. Registered Apprentice
 - xiii. Theoretical Examination
 - xiv. National Occupational Analysis (NOA)
 - xv. Class Call
 - xvi. Dual certification

Practical:

1. Review the Provincial Apprenticeship web site: www.gov.nl.ca/app.
 - i. identify the requirements for registering as an apprentice and the registration process
 - ii. explain the steps to complete an apprenticeship program
 - iii. identify who is responsible for tracking and signing-off on trade skills
 - iv. identify the nearest Industrial Training Office to your community
 - v. identify the current incentives available to apprentices

2. Review a plan of training on the Provincial Apprenticeship web site.
 - i. identify the hours for your trade (in-school and on-the-job)
 - ii. explain the roles and responsibilities of the following stakeholders in the apprenticeship process: employer, apprentice, training

institution and the Industrial Training Division

3. Visit the Red Seal Web site <http://www.red-seal.ca>, review the National Occupational Analyses for your trade.
 - i. review the scope of work for your occupation and identify the industry sectors and job types requiring your trade
 - ii. identify the trends of your trade
 - iii. provide a list of personal protective equipment required for your trade

CM2150 Workplace Communications

Description:

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

Course Outcomes:

Upon completion of the course, students will be able to:

- understand and apply communication skills as outlined in the Employability Skills 2000, Conference Board of Canada
- understand the importance of well-developed writing skills in business and in career development
- understand the purpose of the various types of business correspondence
- examine the principles of effective business writing
- examine the standard formats for letters and memos
- write effective letters and memos
- examine the fundamentals of informal reports and the report writing procedure
- produce and orally present an informal report
- examine effective listening skills and body language in communication

Pre-Requisites: None

Objectives and Content:

1. Apply rules and principles for writing clear, concise, complete sentences which adhere to the conventions of grammar, punctuation, and mechanics.
2. Explain the rules of subject-verb agreement.
3. Define and describe the major characteristics of an effective paragraph.

4. Examine the value of business writing skills.
 - i. describe the importance of effective writing skills in business
 - ii. describe the value of well-developed writing skills to career success as referenced in the Employability Skills

5. Examine principles of effective business writing.
 - i. discuss the rationale and techniques for fostering goodwill in business communication, regardless of the circumstances
 - ii. review the importance of revising and proofreading
 - iii. differentiate between letter and memo applications in the workplace and review samples
 - iv. identify the parts of a business letter and memo
 - v. review the standard formats for business letters and memos
 - vi. examine samples of well-written and poorly written letters and
 - vii. memos
 - viii. examine guidelines for writing sample letters and memos which convey: acknowledgment, routine request, routine response, complaint, refusal, persuasive request and letters of appeal

6. Examine the fundamentals of informal business reports.
 - i. identify the purpose of the informal report
 - ii. identify the parts and formats of an informal report
 - iii. identify methods of information gathering
 - iv. describe the methods of referencing documents
 - v. review the importance of proof reading and editing

7. Examine types of presentations.
 - i. review and discuss components of an effective presentation
 - ii. review and discuss delivery techniques
 - iii. review and discuss preparation & use of audio/visual aids
 - iv. discuss and participate in confidence building exercises used to prepare for giving presentations

8. Interpersonal communications.
 - i. examine and apply listening techniques
 - ii. discuss the importance of body language

Practical:

1. Write well-developed, coherent, unified paragraphs which illustrate the following: a variety of sentence arrangements; conciseness and clarity; and adherence to correct and appropriate sentence structure, grammar, punctuation, and mechanics.
2. Write sample letters and memos which convey: acknowledgment, routine request, routine response, complaint, refusal, persuasive request and letters of appeal.
3. Gather pertinent information, organize information into an appropriate outline and write an informal report with documented resources.
 - i. edit, proofread, and revise the draft to create an effective informal report and present orally using visual aids
 - ii. participate in confidence building exercises
4. Present an effective presentation.
5. Evaluate presentations.

MR1220 Customer Service

Description:

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.

Course Outcomes:

Upon successful completion of this course, students will be able to:

- define customer service
- explain why service is important
- describe the relationship between “service” and “sales”
- demonstrate an understanding of the importance of a positive attitude
- demonstrate methods of resolving customer complaints

Pre-Requisites: None

Objectives and Content:

1. Define quality service.
 - i. identify and discuss elements of customer service
 - ii. explain the difference between service vs. sales or selling
 - iii. explain why quality service is important
 - iv. identify the various types of customers and challenges they may present
 - v. describe customer loyalty
 - vi. examine barriers to quality customer service
2. Explain how to determine customer’s wants and needs.
 - i. identify customer needs
 - ii. explain the difference between customer wants and needs

- iii. identify ways to ensure repeat business
3. Demonstrate an understanding of the importance of having a positive attitude.
 - i. identify & discuss the characteristics of a positive attitude
 - ii. explain why it is important to have a positive attitude
 - iii. explain how a positive attitude can improve a customer's satisfaction
 - iv. define perception and explain how perception can alter us and customers
 - v. describe methods of dealing with perception
4. Communicating effectively with customers.
 - i. describe the main elements in the communication process
 - ii. identify some barriers to effective communication
 - iii. explain why body language is important
 - iv. define active listening and state why it is important
 - v. identify and discuss the steps of the listening process
 - vi. identify and discuss questioning techniques
5. Demonstrate using the telephone effectively.
 - i. explain why telephone skills are important
 - ii. describe the qualities of a professional telephone interaction
6. Demonstrate an understanding of the importance of asserting oneself.
 - i. define assertiveness
 - ii. discuss assertive techniques
 - iii. explain the use of assertiveness when dealing with multiple customers
7. Demonstrate techniques for interacting with challenging customers in addressing complaints and resolving conflict.
 - i. examine and discuss ways to control feelings
 - ii. examine and discuss ways to interact with an upset customer
 - iii. examine and discuss ways to resolve conflict/customer criticism
 - iv. examine and discuss ways to prevent unnecessary conflict with customers

Practical:

1. Participate in activities to demonstrate knowledge of the course objectives.

SP2330 Quality Assurance/Quality Control

Description:

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.

Course Outcomes:

Upon completion of this course, students will be able to:

- develop the skills and knowledge required to apply quality assurance/quality control procedures as related to the trade
- develop an awareness of quality principles and processes
- apply quality assurance/quality control procedures in a shop project

Pre-Requisites: None

Objectives & Content:

1. Describe the reasons for quality assurance and quality plans.
2. Explain the relationship between quality assurance and quality control.
3. Describe quality control procedures as applied to the production and checking of specifications and processes in applicable occupations.
4. Describe quality control procedures as applied to the acceptance and checking of raw materials.
5. Explain the role of communications in a quality environment.
6. Explain why it is important for all employees to understand the structure of the company and its production processes.

7. Explain how human resource effectiveness is maximized in a quality managed organization.
8. Explain the role of company policy in quality management.
9. Explain the purpose of codes and standards in various occupations.
10. Explain the concepts of quality.
 - i. cost of quality
 - ii. measurement of quality
 - iii. elements of quality
 - iv. elements of the quality audit
 - v. quality standards
 - vi. role expectations and responsibilities
11. Explain the structure of quality assurance and quality control.
 - i. describe organizational charts
 - ii. identify the elements of quality assurance system such as ISO, CSA, WHMIS, Sanitation Safety Code (SSC)
 - iii. explain the purpose of the quality assurance manual
 - iv. describe quality assurance procedures
12. Examine quality assurance/quality control documentation.
 - i. describe methods of recording reports in industry
 - ii. describe procedures of traceability (manual and computer-based recording)
 - iii. identify needs for quality control procedures

Practical:

1. Apply quality control to a project
 - i. follow QA/QC procedures for drawings, plans and specifications in applicable occupations
 - ii. calibrate measuring instruments and devices in applicable occupations.
 - iii. interpret required standards
 - iv. follow QA/QC procedures for accepting raw materials
 - v. carry out the project
 - vi. control the quality elements (variables)
 - vii. complete QA/QC reports

MC1050 Introduction to Computers

Description:

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.

Course Outcomes:

Upon completion of this course, students will have a basic understanding of:

- computer systems and their operation
- popular software packages, their applications
- security issues of computers

Pre-Requisites: None

Objectives & Content:

1. Identify the major components of microcomputer system hardware and software system.
2. Describe the functions of the microprocessor.
 - i. describe and give examples of I/O DEVICES
 - ii. describe primary storage (RAM, ROM, Cache)
 - iii. define bit, byte, code and the prefixes k.m. and g.
 - iv. describe secondary storage (diskettes and hard disks, CD ROMS, Zip drives, etc.)
 - v. describe how to care for a computer and its accessories
3. Describe microcomputer software.
 - i. define software
 - ii. describe types of operational and application software
 - iii. define file and give the rules for filenames and file extensions

4. Describe windows software.
 - i. start and quit a program
 - ii. demonstrate how to use the help function
 - iii. locate a specific file using the find function
 - iv. identify system settings: wall paper, screen saver, screen resolution, background
 - v. start a program by using the run command
 - vi. shutting down your computer

5. Identify file management commands.
 - i. create folders
 - ii. maximize and minimize a window
 - iii. describe windows task bar

6. Describe keyboards.
 - i. identify and locate alphabetic and numeric keys
 - ii. identify and locate function key & special keys

7. Describe word processing.
 - i. describe windows components
 - ii. menu bar
 - iii. menu indicators
 - iv. document window
 - v. the status bar
 - vi. the help feature
 - vii. insertion point movements

8. Describe the procedure used to develop a document.
 - i. enter text
 - ii. change the display

9. Describe the procedure for opening, saving and exiting documents.
 - i. saving a document
 - ii. closing a document.
 - iii. starting a new document Window
 - iv. opening a document
 - v. exiting word processor

10. Describe the procedure for editing a document.
 - i. adding new text

- ii. deleting text
 - iii. using basic format enhancement (split and join paragraphs, insert text)
11. Describe the main select features.
- i. identify a selection
 - ii. moving a selection
 - iii. copying a selection
 - iv. deleting a selection
 - v. saving a selection
12. Explain how to change layout format.
- i. changing layout format: (margins, spacing, alignment, paragraph indent, tabs, line spacing, page numbering)
13. Explain how to change text attributes.
- i. changing text attributes: (bold, underline, font, etc.)
14. Describe the auxiliary tools.
- i. using spell check and thesaurus
15. Describe print features.
- i. selecting the print feature: (i.e. number of copies and current document)
 - ii. identifying various options in print screen dialogue box
16. Examine and discuss electronic spreadsheet.
- i. spreadsheet basics
 - ii. the worksheet window
17. Describe menus.
- i. menu bar
 - ii. control menu
 - iii. shortcut menu
 - iv. save, retrieve form menus
18. Describe the components of a worksheet.
- i. entering constant values and formulas
 - ii. using the recalculation feature

19. Describe use ranges.
 - i. typing a range for a function
 - ii. pointing to a range for a function
 - iii. selecting a range for toolbar and menu commands

20. Describe how to print a worksheet.
 - i. printing to the screen
 - ii. printing to the printer
 - iii. printing a selected range

21. Describe how to edit a worksheet.
 - i. replacing cell contents
 - ii. inserting & deleting rows and columns
 - iii. changing cell formats
 - iv. changing cell alignments
 - v. changing column width
 - vi. copying and moving cells

22. State major security issues in using computers.
 - i. pass words
 - ii. accessing accounts
 - iii. viruses and how they can be avoided
 - iv. identity theft and ways to protect personal information
 - v. demonstrate how to view directory structure and folder content
 - vi. organize files and folders
 - vii. copy, delete, and move files and folders

23. Describe how to use electronic mail.
 - i. e-mail etiquette
 - ii. e-mail accounts
 - iii. e-mail messages
 - iv. e-mail message with attachments
 - v. e-mail attachments
 - vi. print e-mail messages
 - vii. deleting e-mail messages

24. Explain the internet and its uses.
 - i. the world wide web(www)
 - ii. accessing web sites
 - iii. internet web browsers

- iv. internet search engines
- v. searching techniques
- vi. posting documents on-line

Practical:

1. Create a document using word processing.
2. Complete word processing exercises to demonstrate proficiency in word processing.
3. Prepare and send e-mails with attachments.
4. Retrieve documents and e-mail attachments and print copies.
5. Develop and print a spread sheet.
6. Post a document on-line.

SD1700 Workplace Skills

Description:

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

Course Outcomes:

Upon completion of this course, students will be able to:

- participate in meetings
- define and discuss basic concepts of:
 - unions
 - workers' compensation
 - employment insurance
 - workers' rights
 - human rights
 - workplace diversity
 - gender sensitivity

Pre-Requisites: None

Objectives & Content:

1. Meetings.
 - i. identify and discuss meeting format and preparation required for a meeting
 - ii. explain the purpose of an agenda
 - iii. explain the roles and responsibilities of meeting participants
 - iv. explain the purpose of motions and amendments and withdrawals
 - v. explain the procedure to delay discussion of motions
 - vi. explain the voting process
2. Unions.
 - i. state why unions exist
 - ii. give a concise description of the history of Canadian labour

- iii. explain how unions function
 - iv. explain labour's structure
 - v. describe labour's social objectives
 - vi. describe the relationship between Canadian labour and the workers
 - vii. describe the involvement of women in unions
3. Worker's Compensation.
- i. describe the aims, objectives, benefits and regulations of the Workplace Health, Safety and Compensation Commission
 - ii. explain the internal review process
4. Employment Insurance.
- i. explain employment insurance regulations
 - ii. describe how to apply for employment insurance
 - iii. explain the appeal process
 - iv. identify the components of a letter of appeal
5. Worker's Rights.
- i. define labour standards
 - ii. explain the purpose of the Labour Standards Act
 - iii. identify regulations pertaining to:
 - hours of work
 - minimum wages
 - employment of children
 - vacation pay
 - iv. explain the purpose of the Occupational Health & Safety Act as it refers to workers' rights
6. Human Rights.
- i. describe what information cannot be included on an employment application
 - ii. describe what information cannot be included in an interview
 - iii. examine the Human Rights Code and explain the role of the Human Rights Commission
 - iv. define harassment in various forms and identify strategies for prevention

7. Workplace diversity.
 - i. define and explore basic concepts and terms related to workplace inclusively including age, race, culture, religion, socio-economic, sexual orientation with an emphasis on gender issues and gender stereotyping.

8. Gender Sensitivity.
 - i. explore gender and stereotyping issues in the workplace by identifying strategies for eliminating gender bias

Practical:

1. Prepare an agenda.

2. Participate in a meeting.

3. Analyze a documented case of a human rights complaint with special emphasis on the application, time frame, documentation needed, and legal advice available.

SD1710 Job Search Techniques

Description:

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

Course Outcomes:

Upon completion of this course, students will be able to:

- demonstrate effective use of job search techniques

Pre-Requisites: None

Objectives and Content:

1. Identify and examine employment trends and opportunities.
2. Identify sources that can lead to employment.
3. Access and review information on the Newfoundland and Labrador Apprenticeship and Certification Web site and the Apprenticeship Employment Gateway.
4. Analyze job ads and discuss the importance of fitting qualifications to job requirements.
5. Identify and discuss employability skills as outlined by the Conference Board of Canada.
6. Discuss the necessity of fully completing application forms.
7. Establish the aim/purpose of a resume.
8. Explore characteristics of effective resumes, types of resumes, and principles of resume format.

9. Explore characteristics of an effective cover letter.
10. Identify commonly asked questions in an interview.
11. Explore other employment related correspondence.
12. Explore the job market to identify employability skills expected by an employer.
13. Conduct a self-analysis and compare with general employer expectations.
14. Discuss the value of establishing and maintaining a portfolio.

Practical:

1. Complete sample application forms.
2. Write a resume.
3. Write an effective cover letter.
4. Establish a portfolio.
5. Write out answers to commonly asked questions asked during interviews.
6. Identify three potential employers from the Apprenticeship Employment Gateway, Apprenticeship and Certification website.

SD1720 Entrepreneurial Awareness

Description:

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.

Course Outcomes:

Upon completion of this course, the student will be able to:

- identify the various types of business ownership, the advantages and disadvantages of self-employment and identify the characteristics of an entrepreneur
- state the purpose and identify the main elements of a business plan

Pre-Requisites: None

Objectives and Content:

1. Explore self-employment: An alternative to employment.
 - i. identify the advantages and disadvantages of self-employment vs. regular employment
 - ii. differentiate between an entrepreneur and a small business owner
 - iii. evaluate present ideas about business people
2. Identify and discuss various types of business ownership.
 - i. explore the characteristics of entrepreneurs
 - ii. identify characteristics common to entrepreneurs
 - iii. compare one's own personal characteristics with those of entrepreneurs
 - iv. examine one's present ideas about business people
3. Identify business opportunities.
 - i. distinguish between an opportunity and an idea
 - ii. examine existing traditional and innovative business ventures

- iii. identify and summarize the role of various agencies that support business development
4. Review the entrepreneurial process.
- i. explain the entrepreneurial process
 - ii. describe the purpose of a business plan