



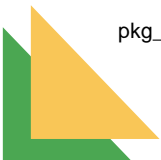
BC Forest Safety

Manufacturing Supervisor Package

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Version Control

Version includes date and control number. Comment section lists a summary of changes from previous version.

Version		Comments
2024-08-22	v. 1.0	Final draft

In consultation with industry subject matter experts, the BC Forest Safety Council (BCFSC) facilitated the production of this material.

Printed copies are considered uncontrolled and may be outdated. Current versions are available from the BCFSC.

Feedback is welcomed and may be sent to training@bcforestsafe.org.



Units in this Package

The following are part of the formative assessment for manufacturing supervisor occupational skills.

Level 1

Unit	Title
1098	Describe and Apply Safety Culture and Safety Management Systems
1099	Describe and Apply Communication Skills
1101	Describe and Apply Due Diligence
1104	Report and Investigate Incidents
1106	Plan and Manage Day to Day Activities
1109	Orientate and Train Workers
1110	Describe and Apply Disciplinary Process
1072	Manage Problems and Emergencies
1148	Supervising a Leadhand/Chargehand

Level 2

Unit	Title
1066	Fundamentals of Coaching
1100	Describe and Apply Legal, Regulatory and Legislative Requirements
1107	Describe and Apply Productivity and Performance for Supervisors
1115	Manage, Inspect and Maintain Assets
1112	Describe and Apply return to Work and Modified Programs

Level 3

Unit	Title
1102	Describe and Apply Leadership and Professionalism
1103	Describe Human Factors and System Safety
1111	Conduct Performance Evaluations and Provide Feedback
1154	Contractor Management
1170	Maintenance Project Management



Level 1	
Unit	1098
Title	Describe and Apply Safety Culture and Safety Management Systems
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Safety Culture; • Safety Management Systems; and • Safe Work Practices.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Safety Culture	<p>1.1. Describe key components of Safety Culture.</p> <p>Safety culture must include:</p> <ul style="list-style-type: none"> • Continual improvement • Reduction in injuries • Importance of reporting • Don't take shortcuts • Don't walk by hazards • Fix the root cause(s) of problem <p>1.2. Promote and improve safety and efficiency as part of workplace activities including using a feedback loop.</p> <p>1.3. Recognize, validate, and communicate hazards, including relevant documentation to report the hazard.</p> <p>1.4. Recognize mental and physical well-being and symptoms of help being required.</p>

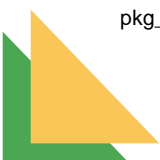


Element	Competence Outcomes
<p>2. Safety Management Systems</p>	<p>2.1. Describe key components of a Safety Management System.</p> <p>Safety Management System may include:</p> <ul style="list-style-type: none"> • Company specific policies • Refusal of unsafe work • Safe work procedures • Incident investigation • Safety observations • Indicators (e.g. injury rates) • Inspections • Collective agreement <p>2.2. Explain the five-step process of right to refuse unsafe work.</p> <p>2.3. Explain why it is important to respect the process of right to refuse unsafe work.</p> <p>2.4. Describe how the application of safe work procedures promotes workplace safety.</p>
<p>3. Safe Workplace Practices</p>	<p>3.1. Assess job tasks and communicate safe work practices and procedures to employees.</p> <p>3.2. Train workers on safe work practices and procedures.</p> <p>3.3. Monitor for compliance to safe work practices and procedures.</p> <p>3.4. Recognize indications of literacy and language barriers and their impact on safety.</p> <p>3.5. Understanding when to and how to request qualified assistance or alternate means.</p>



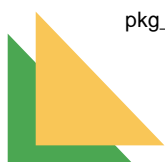
Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <p>Safety Culture</p> <ul style="list-style-type: none"> • Describe key components of Safety Culture. • Recognize, validate and communicate hazards • Promote and recognize physical and mental well being • How to work safely while maintaining efficiency as part of work activities (feedback loop) • Promote the requesting for qualified assistance or alternate means. <p>Safety Management Systems</p> <ul style="list-style-type: none"> • The key components of a Safety Management System • The five step process of refusal of unsafe work • Support workers in the refusal of unsafe work • Assessing risk and hazards in the work area • Monitor and promote safe work procedures • Managing levels of risk in the work area
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Promote safety through the use of a feedback loop • Assess job tasks and communicate safe work practices • Train workers to use safe work practices • Monitor workers for continued use of safe work practices • Recognize individual barriers that may affect safety.



Unit	1099
Title	Describe and Apply Communication Skills
Document	Unit of Competency
Description	This unit is about: Verbal: and Non-verbal communication.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Verbal	<p>1.1. Communicate in a clear, concise and respectful way so that the message is received and understood.</p> <p>1.2. Verify the message is understood. Verify the message may include:</p> <ul style="list-style-type: none"> • Worker repeats message back • Appropriate feedback • Use open ended questions • Worker demonstrates action <p>1.3. Describe how communication can support or work against safety. Support or work against safety may include:</p> <ul style="list-style-type: none"> • Barriers, distractions • Sharing knowledge, raising awareness, suggesting solutions. <p>1.4. Communicate with stakeholders in a professional manner.</p> <p>1.5. Demonstrate how to hold workers accountable for</p>



Element	Competence Outcomes
	<p>following procedures and policies.</p> <p>1.6. Demonstrate how to conduct effective meetings and crew talks.</p>
<p>2. Non-Verbal</p>	<p>2.1. Describe the pros and cons of using technology to communicate.</p> <p>2.2. Describe company policies on the use of technology for communication.</p> <p>2.3. Demonstrate effective writing so records are clear, concise, and understood in accordance with workplace policy and procedures.</p> <p>2.4. Describe and be aware how body language can affect communication.</p> <p>2.5. Explain confidentiality requirements in accordance with workplace policy and procedures and relevant legislation.</p>

Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • How communication can support or work against safety • How to communicate with stakeholders in a professional manner • The pros and cons of using technology to communicate • How to write effectively • How body language can affect communication • Confidentiality requirements • Describe how to best hold workers accountable for following procedures and policies.
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Communicate in a clear, concise manner • Communicate in a professional manner with all stakeholders • Write effectively • Demonstrate how to hold workers accountable for following procedures and policies • Demonstrate ability to hold an effective meeting.



Unit	1101
Title	Describe and Apply Due Diligence
Document	Unit of Competency
Description	This unit is about: <ul style="list-style-type: none"> • General Due Diligence; and • Legislation and Regulations related to Due Diligence.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. General Due Diligence	<p>1.1. Describe due diligence.</p> <p>Due diligence must include:</p> <ul style="list-style-type: none"> • Practice, defense. • How due diligence practices work to keep people safe. <p>1.2. Demonstrate ongoing application of best practices to support due diligence.</p> <p>1.3. Define reasonable in relation to the application of due diligence.</p> <p>1.4. Use documentation to support due diligence.</p>
2. Due Diligence Legislation and Regulations	<p>2.1. Describe legislation, regulation, guidelines, and policy associated with due diligence.</p> <p>2.2. Describe inspections in accordance with OHS Regulations.</p> <p>2.3. Describe worker assessments in accordance with OHS Regulations.</p> <p>2.4. Explain due diligence as a defense.</p>



Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Due diligence as it relates to supervision • Best practices related to supervision • What is considered reasonable in the application of due diligence • Importance of documentation in relation to due diligence • Legislation related to due diligence • Inspections related to due diligence • Worker assessment related to due diligence. • Due diligence as a defense
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Apply best practice related to due diligence • Use documentation to support due diligence • Promote due diligence in workers.

Unit	1104
Title	Report and Investigate Incidents
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Reporting • Reasons to Investigate; • How to Investigate; and • Concluding Investigations.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors



Element	Competence Outcomes
<p>1. Reporting</p>	<p>1.1. Describe why reporting is important.</p> <p>1.2. Explain what types of incidents must be reported.</p> <p>Incidents that must be reported:</p> <ul style="list-style-type: none"> • Hazards, close calls (near miss), injuries, damage, production issues, quality issues, environmental • Bullying, harassment, workplace violence
<p>2. Reasons to Investigate</p>	<p>2.1. Explain what triggers an investigation.</p> <p>2.2. Explain the connection between investigation and incident reduction.</p> <p>2.3. Explain business reasons to investigate incidents.</p> <p>2.4. Explain reasons of conscience in relation to investigations.</p> <p>2.5. Explain regulations and legislation related to investigations.</p> <p>2.6. Describe time frames related to investigations.</p> <p>2.7. Describe roles in an investigation and when to seek assistance or expertise.</p> <p>2.8. Explain the difference between a safety investigation and a disciplinary investigation</p>
<p>3. How to Investigate</p>	<p>3.1 Explain how to investigate.</p> <p>3.2 Explain the steps of an investigation as per company procedure and documentation system.</p> <p>3.3 Explain how to meet regulatory reporting</p> <p>3.4 Describe how to gather information for an investigation.</p> <p>3.5 Describe immediate and contributing factors (root cause analysis).</p> <p>3.6 Describe additional programs that can assist in an investigation such as drug and alcohol programs.</p>
<p>4. Conclude Investigation</p>	<p>4.1. Describe how to take corrective actions and improvement opportunities because of an investigation.</p> <p>4.2. Describe follow up communication and how to wrap up the investigation.</p>



Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Why it is important to report • Types of incidents that should be reported • Triggers of an investigation • Connections between investigations and incidents • Business reasons to investigate incidents • Reasons of conscience in relation to investigations • OSHR and legislation related to investigations • Time frames related to investigations • When to seek assistance with the investigation. • How to investigate • Regulatory reporting related to investigations • How to gather information for an investigation • Root cause analysis • How to take corrective action • Follow up communication and investigation wrap up • The difference between a safety investigation and a disciplinary investigation
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Complete all the necessary steps of an investigation and document it appropriately.



Unit	1106
Title	Plan and Manage Day to Day Activities
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Preparing for Work Activity; • Manage Time and Activity; • Delegate Activity; • Managing change; and • Human Resource functions.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Prepare for Work Activity	<p>1.1. Describe scope of and process for completing work.</p> <p>1.2. Describe the concept of time management including setting priorities and not compromising on safety.</p> <p>1.3. Describe time wasters and how to eliminate them.</p> <p>1.4. Manage work schedules for self and others.</p> <p>1.5. Organize physical worksite.</p> <p>1.6. Evaluate quality and quantity of work performed in accordance with safety, workplace expectations and employer requirements.</p>
2. Manage Time and Activity	<p>2.1. Use schedules, project plans and lists to move projects forward effectively.</p> <p>2.2. Describe how to determine scope of tasks and what resources are needed to complete tasks.</p> <p>2.3. Prioritize and manage multiple tasks.</p> <p>2.4. Manage conflicting demands while maintaining safe</p>



Element	Competence Outcomes
	<p>operations.</p> <p>Demands may include:</p> <ul style="list-style-type: none"> • Cost • Quality • Production <p>2.5. Recognize the role of supervisor in managing workers and organizing tasks and no longer doing the tasks themselves.</p> <p>2.6. Describe how to transition from worker to supervisor and how to manage the change in relationships.</p> <p>2.7. Describe company's quality management process.</p>
<p>3. Delegate Activity</p>	<p>3.1. Describe the concepts of delegation and accountability.</p> <p>3.2. Describe which activities can be delegated.</p> <p>3.3. Communicate work schedules and responsibilities to others.</p> <p>3.4. Implement strategies to monitor progress.</p>
<p>4. Change Management</p>	<p>4.1. Describe minor changes that need to be managed in manufacturing operations.</p> <p>4.2. Describe major changes that need to be managed in manufacturing operations.</p> <p>4.3. Explain the steps of an effective change management process.</p> <p>4.4. List the responsibilities for supervisors when implementing change.</p> <p>4.5. Identify common problems or challenges when implementing change.</p>
<p>5. Human Resources</p>	<p>5.1. Describe human resources functions and programs.</p> <p>Programs may include:</p> <ul style="list-style-type: none"> • Drug and alcohol • Injury claim management • Bullying and harassment • Absenteeism



Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	For this unit, a competent worker must understand: <ul style="list-style-type: none">• Scope and process for completing work• Time management including how to eliminate time wasters• Delegation and accountability• Change management.
Summary of Skills to be Assessed	For this unit a competent worker must be able to: <ul style="list-style-type: none">• Manage work schedules• Organize worksites• Evaluate quality and quantity of work performed• Use schedules, project plans and lists to move projects forward• Determine scope of tasks• Prioritize and manage multiple tasks• Communicate work schedules and responsibilities• Implement strategies to monitor progress• Manage change.



Unit	1109
Title	Orientate and Train Workers
Document	Unit of Competency
Description	This unit is about: <ul style="list-style-type: none"> • Organization; and • Legal and Safety Requirements.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Organization	<p>1.1. Communicate Chain of Command (Organization Structure).</p> <p>1.2. Communicate workplace expectations.</p> <p>Workplace expectations must include:</p> <ul style="list-style-type: none"> • Worker conduct • Production • Safety <p>1.3. Describe pay and benefits in accordance with company policy and procedures.</p> <p>1.4. Communicate tools, equipment, and PPE required for the job.</p> <p>1.5. Manage new worker documentation.</p> <p>1.6. Communicate company policy and procedures including new hire orientation process.</p>
2. Legal and Safety	<p>2.1. Understand and communicate Safety, ERP and First Aid protocols.</p> <p>Protocols may include:</p>



Element	Competence Outcomes
	<ul style="list-style-type: none"> • Hazard reporting • Controlling hazards • Joint Health and Safety Committee roles • Personal health and wellness. <p>2.2. Communicate relevant regulations and standards including right to refuse unsafe work.</p> <p>2.3. Communicate legal requirements including new and young orientation requirements</p> <p>2.4. Provide training and demonstration of work tasks to workers.</p>

Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Chain of command • Workplace expectations • Pay and benefits • Tools, equipment, and PPE required for job • Workplace policy and procedures • Safety, ERP and first aid protocols • Regulations, standards, and legal requirements.
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Communicate chain of command • Communicate workplace expectations • Communicate pay and benefits • Communicate tools, equipment and PPE required for job • Communicate workplace policy and procedures • Communicate Safety, ERP and first aid protocols • Communicate regulations, standards, and legal requirements. • Communicate the hazards and controls for worksite. • Provide training and demonstrate work tasks.



Unit	1110
Title	Describe and Apply Disciplinary Process
Document	Unit of Competency
Description	This unit is about: <ul style="list-style-type: none"> • Employers Rights and Responsibilities; • Functions of, Degrees, and Progressive Discipline; and • Preliminary Investigations and Just Cause.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Employer, Supervisor and Worker Rights and Responsibilities	<p>1.1. Describe how discipline can be used as a tool to improve safety outcomes.</p> <p>1.2. Describe a supervisor's authority to discipline.</p> <p>1.3. Describe employers' rights in relation to discipline or discharge.</p> <p>1.4. Describe condonation and how it affects discipline in the workplace.</p> <p>1.5. Describe onus of proof in relation to discipline.</p> <p>1.6. Describe rules and policies in accordance with worker and employer rights and obligations.</p> <p>Worker and employer rights must include:</p> <ul style="list-style-type: none"> • Management and direction, hiring and discipline, unilateral right to manage the enterprise, right to make rules and policies, consistent with collective agreement (if applicable), not unreasonable, clear, and unequivocal, consistently enforced, brought to attention of affected employee. <p>1.7. Describe the role of union steward</p>



Element	Competence Outcomes
	<p>1.8. Define past practice.</p> <p>Past practice must include:</p> <ul style="list-style-type: none"> • Definition, as a source of obligation, dealing with condonation.
<p>2. Functions of, Degrees, and Progressive Discipline</p>	<p>2.1. Understand the difference between safety and worker performance investigations and how they relate to the discipline process.</p> <p>2.2. Describe triggers of discipline.</p> <p>Triggers of discipline may include but are not limited to:</p> <ul style="list-style-type: none"> • Safety infractions, absenteeism, tardiness, AWOL, sleeping on job, alcohol or drugs, theft, sexual and personal harassment, fraud, misrepresentation, insubordination, abusive language, bullying, assault, conduct outside work hours, failure to carry out instructions, errors, low productivity, poor quality, minor violations of policy and procedures. <p>2.3. Describe progressive discipline.</p> <p>Progressive discipline may include:</p> <ul style="list-style-type: none"> • Verbal warning, written warning, suspension, termination. <p>2.4. Describe types of infractions that cause deviation from progressive discipline.</p> <p>Types of infractions may include:</p> <ul style="list-style-type: none"> • Assault, fighting, use of weapon, theft, sabotage, serious safety infractions, unfit for duty. <p>2.5. Describe types of progressive discipline.</p> <p>Types of progressive discipline may include:</p> <ul style="list-style-type: none"> • Counseling, verbal warning, written warning, suspension, termination. <p>2.6. Describe culpable misconduct.</p> <p>2.7. Describe non-culpable grounds.</p> <p>Non-culpable grounds may include:</p> <ul style="list-style-type: none"> • Absenteeism, incapacity. <p>2.8. Describe the function of discipline.</p> <p>Function of discipline must include:</p> <ul style="list-style-type: none"> • Fair, impartial, consistent, prompt and timely, predictable, non-punitive, progressive.



Element	Competence Outcomes
	2.9. Describe just cause. 2.10. Describe condonation. 2.11. Describe onus and standard of proof. 2.12. Describe qualities of good discipline.
3. Preliminary Investigation and Just Cause	3.1. Understand the importance of documentation and following the proper steps in the discipline process. 3.2. Conduct preliminary investigations in accordance with workplace policy and procedures. 3.3. Collect evidence and document preliminary investigation. 3.4. Describe just cause and how it frames the preliminary investigation.
4. Grievance and Appeal Process	4.1. Understand the grievance process if in a unionized workplace or similar processes used to manage disagreement if in a non-unionized workplace. 4.2. Describe agreement articles related to the grievance process. 4.3. Describe Labour Relations Code related to grievance in the workplace.

Summary of Knowledge and Skills

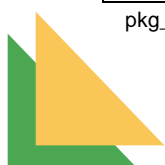
Summary of Knowledge to be Assessed	For this unit, a competent worker must understand: <ul style="list-style-type: none"> • Employers' rights • Supervisor's authority to discipline • Condonation • Onus of proof • Workers' rights • Triggers of discipline • Progressive discipline • Types of infractions • Types of progressive discipline • Standard of proof • Culpable misconduct • Nonculpable grounds • Functions of discipline • Investigation and just cause and how it frames
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	<p>investigation process.</p> <ul style="list-style-type: none"> • Understand the grievance (or similar) process
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Conduct a disciplinary investigation including preliminary investigation, process, documentation and conclusion.

Unit	1072
Title	Manage Problems and Emergencies
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Using inspections to detect problems; • Solving problems and troubleshooting; • Roles and responsibilities of supervisors during emergencies.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Inspections	<p>1.1. Describe what needs to be inspected and at what frequency and who is responsible for conducting the inspections.</p> <p>1.2. Describe how supervisors can use inspection information to identify hazards or problems.</p>
2. Problem Solving	<p>2.1. Describe the steps for solving problems.</p> <p>Problem solving steps must include:</p> <ul style="list-style-type: none"> • Identifying root causes, identifying other locations of problem, unintended consequences of corrective



Element	Competence Outcomes
	<p>action, action planning, communication and documentation.</p> <p>2.2. Describe what other people or resources may be required to solve a problem.</p> <p>2.3. Describe what defects require equipment to be taken out of service and also what defects are not safety critical so the equipment can still be operated safely.</p> <p>2.4. Describe the appropriate attitude towards troubleshooting problems including being patient and listening.</p> <p>2.5. Describe the follow up process required to make sure the problem is actually fixed.</p>
<p>3. Supervisor Responsibilities During Emergencies</p>	<p>3.1. Describe the purpose and contents of an Emergency Response Plan.</p> <p>3.2. Describe the supervisor’s responsibilities when an emergency occurs including post emergency procedures and securing scene for investigation</p>

Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Using inspections to identify problems • Problem solving techniques • Supervisor responsibilities during emergencies • What defects are safety critical and result in equipment being taken out of service.
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Conduct and review inspections to identify problems • Demonstrate problem solving skills • Supervise workers during an emergency



Unit	1148
Title	Supervising a Leadhand/Chargehand
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Roles, responsibilities and limitations of leadhand/chargehands; • How to delegate tasks to a leadhand/chargehand; • Mentoring leadhand/chargehands.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
<p>1. Role, responsibilities and limitations of a leadhand/chargehand</p>	<p>1.1. Describe the typical tasks of a leadhand/chargehand and how they differ from a regular worker.</p> <p>1.2. Describe the supervisory responsibilities that a leadhand/chargehand can undertake. Describe when the leadhand can undertake full supervisory duties.</p> <p>1.3. Describe the limitations of leadhands/chargehands and the process of determining what responsibilities to give them.</p>
<p>2. Delegate tasks to leadhand/chargehand</p>	<p>2.1. Describe the process of assigning tasks and responsibilities to a leadhand/chargehand.</p> <p>2.2. Describe how to provide feedback or correct the behaviour of leadhand/chargehand that you supervise.</p> <p>2.3. Describe the appropriate level of supervision of a leadhand/charge hand that you have delegated responsibility to.</p> <p>2.4. Understand situations when the leadhand is undertaking the full responsibilities of the supervisor and making sure they understand those</p>

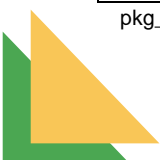


	responsibilities.
3. Coach leadhand/chargehand	<p>3.1. Describe the process of a leadhand/charge hand moving into a supervisor role.</p> <p>3.2. Describe mentoring techniques that can be used to build supervisory skills in a leadhand/chargehand.</p> <p>Mentoring skills may include:</p> <ul style="list-style-type: none"> • Motivation, performance feedback, knowledge and skill gap analysis, identifying opportunities for growth.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Roles, responsibilities and limitations of a leadhand/chargehand • How to delegate tasks to leadhand/chargehands • How to mentor leadhand/chargehands
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Delegate tasks to leadhand/chargehands • Mentor leadhand/chargehands

Level 2	
Unit	1107
Title	Describe and Apply Productivity and Performance for Supervisors
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Managing Company Expectations; • Maximize and Monitor Work Progress; • Communicating Through Shift Transitions; • Process Improvements; and • Supervisor Performance.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be</p>



	found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Manage Company Expectations	<p>1.1. Describe organizational expectations and business goals.</p> <p>1.2. Describe how management measures performance and the tools used to do so.</p> <p>1.3. Manage gaps between expectations and performance.</p>
2. Maximize and Monitor Worker Progress	<p>2.1. Describe how to establish goals and benchmarks.</p> <p>2.2. Communicate and monitor employees against the benchmark and goals.</p> <p>2.3. Support and resource employees to reach goals and benchmarks including feedback.</p> <p>2.4. Describe how to administer an incentive program.</p>
3. Communicate Through Shift Transitions	<p>3.1. Describe information that must be communicated with shift hand over.</p> <p>3.2. Ensure employees are aware of shift hand over requirements and protocols.</p> <p>3.3. Describe how to implement shift transition procedures.</p>
4. Process Improvements	<p>4.1. Describe how to examine current state against the benchmark to identify places to improve.</p> <p>4.2. Describe how to identify root causes</p> <p>4.3. Describe how fixing root causes is preferable to managing the symptoms of the problem</p> <p>4.4. Describe how to recommend process improvement to management, implement process improvements and verify success.</p>
5. Supervisor Performance	<p>5.1. Describe common measures of supervisor productivity</p> <p>5.2. Describe common measures of supervisor performance</p>



Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Organization expectations and business goals • How management measures performance • Information that must be communicated over shift transitions • Frameworks for process improvements • How to define scope, resources, and timelines for projects • Basic knowledge of the PMI process • Project management constraints. • Supervisor performance
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Manage gaps between expectation and performance • Establish goals and benchmarks • Communicate with, and monitor employees against benchmarks and goals • Support employees to achieve benchmarks and goals • Ensure employees are aware of shift hand over requirements and protocols • Recommend process improvements to management.

<p>Unit</p>	<p>1066</p>
<p>Title</p>	<p>Fundamentals of Coaching</p>
<p>Document</p>	<p>Unit of Competency</p>
<p>Description</p>	<p>This unit is about:</p> <ul style="list-style-type: none"> • Coaching Techniques; • Code of Conduct; and • Coaching and gap plans.
<p>Regulatory Requirements</p>	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>



Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Trainer • Coach • Supervisor • Other occupations as required.

Element	Competence Outcomes
1. Coaching Techniques	<p>1.1. Describe roles in the training environment.</p> <p>Roles in the training environment must include:</p> <ul style="list-style-type: none"> • Trainer, Coach, Mentor <p>1.2. Describe personal attributes and limitations in the training environment.</p> <p>Personal attributes may include:</p> <ul style="list-style-type: none"> • Patient, confident <p>Limitations must include:</p> <ul style="list-style-type: none"> • Recognize personal limits; teach with trainers' experience level, personal boundaries, due diligence, personal triggers <p>1.3. Explain how to motivate learners.</p> <p>Motivate learners may include:</p> <ul style="list-style-type: none"> • Keeping learners engaged, indicators of success, lead by example <p>1.4. Explain verbal and non-verbal attributes to set a candidate at ease.</p> <p>Non-verbal attributes must include:</p> <ul style="list-style-type: none"> • Eye contact, facial expressions, gestures, body posture • Signals of interest, signals of comprehension, signals of agreement. <p>Verbal attributes must include:</p> <ul style="list-style-type: none"> • Speaking, active listening, tone, clarity, volume, language, signals from learners • Think before speaking, keep an open mind, discuss not argue, respect others. <p>1.5. Compare coaching styles.</p>



Element	Competence Outcomes
	<p>Coaching styles must include:</p> <ul style="list-style-type: none"> • Facilitative, authoritative <p>1.6. Describe questioning techniques.</p> <p>Questioning techniques must include:</p> <ul style="list-style-type: none"> • Types of questions, 3 P's of questioning, coaching answering questions.
2. Code of Conduct	2.1. Explain personal and professional boundaries including confidentiality.
3. Coaching/Gap Plans	<p>3.1. Describe how to deal with a range of performance</p> <p>3.2. Develop, track, and adjust coaching plans as needed according to learners' needs.</p>
4. Feedback	4.1. Give and receive constructive feedback.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Fundamentals of coaching • Questioning techniques • How to motivate learners • Personal attributes and limitations • Verbal and non-verbal attributes • Personal and professional boundaries • Range of performance • Coaching plans • Feedback.
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Develop coaching plans • Track coaching plans • Complete evidence requirements. • Give and receive constructive feedback.



Unit	1100
Title	Describe and Apply Legal, Regulatory and Legislative Requirements
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Labour Laws and Employment Standards; • Regulations; • Workplace Standards, By-laws, Codes, Manufacturers specifications; • Environmental Responsibilities; and • Personal Information Protection Act.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

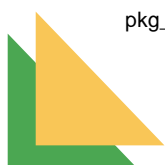
Element	Competence Outcomes
1. Labour and Employment Standards and Laws	<p>1.1. Describe employee/labour relations.</p> <p>1.2. Describe provincial and federal employment standards.</p> <p>1.3. Explain where to access information related to labour standards and laws including updates.</p>
2. Regulations and Legislation	<p>2.1. Explain OHSR related to supervision.</p> <p>2.2. Explain rights and responsibilities of the employer, supervisor and employee as in WCA.</p> <p>2.3. Explain where to access regulations information including updates.</p> <p>2.4. Monitor workers to ensure compliance with regulations.</p>



Element	Competence Outcomes
3. Workplace Standards, By-laws, Codes, Manufacturers Specifications	3.1. Communicate relevant standards, by laws, regulations and codes. 3.2. Demonstrate that equipment and resources adhere to manufacturers recommendations. 3.3. Monitor for compliance of standards, bylaws, codes and manufacturer's specification in the workplace.
4. Environmental Responsibilities	4.1. Describe how to manage environmental risk and promoting environmentally friendly workplaces. 4.2. Explain legislation governing environmental responsibilities. 4.3. Follow workplace policies and procedures that align with environmental responsibilities. 4.4. Monitor for compliance of environmental responsibilities.
5. Personal Information Protection Act	5.1. Describe the purpose and scope of PIPA. 5.2. Collect and store personal information in accordance with the Act. 5.3. Maintain privacy of individuals and disclose information only as required and allowed under the Act.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	For this unit, a competent worker must understand: <ul style="list-style-type: none"> • Employee/labour relations • Provincial and Federal employment standards • How to access labour laws information • OHSR related to supervision • Rights and responsibilities of employers and employees • How to access WCA and OHSR including updates • How to promote environmentally friendly workplaces • Mobile equipment inspection programs, requirements, and procedures • Purpose and scope of PIPA • How to store personal information to be compliant with Act.
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Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Communicate provincial and federal employment standards with staff • Monitor worker compliance with regulations, workplace standards, by-laws, and codes • Workers adhere to environmental requirements • Monitor vehicles and equipment to ensure compliance with inspections • Collect, store, and maintain personal information
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Unit	1112
Title	Describe and Apply Return to Work and Modified Programs
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Administration of return to work and modified work programs; • Preparing for return to work; and • Return to work.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
<p>1. Administration related to Return to Work and Modified Work Programs</p>	<p>1.1. Describe return to work and modified work programs and its benefits for employers and workers.</p> <p>1.2. Describe company policy and procedure and WorkSafeBC policy in relation to return to work and modified work programs.</p>



Element	Competence Outcomes
	1.3. Use documentation related to return to work or modified work program.
2. Prepare to Return to Work	2.1. Describe when return to work can occur. Describe return to work strategies . Return to work strategies may include: <ul style="list-style-type: none"> • Refresher, training or skills upgrading, graduated return to work, work assessment, modified worksite or equipment, training on the job. 2.2. Describe accommodation in relation to return to work. 2.3. Conduct a job analysis to support return to work and modified work programs. 2.4. Make a return to work or modified work programs based on injury and recommendations. 2.5. Identify modified or transitional work opportunities that are meaningful, flexible and productive. 2.6. Communicate return to work plan with relevant personnel, including worker.
3. Return to Work	3.1. Manage return to work or modified work program. 3.2. Monitor and adjust return to work or modified work program as required.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	For this unit, a competent worker must understand: <ul style="list-style-type: none"> • Return to work and modified work programs and benefits • WorkSafeBC policy in relation to return to work and modified work programs • Documentation related to return to work and modified work programs • Return to work strategies • Accommodation and its application.
Summary of Skills to be Assessed	For this unit a competent worker must be able to: <ul style="list-style-type: none"> • Make or modify return to work programs • Conduct job analysis • Identify opportunities for modified or transitional work



	<ul style="list-style-type: none"> • Communicate return to work plans • Manage and monitor return to work plans • Use documentation related to return to work and modified work programs.
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Unit	1115
Title	Manage, Inspect and Maintain Assets
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Inspecting and Maintaining Equipment and Infrastructure; • Managing and Tracking Tools and Equipment; • Controlling Loss; • Procurement Process; and • Purchasing Process.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
<p>1. Inspect and Maintain Equipment and Infrastructure</p>	<p>1.1. Define an asset.</p> <p>1.2. Describe policies and procedures related to asset management in accordance with company requirements.</p> <p>1.3. Conduct maintenance checks and inspections as required.</p> <p>1.4. Ensure inspection personnel are trained and qualified to carry out inspections.</p> <p>1.5. Monitor and track inspections as required.</p>



Element	Competence Outcomes
2. Manage and Track Tools and Equipment	2.1. Describe tools and equipment required for the job. 2.2. Ensure tools and equipment required are available in and in good working order. 2.3. Implement systems to monitor and track tools and equipment. 2.4. Use an inventory control system.
3. Control Loss	3.1. Describe the principles of loss control. 3.2. Implement systems to monitor and minimize loss. 3.3. Ensure that employees adhere to loss control practices.
4. Procurement Process	4.1. Describe the procurement process in accordance with company policy and procedure. 4.2. Describe timelines associated with the procurement process. 4.3. Describe administrative process required in the procurement process.
5. Purchase Process	5.1. Describe policies and procedures related to authorizing and implementing purchase process. 5.2. Describe the purchase process. 5.3. Describe budgeting requirements related to the purchase process. 5.4. Describe of sole source and bid requirements.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	For this unit, a competent worker must understand: <ul style="list-style-type: none"> • Policies and procedures related to asset management • Maintenance and inspection requirements and timelines • Tools and equipment required for the job • Inventory control systems • Principles of loss control • Procurement process • Purchase process • Administrative process
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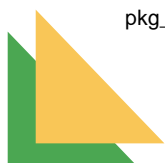
	<ul style="list-style-type: none"> • Budgeting requirements • Sole source and bid process and requirements.
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Conduct maintenance checks and inspections • Ensure personnel are trained and qualified • Monitor and track maintenance and inspections • Ensure tools and equipment are in working order • Use inventory control system • Implement systems to monitor and minimize loss • Ensure employees adhere to systems.

Level 3	
Unit	1103
Title	Describe Human Factors and System Safety
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Terms and Concepts; • Performance Shaping Factors.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors



Element	Competence Outcomes
<p>1. Terms and Concepts</p>	<p>1.1. Define human factors and system safety terminology.</p> <p>Terminology must include:</p> <ul style="list-style-type: none"> • Human factors, workplace system, performance shaping factors. <p>1.2. Define concepts related to human factors and system safety.</p> <p>Concepts must include:</p> <ul style="list-style-type: none"> • Workplace system influences performance, error is normal.
<p>2. Performance Shaping Factors</p>	<p>2.1. Explain how workplace system factors influence performance.</p> <p>2.2. Explain organizational factors that affect performance.</p> <p>Organizational factors may include:</p> <ul style="list-style-type: none"> • Executive decisions, business planning, pay rates and compensation, work volume, production pressure <p>2.3. Describe task factors that affect performance.</p> <p>Task factors may include:</p> <ul style="list-style-type: none"> • Environment – Noise, lighting, vibration, terrain, weather, air quality, temperature, SWP/SOP's • Equipment – Availability, accessibility, ease of use, maintenance, design • Physical – Force, repetition, duration, posture. <p>2.4. Describe individual factors that affect performance.</p> <p>Individual factors may include:</p> <ul style="list-style-type: none"> • Knowledge and expertise • Job related stress • Expectations and experience • Sensory limitations – vision, touch, hearing, smell • Biases and heuristics • Fatigue/sleep – Acute, chronic, causes/symptoms, control measures.

Summary of Knowledge and Skills



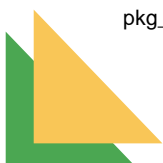
Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • General terminology related to human factors and system safety • Concepts related to human factors and system safety • How workplace system factors influence performance • Organizational factors that affect performance • Task factors that affect performance • Individual factors that affect performance
Summary of Skills to be Assessed	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • This is a knowledge only unit.

Unit	1102
Title	Describe and Apply Leadership and Professionalism
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Personal Awareness; • Leadership Skills and Professionalism; • Team Building and Worker Relations; and • Project Management.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Personal Awareness	<p>1.1. Describe how personal strengths and limitations affect leadership and professionalism.</p> <p>1.2. Describe how leadership style is adapted/modified</p>



Element	Competence Outcomes
	<p>based on personality traits of workers.</p> <p>1.3. Lead by example by using safe work procedures in accordance with regulations and workplace policies and procedures.</p>
<p>2. Leadership Skills and Professionalism</p>	<p>2.1. Describe effective leadership.</p> <p>2.2. Describe leadership skills and behavior.</p> <p>2.3. Describe professional qualities and the impact on other workers.</p> <p>2.4. Explain how leadership fosters the safety culture of an organization.</p> <p>2.5. Describe how to build trust in relationships.</p> <p>2.6. Recognize and resolve conflict.</p> <p>Resolve conflict must include:</p> <ul style="list-style-type: none"> • Bullying, harassment, sexism, intimidation, types of abuse, violence. <p>2.7. Describe how to motivate people.</p> <p>Motivate must include:</p> <ul style="list-style-type: none"> • Intrinsic and external motivators, value of reward systems.
<p>3. Team Building and Worker Relations</p>	<p>3.1. Explain the characteristics of effective workers.</p> <p>3.2. Describe how engage with other workers and create effective teams.</p> <p>3.3. Explain how to build and lead safe high functioning teams.</p>
<p>4. Project Management</p>	<p>4.1. Describe how define project scope, resources and timelines.</p> <p>4.2. Describe the project management process.</p> <p>Project management process must include: Initiating, planning, executing, monitor/control resources (contractors), closing</p> <p>4.3. Describe project management constraints.</p> <p>Project management constraints must include: Scope, time, budget, quality.</p> <p>4.4. Describe how to identify roles and responsibilities</p>



Element	Competence Outcomes
	<p>within the project framework.</p> <p>4.5. Describe how to adhere to budgets and adjust for cost over runs.</p> <p>4.6. Describe project management tools used to maximize control of project.</p> <p>4.7. Describe how to monitor progress and communicate with all stakeholders.</p>

Summary of Knowledge and Skills

<p>Summary of Knowledge to be Assessed</p>	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Personal strengths and limitations and effect on supervision • How to modify supervision based on personal traits and traits of workers • Qualities of effective leadership • Leadership skills and behavior • How leadership sets the safety culture of an organization • How to build trust in relationships • How to motivate people • Characteristics of good leaders • How to build high functioning teams. • Describe project management process. • Describe project management constraints.
<p>Summary of Skills to be Assessed</p>	<p>For this unit a competent worker must be able to:</p> <ul style="list-style-type: none"> • Lead by example using safe work practices and procedures • Recognize and resolve conflict • Build trust in relationships • Motivate people • Engage with staff and create effective teams.



Unit	1111
Title	Conduct Performance Evaluations and Provide Feedback
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Performance Evaluation Administration; • Scheduling of Evaluations; • Conducting Performance Evaluations; and • Conclusion and Providing Feedback.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Scheduling	<p>1.1 Participating in the scheduling of performance reviews as outlined in company policy.</p> <p>1.2 Initiate the performance review process.</p>
2. Performance Evaluations	<p>2.1 Describe how performance evaluations can improve safety and effectiveness.</p> <p>2.2 Describe the difference between informal, frequent, regular feedback on performance and scheduled performance evaluations.</p> <p>2.3 Describe the performance evaluation best practices.</p> <p>Performance evaluation best practices must include:</p> <ul style="list-style-type: none"> • Prepare for evaluation (including review of documentation) • Put the worker at ease • Seek input from the worker on personal goals, updates to the job description • Conduct the performance review in an objective and



Element	Competence Outcomes
	non-discriminatory manner
3. Conclusion and Provide Feedback	<p>3.1 Conclude the performance review and complete relevant documentation.</p> <p>3.2 Communicate to the worker in a constructive manner the outcomes of the review.</p> <p>3.3 Plan to improve performance where needed and follow up where required.</p>

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Describe performance review best practices. • Describe the difference between informal performance feedback and formal, schedule performance evaluations. • How to use documentation related to performance reviews.
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Unit	1154
Title	Contractor Management
Document	Unit of Competency
Description	This unit is about: <ul style="list-style-type: none"> • Understanding written contracts; • Best practices for contractor management; and • Prime contractor roles and responsibilities.
Regulatory Requirements	It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.
Prerequisite(s)	This unit has the following prerequisites: <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	This unit is a component of the following occupations: <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
1. Understanding Written Contracts	1.1 Describe what parts of a written contract a supervisor needs to be familiar with.
2. Best Practices for Contractor Management	2.1 Follows best practices for contractor management . Best practices for contractor management may include: <ul style="list-style-type: none"> • Understand written contract • Completes safety orientation for contractors • Assigns prime contractor if applicable • Knows main contact for contractor • Identifies sub-contractors
3. Prime Contractor Roles and Responsibilities	3.1 Understands that multi-employer workplaces require a prime contractor. 3.2 Describe prime contractor responsibilities and roles. 3.3 Describe the roles of owners, supervisors and prime contractors on a multi-employer worksite.



Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Describe best practices for managing contractors. • Describe the roles of owners, supervisors and prime contractors on a multi-employer worksite
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Unit	1170
Title	Maintenance Project Management
Document	Unit of Competency
Description	<p>This unit is about:</p> <ul style="list-style-type: none"> • Planning the maintenance work; • Supervising the maintenance.
Regulatory Requirements	<p>It is always the responsibility of any person using these materials to inform themselves about the Occupational Health and Safety Regulations related to the work being conducted. A full list of OHSR related to this unit can be found in the relevant package.</p>
Prerequisite(s)	<p>This unit has the following prerequisites:</p> <ul style="list-style-type: none"> • There are no prerequisites for this unit.
Occupations	<p>This unit is a component of the following occupations:</p> <ul style="list-style-type: none"> • Supervisors

Element	Competence Outcomes
<p>1. Planning Maintenance Work</p>	<p>1.1. Describe the difference between regular, routine maintenance tasks and major maintenance/construction projects.</p> <p>1.2. Describe the steps needed to be followed in planning maintenance.</p> <p>1.3. Describe how a field level hazard assessment or similar process is used to identify hazards prior to maintenance work.</p> <p>1.4. Describe the hazards that can occur during maintenance work. Hot work, lifts, removal of safe guards, working from height, securing mobile equipment, confined space entry, electrical.</p>



Element	Competence Outcomes
2. Supervising Maintenance Work	2.1. Describe best practices for managing maintenance projects.

Summary of Knowledge and Skills

Summary of Knowledge to be Assessed	<p>For this unit, a competent worker must understand:</p> <ul style="list-style-type: none"> • Describe the steps needed to be followed in planning maintenance • Describe the hazards that can occur during maintenance work • Describe best practices for managing maintenance projects
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