



EMPLOYABILITY & ESSENTIAL SKILLS FOR JOBS IN  
THE FOOD + BEVERAGE MANUFACTURING INDUSTRY

# **Course Descriptions**

**March 2019**

## Workplace Essential Skills

### WORKPLACE ESSENTIALS: ORAL COMMUNICATIONS

This course provides guidelines for oral and general communication, active listening, providing feedback, fostering teamwork, and promoting a positive work environment. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation.

### WORKPLACE ESSENTIALS: THINKING SKILLS

This course provides guidelines for making decisions, solving problems, thinking critically, resolving staff conflict, improving products and processes, providing quality control, and facilitating change.

### WORKPLACE ESSENTIALS: DOCUMENT USE

This course provides guidelines for managing documents, using documents to communicate within an organization, using e-mail, using documents to find information, developing graphs and tables, and maintaining personnel files.

### WORKPLACE ESSENTIALS: DIGITAL TECHNOLOGY

This course provides guidelines for skills needed to understand and use digital systems, tools and applications, and to process digital information. In the workplace, people use digital technology skills to input, access, analyze, organize, create and communicate information and ideas using computers, software, e-mail, web applications, smart phones, other digital devices. Digital technology requires the participant to use other essential skills, like problem solving, document use, numeracy and reading. Critical thinking (being able to evaluate information to come to a judgment), is very important when using digital technology and understanding digital information.

### WORKPLACE ESSENTIALS: WORKING WITH OTHERS

This course provides guidelines for skills needed to work with a partner or a team in the workplace to complete tasks. Every employee in a food processing facility has to work with others during the day, whether to collaborate with workers from another department to solve a production issue or work as a member of a larger team to complete a rush order. Being able to work well with others is an essential workplace skill.

## Employability & Personal Development

### HUMAN RIGHT AND DIVERSITY IN THE WORKPLACE

This course provides guidelines for defining and managing diversity, understanding Canada's diverse labour market, managing five generations working together, legal requirements for the Canadian workplace related to diversity and inclusion, knowing the programs for recruiting foreign workers, building an inclusive workplace, and developing a diversity program.

### EMPLOYER & EMPLOYEE EXPECTATIONS

This course provides guidelines for employee and employer expectations, business etiquette, personal presentation, and job searching in Canada's work environment today.

### NOS & YOUR CAREER LADDER

National Occupational Standards identify skills and knowledge needed for particular occupations. Participants learn how to use an NOS to assess their abilities, identify gaps in training needs, and identifying clear career paths.

### LEADERSHIP SKILLS FOR SUPERVISORS

**Leadership Skills for Supervisors** gives participants an understanding of the different mindsets we all have, how they communicate and best apply their talents and aptitudes to their work. No matter where you are on the spectrum, this course highlights the skills you have that make you great leadership material and also covers the tips and tricks that define successful leaders in every industry.

## Workplace Intelligence Necessities (WIN)

### WELCOME

**Personal:** The student will gain an understanding of emotional intelligence concepts. Students will have an opportunity to reflect on teamwork skills and identify those they would like to improve.

**Professional:** The student will be able to reflect on Emotional Intelligence concepts and critically analyze how these skills are conducive to their workplace success.

### SELF- REGARD

**Personal:** The student will learn to recognize and evaluate their personal strengths, weaknesses, and build and articulate a value framework.

**Professional:** The student will be able to express job preferences and state what they learned from past mistakes

### SELF- AWARENESS & INDEPENDANCE

**Personal:** The student will learn to identify their emotions and potential impacts to behaviors. Additionally, students will explore how peer pressure and conformity can impact their decisions.

**Professional:** The student will be able to identify their own emotions and how their behaviors impact their workplace success. Additionally, students will define the effects of peer pressure and workplace conformity.

### INTERPERSONAL RELATIONSHIPS

**Personal:** The student will learn to apply various communication tools to assist in developing and maintaining relationships

**Professional:** The student will be able to identify successful communication techniques and how to apply them in the workplace. Additionally, students will identify their job search patterns and goals.

### ASSERTIVENESS

**Personal:** The student will be able to identify how they deal with conflict and gain tools to help them approach conflict with confidence.

**Professional:** The student will learn to apply assertiveness techniques to situations that involve conflict. Students will also be able to identify employer expectations and tools to show initiative on the job.

### EMPATHY & SOCIAL RESPONSIBILITY

**Personal:** The student will have an opportunity to identify and reflect on their practice of empathy and social responsibility.

**Professional:** The student will have an opportunity to critically analyze their ability to exercise empathy in the workplace. The student will also review job applications and learn the process for starting a new job.

### STRESS MANAGEMENT

**Personal:** The student will critically analyze their own stress management techniques and how stress impacts their ability to cope.

**Professional:** The student will learn stress management techniques and how to practice these skills within the workplace. The student will also learn basic health and safety rights and responsibilities.

### ADAPTABILITY

**Personal:** The student will learn to use problem solving methods to increase their ability to effectively develop solutions to arising issues.

**Professional:** The student will identify their ability to solve work-related problems.

### OPTIMISM & HAPPINESS

**Personal:** The student will learn to apply methods that help them maintain optimism, practice positive self-talk and increase confidence.

**Professional:** The student will learn to improve their optimism and happiness in the workplace. The student will also be able to identify negative behaviors and their impacts.

### SELF-ACTUALIZATION

**Personal:** The student will learn to apply goal setting methods to assist them in identifying and achieving realistic goals.

**Professional:** The student will be able to express their employment goals and identify steps to achieving and maintaining employment

### CONCLUSION

**Personal:** The student will have the opportunity review the course materials and reflect on concepts discussed throughout program thus far.

**Professional:** The student will be able to clearly identify and express their career goals. Additionally, the student will be able to identify needs and tools to help them obtain those goals

## Technical and Food Safety Skills

### I AM FOOD – INTRODUCTION TO THE CANADIAN FOOD & BEVERAGE MANUFACTURING INDUSTRY

I AM FOOD introduces participants to the Canadian Food & Beverage Industry and the greatest strength of the industry, the people who work within it. The Canadian food industry is the largest manufacturing sector in Canada. With enormous natural resources from coast to coast. Participants embark on a journey of discovery of how important the food industry is to Canada and all Canadians.

### I AM FOOD – INTRODUCTION TO THE CANADIAN FISH & SEAFOOD MANUFACTURING INDUSTRY

I AM FOOD introduces participants to the Canadian Fish & Seafood Processing Industry.

With enormous natural resources from coast to coast, fish and seafood are processed in almost every province within Canada. Participants embark on a journey of discovery of how large the fish and seafood industry are, the tremendous economic benefit of seafood exports and the opportunities that lie within.

### GOOD MANUFACTURING PRACTICES (GMPS)

This course will provide you with the knowledge and skills to understand how GMPs support the safe manufacturing of food and how to implement GMPs.

### FOOD SPOILAGE & FOOD SAFETY

This course is designed to educate candidates on all of the factors involved in managing food spoilage and food safety and to encourage their active participation in the development of a food safety culture within the production environment.

### FOOD HANDLER CERTIFICATION

This course is designed for anyone you may handle food in food premises operators and staff. Participants will learn about safe food handling practices and prepare for the Food Handler Certification Exam. After passing the exam, participants will receive a wallet-size Food Handler Certificate that is valid for five years.

### WORKPLACE AND INDUSTRIAL SAFETY

The course reviews regulatory responsibilities for employees and employers, and the many proactive strategies employed to identify hazards, mitigate their impact and the associated Canadian federal and provincial regulatory requirements.

### **LOCK OUT -TAG OUT**

This course provides guideline for Lock out-Tag out (LOTO) or lock and tag. LOTO is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not able to be started up again prior to the completion of maintenance or servicing work.

### **INTRODUCTION TO ALLERGENS**

This course highlights the importance and impact of allergens on consumers and why allergen awareness and management are a key food industry concern.

### **FOOD SAFETY CULTURE & YOU**

This course discusses the importance of following food safety procedures and practices when working in Canadian food companies, as these are part of food safety culture. It outlines the role of governments, food companies and employees in protecting the food supply, and identifies how consumers can be negatively affected by improper practices.

### **FUNDAMENTALS OF QUALITY ASSURANCE**

This course provides Canadian food workers at the Quality Technician level with general knowledge and standard occupational skills necessary to successfully perform in Quality Assurance.

### **NATIONAL SANITATION TRAINING PROGRAM**

This course provides a functional knowledge of sanitation programs from start to finish. Covering chemical safety, cleaning practices, the purpose of sanitation and the importance of the role that employees play in this process.

### **DISTRIBUTION & WAREHOUSE FOOD SAFETY**

This course provides guidelines on food safety procedures and responsibilities for workers in distribution systems and warehouse facilities. Allergen control, contamination, food security, traceability practices and individual roles are examined.

### **MANAGING RECALL IN A WIRED WORLD**

This course examines techniques that assist processors to deliver information to the public, consumers, media, government and suppliers that aid in managing recalls effectively.

### **FOOD SAFETY AND MEAT PROCESSING 101**

Food Safety & Meat Processing 101 is an interactive, online course for Small, Medium and Large meat processing companies, currently employed industrial meat cutters, entry-level hires and temporary foreign workers in meat processing plants, unemployed or underemployed youth and adults, adults interested in careers in food processing, high schools' recent graduates in municipalities where meat processing plants are located, and post-secondary meat programs

### **SOP MASTER CLASS**

This course provides guidelines for the understanding of what Standard Operating Procedure (SOP) are, and how they are used to ensure consistency and quality within the organization. The course also examines SOPs that may have a two-tiered system that includes both procedures and work Instructions.

### **HACCP FUNDAMENTALS**

This course provides foundation level understanding of what HACCP stands for, the importance of HACCP, how HACCP is applied in the workplace and the role of every worker in a food safety culture.

## **MARIJUANA IN THE WORKPLACE**

This course is designed to provide an overview of the successes and continual challenges within the rapidly expanding cannabis market. Learn the history of government regulations in Canada in the marijuana business, and the history of government regulations of international cannabis hotspots. Understand local bylaws and review current legal challenges along with food safety and production issues.