



Canadian Food Processors Institute

Food Processing Human Resources Council

ONLINE COURSE PROFILE

Title: Workplace Essentials - Document Use

Description: This course addresses document use, one of the skills which extensive government and industry research has identified as essential to success in work, learning and life. These skills provide the foundation for learning other skills and are the cornerstone of lifelong learning. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation, all vital elements of today's competitive and rapidly changing global business environment.

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.

Who should attend? This course is applicable to all industry personnel in a food processing who want to learn new techniques to improve their document use including: supervisors, production personnel, sanitation team, labelling and packaging, plant manager, support staff, etc.

Duration: 2.0 hours

Learning Objectives: After the completion of the Document Use course, participants will learn and develop the following skills and strategies:

- How to better manage and use documents in your workplace
- How to consistently submit forms and records
- How to review, analyse and use information on forms
- To communicate within your organization with other shifts, departments and employees.
- Clearly identifying what information is needed, who needs it, when they need it, and what format works best
- Use of effective and professional e-mail and security measures
- Knowing how to identify possible sources of information, determine the location of information sources, and retrieve information as required
- How to develop and use graphs and tables
- Know when and how to use them effectively, their benefits, and which format works best for varying situations
- Understand the role of legislation and company policies in document use
- Collect and file documentation, keep files current and secure

The goal of this training is to provide knowledge, insights and strategies which will help clients improve their skills for document and record use and techniques to be successful in Canada's food processing industry.



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Major Topics:

- Document Creation and Use
- Records and Retention
- Graphs and Tables
- Communication
- Critical Information

Evaluation Process

FPHRC is committed to providing relevant training in an appropriate and useable form for the food and beverage processing industry. This course has been developed because the subject area is one for which a need for training was identified. The course information and online format was developed with both the subject matter and prospective participants in mind. The FPHRC welcomes evaluations and comments as a method of fulfilling its mandate to provide relevant training for the food and beverage processing industry.

A course evaluation form about course material and delivery will be provided. Though this evaluation is optional, each participant is encouraged to complete a course evaluation to help us make improvements.

Knowledge Evaluation

Adult learners must be able to assess their own performance as they practice new behaviours and theories. Knowledge evaluation for participants will occur at the end of each course module and a final evaluation at the end of the course. Participants must demonstrate a minimum level of knowledge (70%) for the final course evaluation.