

FREQUENTLY ASKED *QUESTIONS.*



This project is funded in part by
the Government of Canada's
Sectoral Workforce Solutions
Program.

Ce projet est en partie financé par
le Gouvernement du Canada sous
le Programme de solutions pour
la main d'œuvre sectorielle.



About SKILLS TRAINING ACROSS CANADA (STAC)

For more information reference the Employer Guide



Social emotional &
technical online learning
for industry



Digital credentials and
pathway to certification



Coaching & special
interest webinars



Dashboard reporting
and employer support



Chromebooks, tools,
support & resources



Wrap around supports,
completion bonus, and
graduation packages



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THE TEAM

TECHNICAL SUPPORT
support@stac-fpsc.com

1-800-730-7115 and select #3
to talk to a support agent



**EXECUTIVE
DIRECTOR, FPSC**

Jennefer Griffith
jgriffith@fpsc-ctac.com



**PROJECT
MANAGER**

Deborah McGowan
dmcgowan@fpsc-ctac.com



**PROGRAM
SPECIALIST**

Coach

Sheri Nicolle
snicolle@fpsc-ctac.com



**PROGRAM
COORDINATOR**

Edna Granados
egranados@fpsc-ctac.com



**STUDENT
COACH**

Coach

Bill Lachowsky
blachowsky@fpsc-ctac.com



**ACAHKOS
MANAGER**

Coach

Raja Hatoum
rjhatoum@fpsc-ctac.com



**OUTREACH
MANAGER**

Cynthia Perry
cperry@fpsc-ctac.com



**OUTREACH
MANAGER**

Coach

Sherri Deveau
sdeveau@fpsc-ctac.com



**OUTREACH
MANAGER**

Deanna Zenger
dzenger@fpsc-ctac.com



**OUTREACH
MANAGER
(BILINGUAL)**

Francine Drisdelle-Mercuri
fdrisdelle@fpsc-ctac.com

WHAT WILL I BE DOING & HOW LONG WILL IT TAKE?

 Block 1 BASELINE SURVEY (10 mins) At the Crossroad to Greatness Industry Report (1hr) Acahkos Webinar 1 (90 mins) (no prerequisites)  Introduction to Emotional Intelligence (1hr)	 Block 2 TIP: In order to reserve a webinar spot, you must book NO LATER than 3 days before the event. Knowing and Handling My Emotions (1hr) Adaptability in the Workplace (1hr) Empathy at Work (1hr)	 Block 3 Interpersonal Relationships for Workplace Success (1hr) Acahkos Webinar 2 (90 mins)  The Spark Within (2hrs) Coaching for Success (2hrs)	 Block 4 Positive Attitudes in the Workplace (2hrs) Problem Solving (1hr) SURVEY (10 mins) Webinars 1 & 2 must be completed to proceed to Food Safety. Acahkos Webinar 3 and Survey are in Block 7. Once you complete these you will receive your level digital credential for Acahkos.	 Block 5 Allergens Level 1 (3hrs) Food Safety Culture and You (2hrs) Sanitation Level 1 (2hrs)	 Block 6 HACCP Essentials (2hrs) Introduction to Preventive Control Plans (3hrs) Introduction to Quality Assurance and Quality Control (2.5hrs) SURVEY (10mins)	 Block 7 Acahkos Webinar 3 (90 mins)  SURVEY (10 mins) Respectful Workplace (3hrs) Supervise Employee Performance (3hrs) Introduction to Regulatory Requirements (3hrs)
 Block 8 Monitor OH&S and Security (3hrs) Monitor Budget Performance (3hrs) Building Team Resilience (3 hrs)	 Block 9 Employee Training & Development (1hr) Facilitate Employee Departure (1hr) SURVEY (10mins) The Diversity, Equity, and Inclusion Conscious Organization (1hr)	 Block 10 Race & Culture in the DEI Workplace (1hr) Growing Your Gender-Friendly Vocabulary (1hr) Multicultural & Multilingual Leadership (1hr)	 Block 11 The Disability-Friendly and Neurodiverse Workplace (1hr) SURVEY (10mins) Planning and Organizing for Results (1hr) Budgeting 101 (1hr)	 Block 12 Preventing Production Problems (1hr) Maintaining Quality (1hr) Ensuring Employee Safety (1hr)	 Block 13 Monitoring for Control Maintaining Quality (1hr) Leadership Personality Types (1hr) Leadership Practices (1hr)	 Block 14 Manage & Performance & Give Feedback (1hr) Train Employees & Give Performance Feedback (1hr) SURVEY (10 mins) CONGRATULATIONS!!!

68 hours. TIP: 3 courses per week for 14 weeks is a recommendation but not a requirement.

STAC-FPSC.COM



Food Production Supervisor Certification



FAQ



About STAC

What is STAC?

Skills Training Across Canada (STAC) is a new national online learning program presented by Food Processing Skills Canada (FPSC) designed to advance workforce development. We provide a "ready to go" training program for food and beverage manufacturers in Canada to rollout and upskill Supervisors and up and coming talent, without impact to production time – we supply the tools (and the perks!) to improve your workforce.

ANTICIPATED LAUNCH JUNE 2323

- Still in development – this can take time depending on testing
- We want to make sure we have all courses and assets in a tested platform before we launch

FAQ



Intro to STAC - cost

Is there a cost to participating in STAC?

No. This program is fully funded by the Government of Canada's Sectoral Workforce Solutions Program, but your organization must be committed to completing the program and must participate in evaluations & surveys.

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la main d'œuvre sectorielle.

| Canada 

FAQ



Courses

How many courses are there?

Total courses = 39 (approx 68 hours including 3 webinars)

What if our employees already completed STAC Atlantic or SAW? Do they have to do the courses again?

No. Employees can be credited for past course achievements already done in SAW or STAC Atlantic.

If employees did STAC Atlantic, what is the new hour commitment?

- Up to 11 courses, including 2 webinars (22 hours) can be credited for repeat content.
- There are 29 new courses (42.25 hours) + a new Social Emotional Learning (Acahkos) webinar (1.5hrs)

What types of courses are in STAC National?

Courses will be broken up into blocks that focus on:

- Social Emotional Learning (Acahkos)
- Food Safety
- Level 3 Supervisor
- Diversity, Equity, & Inclusion
- Leadership for Supervisors (Intro to Leadership)

How do employees access courses, digital credentials, register for webinars, and apply for babysitting subsidy?

Employees can access all of these elements, and more, in their employee dashboard.

How long does it take to complete the program?

We recommend 3 courses per week for 14 weeks but this is only a recommendation and not a requirement

What if we're too busy and our employee can't do courses one week?

Don't worry, there is flexibility and as long as employees have completed all tasks by January 15, 2024 they can graduate with the rest of your team.

Last time (STAC Atlantic) people couldn't graduate because they hadn't completed their webinars or surveys. Will this be a problem again?

No. This time courses are not self-paced, this time they are sequential - one course must be completed before moving onto the next. Employees must complete each item in order (course, webinar, or survey) before moving onto the next learning opportunity.

FAQ



What are the Courses?

START

BASELINE SURVEY

At the Crossroad to Greatness Industry Report

Social Emotional Learning (Acahkos)

Webinar 1

Introduction to Emotional Intelligence

Knowing and Handling My Emotions

Adaptability in the Workplace

Empathy at Work

Interpersonal Relationships for

Workplace Success

Webinar 2

The Spark Within

Coaching for Success

Positive Attitudes in the Workplace

Problem Solving

Webinar 3

SURVEY

Food Safety

Allergens Level 1

Food Safety Culture and You

Sanitation Level 1

HACCP Essentials

Introduction to Preventive Control Plans

Introduction to Quality Assurance and Quality Control

SURVEY

Level 3 Supervisor

Respectful Workplace

Supervise Employee Performance

Introduction to Regulatory Requirements

Monitor OH&S and Security

Monitor Budget Performance

Building Team Resilience

Employee Training & Development

Facilitate Employee Departure

SURVEY

Diversity, Equity, & Inclusion

The Diversity, Equity, and Inclusion Conscious Organization

Race & Culture in the DEI Workplace

Growing Your Gender-Friendly Vocabulary

Multicultural & Multilingual Leadership

The Disability-Friendly and Neurodiverse Workplace

SURVEY

Leadership for Supervisors

Planning and Organizing for Results

Budgeting 101

Preventing Production Problems

Maintaining Quality

Ensuring Employee Safety

Monitoring for Control

Leadership Personality Types

Leadership Practices

Manage & Performance & Give Feedback

Train Employees & Give Performance Feedback

SURVEY

FAQ



Digital and Micro-credentials

What are these?

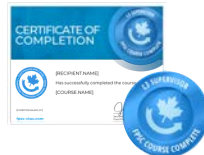
Block-chain verified digital credentials can be shared via social or stored digitally (ie, wallet or portfolio dashboard). These credentials prove competencies were validated and achieved from Food Processing Skills Canada (vs a printed or pdf certificate that can be altered)

Why should we care about these?

- Once employees have taken STAC, as an employer, you will have validated (block chain verified) proof of skills ready for your next audit.
- 94% of employees state they would stay at a company longer if there is investment in their learning & development (Linkedin, Workplace Learning Report 2019)

How many types of digital credentials are there?

3 types of digital credentials are delivered



1.COURSE COMPLETION (1 digital credential badge, 1 digital credential certificate per course)
On a Pathway | 39 Courses | 3 Webinars



2.LEVEL COMPLETION (1 digital credential badge per level completion)
A Collection of Skills | 5 Levels



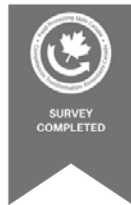
3.PROGRAM COMPLETION (1 micro-credential, 1 certificate, 1 graduation package)
Major Achievement | 1 Micro-credential | 1 Certificate

FAQ

Digital Badges

What are these?

In addition to digital credentials, employees will receive digital badges that are acknowledgments of completing surveys and gaining knowledge by attending webinars or reviewing industry reports.



1. SURVEY COMPLETION

Evaluations and surveys are an important component of STAC. This information provides us with feedback on the program to ensure we continue to deliver premium learning content to your workforce.



2. INDUSTRY REPORT - ACQUIRED KNOWLEDGE

Knowledge of our industry overall helps employees understand how important their role is. This acquired knowledge is extremely beneficial for your workforce.



3. WEBINAR ATTENDANCE - ACQUIRED KNOWLEDGE

Food Processing Skills Canada (FPSC) provides interactive opportunities for your workers to ask questions and engage in the program.



FAQ



Rollout

How do I choose the right people for the program?

Choose your “Shining Stars”, those who are most likely to complete the program and lead the others.

- This program is ideal for
- Experienced Supervisors
- Lead Hands
- Production Supervisors
- Line Supervisors
- Aspiring Supervisors

How do I communicate STAC to our employees?

If you have a large organization, you may want to send out an email or survey for employers to sign up. This helps with commitment. Additionally, there is a staff room promotional poster

How many people can I register?

We recommend maximum 20 people. If you have more that you think will lead the way with online learning, let us know.

What are the wrap around supports?

- Chromebooks (as required)
- Babysitting subsidy (up to \$200 for the first 208 people)
- Completion bonus (\$200 for the first 700 people to complete the program)

Is this program available to our US or International facilities?

This program is federally funded to upskill Canadian workers only. Additionally, our Food Safety guidelines are built for the Canadian market, this program is open to Canadian sites only.

FAQ



Chromebooks

How do I determine who gets a Chromebook?

To remove barriers to entry, we are providing Chromebooks to people who need them.

- No need to share the family computer
- No impact to production time if employee has a computer to take home to learn
- To ensure social responsibility, we ask you poll your employees to see who requires a Chromebook or if they prefer to use their own laptop/computer. This reduces carbon footprint of manufacturing, packaging, shipping, and landfills and reserves Chromebooks for those who need them to complete their online learning

What do we do with the Chromebooks when employees have completed the program?

Some employers give them to employees as a completion bonus, others decide to keep them onsite for future learners or to create an online learning space within their facility. FPSC reserves the right to request Chromebooks back if participation is low.

What kind of Chromebook is it?

The best on the market to date

ChromeOS

Intel® Celeron® N4500

8 GB RAM

128 GB eMMC

**subject to change due to availability*

FAQ



Wraparound Supports

How do I get the babysitting benefit?

Employees can apply for this benefit in their Employee Dashboard (up to \$200 for the first 208 people) and we will mail you a cheque. Employees will be advised if they do not qualify (no children or we have exhausted funds).

How do I get my completion bonus?

A completion bonus (\$200) will be provided to the first 700 graduates, either in your graduation package or mailed to your home. You will be advised if you do not qualify.

FAQ



Support

How do I motivate employees to keep going?

These employees are chosen leaders, remind them of:

- their goals & commitment
- the completion bonus (\$200) is only available to the first 700 people
- some employers provide an additional completion bonus and/or offer the chromebook as a bonus

I have people struggling, is there help?

Yes. We have a Student Coach your employees can contact directly. Support may be required for many reasons including:

- I am not comfortable with technology
- I cannot get into the groove of online learning
- I don't understand the content
- English is not my first language and I'm struggling

Contact info: blachowsky@fpssc-ctac.com

Are there any other supports for our employees?

IT support at support@stac-fpssc.com or call 1-800-730-7115 and select #3 to talk to a support agent

What if I have a problem that isn't being attended to?

Should you require to escalate an issue please reach out to the Program Manager, Deborah McGowan by email at dmcgowan@fpssc-ctac.com or call 613-691-9312

FAQ

What are the Acahkos webinars?

3 Mandatory webinars are required as part of our hybrid Social Emotional Learning (Acahkos) program.

Acahkos Webinar 1 – Discover the Concepts of Emotional Intelligence

Webinar 1 is a mandatory component of the Acahkos Program that is designed to provide an introduction and onboarding into Social Emotional Learning (SEL).

No courses are required before taking this webinar. Register for this right away to reserve a spot. You must register for, and attend, 3 webinars to complete this program.

During this webinar, you will discover the concepts of Emotional Intelligence and the challenges that arise in the workplace. We will explore how social-emotional learning can help you overcome these challenges and thrive as a supervisor.

We will then provide an overview of the Acahkos Learning Journey, outlining what you can expect from the eLearning courses and the remaining webinars. We will walkthrough the Acahkos toolkit and tips to help you navigate the program successfully.

Finally, we will wrap up the webinar by outlining the next steps in the program and answering any questions you may have. By the end of this webinar, you will have a clear understanding of what the Acahkos Program entails and the tools you need to succeed in your social-emotional learning journey.

Acahkos Webinar 2 – Communication in the Workplace

Welcome to the second (required) webinar of the Acahkos Program for Supervisors. During this webinar, you will have the opportunity to engage in various activities, reflections and discussions that will support your social-emotional learning journey.

We will start the webinar with an Acahkos Check-in, where you can reflect on your progress and share your experiences with your peers. This will be followed by a peer discussion, where you will have the opportunity to learn from others and gain valuable insights into the challenges and successes of your fellow supervisors.

Next, you will be introduced to the topic of giving feedback. You will learn about the OFTA model, a proven approach to providing effective feedback that is both constructive and actionable.

Then, we will take a break before moving on to a practical scenario about the OFTA model and provide a quick overview of the EI-Coach model, which will help you develop your emotional intelligence skills and provide guidance on how to maintain an open conversation and communication at the workplace.

Finally, we will wrap up the webinar by outlining the next steps in the Acahkos Program and answering any questions you may have.

By the end of this webinar, you will have gained valuable insights into emotional Intelligence, received practical examples for feedback, coaching and guidance, and learned how to provide effective feedback as a supervisor using the OFTA model.

Acahkos Webinar 3 – Coaching Skills and Wrap-Up

Congratulations! You are on the third and final required webinar of the Acahkos Program for Supervisors. During this webinar, we will focus on coaching and wrap-up, providing you with the personalized support and guidance you need to succeed in your social-emotional learning journey.

We will start the webinar with an Acahkos Program Check-in, where you can reflect on your progress and share your experiences with your peers. This will be followed by revisiting the engaging activity that explores the topic of humans' vs robots in the workplace, providing you with valuable insights into the changing nature of work and the importance of collaboration and social-emotional skills.

We will then take a break before moving on to an EI Coach Demo, where you will have the opportunity to observe emotional intelligence coaching in action and gain a deeper understanding of how to apply these skills in your own work as a supervisor.

Finally, we will wrap up the webinar by answering questions, outlining the key takeaways from the Acahkos Program, and will provide you with guidance on how to continue your social-emotional learning journey beyond the program.

By the end of this webinar, you will have gained valuable insights into emotional Intelligence, received training on practical tools like the feedback OFTA model and EICOACH coaching model, and learned how to apply these skills in your role as a supervisor.



Do
you
Acahkos?

FAQ



Are there any other webinars?

HR Coaching Moments (optional attendance)

4 Leading Topics | 10 Webinar Topics

The sessions will be live, 45 minutes long, with an interactive component - for questions/ comments. The intent is for each session to be concentrated in focus, so Supervisors can easily remember and apply the concepts discussed – not too much information, something quick for you to apply at work. Employees can register for these in their Employee Dashboard.

Communication

- Connecting with Employees

Managing Performance

- Resolving Conflicts
- Lates & Breaks
- Establishing Expectations

Work Culture

- What it Means
- How to Create a Positive Work Culture
- Toxic Culture

Leadership

- Building Trusting Relationships
- Mentoring & Coaching
- Building Confidence

FAQ



What's Next?

What happens when they complete the program?

Employees have an opportunity participate in another FPSC program to receive their **Canadian Certified Food Production Supervisor (CCFPS) designation**, available at no cost.

Contact:

Tracy Biernacki Dusza at tbdusza@fpsc-ctac.com

M: 613-256-2440/ O: 613-237-7988



FAQ

Food Processing Skills Canada

Are there any other programs that might benefit my organization?
FPSC has many programs that will benefit your organization, many at no cost.

fpsc-ctac.com





Food & Beverage Manufacturing
Industry Data. Right Now.

 **Rapid Results**

Join our Employer Opinion Panel!



June 29th 2023
1:00-2:00PM EST

Speaking  Food

Feeding the **conversation.**

One Peace Won't Hurt

Building a cause through
Entrepreneurship and Community

Presents:
Tareq Hadhad






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