

EMPLOYER GUIDE.

Training for Frontline Workers in the Food & Beverage Industry with Skills Training Across Canada (STAC)



This program is funded by the
Government of Canada's
Skills for Success Program

Ce projet est financé par le
Gouvernement du Canada sous le
Programme Compétences pour réussir





Skills Training Across Canada (STAC) is a new national online learning program designed by Food Processing Skills Canada (FPSC) to advance workforce development. This program is an all-in-one solution to upskill your Frontline Workers and new hires, without impact to production time – we supply the tools (and the perks!) to improve your workforce.

- 22 Online Learning Courses (45hrs) in
 - Food Safety
 - Social Emotional Learning
 - Workplace Essentials
- 9 Electives in 5 different languages
- Digital Credentials
- Onboarding Packages
- Chromebooks
- Completion Bonuses
- Social Emotional Learning
- Food Safety Courses
- Case Studies & Challenges
- Employer & Employee Dashboards
- Credits applied from previous Food Processing Skills Canada programs
- Tools & Resources
- SWAG and Graduation Packages
- **Launching September 2024**



The value of training frontline workers in food and beverage manufacturing is multifaceted.

- enhances food safety
- improves operational efficiency
- fosters employee engagement
- drives innovation
- contributes to the overall success and competitiveness of the company



SUPERVISOR RESULTS.



March 2024 wrapped our STAC for Supervisors Program. Employer perceptions shows improvements in the following:

- 95% Individuals' productivity and performance
- 94% Team productivity and performance
- **92% Employees' interest in overall company performance**
- 93% Workplace training opportunities
- 90% Interest in training and learning opportunities
- 87% Workforce planning decisions
- **98% Workplace communication**
- **95% Workplace culture**
- **81% Rates of employee turnover or retention**
- 68% Rates of absenteeism
- 84% Onboarding new workers
- **84% Recruiting new workers**
- 79% Recruiting new workers from equity-deserving groups

EMPLOYER COMMITMENT.

Employers and employees should be dedicated to finishing the program, this includes completing surveys and evaluations from our research team.

**Included in signed contract.*



EMPLOYEE COMMITMENT.

Complete all courses (22*)

- 2 courses per week for 11 weeks (recommended but not required)

Register and attend the Social Emotional Learning (Acahkos) coaching webinars (x2)

- Do webinar 1 before starting any online learning
- Employee will not be able to continue to next level until webinars have been completed

Complete all surveys/evaluations

**subject to change*



**FRONTLINE
WORKER**

WHO SHOULD PARTICIPATE?



- Frontline Workers
- Shippers & Receivers
- Packaging
- Sanitation Teams
- Production Teams
- New Hires

This program is open to a variety of businesses related to food and beverage manufacturing.



Food and Beverage
Manufacturers
(all sectors)



Cannabis
Producers



Food Related
Associations &
Businesses



Food Service
Organizations



Retail Grocery
Stores

**FRONTLINE
WORKER**



WHAT EMPLOYERS NEED TO KNOW TO APPLY





WHAT'S INCLUDED?

WELCOME PACKAGE

Each employee receives a kitfolder with 2 Workbooks, a Getting Started Guide, a Quick Reference card with important information such as Login, Key Contacts and Technical Support Contact. Each employer receives a "Getting Started" reference guide.



ONLINE LEARNING CURRICULUM

Access to a robust Learning Management System (LMS)

- 22 Courses, 45 hours (including coaching)
- Courses, webinars, and surveys are set in a sequential pathway. Participants must complete in order before moving onto the next



DIGITAL CREDENTIALS

There are multiple courses under each level listed below. Participants will receive a certificate and a badge for each course completed and a badge for each level.

- Social Emotional Learning (Acahkos)
- Food Safety
- Workplace Essentials
- Frontline Worker STAC Grad (Microcredential & Certificate)



COACHING (ACAHKOS)

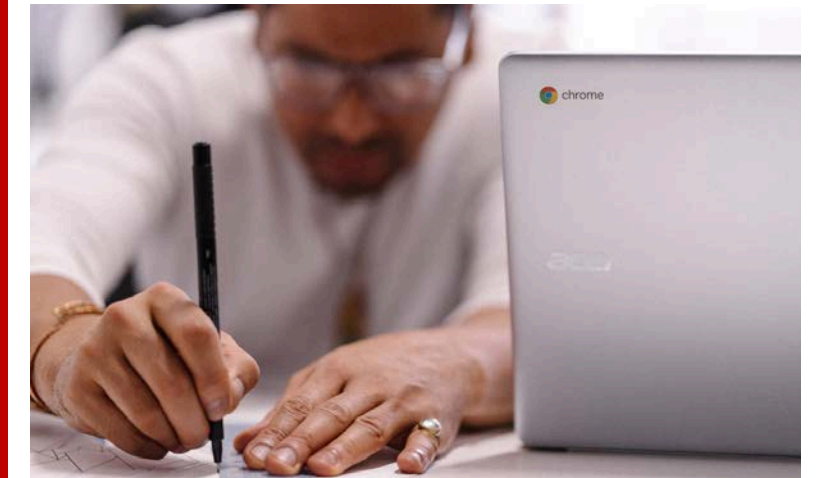
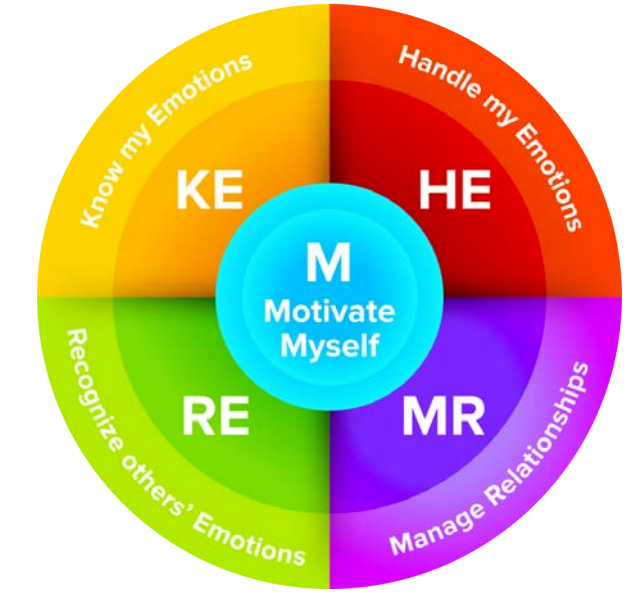
Attending two social emotional learning webinars is a required component of this program to complement the 7 courses. Employees must register and attend these sessions to move forward in their learning. In addition to webinars, this portion of the program will include optional “Office Hours” sessions.

CHROMEBOOKS

No need to share the family computer – employees can learn on their own time using their own laptop. Alternatively, you can set up a learning studio at your organization. These will be provided upon request and while quantities last.

LANGUAGE STREAM

Newcomers can struggle in their new role and environment. To support this, we will also offer 9 elective (optional) courses from our SAW Language Stream in 5 different languages (English, French, Mandarin, Spanish, and Tagalog) to assist with comprehension for those where English is not their first language.



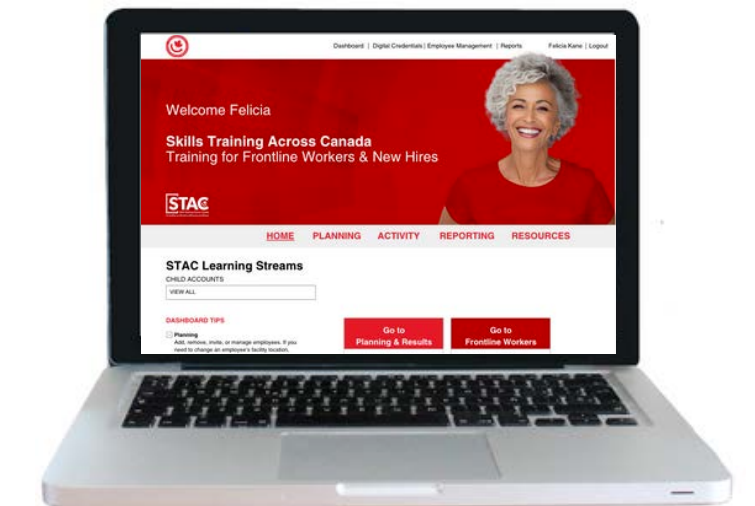
COMPLETION BONUS

Completing this program is no small ask. Employees are investing in upskilling with their time. For this reason we are adding a \$200 completion bonus to the first 800 employees who complete the program.



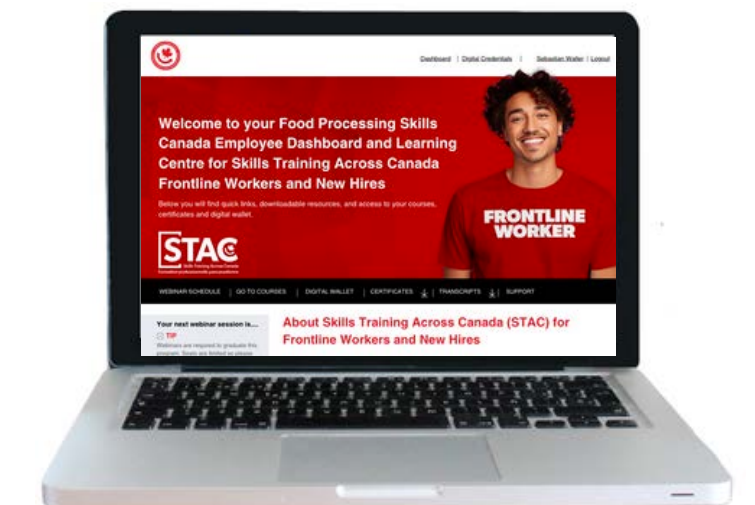
EMPLOYER DASHBOARD

Manage your participants, monitor progress, view and export detailed reports. This dashboard will provide instant access for employers to manage their teams, request chromebooks, remove employees if they depart from the company. Additionally, employers will find having the ability to access the dashboard helpful for audits.



EMPLOYEE DASHBOARD

Employees now have access to learning from this dashboard. They can monitor their achievements, view top courses, access certificates, transcripts, & digital credentials.



SUPPORT

We have a team of regional experts who will help you navigate your training – we won't leave you on your own (unless that's what you prefer). For technical issues we have strong team to help with IT questions. Email support@stac-fpsc.com



CHALLENGES (TBD)

Frontline Workers will be able to challenge their learnings and present case studies. These challenges are optional but are available for extra credit. Employers can learn a lot by the stories employees tell in their case studies.



CELEBRATE TOGETHER

We send Graduation Packages that include; Certificates, Transcripts for employees as well as a framed Partnership Award to your business. Additionally, we will send your organization a "Party in a Box" so you can celebrate your successes together.





DIGITAL CREDENTIALS – A PORTABLE WAY TO VALIDATE SKILLS AND ACCOMPLISHMENTS

94%

**OF EMPLOYEES STATE
THEY WOULD STAY AT A
COMPANY LONGER IF
THERE IS INVESTMENT IN
THEIR LEARNING &
DEVELOPMENT***

***LINKEDIN, WORKPLACE LEARNING REPORT 2019**



6 TYPES OF DIGITAL CREDENTIALS DELIVERED

COURSE COMPLETION

On a Pathway | 22 courses | 2 webinars

Frontline Workers will receive a Course Completion digital credential and a Certificate of Completion for each course with a minimum passing grade of 70%.



- Recommended time to complete the program:*
- 2 courses per week over 11 weeks
 - this is a recommendation not a requirement

LEVEL COMPLETION

A Collection of Skills | 3 Levels

Frontline Workers will receive a Level Completion digital credential validating that they have completed all courses designated from FPSC's competency-based Learning & Recognition Framework (LRF).



Digital credentials will be emailed to employees or can be found on their [Employee Dashboard > Digital Credentials and Certification Portfolio](#)

PROGRAM COMPLETION

Major Achievement | 1 Micro-credential | 1 Certificate

Once Frontline Workers have fulfilled all program requirements such as; **completing all courses** (minimum 70% pass), **registering & attending Acahkos webinars (2)**, and **completing all surveys** in the Learning Management System, they will receive a **Micro-credential** and **Certificate of Major Achievement**. *

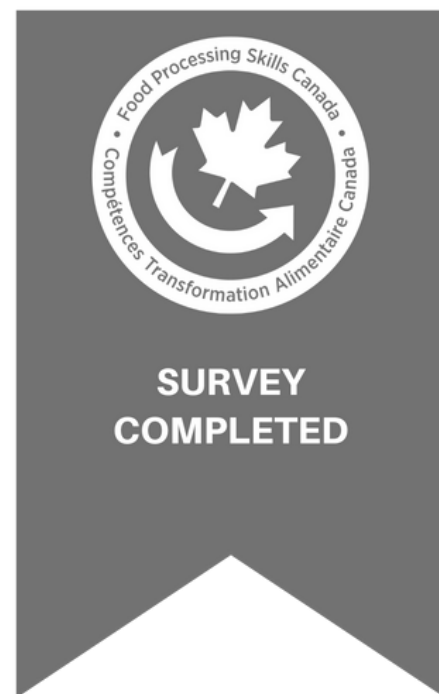


**A graduation package will also be sent to your organization.*

ATTENDANCE AND PARTICIPATION ARE ALSO REWARDED IN STAC

SURVEY COMPLETED

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.



CHALLENGE TOKEN

Knowledge of our industry overall helps employees understand how important their role is. Employees can reinforce what they have learned by taking a "Challenge!" These are optional but if employees accept the challenge, they will be rewarded with these tokens and, of course, bragging rights!



WEBINAR ATTENDANCE

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



EMPLOYEES CAN ACCESS ALL DIGITAL CREDENTIALS FROM THEIR DASHBOARD

Share credentials

Encourage employees to share credentials on their socials

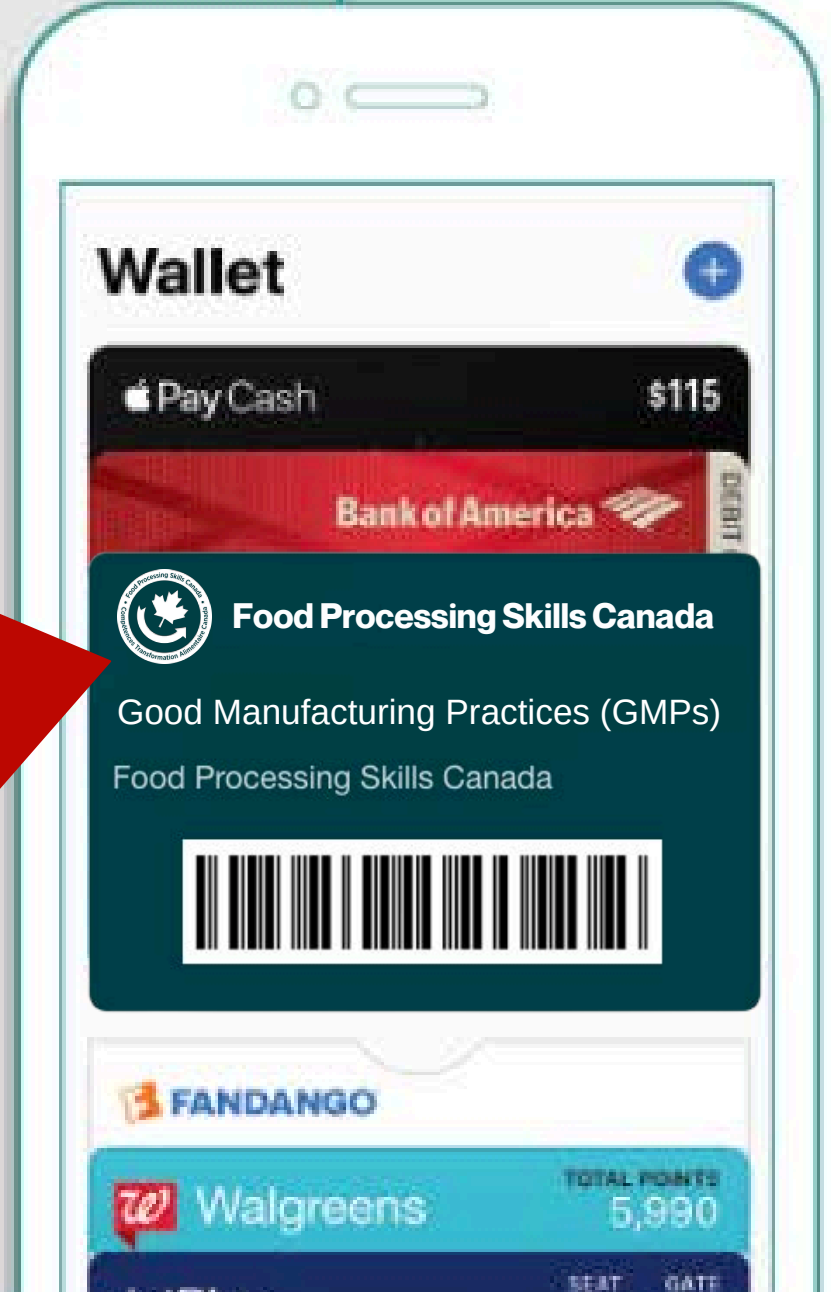
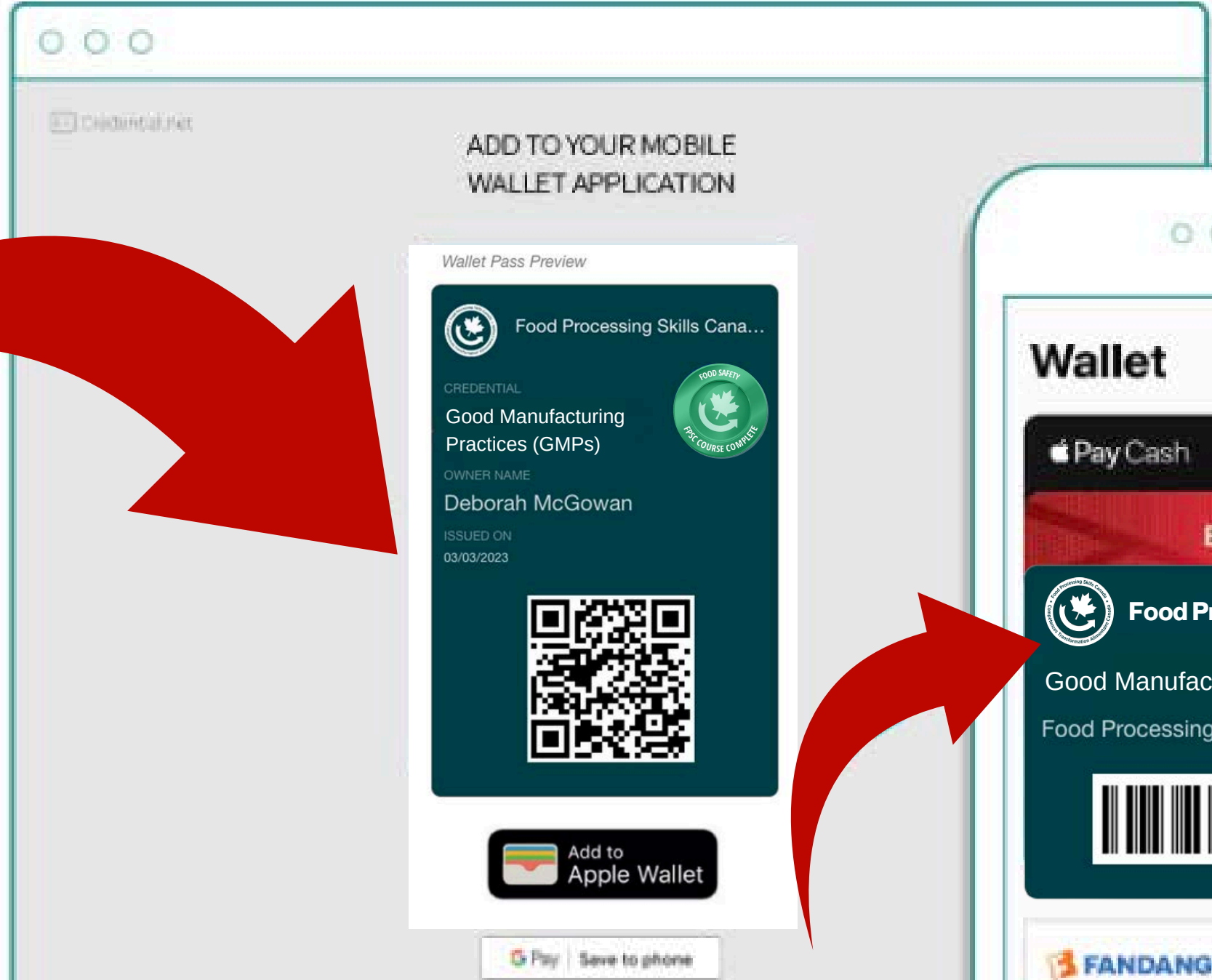
- Great visibility for your organization
- Add them into a draw for hash tagging your organization
- Gives employees an opportunity to shine and share pride with your company

The screenshot shows a user dashboard for Nigel Sloan, who has 6 credentials and 1 issuer. The dashboard is titled "Wallet" and "Transcript". It displays six digital credentials, each with a unique graphic and associated text:

- ACQUIRED KNOWLEDGE INDUSTRY REPORT**: At the Crossroads to Greatness - Acquired Knowledge Industry Report, April 17, 2023, SANDBOX - Food Processing Skills Canada.
- SURVEY COMPLETED**: Survey: Baseline, April 17, 2023, SANDBOX - Food Processing Skills Canada.
- CERTIFICATE OF COMPLETION**: Introduction to Emotional Intelligence, April 17, 2023, SANDBOX - Food Processing Skills Canada.
- CERTIFICATE OF COMPLETION**: Knowing and Handling My Emotions, April 17, 2023, SANDBOX - Food Processing Skills Canada.
- ACQUIRED KNOWLEDGE WEBINAR**: Acahkos Webinar 1 - Discover the Concepts of Emotional Intelligence, April 17, 2023, SANDBOX - Food Processing Skills Canada.
- CERTIFICATE OF COMPLETION**: Adaptability in the Workplace, March 30, 2023, SANDBOX - Food Processing Skills Canada.

Each credential card includes a "Share" button and a "Privacy" button. The top right of the dashboard features a "SHARE YOUR WALLET" section with social media icons for LinkedIn, Facebook, Twitter, and WhatsApp.

DIGITAL CREDENTIALS CAN BE SHARED AND STORED



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View my digital credentials by
Food Processing Skills Canada



CURRICULUM

CURRICULUM

WEBINAR 1 – DISCOVER THE CONCEPTS OF EMOTIONAL INTELLIGENCE & YOUR ACAHKOS STAR

Introduction to Emotional Intelligence

WEBINAR 2 – CONCLUSIONS AND REFLECTION ON YOUR LEARNING EXPERIENCE

Adaptability in the Workplace

Empathy at Work

Interpersonal Relationships for Workplace Success

Knowing and Handling My Emotions

The Spark Within

Positive Attitudes in the Workplace

SURVEY

Do you
Acahkos?
Yes I do!



SOCIAL EMOTIONAL LEARNING (ACAHKOS)

Discover Your Emotional Intelligence

7 Courses | 2 Live Coaching Webinars | Optional Office Hours Sessions | 1 Survey

Most people you may know are highly intelligent, and technically savvy; however, they still suffer in their relationships with others, making friends or leading effectively at work. People whose lack of “people skills” means they are surprisingly ineffective both at work and in their private lives. They seemed to be both emotionally illiterate in that they cannot “read the signals,” nor can they manage their own and others’ emotions. Those people may lack the inner motivation to keep going forward when facing challenges in their personal and professional life. This topic helps you perceive and sharpen your “people skills” to become more effective at work and in your day-to-day personal life.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.



CURRICULUM

Good Manufacturing Practices (GMPs)

Food Safety Culture and You

Allergens Level 1

Sanitation Level 1

Lock Out Tag Out

Basics of Standard Operating Procedures (SOPs) and Sanitation Standard Operating Procedures (SSOPs)

Distribution and Warehouse Food Safety

SURVEY

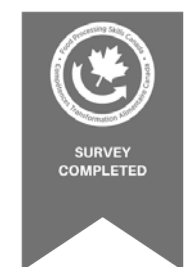


FOOD SAFETY

Working Safely

7 Courses | (TBD) Challenges | 1 Survey

Understanding and implementing food safety and good hygiene practices are critical competencies and skills to have when working within the Food and Beverage industry. This collection of courses will provide industry workers with a sound foundation to excel in their role.



NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.

CURRICULUM

Oral Communications

Working with Others

Effective Problem Solving

Numeracy

Document Use

Digital Technology Skills

Creativity and Innovation

The Disability Friendly and Neurodiverse

Workplace

SURVEY



WORKPLACE ESSENTIALS

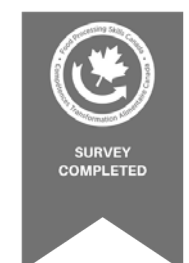
Focus on the Value of Essential Skills

8 Courses | (TBD) Challenges | 1 Survey

Essential skills are the foundational abilities that individuals need to effectively navigate the demands of the modern workforce. These skills, encompassing communication, teamwork, problem-solving, critical thinking, and digital literacy, among others, are indispensable for success across diverse industries and roles.

The value of essential skills in the workforce lies in their ability to empower individuals to thrive in an ever-changing and increasingly complex professional landscape. By cultivating these skills, organizations can enhance productivity, foster innovation, and cultivate a resilient and adaptable workforce capable of meeting the challenges of the future.

NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next.



CURRICULUM

Digital Technology Skills

Canadian Workplace Cultures

Oral Communications

Workplace Industrial Safety

Good Manufacturing Practices (GMPs)

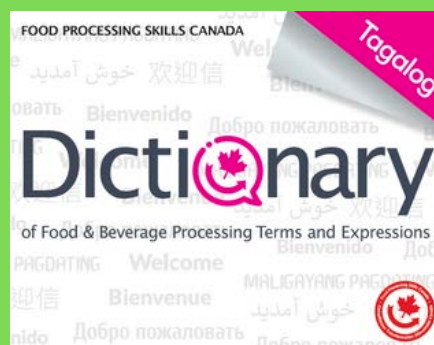
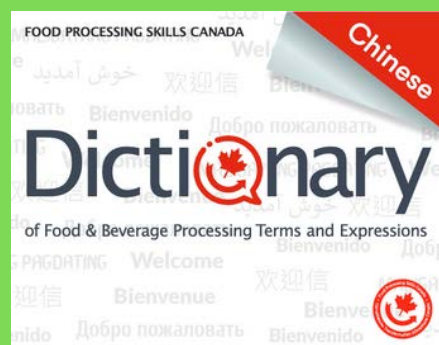
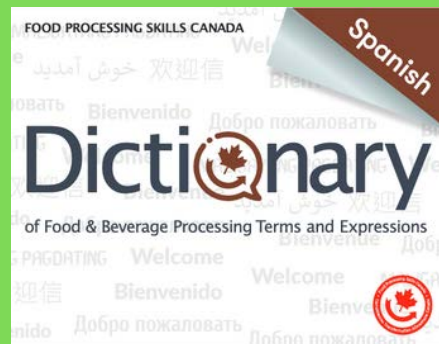
Sanitation Level 1

Lock Out Tag Out

Allergens Level 1

Basics of Standard Operating Procedures (SOPs) and Sanitation Standard Operating Procedures (SSOPs)

SURVEY



LANGUAGE STREAM (OPTIONAL)

A multilingual option with support resources such as a Dictionary of Food & Beverage Terms and Expressions that shows English and other Language

9 Courses | 1 Survey

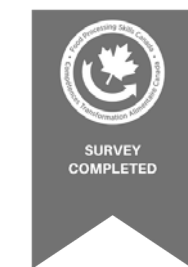
With a large immigrant workforce, food industry employers must ensure non-English speaking employees fully comprehend their job requirements, safety information, and changes to protocols. Lack of comprehension may result in these individuals being sidelined and not able to achieve career advancement due to the additional effort in keeping them informed. This is an industry issue across Canada for immigrants and New Canadians.

These courses are available as an optional (elective) resource for employees to cross reference their knowledge and enhance their comprehension.

NOTE: These courses are optional and are not required to graduate. Employees do have to complete the required components to graduate. Certificates are provided in English.

AVAILABLE LANGUAGES:

- English
- French
- Mandarin
- Spanish
- Tagalog





MAJOR ACHIEVEMENT

SKILLS TRAINING ACROSS CANADA (STAC)

Recognition of Major Achievement for Frontline Workers in
Food & Beverage Manufacturing
1 Micro-credential | 22 Courses | 3 Levels | 2 Webinars



COMPLETED LEVELS

- Social Emotional Learning (Acahkos)
- Food Safety
- Workplace Essentials

Access to Language Stream

Access to Challenges & Case Studies

Benefits of completing this online & competency-based training include:

- Learning essential skills is simplified
- Online training provides 'job ready' upskilling and reskilling of employees
- Decision making skills are improved through technical and social emotional learning (Acahkos) training
- Teamwork is encouraged and rewarded
- Safety is enhanced and reinforced
- Quality control & accountability is assured
- Product speed to market is improved
- A respectful workplace is refreshed
- Workplace culture of continuous learning is supported



Graduation packages are prepared...

PROGRAM SEQUENCE

Block 1

SOCIAL EMOTIONAL LEARNING (ACAHKOS)

Acahkos Webinar 1 (90 mins) (no prerequisites)

Introduction to Emotional Intelligence (2.5hrs)

Acahkos Webinar 2 (90 mins)

Adaptability in the Workplace (1hr)

Block 2

Empathy at Work (1.5hrs)

Knowing and Handling My Emotions (1.5hrs)

TIP: Questions about Acahkos? Attend “Office Hours” – open to everyone to chat with a facilitator or coach.

Block 3

Interpersonal Relationships for Workplace Success (1hr)

The Spark Within (2hrs)

TIP: Webinars 1 & 2 must be completed to proceed to Food Safety.

Block 4

Positive Attitudes in the Workplace (2hrs)

SURVEY (10 mins)

Block 5

FOOD SAFETY

Good Manufacturing Practices (GMPs) (3hrs)

Allergens Level 1 (2hrs)

Block 6

Sanitation Level 1 (1.5hrs)

Lock Out Tag Out (2hrs)

Block 7

Basics of Standard Operating Procedures (SOPs) and Sanitation Standard Operating Procedures (SSOPs) (3hrs)

Distribution and Warehouse Food Safety (4hrs)

SURVEY (10 Mins)

Block 8

WORKPLACE ESSENTIALS

Food Safety Culture and You (1hr)

Oral Communications (3hrs)

Block 9

Working with Others (2hrs)

Effective Problem Solving (1hr)

Numeracy (2hrs)

Block 10

Document Use (3hrs)

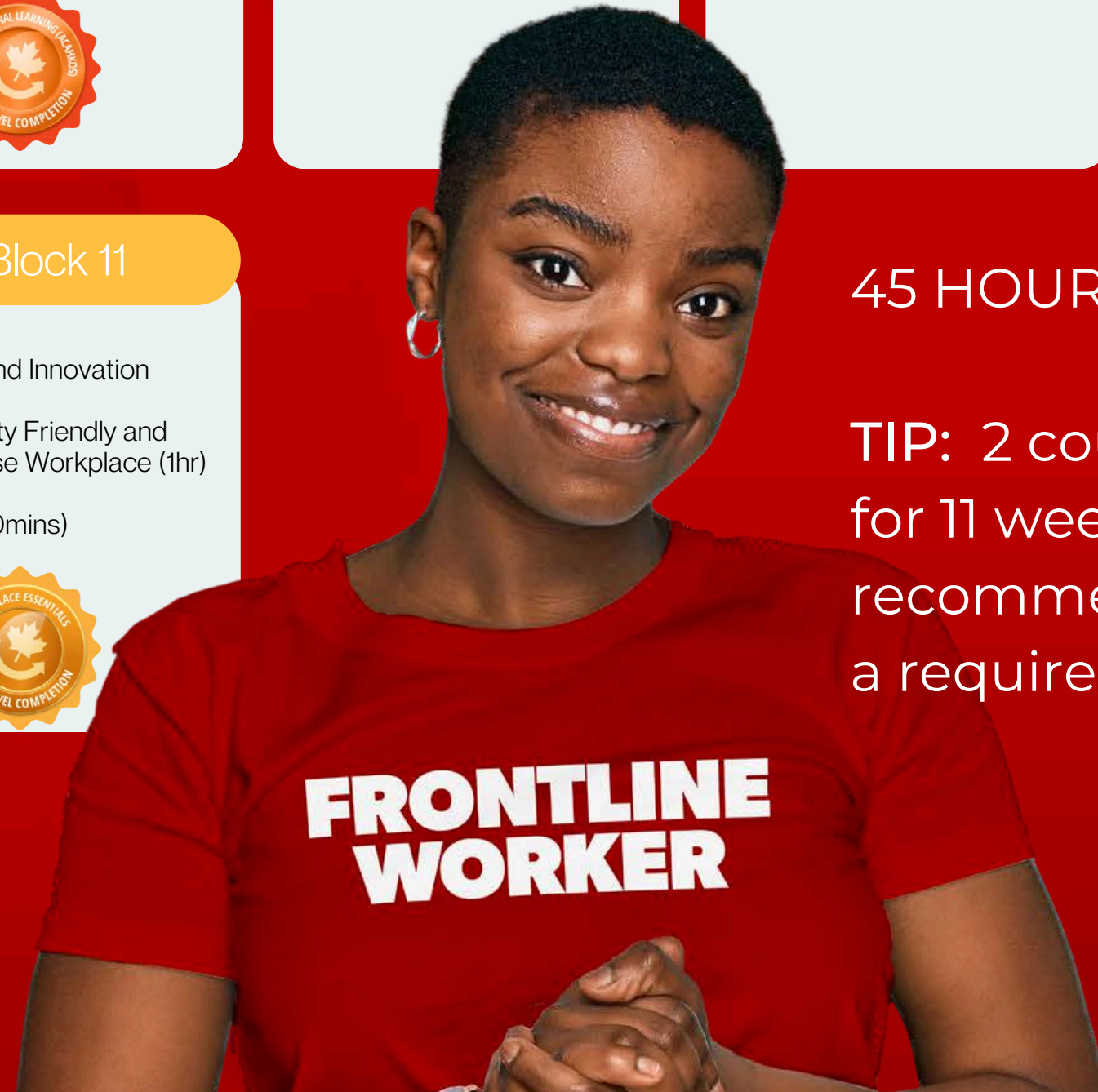
Digital Technology Skills (3hrs)

Block 11

Creativity and Innovation

The Disability Friendly and Neurodiverse Workplace (1hr)

SURVEY (10mins)



45 HOURS OF LEARNING

TIP: 2 courses per week for 11 weeks is a recommendation but not a requirement.



STAC PROGRAM TIMELINE

Apply

Invitations

Packages

Frontline Worker Training

Graduations



Employer Commitment

Employees

Shipping

2 courses per week for 11 weeks (recommended but not required)

Celebrate

Apply, sign contract, add/invite employees

- Apply at stac-fpsc.com
- STAC contacts you for needs assessment
- Sign contract
- Attend onboarding session or watch video
- Add employees and chromebooks (if required) to your Planning Dashboard
- Invite your employees to STAC
- Notify employees

Add profile details and attend webinar 1

- Receive employer invitation to participate
- Complete application in dashboard
- Register for and attend Acahkos - Webinar 1 (no workbooks or materials are required)
- Attend onboarding or watch videos

TIP: employees must add the correct mailing information in their profile. Completion bonuses are mailed directly to employee's residence.

Welcome packages shipped

- Once all of your company employees have registered we will kit and ship Welcome Packages and Chromebooks.

Required to graduate

- Complete all courses (22) with 70% or more for each course
- Complete all surveys
- Register and attend 2 Social Emotional Learning (Acahkos) live coaching webinars on Zoom
- NOTE: Courses, webinars, and surveys are set in a sequential pathway. You must complete one before moving onto the next

Optional

- Case Studies and Challenges
- Electives (optional) courses are available in 5 languages (English, French, Mandarin, Spanish, and Tagalog)
- Register and attend FPSC Speaking Food Sessions

Graduation Packages

We will send graduation packages to all organizations and their participants who have successfully completed the program. Employees who receive 90%+ overall average will be awarded an additional certificate (Certificate of Excellence).

THANK YOU



**PROJECT
MANAGER, STAC**

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