SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Communications & Customer Support II

CODE NO. :   PTC 810   **LEVEL:**   Advanced

PROGRAM: Parts Technician Apprenticeship (6551)

AUTHOR: Jamie Schmidt

DATE: June 2008   **PREVIOUS OUTLINE DATED:**

APPROVED:

"Corey Meunier"
CHAIR   DATE

TOTAL CREDITS:

PREREQUISITE(S):

HOURS/WEEK:

Communications & Customer
Support II   PTC810

I. COURSE DESCRIPTION:

Communications & Customer Support 2 is an online course consisting of
three topic modules.

After successfully completing the modules, the learner is in a position to:

- Demonstrate knowledge of maintaining a healthy organizational
  climate in the company.
- Demonstrate knowledge of evaluating customer needs.
- Demonstrate knowledge of efficient telephone techniques.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate
the ability to:

1. ***Demonstrate knowledge of maintaining a healthy organizational
    climate in the company.***
    Potential Elements of the Performance:
    - Display the correct method of evaluating customer needs
      when dealing with customers (either internal or external) at a
      sales counter.
    - Describe the customer's needs and the parts needed for a
      particular repair.
    - Provide related information.

2. ***Demonstrate knowledge of evaluating customer needs.***
    Potential Elements of the Performance:
    - Understand the principles of a healthy climate in the company.

3. ***Demonstrate knowledge of efficient telephone techniques.***
    Potential Elements of the Performance:
    - Demonstrate his efficient use of the telephone.
    - Demonstrate telephone techniques.

III. TOPICS:

1. EVALUATION OF CUSTOMER NEEDS AND REQUIRED PARTS
2. ORGANIZATIONAL CLIMATE
3. EFFECTIVE TELEPHONE OPERATION & TECHNIQUES

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IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

V.   EVALUATION PROCESS/GRADING SYSTEM:

Online assignments 100%

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VI.   SPECIAL NOTES:

Special Needs:
If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

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Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:
The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII.   PRIOR LEARNING ASSESSMENT:
Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII.   ADVANCE CREDIT TRANSFER:
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.