

I. COURSE DESCRIPTION:

This course is designed to meet industry demands for parts and service personal. The CICE student will be exposed to fundamental elements of the parts business to competently perform counter sales, cataloguing, invoicing, and inventory control. Practical applications are provided that allow you to use manual and computer aided parts systems. You will also gain essential skills for entry level employment as a Service Advisor.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the CICE student along with the assistance of a Learning Specialist, will demonstrate the basic ability to:

1. *Perform basic job tasks associated with the role of a Service Advisor***Potential Elements of the Performance:**

- Outline the requirements for repair facilities under the consumer protection act
- Create basic work orders, estimates, technician work sheets and invoices
- Utilize effective communication techniques to document customers concerns
- Explore typical duties of a service advisor in a dealership setting
- Schedule preventive maintenance schedules

2. *Perform basic entry level duties of a Parts Person***Potential Elements of the Performance:**

- Price parts and create estimates and invoices with computer aided systems and hand written orders and invoices
- Contribute to inventory control
- Apply core charges and freight to an invoice
- Outline warranty parts procedures

3. *Create the appropriate documentation required by a Service Technician***Potential Elements of the Performance:**

- Determine and document the parts required for a variety of repair procedures
- Provide appropriate documentation describing diagnostic and repair procedures

4. *Discuss the duties of parts and service management personal in the motive power industry*

Potential Elements of the Performance:

- Outline employee productivity
- Use industry software applications to produce reports

5. *Describe the importance of customer relations.*

Potential Elements of the Performance:

- Demonstrate the ability to assist a customer in parts choices
- Demonstrate a professional, courteous approach
- Explain the importance of appropriate attire
- Describe different job responsibilities within the parts industry

III. TOPICS:

1. Role of the Service Advisor
2. Parts Person Fundamentals
3. Work orders and Technician documentation
4. Jobs in the Motive Power Industry
5. Customer Relations

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Title: Heavy Duty Truck Systems

Edition: 5th ed., 12959#

Author: Bennett

Title: Automotive Technology: A Systems Approach/AST Test Prep

Edition: 06 ed., 17810#

Author: Erjavec

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignments - 60%

Tests - 30%

Presentations - 10%

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
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:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.

Eye, Face and Foot Personal Protection Equipment (P.P.E):

Students are required to wear appropriate Personal Protection Equipment (P.P.E) in designated areas at all times. The designated areas for eye and foot protection in the Motive Power areas are: C1073 (Automotive), C1000, C1010, and C1040 (Truck/Coach and Heavy Equipment) and C1120 (Marine and Small Engines). Appropriate P.P.E must also be worn when facing hazards outside of these designated areas.

Minimum Eye Protection:

All protective eye wear shall meet the requirements of:
C.S.A. - Z94.3 or A.N.S.I. - Z87.1 +.

Approved safety glasses (lens and frames) shall have side protection such as wrap around design or fixed side shields.

Foot Protection:

1. Boot height- minimum 5 ½" uppers, measured from the top of the sole.
2. CSA Green Patch rating.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.

CICE Modifications:**Preparation and Participation**

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

A. Tests may be modified in the following ways:

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

B. Tests will be written in CICE office with assistance from a Learning Specialist.***The Learning Specialist may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

C. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Learning Specialist may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

D. Evaluation:

Is reflective of modified learning outcomes.