



COURSE OUTLINE: MPT205 - PARTS/SERV PERSONNEL

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Course Code: Title	MPT205: PARTS AND SERVICE PERSONNEL
Program Number: Name	4044: MOT POWER ADV REPAIR
Department:	MOTIVE POWER
Academic Year:	2024-2025
Course Description:	This course is designed to meet industry demands for parts and service personal. You will be exposed to the fundamental elements of the parts business and will perform simulated counter sales and invoicing. Practical applications are provided that allow the use of online parts systems and labor time guides. Essential skills for entry level employment as a Service Advisor will be developed. You will create estimates for repair procedures and will practice and perform customer service skills.
Total Credits:	2
Hours/Week:	2
Total Hours:	30
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	4044 - MOT POWER ADV REPAIR VLO 10 Communicate information effectively, credibly, and accurately by producing supporting documentation to appropriate standards. VLO 11 Use information technology and computer skills to support work in a motive power environment. VLO 12 Prepare, support, maintain, and communicate data from log, record, and documentation systems. VLO 13 Apply business practices, project management skills, and communication skills to improve customer service. VLO 14 Assist in quality-control and quality-assurance programs and procedures. VLO 15 Develop and use personal and professional strategies and plans to improve professional growth, job performance, and work relationships. VLO 16 Complete all assigned work in compliance with occupational, health, safety, and environmental law; established policies and procedures; codes and regulations; and in accordance with ethical principles.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 3 Execute mathematical operations accurately.



- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Other Course Evaluation & Assessment Requirements:

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.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Perform basic job tasks associated with the role of a Service Advisor	1.1 Outline the requirements for repair facilities under the consumer protection act 1.2 Create work orders, estimates and invoices 1.3 Utilize effective communication techniques to document customers concerns 1.4 Explain typical duties of a service advisor in a dealership setting 1.5 Schedule preventive maintenance intervals
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Perform entry level duties of a Parts Person	2.1 Price parts and create estimates and invoices with computer aided systems and hand written orders and invoices 2.2 Contribute to inventory control 2.3 Apply core charges and freight to an invoice 2.4 Explain warranty parts procedures
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Create the appropriate	3.1 Determine and document the parts and labor required for a



	documentation required by a Service Technician	variety of repair procedures 3.2 Provide appropriate documentation describing diagnostic and repair procedures
	Course Outcome 4	Learning Objectives for Course Outcome 4
	4. Describe the duties of parts and service management personal in the motive power industry	4.1 Explain employee productivity 4.2 Use industry software applications to produce reports
	Course Outcome 5	Learning Objectives for Course Outcome 5
	5. Describe the importance of customer relations.	5.1 Demonstrate the ability to assist a customer in parts choices 5.2 Demonstrate a professional, courteous approach to customer service 5.3 Explain the importance of appropriate attire 5.4 Describe different job responsibilities within the parts industry

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	70%
Practical Skills	30%

Date:

August 9, 2024

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

