

I. COURSE DESCRIPTION:

This course is designed to meet industry demands for parts and service personal. You 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 student will demonstrate the 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 work orders, estimates, technician work sheets and invoices
- Utilize effective communication techniques to document customers concerns
- Explain typical duties of a service advisor in a dealership setting
- Schedule preventive maintenance intervals

2. *Perform 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
- Explain warranty parts procedures
- Use paper catalogues to look up and cross reference parts

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

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

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

Potential Elements of the Performance:

- Explain 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 to customer service
- 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:

No text required

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignments - 60%
 Tests - 30%
 Presentations - 10%

The following semester grades will be assigned to students:

Grade	<u>Definition</u>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
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:

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.