

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



**COURSE OUTLINE**

**COURSE TITLE:** COMMUNICATIONS & CUSTOMER SUPPORT I

**CODE NO. :** PTC610 **SEMESTER:** ONE

**PROGRAM:** PARTS TECHNICIAN - BASIC

**AUTHOR:** JAMIE SCHMIDT/DEREK CASHMORE

**DATE:** September 2011 **PREVIOUS OUTLINE DATED:** September 2010

**APPROVED:** *“Corey Meunier”*  
**CHAIR** **DATE**

**TOTAL CREDITS:** FIVE

**PREREQUISITE(S):** NIL

**HOURS/WEEK:**

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*School of Technology & Skilled Trades*  
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## I. COURSE DESCRIPTION:

This course is designed to provide the apprentice with both a fundamental interpretation and basic expectations of industry and ministry accepted communication skills by relating to customers, co-workers and management in a professional and courteous manner.

The course will use a series of learning activities that will require the apprentice to link the course theory to the workplace in a series of assignments and assessments.

Upon successful completion of this course, the apprentice will be aware of the importance of communication techniques with regard to customers, personnel and organizations. The apprentice will possess both the knowledge of and ability to consistently:

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

### 1. ***Applied Learning and Communication Technique***

#### Potential Elements of the Performance:

- Sum up the function and the rudiments of communication techniques in the workplace.
- Describe the most appropriate communication techniques.

### 2. ***Memo Letters and Resume Writing***

#### Potential Elements of the Performance:

- Derive the main elements of drafting a variety of letters and to put these elements into practice.

### 3. ***Interview Preparation***

#### Potential Elements of the Performance:

- Produce different styles of resumes
- Describe the job interview process

### 4. ***Human, Personal and Customer Relations***

#### Potential Elements of the Performance:

Describe:

- Tension/stress
- Effect of excessive stress
- Tension arising from human relations or work relations.
- Factors increasing or decreasing work-related tension
- Reaction to conflicts in the workplace
- Shyness in the workplace

Recognize opportunities to put techniques and skills into practice in his own organization so that he or she can better serve his or her customers.

**5. *Motivation and Leadership***

Potential Elements of the Performance:

- Define leadership styles and their role affect in the workplace

**III. TOPICS:**

1. Applied Learning and Communication Technique
2. Memo Letters and Resume Writing
3. Interview Preparation
4. Human, Personal and Customer Relations
5. Motivation and Leadership

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

**No text required**

**V. EVALUATION PROCESS/GRADING SYSTEM:**

***100% ONLINE ASSIGNMENTS***

The following semester grades will be assigned to students:

<b>Grade</b>	<b><u>Definition</u></b>	<b><i>Grade Point Equivalent</i></b>
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:**

**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.

**VII. COURSE OUTLINE ADDENDUM:**

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