



COURSE OUTLINE: MPT205 - PARTS/SERV PERSONNEL

Prepared: Jamie Schmidt

Approved: Corey Meunier, Chair, Technology and Skilled Trades

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| Course Code: Title | MPT205: PARTS AND SERVICE PERSONNEL |
| Program Number: Name | 4044: MOT POWER ADV REPAIR |
| Department: | MOTIVE POWER |
| Semesters/Terms: | 20F |
| 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. |
| Total Credits: | 2 |
| Hours/Week: | 2 |
| Total Hours: | 32 |
| 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 4 Apply a systematic approach to solve problems. |

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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| | <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p> | | | | | | | | |
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| Course Evaluation: | <p>Passing Grade: 50%, D</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p> | | | | | | | | |
| Other Course Evaluation & Assessment Requirements: | <p>The following semester grades will be assigned to students:</p> <p>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</p> <p>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.</p> | | | | | | | | |
| Course Outcomes and Learning Objectives: | <table border="1"> <thead> <tr> <th>Course Outcome 1</th><th>Learning Objectives for Course Outcome 1</th></tr> </thead> <tbody> <tr> <td>1. Perform basic job tasks associated with the role of a Service Advisor</td><td> 1.1 Outline the requirements for repair facilities under the consumer protection act 1.2 Create work orders, estimates, technician work sheets 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 </td></tr> <tr> <th>Course Outcome 2</th><th>Learning Objectives for Course Outcome 2</th></tr> <tr> <td>2. Perform entry level duties of a Parts Person</td><td> 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 </td></tr> </tbody> </table> | 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, technician work sheets 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 |
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| | | 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 documentation required by a Service Technician | 3.1 Determine and document the parts and labor required for a 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 personnel 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: | <table><tr><th>Evaluation Type</th><th>Evaluation Weight</th></tr><tr><td>Assignments</td><td>60%</td></tr><tr><td>Presentations</td><td>10%</td></tr><tr><td>Tests</td><td>30%</td></tr></table> | | Evaluation Type | Evaluation Weight | Assignments | 60% | Presentations | 10% | Tests | 30% |
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| Date: | September 2, 2020 | | | | | | | | | |
| Addendum: | Please refer to the course outline addendum on the Learning Management System for further information. | | | | | | | | | |

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