



COURSE OUTLINE

MPT0205

Prepared: Jamie Schmidt Approved:

Course Code: Title	MPT0205: PARTS AND SERVICE								
Program Number: Name	1120: COMMUNITY INTEGRATN								
Department:	C.I.C.E.								
Semester/Term:	17F								
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								
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>								
Course Evaluation:	Passing Grade: 50%, D								
Evaluation Process and Grading System:	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>Assignments</td> <td>60%</td> </tr> <tr> <td>Presentations</td> <td>10%</td> </tr> <tr> <td>Tests</td> <td>30%</td> </tr> </tbody> </table>	Evaluation Type	Evaluation Weight	Assignments	60%	Presentations	10%	Tests	30%
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Course Outcomes and Learning Objectives:	Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:								



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Course Outcome 1.

Perform basic job tasks associated with the role of a Service Advisor

Learning Objectives 1.

- 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

Course Outcome 2.

Perform entry level duties of a Parts Person

Learning Objectives 2.

- 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

Course Outcome 3.

Create the appropriate documentation required by a Service Technician

Learning Objectives 3.

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

Course Outcome 4.



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

Learning Objectives 4.

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

Course Outcome 5.

Describe the importance of customer relations.

Learning Objectives 5.

- 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

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. Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

B. Tests may be modified in the following ways:

1. Tests, which require essay answers, may be modified to short answers.



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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.

C. 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.

D. 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

E. Evaluation:

Is reflective of modified learning outcomes.



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NOTE: Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

Date:

Wednesday, September 6, 2017



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