



# COURSE OUTLINE

## MPT205

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Prepared: Jamie Schmidt    Approved:

|   |   |
|---|---|
| <b>Course Code: Title</b>                                     | MPT205: PARTS AND SERVICE PERSONNEL   |
| <b>Program Number: Name</b>                                   | 4044: MOT POWER ADV REPAIR  |
| <b>Department:</b>  | MOTIVE POWER  |
| <b>Semester/Term:</b>   | 17F   |
| <b>Course Description:</b>                                    | 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.   |
| <b>Total Credits:</b>   | 2   |
| <b>Hours/Week:</b>  | 2   |
| <b>Total Hours:</b>   | 32  |
| <b>Vocational Learning Outcomes (VLO's):</b>                  | #10. Communicate information effectively, credibly, and accurately by producing supporting documentation to appropriate standards.<br>#11. Use information technology and computer skills to support work in a motive power environment.  |
| <b>Essential Employability Skills (EES):</b>                  | #1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.<br>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.<br>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.<br>#10. Manage the use of time and other resources to complete projects.<br>#11. Take responsibility for ones own actions, decisions, and consequences. |
| <b>Course Evaluation:</b>                                     | Passing Grade: 50%, D   |
| <b>Other Course Evaluation &amp; Assessment Requirements:</b> | The following semester grades will be assigned to students:<br>Grade<br>Definition Grade Point Equivalent   |



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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.

### Evaluation Process and Grading System:

| Evaluation Type | Evaluation Weight |
|-----------------|-------------------|
| Assignments     | 60%               |
| Presentations   | 10%               |
| Tests           | 30%               |

### Course Outcomes and Learning Objectives:

#### 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



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### **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.**

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



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- Explain the importance of appropriate attire
- Describe different job responsibilities within the parts industry

**Date:**

Friday, September 1, 2017

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