



**I. COURSE DESCRIPTION:**

This course is designed to meet the demands for a part/supplies technician capable of assuming the various responsibilities in a typical motive power parts department. The student is exposed to fundamental elements of the parts business to enable him/her to competently perform counter sales and service, parts cataloging, parts invoicing, ordering, inventory control methods, and shipping and receiving. Practical applications are provided that allow the student to use manual and computer aided parts systems.

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

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

1. Understand the purpose and benefits of this course related to the Motive Power Trades

Potential Elements of the Performance:

- ◆ Introduction to course
- ◆ Benefits including job possibilities

2. Understanding 'teamwork'.

Potential Elements of the Performance:

- ◆ Positions management to delivery person
- ◆ Crosstraining – individuals training and knowledge to perform various tasks – i.e. shipper receiver to counter

3. Understand and relate to the importance of customer relations.

Potential Elements of the Performance:

- ◆ Pleasant, courteous, professional demeanor
- ◆ Appropriate attire
- ◆ Ability to assist customer in parts choice/assist with input
- ◆ Some knowledge of installation and testing (experience in trade)
- ◆ Sales motivation

## 4. Understand and lookup information in Parts Manuals

Potential Elements of the Performance:

- ◆ Understanding parts categories, locations, numerical numbering systems, and manual locations
- ◆ Ability to perform parts search and retrieval (i.e. non-stock items, tool's, paints, etc.
- ◆ Ability to do handwritten proper invoicing – importance of how invoicing is directly connected to inventory control.
- ◆ Ability to source parts i.e. sunvisor for dodge pickup from Lund Manufacturing and quote on running boards
- ◆ Ability to explain various parts quality or warranties were applicable
- ◆ Knowledge of Technical Help Lines to assist customer with installation or breakdown of parts information
- ◆ Core Charges and Freight

## 5. Explain proper merchandising and promotions

Potential Elements of the Performance:

- ◆ Advertising methods
- ◆ Commodity Item's and Seasonal Products
- ◆ Display positions and associated parts
- ◆ Types of delivery services

## 6. Have knowledge of the importance of shipping and receiving

Potential Elements of the Performance:

- ◆ Describe why parts entering the building is the most important (receiving)
- ◆ Knowledge of shipping various items and dangerous goods
- ◆ Handling and Transportation of Dangerous Goods
- ◆ Weatherly Index (understanding)

7. Have knowledge of key elements required for a profitable inventory

Potential Elements of the Performance:

- ◆ Understand and calculate gross profit
- ◆ Determine a fixed cost
- ◆ Classification codes
- ◆ Fast moving inventory
- ◆ Seasonal items (early advertising)
- ◆ Rebate understanding
- ◆ Lost sales report

8. Understand and lookup information on computers

Potential Elements of the Performance:

- ◆ Computerized catalogues
- ◆ Benefits of computerized systems
- ◆ Ability to re-order as computer directs
- ◆ Computer invoices
- ◆ Daily printouts, sales numbers
- ◆ Gross profit, net profit, wages, costs advertising costs, etc.
- ◆ Customer and number accounts
- ◆ PST exempt number
- ◆ Accounting
- ◆ Stock advice and reorganizing

**III. TOPICS:**

1. Introduction to Course – Review of benefits, job possibilities.  
Explanation of Grading Systems
2. Teamwork/Customer Relations
3. Parts Manuals
4. Shipping and Receiving
5. Key Elements for a Profitable Inventory
6. Computerized Catalogues

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**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:***T.B.A.***V. EVALUATION PROCESS/GRADING SYSTEM:**

Final Grades are based on the following breakdown:

Introduction	10%
Catalogue & Computers	30%
Advertising/Advertising Design	30%
Parts Pricing	15%
Overview	15%

Tests are scheduled for each of the above areas.

Note: Students are deducted % grades for any unexcused absences or arriving late for class based on the following:

½ % deducted for each late

1% deducted for each day of unexcused absence

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	

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Semester Grades Continued.....

X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies &amp; Procedures Manual – Deferred Grades and Make-up</i> ).
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.

**VI. SPECIAL NOTES:**Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

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Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

*<include any other special notes appropriate to your course>*

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.