

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. Inventory ManagementPotential 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

2. Parts SoftwarePotential 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

3. **Customer Relations**

Potential Elements of the Performance:

The Student will Demonstrate the following:

- Pleasant, courteous, professional demeanor
- Appropriate attire
- Ability to assist customer in parts choice/assist with input
- Sales motivation

4. **Parts Person Duties**

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 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
- Perform entry level tasks as a parts counter person

5. **Merchandising**

Potential Elements of the Performance:

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

6. Shipping and ReceivingPotential Elements of the Performance:

- Knowledge or shipping various items and dangerous goods
- Handling and Transportation of Dangerous Goods
- Weatherly Index (understanding)
- Perform duties of an entry level Shipper/Receiver

III. TOPICS:

1. **Inventory Management**
2. **Parts Software**
3. **Customer Relations**
4. **Parts Person Duties**
5. **Merchandising**
6. **Shipping and Receiving**

IV. REQUIRED RESOURCES/TEXTS/MATERIALS: TBA**V. EVALUATION PROCESS/GRADING SYSTEM:**

A final grade will be calculated based on the following:

Online assignments	40%
Computer lab projects	30%
Final test	20%
Practical performance	10%

The following semester grades will be assigned to students:

Grade	Definition	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
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:

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 professor and/or the Special Needs office. Visit Room E1101 or call Extension 703 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.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. 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.

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.

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.