

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

Documentation (Approval etc...)

Automotive Service Management

2021

ASM1 Curriculum Modification for 2020-21




Fanshawe College

Follow this and additional works at: https://first.fanshawec.ca/cae_transporttechandapprenticeship_autoservicemgmt_documentation

CURRICULUM MODIFICATION REQUEST FORM

COURSE OR PROGRAM CURRICULUM "RATIONALE FOR CHANGE"

Program Requiring Changes

Program Title: Automotive Service Management		
Program Number: ASM1	Date Submitted: 1/8/2021	
Dean responsible for program: Steve Patterson	Associate Dean: Carl Mendonca	
Credential Provided: <input type="checkbox"/> Declaration of Academic Achievement <input type="checkbox"/> Local Certificate <input type="checkbox"/> Ontario College Certificate <input type="checkbox"/> Diploma <input type="checkbox"/> Advanced Diploma <input checked="" type="checkbox"/> Grad Certificate <input type="checkbox"/> Degree <input type="checkbox"/> Apprenticeship		
Program Intakes: <input checked="" type="checkbox"/> F <input type="checkbox"/> W <input checked="" type="checkbox"/> S Other:	Catalogue Year(s) Impacted: 20201	
Residency Requirement: <input checked="" type="checkbox"/> Met or <input type="checkbox"/> Not Met	Date of Last Program Review: N/A	
<i>I have read the reasons for the change and...</i>	<i>Signature and date</i>	
Associate Dean of School:	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	Carl Mendonca December 1 st , 2020
Dean of Faculty (Lead program):	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	 December 1 st , 2020
Dean of Faculty (Affiliate program-impacted by change):	<input checked="" type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	 January 6, 2021
Senior Vice President Academic (required for major changes and late DAs):	<input type="checkbox"/> Approve <input type="checkbox"/> Do Not Approve	
Director, Centre for Academic Excellence:	<input checked="" type="checkbox"/> Supports <input type="checkbox"/> Does Not Support	 January 6, 2021
Office of the Registrar:	<input type="checkbox"/> Supports <input type="checkbox"/> Does Not Support	
Notes:		

Please answer each of the questions below, if applicable. Missing or incomplete information may delay review of the proposed changes.

1.0 Describe proposed change(s). Complete Appendix A (if necessary), Appendix B and amend SDAR (Refer to Appendix C).

2.0

LKSB is delivering some courses within the upcoming Automotive Service Management program launching in May 2021. The Professor teaching MGMT-6057, a course originally included in the ASM1 SDAR, felt that there was a better course fit with an updated Project Management course that has been newly re-developed. Minor modifications were made to the ASM1 program description and VLOs to clarify the alignment between MGMT-6068 and ASM1.

Reason/Rationale for Changes

2.1 The reason for the change is based on:

- A recent program review
- Program Advisory Committee feedback
- Student feedback
- KPI results
- Accreditation or other regulatory requirements
- Shared curriculum
- Trends in the field/industry
- Other (please describe): LKSB Professor provided feedback that MGMT-6057 was not suitable for inclusion in ASM1.

2.2 Does the change support the College's Strategic Framework (mission, vision, values)?

- Yes
- No (If no, please explain)

2.3 What strategic goal(s) does the proposed change support?

- Goal 1 – Enhance innovative practices for exceptional student learning
- Goal 2 – Manage enrolment growth
- Goal 3 – Optimize use of resources
- Goal 4 – Build sustainable sources of alternative revenue

3.0 Students

3.1 Will the change affect the cost of the program for students?

- Yes
- No

3.2 If yes, there will be an additional cost for:

- Materials (Include details):
- Equipment (Include details):
- Other (Please describe):

4.0 Program Learning Outcomes

4.1 Will the proposed change meet the Program Vocational Learning Outcomes? (Complete Appendix B and mark the changes in the mapping [e.g. red font])

- Yes
- No

4.2 Are there any implications related to progression because of pre-requisite courses (and/or co-requisite courses)?

- No
- Yes (If yes, please explain)

5.0 Relationships with Other Programs

5.1 Are any of the courses impacted by the change provided by another School (e.g., SLLS, LKSB) and/or delivered at another campus?

- No
- Yes – LKSB

5.2 What Schools/Campuses will be impacted by the proposed change?

- Lawrence Kinlin School of Business
- School of Information Technology
- School of Contemporary Media
- School of Design
- School Digital and Performing Arts
- School of Tourism, Hospitality and Culinary Arts
- School of Community Studies
- School of Health Sciences
- School of Nursing
- School of Public Safety
- Donald J. Smith School of Building Technology
- Norton Wolf School of Aviation Technology
- School of Applied Sciences and Technology
- School of Transportation Technology and Apprenticeship
- School of Language and Liberal Studies
- English Language Institute
- London South Campus
- Simcoe/Norfolk Regional Campus

- St Thomas/Elgin Regional Campus
- Woodstock/Oxford Regional Campus
- Huron/Bruce Regional Sites

5.3 Will the change affect pathway agreements (e.g., bridging, articulations, laddering, advanced standing) with other Fanshawe program(s) and/or other institution(s)?

(Refer to the pathway agreements listed here: <http://transferagreements.fanshawec.ca/>)

- No
- Yes (If yes, indicate when you will notify the other Fanshawe program(s) and/or other institution(s) and the Pathways Coordinator in the Centre for Academic Excellence of the change)

5.4 If this program is a Co-Operative Education program, will the proposed change impact Co-op?

- No
- Yes (If yes, consult with the Co-op office prior to submission)

6.0 Resource Implications of Proposed Changes

6.1 Will the proposed change have staffing implications?

- No
- Yes (If yes, please explain)

6.2 Will the proposed change impact any of the Enabling areas?

- No
- Yes (If yes, please explain)

6.3 Will the proposed change affect space and/or technology requirements?

- No
- Yes (If yes, please explain)

7.0 General College Requirements

7.1 Are changes consistent with Colleges policies?

- Yes
- No (If no, please explain)

7.2 Will the program meet the General Education requirements (Policy A126) as listed below?

- No
- Yes

Local Certificate, Ontario College Certificate and Graduate Certificate - none required)	Diploma - 3 required (minimum of 1 must be an elective)	Advanced Diploma - 4 required (minimum of 2 must be electives)
---	--	---

7.3 Will the program have 25% distinct curriculum to meet the Residency Requirement of 25% credit units? Consider all pathway agreements (e.g., bridging, internal articulations, laddering, advanced standing) with other Fanshawe programs and/or other institutions.

- No
 Yes

Note: In accordance with POLICY NUMBER: A122 Graduation from Approved College Programs

...to be eligible for any College Credential a student must be enrolled and complete at least 25% of that program’s credit units at Fanshawe College, unless stipulated differently by other approving bodies such as the Postsecondary Education Quality Assessment Board (PEQAB).

7.4 Indicate:

- i) Total program hours before proposed change: 630
- ii) Total program hours after proposed change: 630
- iii) Level(s) in which the proposed change(s) occurs: 2

7.4.1 Are the total program hours consistent with the requirements as listed below?

- Yes
 No (If no, please explain)

Local Certificate - 300 hours	Ontario College Certificate - 600 hours
Diploma - 1200 to 1400 hours	Advanced Diploma - 1800 to 2100 hours
Graduate Certificate - 600 hours	DOAA – 120 to 200 hours

APPENDIX A: PROPOSED CURRICULUM MODIFICATION

Course Code	Existing DA Courses	Total Hours	Total Credits	Describe proposed changes	Course Code	Proposed DA Courses	Total Hours	Total Credits
Level 1								
TOTAL		0	0		TOTAL		0	0
Level 2								
MGMT 6057	Contemporary Business Management	45	3	A better suited Project Management course for the program	MGMT 6068		45	3
TOTAL		45	3		TOTAL		45	3

PROGRAM TOTAL 45 3

PROGRAM TOTAL 45 3

Program Name: Automotive Service Management
Program Code: ASM1 (ASM1-MPW-20201)
Academic Year: 2020-2021
Date Generated: 12/16/2020 10:18:58 AM
Only Display Core Courses:

1	Implement customer service and sales strategies to meet the needs of a variety of clients.
2	Schedule service and repair activities in various types of service outlets to provide efficient customer service.
3	Apply information technology skills to manage and organize an automotive business environment.
4	Use management accounting principles to direct and improve the finances and operations of an automotive business.
5	Report developments in emerging transportation technologies in sectors such as automotive, auto body, truck & coach, and agricultural to support professional development of staff and ensure customer awareness of changing industry norms.
6	Utilize leadership and management skills to solve problems, manage projects , and manage human, physical, and financial resources.
7	Communicate information regarding the functions and operations of basic transportation components and their related systems between and among customers and various service departments (e.g. technicians, sales, parts, warranty) to assist the flow of operations and ensure accurate services are rendered.
8	Maintain currency within industry trends and issues and interdependent relationships in the broader transportation industry sectors to improve work performance and guide career development.
9	Ensure personnel's compliance with Canadian regulatory legislation and legal and ethical practices in the transportation industry.
10	Manage merchandise and inventory for parts and services departments in accordance with manufacturer's specifications, and by liaising with internal and external vendors, to meet the needs of the organization.

Level 1											
Course Number	Course Name	1	2	3	4	5	6	7	8	9	10
DEVL-6029	Workplace Expectations Canada	B					B				
HLTH-6040	Canadian Occ Health & Safety						B			B	
MGMT-6042	Organizational Performance										
MOTP-6001	Automotive Service Systems										
MOTP-6002	Emerging Transport Tech 1										
MOTP-6003	Trade Readiness & Work										
SFTY-6009	Shop Safety										
Level 2											
Course Number	Course Name	1	2	3	4	5	6	7	8	9	10
ACCT-5012	Managerial Accounting				I						
MGMT-6081	Operations Management				IBC		IBC				IBC
MGMT-6089	Leadership & Mgmt Fundamentals	B					C	I	I		
MGMT-6154	Service Advisor										
MOTP-6004	Emerging Transport Tech 2										
MRCH-6001	Merchandising & Inventory Mgmt	I	I	I		I	I	I		I	I
MGMT-6057	Contemporary Business Management				*		*		*	*	
MGMT-6068	Project Management						C				B

Degree Audit Report

Catalog: 2020/2021

Program: ASM1

Name: Automotive Service Management

Department: MPW - Transportation Technology

Academic Level: PS

CCD: 7 - 2AcadSem/600-700 hrs

Credential: Ontario College Graduate Cert

Grade Scheme: LG2

Major: ASM1 - Automotive Service Mgmt

Div: MPW - Motive Power Division

Co-Op Indicator: N/A

Academic Program Requirement

Total Credits: 36.00

Residency Reqmt: 9.00

GPA Requirement: 2.00

Residency Reqmt GPA: 2.00

Minimum Grade: D

Academic Requirement: ASM1.20 Automotive Service Management

Major: ASM1

Grade Scheme: LG2

Minimum GPA: 2.00

Minimum Grade:

Subrequirement: Level 1

Take all of the following Mandatory Courses:

	Total	Total	GE
	Hours	Credits	
HLTH-6040 Canadian Occupational Health & Safety	45.00	3.00	
DEVL-6029 Workplace Expectations in Canada	45.00	3.00	
MGMT-6042 Organizational Performance	45.00	3.00	
SFTY-6009 Shop Safety	30.00	1.50	
MOTP-6001 Automotive Service Systems	30.00	1.50	
MOTP-6002 Emerging Transportation Technologies 1	45.00	2.00	
MOTP-6003 Trade Readiness & Work Practices	45.00	2.00	

Subrequirement: Level 2

Take all of the following Mandatory Courses:

		Total	Total	GE
		Hours	Credits	
MGMT-6089 Leadership & Management Fundamentals		45.00	3.00	
MGMT-6057 Contemporary Business Management		45.00	3.00	
ADD: MGMT-6068 Project Management		45.00	3.00	
MGMT-6081 Operations Management		60.00	4.00	
ACCT-5012 Managerial Accounting		45.00	3.00	
MGMT-6154 Service Advisor		45.00	2.00	
MOTP-6004 Emerging Transportation Technologies 2		45.00	2.00	
MRCH-6001 Merchandising & Inventory Management		60.00	3.00	

Subrequirement: Program Residency

Students Must Complete a Minimum of 9 credits in this program at Fanshawe College to meet the Program Residency requirement and graduate from this program

Approved By Chair/Manager:

Department and Date:

Approved by Dean:

Date:

General Education Approved By(as appropriate):

Date:

December 8, 2020

Proposed updates to ASM1 program description and VLOs to account for the inclusion of MGMT-6068

ASM1 Program Description:

This Graduate Certificate program will prepare students for supervisory and managerial positions in the broad transportation industry, with a particular focus on automotive service and repair.

The Automotive Service Management program includes business curriculum including leadership and management, human resources, operations management, **project management**, accounting, and business communications, and curriculum addressing multiple aspects of the transportation industry including automotive, truck and coach, paint and body, and agriculture operations.

This unique combination of business and automotive courses will prepare graduates for a variety of positions within the transportation industry such as service manager, service consultant, service advisor, parts advisor, warranty administrator, and customer relations.

VLOs:

1. Implement customer service and sales strategies to meet the needs of a variety of clients;
2. Schedule service and repair activities in various types of service outlets to provide efficient customer service;
3. Apply information technology skills to manage and organize an automotive business environment;
4. Use management accounting principles to direct and improve the finances and operations of an automotive business;
5. Report developments in emerging transportation technologies in sectors such as automotive, auto body, truck and coach, and agricultural to support professional development of staff and ensure customer awareness of changing industry norms;
6. Utilize leadership and management skills to solve problems, **manage projects**, and manage human, physical, and financial resources;
7. Communicate information regarding the functions and operations of basic transportation components and their related systems between and among customers and various service departments (e.g. technicians, sales, parts, warranty) to assist the flow of operations and ensure accurate services are rendered;
8. Maintain currency within industry trends and issues and interdependent relationships in the broader transportation industry sectors to improve work performance and guide career development;
9. Ensure personnel's compliance with Canadian regulatory legislation and legal and ethical practices in the transportation industry;
10. Manage merchandise and inventory for parts and services departments in accordance with manufacturer's specifications, and by liaising with internal and external vendors, to meet the needs of the organization.

Map MGMT-6068 to VLO 6 and VLO 10