

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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Documentation (Approval etc...)

Automotive Service Management

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2019

### **FANS01369 Automotive Service Management CVS Application (funded)**

Fanshawe College

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Ontario College Quality Assurance Service

Service de l'assurance de la qualité des  
collèges de l'Ontario

## Automotive Service Management

Fanshawe College | APS # FANS01369 | MTCU # 72907  
Ontario College Graduate Certificate | Funding requested - full-time

### Purpose

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 program includes business curriculum including leadership and management, human resources, operations 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 consultant, parts advisor, warranty administrator, and customer relations.

### Admission

Ontario College Diploma, Ontario College Advanced Diploma, Degree, or equivalent, or Red Seal in a related trade

### Occupational Areas

Graduates will be prepared for positions within the transportation industry such as service consultant, parts advisor, warranty administrator, and customer relations. Corresponding NOC codes include 6411, 6421, and 7301

### Laddering Opportunities

This program provides a pathway to business graduates who wish to apply their knowledge and skills to the transportation sector, and to graduates of automotive programs who wish to extend their business and management skills. Graduates of this program may be interested in further degree-level study such as the Honours Bachelor of Business Administration (Automotive Management).

### Program 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 & 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 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.

## Curriculum

- **HLTH-6040 - Canadian Occupational Health and Safety** (Semester 1 - 45.00 hours)  
This course will provide students with an in-depth understanding of health & safety practices and risk management principles in occupational workplaces required by Human Resources Management Professionals. Topics include rights and responsibilities of firms and employees, economic impact of loss control, hazard recognition, assessment and controls for physical, chemical and biological agents, accident prevention, safety metrics, emergency preparedness, WHMIS, WSIB Act, and Occupational Health & Safety Legislation.
- **COMM-6019 - Advanced Professional Communication** (Semester 1 - 45.00 hours)  
This course focuses on refining and advancing students' workplace communication abilities. The advanced communication documents and strategies covered include presentation skills, research skills, business document writing, meeting and management team strategies, business etiquette, and advanced employment communications. Additionally, students learn about interpersonal and intercultural communication (high/low and monochromic/polychromic context) concepts and strategies.
- **MGMT-6042 - Organizational Performance** (Semester 1 - 45.00 hours)  
Students in this course will gain an advanced understanding of how organizational effectiveness is dependent upon the interactions and relationships between individuals and teams within organizations. The content is based on theoretical models, the research underpinning these models and how these translate into the contemporary Canadian workplace. The course will examine topics ranging from employee motivation and performance management to organizational structure, culture, development and change. Students will explore topics around the role of individual values, perception and decision making and how these can influence team dynamics and leadership. Students will complete a personality assessment and relate their results to course concepts. Students will also undertake a major case analysis applying course concepts.
- **AUTO-XXX1 - Shop Safety** (Semester 1 - 30.00 hours)

In this course, students will learn safe work practices and the required protocol/procedures they must follow in the shop(s) throughout the transportation industry. Topics include the purpose and fundamentals of safe work practices, and the use of personal protection equipment. Students will examine the different equipment utilized as well as their purpose for effectively aiding in the diagnosis and repair of the many different sub-systems in the transportation industry. The course emphasizes incorporating safe practices in the usage of these various pieces of equipment.

- **AUTO-XXX2 - Automotive Service Systems** (Semester 1 - 30.00 hours)  
This course introduces students to the effective operation and function of information technology applicable to business environments in the transportation industry. Students will use operating systems to prepare appropriate business communications, schedule service and repair activities, and manage and track merchandise and inventory. Students will also explore financial and accounting software commonly used in the automotive service sector.
- **AUTO-XXX3 - Emerging Transportation Technologies 1** (Semester 1 - 45.00 hours)  
This course introduces students to the emerging technologies within the automotive and auto body sectors. Students will learn about current vehicle structure manufacturing processes used in light weighting modern vehicles to meet the government mandated corporate average fuel economy. Students will learn the fundamentals of vehicle safety systems and advanced driver assist systems (ADAS) that automotive manufactures are incorporating into their vehicles to enhance passenger safety. ADAS systems are developed to automate, adapt and enhance vehicle systems for safety and improved vehicle control. Systems will be identified that are designed to avoid collisions and accidents by offering technologies that alert the driver to a potential problem. Students will explore advanced systems that are designed to avoid collisions by implementing safeguards and taking over control of the vehicle. Course topics include adaptive features such as automated lighting, adaptive cruise control, automated braking, incorporated GPS/traffic warnings, smart phone connect, driver alert and lane departure.
- **AUTO-XXX4 - Trade Readiness and Work Practices** (Semester 1 - 45.00 hours)  
In this course, students will learn appropriate parts terminology and how to work with a parts catalogue system. Students will describe, and differentiate between, the functional purpose and general structure of various types of parts catalogues and manuals used in the transportation industry. Students will practice using appropriate lookup systems in relation to customer needs, and will learn to perform a cataloging system maintenance routine.
- **MGMT-6089 - Leadership & Management Fundamentals** (Semester 2 - 45.00 hours)  
In this course, the principles of effective leadership and management are examined with an emphasis on developing strategies for effectively managing groups of people. Situational leadership strategies, relating to the production of goods and services, will be analyzed with a view toward leading organizations through periods of change. Students work collaboratively to examine a variety of workplace issues through case study analysis, thereby learning to provide effective leadership as part of the management team.
- **MGMT-6057 - Contemporary Business Management** (Semester 2 - 45.00 hours)  
The objectives of this course are to explore the various contemporary and functional areas of business processes in Canada and to compare and contrast interrelationship within these domains. Students will research recent business phenomena to analyze business concepts as they relate to major business trends. They will discover how projects are affected by governance models, government in business, marketing, operations, employee-management issues, financial resources management, ethics, social responsibility and community-related philanthropy.
- **MGMT-6081 - Operations Management** (Semester 2 - 60.00 hours)  
Operations Management within the supply chain is an integral link ensuring goods and services are created and delivered successfully. This course will focus on the processes that are the art and science of operations management emphasizing the creation of value in both manufacturing (production) and service organizations with topics including operational strategy, quality,

inventory, process design and their impact on customer satisfaction. This course will cover basic, tactical and strategic applications in operations management, and show the importance of the relationships required to make the organization successful.

- **ACCT-5012 - Managerial Accounting** (Semester 2 - 45.00 hours)

Managers make extensive use of financial accounting records for operational and strategic decision making. This course emphasizes management accounting topics such as financial statement analysis, cost accounting approaches, cost allocation and analysis, and budgeting. This allows the student to understand the role of accounting in business and how accounting data is used in the decision-making process.

- **AUTO-XXX5 - Service Advisor** (Semester 2 - 45.00 hours)

In this course, students apply business communication and leadership and management principles and techniques to the operations of a simulated automotive service business environment. Students build on their learning by practicing their human resources, sales, and customer relations skills within an industry context.

- **AUTO-XXX6 - Merchandising and Inventory Management** (Semester 2 - 60.00 hours)

This course focusses on parts organization and structure processes in the automotive service industry. Students will learn parts inventory control procedures, parts warehouse storage procedures, and parts shipping and receiving procedures. Students will practice checking and recording inventory, and will use computerized inventory control systems. Students will learn to interpret reports issued for computerized control.

- **AUTO-XXX7 - Emerging Transportation Technologies 2** (Semester 2 - 45.00 hours)

This course introduces students to the emerging technologies within the truck & coach and agricultural sectors. Students will examine advancements in trucking across the four major areas of technology, efficiency, quality design, and safety. These advancements may include systems such as collision avoidance and lane departure warning; critical warning signal windshield displays; new engine and transmission design; and hybrid, electric, and autonomous technologies. The course will also explore major advancements in agricultural transportation technologies, including integrating GPS technology to automate tractor/combine field mapping for yield and planter population control; integrating modular telematics; BUS networking; and electric, semi-autonomous, and autonomous machines.

## VLO Mapping

Code	1	2	3	4	5	6	7	8	9	10
HLTH-6040								X	X	
COMM-6019					X					
MGMT-6042							X		X	
AUTO-XXX1							X		X	
AUTO-XXX2	X	X	X	X						X
AUTO-XXX3					X			X	X	

AUTO-XXX4	X							X	X	X
MGMT-6089					X	X	X	X		
MGMT-6057				X		X		X	X	
MGMT-6081				X		X				X
ACCT-5012			X	X		X				
AUTO-XXX5	X	X	X		X	X	X		X	X
AUTO-XXX6	X		X	X		X	X	X	X	X
AUTO-XXX7					X		X	X	X	

## Certification/Accreditation

### Certification type:

There is no recognition (None exist)

### Attachments

None

## Contact Information

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