



COURSE OUTLINE

Course Name: Communication and Business

Department Head/Coordinator: Jason Devisser

School or Centre:		Department:	
School of Transportation Trades		Automotive Service Technician	
Course History:		Year of Study:	
New Course		1st Year Post-secondary	
Name of Replacing Course (if applicable):	Course Number:	IAST 1015	
	Number of Credits:	2.0	

Course Pre-requisites (if applicable):

None

Course Co-requisites (if applicable):

None

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

Course Description:

Students practice communication in an automotive shop environment and common business practices. Students study the hierarchy of control in automotive shops and shop efficiency methods. Additional topics include record keeping and the use of technical and service publications.

Instructional Strategies:

Classroom activities are lectures, demonstrations, audio-visual presentations and exercises. Practical experience takes place in an active shop setting. The extensive workshop experience provides reinforcement of theoretical concepts, develops hand skills, and familiarity with repair procedures, electronic equipment and standard safety procedures. All modules are designed to enable the student to work independently and in groups.

Course Learning Outcomes:

At the end of this course students will be able to:

- Describe the hierarchy of control within an automotive repair shop
- Describe shop efficiency and shop management methods
- Describe recycling programs
- Explain the importance of learning and using correct trade terminology
- Use and maintain record keeping
- Use written reports including service, instruction and technical nature

Program Learning Outcomes:

- Practice working safely including complying with WorkSafeBC and WHMIS regulations
- Apply employability and communication skills while working in a businesslike manner
- Utilize hand, measuring, and power tools and equipment safely and effectively
- Provide general automotive maintenance services including lubrication and fluids, belts and hoses, exterior lamps, body trim and hardware, tires and wheels, non friction bearings and spindles and hubs
- Assess, diagnose and service hydraulic, drum brake, disc brake, power assist and anti-lock brake systems
- Assess, diagnose and service steering systems
- Assess, diagnose and service suspension systems
- Describe and diagnose electrical, electronic, and ignition systems
- Analyze and diagnose On Board Diagnostic (OBD) System Data using advanced electrical test equipment including computer controls, multiplex and network systems
- Identify and service fuel delivery systems, fuel types, alternate fuels, and gasoline fuel injection components
- Describe and test engine management systems including input sensors and output actuators
- Describe new vehicle technology and hybrid systems
- Describe and service vehicle Pre and Post Combustion Systems, emissions, Test OBD-II Evaporative Emission System, and Perform exhaust gas analysis

Course Topics and Sequence Covered:

- Hierarchy control and management of an automotive repair shop
- Trade terminology
- Recycling programs
- Record keeping
- Written reports

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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