

# AUTOMOTIVE SALES AND SERVICE CERTIFICATE

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Division: Career Technical Education

PROGRAM CODE: 1C15688

The **Automotive Sales and Service Certificate** program is designed to prepare students for customer service and sales positions in the automotive industry. It provides students with a basic knowledge of automobile operations, general maintenance requirements, and damage appraisal procedures along with marketing and management principles. The certificate will enable students to work in a variety of non technical areas in an automobile dealership, repair shop, or insurance company as a service representative, salesperson, or estimator. To earn a certificate, complete the required courses as listed with a grade of C or better. At least 50% of all course work must be completed at Cypress College. This certificate requires a total of 15-16 units.

Code	Title	Units
<b>Required Courses are listed in suggested sequence (15-16 units):</b>		
AT 101 C or AT 110 C	Survey of the Automobile Intro to Automotive Technology	3-4
ACR 112 C	Collision Damage Appraisal (formerly ACR 012 C)	3
BUS 222 C	Principles of Marketing	3
BUS 208 C	Principles of Selling	3
BUS 266 C	Human Relations in Business	3
<b>Total Units</b>		<b>15-16</b>

## Program Student Learning Outcomes:

**OUTCOME 1:** The Automotive Technology program is designed to prepare students for employment as automotive technicians and in numerous other related areas of the automotive and transportation industry. Training is given in both theory and practical skills. Directed practical work is given in all areas of maintenance and repair under simulated on-the-job conditions.

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