

# AUTOMOTIVE SERVICE ADVISOR CERTIFICATE

Division: Technology and Engineering

PROGRAM CODE: 2C40647

The **Automotive Service Advisor Certificate (formerly Automotive Service Advisor Skills Certificate)** is designed to provide the student with entry level employment skills needed in the area of automotive service advising, service consulting, customer greeting, and repair order dispatching. A student can seek employment in new car dealerships, specialty repair shops, and franchise automotive repair facilities. The course work will develop a student's understanding of the major automotive systems and their ability to communicate malfunctions to a customer. The proper calculations of repair costs and the completion of industry recognized repair orders will also be covered in the course work. This certificate requires a total of 18.5-25.5 units. A grade of C or better is required in each course taken.

Code	Title	Units
<b>Required Courses (14.5 units)</b>		
AUTO 100 F	Automotive Fundamentals (formerly AUTO 131 F)	4.5
AUTO 197 F	Automotive Service Management (formerly AUTO 055 F)	3
CIS 111 F	Introduction to Information Systems	4
MKT 208 F	Principles of Selling	3
		4-11
AUTO 110 F	Automotive Engine Rebuilding (formerly AUTO 081 F)	8
AUTO 111 F	Automotive Engine Repair (formerly AUTO 070 F)	7
AUTO 112 F	Automotive Cylinder Head Repair (formerly AUTO 091 F)	4
AUTO 120 F	Automatic Transmission Fundamentals (formerly AUTO 086 F)	3
AUTO 121 F	Automatic Transmissions (formerly AUTO 084 F)	8
AUTO 130 F	Automotive Powertrains (formerly AUTO 060 F)	5
AUTO 140 F	Automotive Suspension and Wheel Alignment (formerly AUTO 083 F)	8
AUTO 150 F	Automotive Brake Systems (formerly AUTO 073 F)	7
AUTO 160 F	Automotive Electrical and Electronic Systems (formerly AUTO 065 F)	5
AUTO 170 F	Automotive Heating and Air Conditioning (formerly AUTO 089 F)	4
AUTO 180 F	Automotive Engine Performance and Drivability (formerly AUTO 082 F)	8
AUTO 181 F	Automotive Fuel Systems and Advanced Drivability Diagnosis (formerly AUTO 088 F)	4
AUTO 182 F	Automotive Emission Control Systems and Advanced Diagnosis (formerly AUTO 090 F)	6
AUTO 195 F	Automotive Specialty Practice (formerly AUTO 050 F)	2

AUTO 196 F Automotive Internship (formerly AUTO 051 F) 2-4

**Total Units** 18.5-25.5

**Outcome 1:** Demonstrate an understanding of automotive systems through discussion with a customer concerning their vehicle malfunction.

**Outcome 2:** Compose automotive repair orders that reflect an accurate representation of the customer concern.

**Outcome 3:** Estimate the automotive repair cost and discuss the repair options with a customer.

**Outcome 4:** Demonstrate professionalism, courtesy, and high ethical business standards during all phases of the repair process including the post repair follow up communication.

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