

AUTOMOTIVE SERVICE MANAGEMENT CERTIFICATE

Division: Career Technical Education

PROGRAM CODE: 2C12007

This Automotive Service Management Certificate is designed to provide the student with entry level employment skills needed in the area of automotive service management. A student can seek employment as a service consultant, service manager, or service department dispatcher at new car dealerships, specialty repair shops, franchise automotive repair facilities, or as a sole proprietor. The course work will develop a student's understanding of the major automotive systems and thereby enhance their ability to communicate repair recommendations to customers. The proper calculations of repair costs and the management of industry recognized documents associated with vehicle repairs will be covered in the required courses. This certificate requires a total of 34.5-41.5 units. A grade of C or better is required for each course taken.

Code	Title	Units
Required Courses (7.5 units):		
AUTO 100 F	Automotive Fundamentals (formerly AUTO 131 F)	4.5
AUTO 197 F	Automotive Service Management (formerly AUTO 055 F)	3
Restricted Electives (27-34 units):		27-34
<i>Complete at least 27 units from the following restricted electives list:</i>		
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
BUS 151 F	Business Mathematics	3
BUS 180 F	Small Business Management	3
BUS 266 F	Human Relations in Organizations (formerly Human Relations in Business)	3
CIS 111 F	Introduction to Information Systems	4
TECH 081 F	Technical Mathematics I	3
Total Units		34.5-41.5

Program Level Student Learning Outcomes

OUTCOME 1: Identify and demonstrate safety standards and management duties associated with an automotive repair facility.

OUTCOME 2: Model professionalism, courtesy, and high ethical standards when conducting business with customers.

OUTCOME 3: Manage customer complaints and concerns with professionalism by engaging in knowledgeable discussion related to their automotive vehicle issue or malfunction.

OUTCOME 4: Negotiate with a customer and determine a course of action to resolve a customer dissatisfaction complaint that is fair and beneficial to all parties involved.

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