



Western Technical College

## 10404195 Automotive Occupational and Business Operations

### Course Outcome Summary

#### Course Information

<b>Description</b>	A comprehensive course in automotive business practices and regulatory requirements. Business operations including career opportunities in the automotive industry, business varieties, and employee-employer interaction and customer service. Compliance and regulations including the regulatory compliance issues required by the EPA, DOT, OSHA, DNR, Ag Dept., Trade & Consumer Protection and others.
<b>Career Cluster</b>	Transportation, Distribution and Logistics
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	72

#### Textbooks

*Fundamentals of Automotive Technology*. 2nd Edition. Copyright 2018. CDX Automotive. Publisher: Jones & Bartlett Publishers. **ISBN-13**: 978-1-2842-0995-5. Required.

#### Success Abilities

1. Cultivate Passion: Expand a Growth-Mindset
2. Cultivate Passion: Increase Self-Awareness
3. Live Responsibly: Embrace Sustainability
4. Refine Professionalism: Act Ethically
5. Refine Professionalism: Participate Collaboratively
6. Refine Professionalism: Practice Effective Communication

#### Program Outcomes

1. Demonstrate professionalism appropriate for the auto service industry.

## Course Competencies

### 1. Examine automotive regulations in Wisconsin and the United States.

#### Assessment Strategies

- 1.1. Written Objective Test
- 1.2. Written Product

#### Criteria

*You will know you are successful when:*

- 1.1. you explain Wisconsin laws related to the automotive industry.
- 1.2. you explain vehicle warranties and maintenance contracts.

#### Learning Objectives

- 1.a. Explain the use and the importance of Trans. 305 for automotive technicians.
- 1.b. Explain Chapter 347 State of Wisconsin Vehicle Standards.
- 1.c. Summarize Wisconsin Statutes 218.02 or "Lemon Law" and consumer arbitration boards.
- 1.d. Describe the State of Wisconsin Odometer Tampering Law.
- 1.e. Analyze new car warranties and maintenance contracts.
- 1.f. Describe Trans 139 or used car disclosure law.
- 1.g. Summarize the Chapter ATCP 132 or consumer protection law.
- 1.h. Explain the State of Wisconsin's proper vehicle disposal regulations.

### 2. Identify common employee rights and company labor policies.

#### Assessment Strategies

- 2.1. Written objective test
- 2.2. Written product

#### Criteria

*You will know you are successful when:*

- 2.1. you analyze and explain Wisconsin laws related to employee compensation.
- 2.2. you describe employee rights and benefits including harassment related to the automotive industry.
- 2.3. you explain compensation systems commonly found in the automotive industry.

#### Learning Objectives

- 2.a. Summarize the State of Wisconsin Unemployment Compensation Laws.
- 2.b. Analyze Workers Compensation Regulations.
- 2.c. Describe employee rights on "harassment".
- 2.d. Describe typical policies on insurance, holidays, vacations, uniforms, tool purchase and other related policies.
- 2.e. Explain the relationship between the shop labor rate per hour versus technician wage.
- 2.f. Illustrate common technician wage payment methods.

### 3. Outline Automotive Service Excellence (ASE).

#### Assessment Strategies

- 3.1. Written objective test
- 3.2. Written product

#### Criteria

*You will know you are successful when:*

- 3.1. you describe the ASE testing areas along with the registration and test taking policies.
- 3.2. you prepare for and practice taking ASE tests.

#### Learning Objectives

- 3.a. Outline the eight areas of testing.
- 3.b. Describe testing and registration requirements.
- 3.c. Explore how to prepare for tests.
- 3.d. Practice sample test taking questions.

### 4. Investigate environmental regulations.

### **Assessment Strategies**

- 4.1. Written objective test
- 4.2. Written product

### **Criteria**

*You will know you are successful when:*

- 4.1. you summarize regulations, standards and laws related to emission control devices.
- 4.2. you summarize regulations and laws related to hazardous waste and recycling.

### **Learning Objectives**

- 4.a. Summarize Federal and State exhaust emission regulations and standards.
- 4.b. Summarize the tampering laws regarding automotive emission control devices.
- 4.c. Investigate Federal and State Automotive Hazardous Waste Regulations.
- 4.d. Summarize the State of Wisconsin Automotive Recycling Laws.

## **5. Examine automotive business and technician ethics.**

### **Assessment Strategies**

- 5.1. Written objective test
- 5.2. Written product

### **Criteria**

*You will know you are successful when:*

- 5.1. you explore automotive type businesses and business opportunities.
- 5.2. you investigate business relationships related to employee/employer and customers.
- 5.3. you explain technician ethics.

### **Learning Objectives**

- 5.a. Explore automotive business opportunities.
- 5.b. Outline common automotive business types.
- 5.c. Investigate employer/employee relations and customer service.
- 5.d. Explain technician ethics.

## **6. Outline safety regulations.**

### **Assessment Strategies**

- 6.1. Written objective test
- 6.2. Written product

### **Criteria**

*You will know you are successful when:*

- 6.1. you explain the OSHA Act and the Employee Right to Know law.
- 6.2. you identify automotive shop hazards, fire hazards, and safety standards.
- 6.3. you understand first aid procedures.

### **Learning Objectives**

- 6.a. Summarize the Occupational Safety and Health Act (OSHA).
- 6.b. Explain the Federal Hazard Communication Regulation training or "Employee Right to Know Law".
- 6.c. Outline current automotive shop safety standards.
- 6.d. Identify automotive shop fire hazards and automotive fire safety standards.
- 6.e. Relate basic First Aid procedures.