

## COMMUNITY COLLEGE OF PHILADELPHIA

### Proposed Program Revision

Name of Program	Automotive Technology – Automotive Service Technology Option
Writer(s) of this Proposal	Kevin Bradley
Facilitator	Amy Birge
Effective Semester	Fall 2016
Date	January 20, 2016

#### **I. Description of and Rationale for Revision**

Since 1995, the Program's goal was to provide entry-level vocational education and training in diagnosing and repairing cars and light trucks. The Program was built on the premise of direct-to-work career preparation into jobs that pay a sustainable wage. The last AT program revision was in 2012, based on recommendations from National Automotive Technicians Education Foundation (NATEF). Program revisions were made to be more in sync with advances in automotive technologies of the time, such as the development of hybrid and alternative fuel vehicles that are now commonplace and available to everyday consumers. The goal of the AT program is to continually deliver practical education and training based on current industry demands, hence the need for AT Program revisions today.

This proposed revision to the AT Service Technology Program includes significant changes to the existing program. The purpose of these changes is to better align the course curriculum with trending industry demands, to increase potential employment opportunities for Program participants, and to support the relatively few students (17%, according to the transfer data included in the 2014 audit) who transfer to four year institutions.

The overall program changes include:

- Increasing contact credit hours for AT 100 from two to three credit hours.
- Requiring AT 210: Customer Service, formally an elective, for degree completion.
- Expand the general education Natural Science requirement from PHYS 105 or STS 101 or CHEM 101 to include EASC 111 or CHEM 103
- Expanding the Mathematics general education requirement to include higher or alternative Math courses
- Increasing the program's contact credit hours from sixty two to sixty five.
- Deleting three program learning outcomes
- Adding one program learning outcome
- Changing the name of the program from Automotive Technology — Automotive Service Technology Option to Automotive Technology

## II. Changes to Courses and Increase in Credit Hours

**AT 100 increasing from two to three credit hours:** AT 100: Introduction to Automotive Technology, a foundational course in the program, is currently being revised to include new topics, such as technician training, online service guides and research methods, updated safety procedures, precision measurement, basic fabrication skills, and used car preparation. To accommodate these new topics, AT 100 will increase from 2 credit hours to 3.

**Adding AT 210 as a required course:** AT 210: Customer Service Techniques is an essential part of the AT program. Industry data suggest that students must learn and acquire the customer service skills that will enable them to enter, develop, and thrive in the craft and industry that they have chosen to pursue. Area vocational technical schools in our region, such as Universal Technical Institute and Lincoln Tech offer similar service management courses as part of their automotive technology program curriculum.

**Expanding the Natural Science requirement from PHYS 105 or STS 101 or CHEM 101 to include EASC 111 or CHEM 103:** Given the oils, chemicals, and solvents used in the automotive industry, CHEM 103: General Chemistry I and EASC 111: Environmental Conservation will also provide Auto Tech students with relevant science content.

**Expanding the Mathematics general education requirement to include higher or alternative Math courses:** The change in the catalog grid clarifies the options for students who may want to take college-level Math courses other than algebra, including MATH 123: Mathematical Principles I, MATH 137: Geometry for Design, and higher Math courses. Course addenda for AT 221 and AT 261 (which currently require FNMT 118 as a co-requisite) reflecting this change accompany this proposal.

**Increasing the credit hours from 62 to 65:** Community College of Philadelphia prides itself on being a cornerstone institution that offers students the best value for the dollar to do more and get more without having to stretch their budgets and schedules in a way that other institutions would force them to do. Similar institutions offer programs in Automotive Technology but require up to fourteen credits more to graduate. Essentially, we are improving our program and improving the profile of our students by increasing the credit hours within the program, and we are still the best value in the region. Please see the **Appendix** for more information.

## III. Supporting Data

### Support for Making AT 210 a Required Course in the Curriculum:

**Volvo Motors Personalization Pilot Program:** Industry data suggests that repair service facilities are using a more personal / concierge platform to gain customer retention and loyalty. With this comes a change in the role of technicians, such that they will become more dynamic in the service selling process.

<https://www.media.volvocars.com/global/en-gb/media/pressreleases/155208/volvo-cars-announces-new-global-marketing-strategy>

**Bureau of Labor Statistics:** Data related to Occupational Outlook for Technicians and Mechanics suggest customer service skill sets are required to become proficient automotive technicians in today's economy.

<http://www.bls.gov/ooh/installation-maintenance-and-repair/automotive-service-technicians-and-mechanics.htm>

<http://www.bls.gov/ooh/installation-maintenance-and-repair/automotive-service-technicians-and-mechanics.htm#tab-4>

### **CCP Advisory Committee**

Over the past two years, industry professionals of the CCP advisory committee have made it clear that employers are looking for a better blend of technical and soft skills from technicians and management trainees. It is also clear that strong communication skills, coupled with technical skills, are critical to any technician's career path promotion. It will increase other potential employment opportunities, such as service managers, service writers, shop foremen, or even shop owners. (Academically Speaking@CCP, January, 2015, page 5.)

[http://path.ccp.edu/assessment/assets/pdfs/In\\_the\\_spotlight/Academically\\_Speaking\\_@CCP\\_January\\_2015.pdf](http://path.ccp.edu/assessment/assets/pdfs/In_the_spotlight/Academically_Speaking_@CCP_January_2015.pdf)

Please see the **Appendix** for more information.

## **IV. Program Learning Outcomes**

We propose removing three program learning outcomes and including one additional outcome. State and Emission Inspector certifications are taken and paid for by the students after graduation, and the ASE certifications cannot be earned until the student has two years of work experience, and both affect students' employment, so the last three outcomes cannot be assessed. The requirement of AT 210 necessitates an additional program learning outcome regarding customer service.

### **Current Program Learning Outcomes for Automotive Service Technology**

Upon completion of this program graduates will be able to:

- Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.
- Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.
- Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.
- Demonstrate ethical behavior, professionalism and the ability to work as a team.
- Obtain Pennsylvania state emissions and mechanical safety licenses.
- Achieve ASE certifications in all eight automotive service areas.

- Obtain employment in the automotive service industry.

**Proposed Program Learning Outcomes for Automotive Technology:**

Upon completion of this program graduates will be able to:

- Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.
- Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.
- Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.
- Demonstrate ethical behavior, professionalism and the ability to work as a team.
- ~~• Obtain Pennsylvania state emissions and mechanical safety licenses.~~
- ~~• Achieve ASE certifications in all eight automotive service areas.~~
- ~~• Obtain employment in the automotive service industry.~~
- Demonstrate the ability to communicate with internal staff and external customers during the automotive service repair process in a responsible and effective manner.

## V. Current Catalog Page

# Automotive Technology - Automotive Service Technology Option

The Automotive Service Technology curriculum leads to an Associate in Applied Science (A.A.S.) degree. As the automotive industry has undergone a parts and service revolution, the increased complexity of the modern automobile has created a demand for highly skilled, technologically advanced automotive professionals.

The Automotive Service Technology Option prepares students to work as mechanics, safety inspectors and shop supervisors. The skills courses provide experience with the most modern diagnostic and repair equipment. The general education courses are transferable to some baccalaureate degree programs in engineering and vocational education. Graduates are also prepared to take the National Institute of Automotive Service Excellence Certification examinations. This program is certified by the National Automotive Technicians Education Foundation (NATEF).

### **Student Learning Outcomes:**

Upon completion of this program graduates will be able to:

- Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.
- Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.
- Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.
- Demonstrate ethical behavior, professionalism and the ability to work as a team.
- Obtain Pennsylvania state emissions and mechanical safety licenses.
- Achieve ASE certifications in all eight automotive service areas.
- Obtain employment in the automotive service industry.

### **Option Entry Requirements:**

Students interested in automotive fields may enroll in this curriculum. Students must take College placement tests prior to or at the time of entry in order to receive correct course placement. If needed, students must complete developmental work in English and mathematics as part of their degree program.

### **Program of Study and Graduation Requirements:**

To qualify for the A.A.S. degree in Automotive Service Technology, a student must complete a minimum of 62 credits as prescribed and attain a grade point average of 2.0 ("C" average).

## Automotive Service Technology Option Course Sequence

Course Number and Name	Prerequisites and Corequisites	Credits	Gen Ed Req.
<b>First Semester</b>			
<a href="#">AT 100</a> - Introduction to Automotive Technology		2	
<a href="#">AT 111</a> - Automotive Steering and Suspension	<a href="#">AT 100</a> , which may be taken concurrently	4	
<a href="#">AT 121</a> - Automotive Electricity and Electronics	<a href="#">AT 100</a> , which may be taken concurrently	3	
<a href="#">AT 181</a> - Automotive Engine Mechanical Repair	<a href="#">AT 100</a> , which may be taken concurrently	4	
<a href="#">ENGL 101</a> - English Composition I		3	ENGL 101
<b>Second Semester</b>			
<a href="#">CIS 103</a> - Applied Computer Technology		3	Tech Comp
<a href="#">AT 131</a> - Automotive Manual Transmissions	<a href="#">AT 100</a> , which may be taken concurrently	4	
<a href="#">AT 150</a> - Automotive Braking Systems	<a href="#">AT 100</a> , which may be taken concurrently	2	
<a href="#">FNMT 118</a> - Intermediate Algebra		3	Mathematics
<a href="#">ENGL 102</a> - The Research Paper	<a href="#">ENGL 101</a> with a grade of "C" or better	3	ENGL 102, Info Lit
<b>Summer Session II</b>			
<a href="#">AT 221</a> - Advanced Automotive Electrical Systems	<a href="#">AT 121</a> , <a href="#">FNMT 118</a> or <a href="#">MATH 118</a> , which may be taken concurrently	4	
<b>Third Semester</b>			
<a href="#">AT 250</a> - Advance Braking Systems and Controls	<a href="#">AT 121</a> , <a href="#">AT 150</a>	2	
<a href="#">AT 261</a> - Engine Performance and Diagnosis	<a href="#">AT 221</a> , <a href="#">FNMT 118</a> or <a href="#">MATH 118</a>	4	
<a href="#">AT 271</a> - Air Conditioning and Heating Systems	<a href="#">AT 121</a>	3	
Social Science Elective		3	
<a href="#">PHYS 105</a> - Survey of Physics or <a href="#">STS 101</a> - Intro to Science, Technology and Society or <a href="#">CHEM 101</a> - General Chemistry		4	Natural Science
<b>Fourth Semester</b>			
<a href="#">AT 241</a> - Automatic Transmissions and Transaxles	<a href="#">AT 221</a> , <a href="#">AT 131</a>	4	
<a href="#">AT 281</a> - Advanced Engine Performance and Diagnosis	<a href="#">AT 221</a> , <a href="#">AT 261</a>	4	
Humanities Elective		3	Humanities

<a href="#">AT 289</a> - Automotive Technology Internship* or	<a href="#">AT 111</a> , <a href="#">AT 121</a> , <a href="#">AT 181</a> , <a href="#">AT 250</a> , <a href="#">AT 261</a> , <a href="#">AT 271</a> and department head approval	2	
<a href="#">AT 210</a> - Customer Service Techniques*	<a href="#">AT 121</a>	3	
<b>Minimum Credits Needed to Graduate: 62</b>			

### **General Education Requirements**

All General Education requirements are met through required courses (as indicated above) except for the **Writing Intensive** requirement, the **Interpretive Studies** requirement and the **American/Global Diversity** requirement. Therefore, in order to graduate, students in this program must choose one course that is designated **Writing Intensive**, one course that is designated Interpretive Studies and one course that is designated **American/Global Diversity**. The same course may be used to fulfill more than one of these requirements. View the courses that fulfill all [degree requirements](#) and receive a more detailed explanation of the College's general education requirements to help in your selection.

\* These courses are highly recommended but not required for graduation.

## VI. Proposed Catalog Page

# Automotive Technology

The Automotive Technology program leads to an Associate in Applied Science (A.A.S.) degree. As the automotive industry has undergone a parts and service revolution, the increased complexity of the modern automobile has created a demand for highly skilled, technologically advanced automotive professionals.

The Automotive Technology program prepares students to work as mechanics, safety inspectors and shop supervisors. The skills courses provide experience with the most modern diagnostic and repair equipment. The general education courses are transferable to some baccalaureate degree programs in engineering and vocational education. Graduates are also prepared to take the National Institute of Automotive Service Excellence Certification examinations. This program is certified by the National Automotive Technicians Education Foundation (NATEF).

### Student Learning Outcomes:

Upon completion of this program graduates will be able to:

- Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.
- Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.
- Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.
- Demonstrate ethical behavior, professionalism and the ability to work as a team.
- Demonstrate the ability to communicate with internal staff and external customers during the automotive service repair process in a responsible and effective manner.

**Entry Requirements:** Students interested in automotive fields may enroll in this curriculum. New students are normally required to take the College's placement test at their time of entry. Students who are identified as needing developmental course work must satisfactorily complete the appropriate English and mathematics courses as part of the certificate.

### Program of Study and Graduation Requirements:

To qualify for the A.A.S. degree in Automotive Technology, a student must complete a minimum of 65 credits as prescribed and attain a grade point average of 2.0 ("C" average).

### Automotive Service Technology Option Course Sequence

Course Number and Name	Prerequisites and Corequisites	Credits	Gen Ed Req.
<b>First Semester</b>			
<a href="#">AT 100</a> - Introduction to Automotive Technology		3	
<a href="#">AT 111</a> - Automotive Steering and Suspension	<a href="#">AT 100</a> , which may be taken concurrently	4	



<a href="#">AT 121</a> - Automotive Electricity and Electronics	<a href="#">AT 100</a> , which may be taken concurrently	3	
<a href="#">AT 181</a> - Automotive Engine Mechanical Repair	<a href="#">AT 100</a> , which may be taken concurrently	4	
<a href="#">ENGL 101</a> - English Composition I		3	ENGL 101
<b>Second Semester</b>			
<a href="#">CIS 103</a> - Applied Computer Technology		3	Tech Comp
<a href="#">AT 131</a> - Automotive Manual Transmissions	<a href="#">AT 100</a> , which may be taken concurrently	4	
<a href="#">AT 150</a> - Automotive Braking Systems	<a href="#">AT 100</a> , which may be taken concurrently	2	
<a href="#">FNMT 118</a> - Intermediate Algebra or <a href="#">MATH 123</a> - Mathematical Principles I or <a href="#">MATH 137</a> - Geometry for Design (or higher Math)		3	Mathematics
<a href="#">ENGL 102</a> - The Research Paper	<a href="#">ENGL 101</a> with a grade of "C" or better	3	ENGL 102, Info Lit
<b>Summer Session II</b>			
<a href="#">AT 221</a> - Advanced Automotive Electrical Systems	Prerequisite: <a href="#">AT 121</a> Corequisite: <a href="#">FNMT 118</a> (or higher Math)	4	
<b>Third Semester</b>			
<a href="#">AT 250</a> - Advance Braking Systems and Controls	<a href="#">AT 121</a> , <a href="#">AT 150</a>	2	
<a href="#">AT 261</a> - Engine Performance and Diagnosis	<a href="#">AT 221</a>	4	
<a href="#">AT 271</a> - Air Conditioning and Heating Systems	<a href="#">AT 121</a>	3	
Social Science Elective		3	
Choose one Natural Science Course:  <a href="#">PHYS 105</a> - Survey of Physics or <a href="#">STS 101</a> - Intro to Science Technology and Society or <a href="#">CHEM 101</a> - General Chemistry or <a href="#">CHEM 103</a> - General Chemistry I or <a href="#">EASC 111</a> - Environmental Conservation		3/4	Natural Science
<b>Fourth Semester</b>			
<a href="#">AT 241</a> - Automatic Transmissions and Transaxles	<a href="#">AT 221</a> , <a href="#">AT 131</a>	4	

<a href="#">AT 281</a> - Advanced Engine Performance and Diagnosis	<a href="#">AT 221</a> , <a href="#">AT 261</a>	4	
Humanities Elective		3	Humanities
<a href="#">AT 210</a> - Customer Service Techniques	<a href="#">AT 121</a>	<b>3</b>	
<a href="#">AT 289</a> - Automotive Technology Internship*	<a href="#">AT 111</a> , <a href="#">AT 121</a> , <a href="#">AT 181</a> , <a href="#">AT 250</a> , <a href="#">AT 261</a> , <a href="#">AT 271</a> and department head approval	2	

**Minimum Credits Needed to Graduate: 65**

### General Education Requirements

All General Education requirements are met through required courses (as indicated above) except for the **Writing Intensive** requirement, the **Interpretive Studies** requirement and the **American/Global Diversity** requirement. Therefore, in order to graduate, students in this program must choose one course that is designated **Writing Intensive**, one course that is designated Interpretive Studies and one course that is designated **American/Global Diversity**. The same course may be used to fulfill more than one of these requirements. View the courses that fulfill all [degree requirements](#) and receive a more detailed explanation of the College's general education requirements to help in your selection.

\* AT 289 is highly recommended but not required for graduation.

## VII. Current Curriculum Map

COURSES	PROGRAM STUDENT LEARNING OUTCOMES						
	Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.	Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.	Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.	Demonstrate ethical behavior, professionalism and the ability to work as a team.	Obtain Pennsylvania a state emissions and mechanical safety licenses.	Achieve ASE certifications in all eight automotive service areas.	Obtain employment in the automotive service industry.
AT 100 - Introduction to Automotive Tech	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>
AT 111 - Automotive Steering and Suspension	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
AT 121 - Automotive Electricity and Electronics	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
AT 181 - Automotive Engine Mechanical Repair	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
AT 131 - Automotive Manual Transmissions	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>
AT 150 - Automotive Braking Systems	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
AT 221 - Advanced Automotive Electrical Systems	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
AT 250 - Advance Braking Systems and	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>

Controls							
AT 261 - Engine Performance and Diagnosis	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
AT 271 - Air Conditioning and Heating Systems	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>
PHYS 105 - Survey of Physics or CHEM 101 - General Chemistry or STS 101 - Intro to Science, Technology & Society	<b>I,R</b>	<b>R</b>					
AT 241 - Automatic Transmissions and Transaxles	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>	<b>R,M</b>
AT 281 - Advanced Engine Performance & Diagnosis	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
AT 289 - Automotive Technology Internship or AT 210 - Customer Service Techniques	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>

## VIII. Proposed Curriculum Map

### Curriculum Map: Automotive Technology Option A.A.S. Degree

COURSES	PROGRAM STUDENT LEARNING OUTCOMES				
	Apply a basic foundation in theory, maintenance, diagnosis and repair of automotive systems.	Integrate and analyze online service data, written repair material and technical service bulletins to repair and service a vehicle.	Demonstrate proficiency in the use of specialized automotive service tools, electronic diagnostic equipment and basic hand tools.	Demonstrate ethical behavior, professionalism and the ability to work as a team.	Demonstrate the ability to communicate with internal staff and external customers during the automotive service repair process in a responsible and effective manner.
AT 100: Introduction to Automotive Technology	I	I	I	I	I
AT 111: Automotive Steering and Suspension	R	R	R	R	
AT 121: Automotive Electricity and Electronics	R	R	R	R	
AT 181: Automotive Engine Mechanical Repair	R	R	R	R	
AT 131: Automotive Manual Transmissions	R, M	R, M	R, M	R, M	
AT 150: Automotive Braking Systems	R	R	R	R	
AT 221: Advanced Automotive Electrical Systems	M	M	M	M	

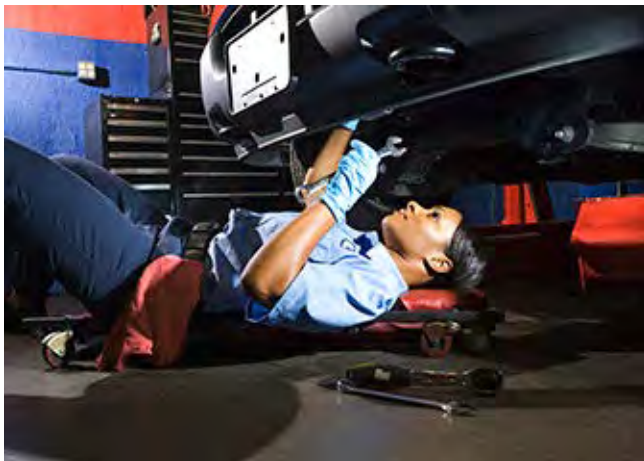
AT 250: Advance Braking Systems and Controls	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	
AT 261: Engine Performance and Diagnosis	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	
AT 271: Air Conditioning and Heating Systems	<b>R, M</b>	<b>R, M</b>	<b>R, M</b>	<b>R, M</b>	
PHYS 105: Survey of Physics or CHEM 101: General Chemistry or STS 101: Intro to Science, Technology & Society	<b>I, R</b>	<b>R</b>			
AT 210: Customer Service Techniques					<b>R, M</b>
AT 241: Automatic Transmissions and Transaxles	<b>R, M</b>	<b>R, M</b>	<b>R, M</b>	<b>R, M</b>	
AT 281: Advanced Engine Performance & Diagnosis	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	

## Appendix

U.S. Department of Labor  
Bureau of Labor Statistics

# OCCUPATIONAL OUTLOOK HANDBOOK

## How to Become an Automotive Service Technician or Mechanic About this section



Auto mechanics use specialized tools and equipment to make repairs.

A high school diploma or the equivalent is typically the minimum requirement for someone to work as an automotive service technician or mechanic. Because automotive technology is becoming increasingly sophisticated, some employers prefer automotive service technicians and mechanics who have completed a formal training program in a postsecondary institution. Industry certification is usually required once the person is employed.

### Education

A high school diploma or the equivalent is typically the minimum requirement for someone to work as an automotive service technician or mechanic. High school courses in automotive repair, electronics, computers, mathematics, and English provide a good background for prospective service technicians. However, high school graduates often need further training to become fully qualified.

Completing a vocational or other postsecondary training program in automotive service technology is considered the best preparation for entry-level positions. Programs usually last 6 months to a year and provide intensive career preparation through classroom instruction and hands-on practice. Short-term certificate programs in a particular skill are also available.

Some service technicians get an associate's degree. Courses usually include basic mathematics, computers, electronics, and automotive repair. Some programs add classes in customer service, English, and other necessary skills.

Various automobile manufacturers and dealers sponsor associate's degree programs. Students in these programs typically spend alternating periods attending classes full time and working full time in service shops under the guidance of an experienced technician.

### Training

Most service technicians must complete on-the-job training.

How long it takes a new service technician to become fully qualified in the occupation depends on the person's educational background. A period of 2 to 5 years is typical. It then takes an

additional 1 to 2 years of experience for service technicians to become familiar with all types of repairs.

New workers generally start as trainee technicians, technicians' helpers, or lubrication workers and gradually acquire and practice their skills by working with experienced mechanics and technicians.

## Licenses, Certifications, and Registrations

The U.S. Environmental Protection Agency (EPA) requires all technicians who buy or work with refrigerants to be licensed in proper refrigerant handling. No formal test preparation is required, but many trade schools, unions, and employer associations offer training programs designed for the EPA exam.

Certification from the [National Institute for Automotive Service Excellence](#) is the standard credential for service technicians. Certification demonstrates competence and usually brings higher pay. Many employers require their service technicians to become certified.

Certification is available in eight different areas, including automatic transmission/transaxle, brakes, electrical/electronic systems, engine performance, engine repair, heating and air-conditioning, manual drive train and axles, and suspension and steering.

For each area, technicians must have at least 2 years of experience (or relevant schooling and 1 year of experience) and pass an exam. To become a Master Automobile Technician, technicians must pass all eight exams.



## Important Qualities

**Customer-service skills.** Service technicians must discuss automotive problems—along with options to fix them—with their customers. Because workers may depend on repeat clients for business, they must be courteous, good listeners, and ready to answer customers' questions.

**Automotive service technicians and mechanics explain to clients the repairs done on their vehicles.**

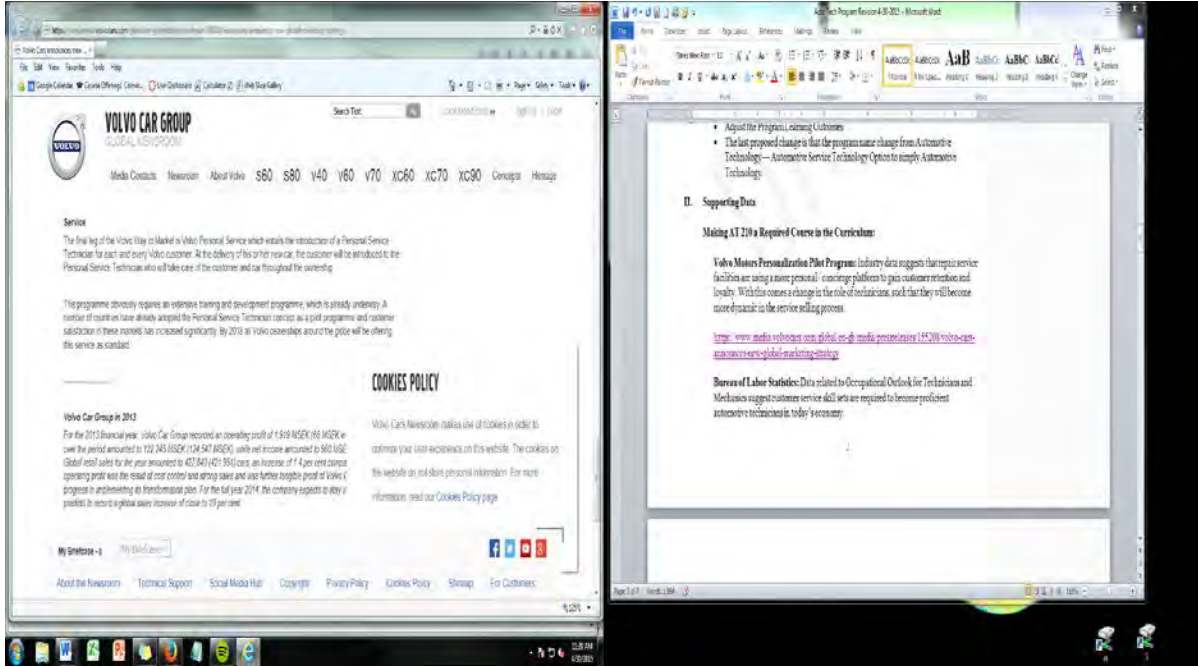
**Detail oriented.** Mechanical and electronic malfunctions are often due to misalignments or other easy-to-miss causes. Service mechanics must, therefore, account for such details when inspecting or repairing engines and components.

**Dexterity.** Many tasks that service technicians do, such as disassembling engine parts, connecting or attaching components, and using handtools, require a steady hand and good hand-eye coordination.

**Mechanical skills.** Service technicians must be familiar with engine components and systems and know how they interact with each other. They often must take apart major parts for repairs and be able to put them back together properly.

**Troubleshooting skills.** Service technicians must be able to use diagnostic equipment on engine systems and components in order to identify and fix problems in increasingly complicated mechanical and electronic systems. They must be familiar with electronic control systems and the appropriate tools needed to fix and maintain them.





# Universal Technical Institute Course Catalog 2015-2016

**PROGRAMS**

**Automotive Technology Program**  
 Program 115 - IL, FL, MA, PA & Houston, TX campuses;  
 51 weeks, 60 semester credits  
 Hours: 1,441 didactic/lab, 89 assessment

**Program 115/121 - So. CA campus**  
 51/60 weeks, 60 semester credits  
 Hours: 1,441 didactic/lab, 89 assessment

Section/Subject	Didactic / Lab Hours	Assess. Hours	Total Inst. Clock Hours	Total Credit Hours
ADTC-101 Automotive Engines & Repair	84	6	90	4
ADTC-105 Professional Service Writing	84	6	90	4
ADTC-108 Automotive Undercar	85.5	4.5	90	4
ADTC-106 Automotive Power Trains	85	5	90	4
ADTC-107 Brakes	85	5	90	4
ADTC-117 Electronic Fundamentals	85	5	90	4
ADTC-112 Electronic Technology	85.5	4.5	90	4
ADTC-108 Climate Control	86	5	90	4
ADTC-104 Fuel & Ignition Systems	85.5	4.5	90	4
ADTC-106 Drivability & Emissions	85.5	4.5	90	4
ADTC-109 Automatic Transmissions	84	6	90	4
ADTC-108 Electronic Diagnostics	85	5	90	4
ADTC-105 Professional Applications	84	6	90	4
ADTC-108 Advanced Diagnostic Systems	85	5	90	4
ADTC-102 Power & Performance IA	85	5	90	4
ADTC-102 Power & Performance IB	84	6	90	4
ADTC-100 Power & Performance II	84	6	90	4
<b>Total</b>	<b>1,441</b>	<b>89</b>	<b>1,530</b>	<b>60</b>

**Diesel & Industrial Technology Program**  
 Program 208 - MA, PA, Houston, TX & IL campuses;  
 45 weeks, 60 semester credit  
 Hours: 1,270.5 didactic/lab, 79.5 assessment

**Program 208/218 - So. CA campus**  
 45/60 weeks, 60 semester credits  
 Hours: 1,270.5 didactic/lab, 79.5 assessment

Section/Subject	Didactic / Lab Hours	Assess. Hours	Total Inst. Clock Hours	Total Credit Hours
ADTC-101 Automotive Engines & Repair	84	6	90	4
ADTC-107 Brakes	85	5	90	4
ADTC-108 Climate Control	85	5	90	4
ADTC-112 Truck Brakes & Chassis	85	5	90	4
ADTC-114 Diesel Engines	84	6	90	4
ADTC-115 Diesel Fuel Systems	84.5	5.5	90	4
ADTC-116 Diesel Engine Accessories	85	5	90	4
ADTC-117 Electronic Fundamentals	85	5	90	4
ADTC-118 Hydraulic Applications	84	6	90	4
ADTC-118 Truck Power Trains	84.5	5.5	90	4
ADTC-102 Electronic Technology	85.5	4.5	90	4
ADTC-108 Electronic Diagnostics	85	5	90	4
ADTC-104 Transport Refrigeration	84.5	5.5	90	4
ADTC-127 Truck Preventive Maintenance	84	6	90	4
ADTC-108 Automotive Undercar	85.5	4.5	90	4
<b>Total</b>	<b>1,270.5</b>	<b>79.5</b>	<b>1,350</b>	<b>60</b>

# Lincoln Tech (as of May 2015)

Automotive Service Management Assoc. - Adobe Reader

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## Automotive Service Management

### AUTO210AST-ASSOCIATE IN SPECIALIZED TECHNOLOGY DEGREE PROGRAM

#### DAY PROGRAM

credit hours: . . . . . 76.0 with or without Internship Option total instructional hours 1920  
 approximate weeks to complete . . . 74 (including holidays and scheduled breaks)

\*The listing of credit hours is not meant to imply that credits can be transferred into college or other private career school programs. Transfer credits are at the sole discretion of the receiving school. **CIP CODE: 47.0266 SOC CODE: 48-2023**

**program objective**

This degree is designed to provide the student with a comprehensive understand and hands-on application of industry standard automotive repair and service techniques. The program also provides information on the latest automotive repair tools, diagnostic and service equipment, and techniques as well as important safety, personal protection, and hazardous material handling strategies for students to use in protecting themselves and the environment. Graduates of this degree program will be prepared with the entry-level knowledge and skills required to correctly test, diagnose, repair, replace and adjust as necessary the components of the technical, electronic, hydraulic, and accessories systems on current automobiles. Upon graduation, the student will be qualified for entry-level positions in the automotive service career field as a technician capable of analysis, problem solving, performing most common service operations and under supervision, more specialized or involved tasks with a degree, independent shop or other service outlet. The general education component will provide the student with the communication, business, and critical thinking skills necessary to pursue other employment opportunities within the industry. Students will be required to complete out-of-class assignments in each course.

number	course	class	lab	total	credits	prerequisites
INVT2*	Driving Year Performance	58	62	0	120	5.0 Prerequisite all courses
AT701	Gasoline Engine Construction and Operation	38	82	0	120	5.0 INVT2
AT702	Fuel and Emission Systems	48	72	0	120	5.0 INVT2
AT703	Electrical Systems	48	72	0	120	5.0 INVT2
AT704	Drivability Diagnostics	42	77	0	120	5.0 INVT2, AT702, AT703
AT710	Automotive Brake Systems	38	82	0	120	5.0 INVT2
AT711	Automotive Steering & Suspension Systems	34	86	0	120	4.5 INVT2
AT706	Transmissions & Drive Lines	34	86	0	120	4.5 INVT2
AT707	Automatic Transmissions	38	82	0	120	5.0 INVT2
AT708	Air Conditioning & Electrical Accessories	48	72	0	120	5.0 INVT2
AT709	Advanced Automotive Electronics	48	72	0	120	5.0 INVT2, AT703
MA201	Service Shop Procedures	24	96	0	120	3.0 INVT2
MA102	Service Shop Management	24	96	0	120	3.0 INVT2
ITAP105A	Computer Information Literacy	45	0	0	45	2.0
GENA10A	Human Relations	45	0	0	45	2.0
GENA10A	Social Awareness	45	0	0	45	2.0
GENA10A	Writing for the World of Work	45	0	0	45	2.0
GENA10A	Ethical and Critical Thinking	45	0	0	45	2.0
GENA10A	Technical Math	45	0	0	45	2.0
GENA10A	General Communication	45	0	0	45	2.0
GENA10A	Physical Science	45	0	0	45	2.0
TOTALS WITHOUT INTERNSHIP		683	1167	0	1920	76.0

AUTO210AST-ASSOCIATE SPECIALIZED TECHNOLOGY DEGREE PROGRAM INTERNSHIP OPTION

Auto Tech Program Revision 5-14-2015 - Microsoft Word

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AUT112 Electronic Technology	85.5	4.5	90	4
ADTC-108 Climate Control	85	5	90	4
ADTA-104 Fuel & Ignition Systems	85.5	4.5	90	4
ADTA-105 Drivability & Emissions	85.5	4.5	90	4
ADTA-109 Automatic Transmissions	84	6	90	4
ADTC-136 Electronic Diagnostics	85	5	90	4
ADTA-125 Professional Applications	84	6	90	4
ADTA-126 Advanced Diagnostic Systems	85	5	90	4
ADTA-102 Power & Performance IA	85	5	90	4
ADTA-129 Power & Performance IB	84	6	90	4
ADTA-103 Power & Performance II	84	6	90	4
<b>Total</b>	<b>1,441</b>	<b>89</b>	<b>1,530</b>	<b>68</b>

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