AUTOMOTIVE TECHNOLOGY: AUTOMOTIVE MANAGEMENT (CERT)

Certificate of Achievement

The Automotive Management certificate option prepares students for employment as an automotive service advisor or entry-level supervisor role. Through courses focusing on the management of personnel, customer service, information technology, and business logistics, students learn how to manage and serve customers' needs at service and repair facilities. Core topics include basic maintenance and service, broad understanding of customer service, automotive dealer and small business management, accessing information specific to the automotive industry, and managing automotive fleets. Graduates are employed as entry-level supervisors, service advisors/writers, or are self-employed. Cognitive ability and critical thinking skills are recommended for those entering the program.

Program Student Learning Outcomes

- Students employ appropriate safety practices while conducting automotive service.
- Students employ effective automotive communication skills.
- Students examine automotive organizational management.
- Students recognize appropriate automotive marketing strategies.
- Students develop a retail automotive follow-up system.
- Students explain BAR "Write It Right" regulations.

Program Requirements

Code Number	Course Title	Units
Required Courses		
AUTO 100	Automotive Maintenance and Operation	4.0
AUTO 190	Automotive Management	3.0
AUTO 193	Automotive Service Information Management	3.0
AUTO 194	Retailing Automotive Service	3.0
AUTO 195	Automotive Customer Relations	3.0
Total Units		**16**