

AUTOMOTIVE SERVICE ADVISOR, Certificate - 4206

Engineering & Technology Department

CIP Code: 47.0604

The Automotive Service Advisor certificate blends a comprehensive automotive technical background with valuable customer service and business training. This certificate is designed to provide students with the technical and soft skills needed to be competitive in areas such as Parts, Service, Management, and/or Customer Relations. Students are required to complete specific automotive training courses. Included in these specific courses is the opportunity to complete the PA Safety Inspector and PA Emissions Inspector programs. Along with these automotive core topics, students are required to attend business, shop management, professional selling, and public speaking courses to provide them with valuable customer service and management skills needed in today's competitive business environment. This program is only available at the Harrisburg Campus.

Selective Program: Entrance into this program is selective and requires that all students to achieve a passing score on a mechanical aptitude test, interview and completion of the college placement testing. Please contact the Faculty Program Supervisor to schedule an appointment to review all of the entrance requirements.

Career Opportunities

Graduates of the program are prepared for employment as service technicians in the automotive industry. **(SOC Code: 49.3023 Automotive Service Technicians and Mechanics)**

Competency Profile

This curriculum is designed to prepare students to:

- Complete the Pennsylvania State Emissions Inspector and Safety Inspection License examinations
- Work as a service advisor in automotive repair facilities or dealerships

PROGRAM REQUIREMENTS (TOTAL CREDITS = 32)

General Education	Major Requirements		Other Required Courses	
	AUTO 101 Automotive Fundamentals	3	BUSI 101 Introduction to Business	3
	AUTO 105 Fundamentals of Electrical/Electronics	3	COMM 101 Effective Speaking	3
	AUTO 107 Fuel and Emission Systems	3	MATH 100 College Math for Business	3
	AUTO 151 Braking Systems	3	MGMT 204 Organizational Behavior	3
	AUTO 153 Suspension Systems	3	MKTG 212 Professional Selling	3
	AUTO 251 Service Department Management	2		15
		17		

RECOMMENDED SEQUENCE FOR FULL-TIME STUDENTS

Part-time students can complete this program by taking one or more courses each semester.

Fall Semester I	Spring Semester I	Summer
AUTO 101 3	AUTO 107 3	COMM 101 3
AUTO 105 3	AUTO 251 2	MGMT 204 3
AUTO 151 3	MKTG 212 3	
AUTO 153 3	MATH 100 3	
BUSI 101 3		