



Title:	Automotive Administration APPROVED
Long Title:	Automotive Administration
Module Code:	AUTO6007
Duration:	1 Semester
Credits:	5
NFQ Level:	Fundamental
Field of Study:	Automotive Engineering
Valid From:	Semester 1 - 2019/20 (September 2019)
Module Delivered in	3 programme(s)
Module Coordinator:	Michael J. OMahony
Module Author:	PATRICK O SHAUGHNESSY
Module Description:	This module is designed to give the student an introduction to the activities carried out in the automotive industry and the structure of the automotive industry.
Learning Outcomes	
<i>On successful completion of this module the learner will be able to:</i>	
LO1	Outline the structure of the automotive industry.
LO2	Distinguish between departmental functions that are part of an automotive business.
LO3	Explain the role of the vehicle distribution business.
LO4	Explain the systems used in the after-sales department of a modern vehicle dealership
Pre-requisite learning	
Module Recommendations	
<i>This is prior learning (or a practical skill) that is strongly recommended before enrolment in this module. You may enrol in this module if you have not acquired the recommended learning but you will have considerable difficulty in passing (i.e. achieving the learning outcomes of) the module. While the prior learning is expressed as named MTU module(s) it also allows for learning (in another module or modules) which is equivalent to the learning specified in the named module(s).</i>	
Incompatible Modules	
<i>These are modules which have learning outcomes that are too similar to the learning outcomes of this module. You may not earn additional credit for the same learning and therefore you may not enrol in this module if you have successfully completed any modules in the incompatible list.</i>	
No incompatible modules listed	
Co-requisite Modules	
No Co-requisite modules listed	
Requirements	
<i>This is prior learning (or a practical skill) that is mandatory before enrolment in this module is allowed. You may not enrol on this module if you have not acquired the learning specified in this section.</i>	
No requirements listed	

Module Content & Assessment

Indicative Content

Structure of the automotive industry

Role of the vehicle distributors and the dealer network, purpose of main dealers. The role of technical information centres.

Aftersales department

Introduction to the duties of the parts department, the service department, and the workshop controller .Computerised control systems fundamentals. Work study in the workplace.

Warranty department

Introduction to warranty regulations and claim procedures. Recall information and dealer obligations.

Business transactions

Main documents used in business transactions, efficient invoicing procedures. Main terms used in sales of goods.

Communication

Methods of effective communication in the motor dealership, with customers and manufacturers .The role of EDI and VHC systems in a vehicle dealership.

CRM

Introduction to CRM methods within the business. The importance of proper customer retention methods in the franchise network.

Collision damage

Introduction to estimation procedures, coordination with motor assessors. Introduction to approved repairer scheme criteria, final invoice procedures, satisfaction note details. Vehicle insurance company policies.

Parts department

Introduction to the process of the receiving of goods, stock orders, stock taking (checking) and variation.

Workshop loading

Introduction to the use of an appointments register for the booking in of vehicles. Introduction to workshop loading.

Standards

The need for high ethical standards, including the responsibilities of the automotive profession towards people and the environment.Introduction to the Health & safety Act.

Subcontractors

The use of subcontractors in the motor trade, specialised rapid fit outlets.

Assessment Breakdown

%

Course Work

30.00%

End of Module Formal Examination

70.00%

Course Work

Assessment Type	Assessment Description	Outcome addressed	% of total	Assessment Date
Short Answer Questions	Written exam on the structure of the industry and the functions carried out in each department within the motor industry.	1,2	30.0	Week 7

End of Module Formal Examination

Assessment Type	Assessment Description	Outcome addressed	% of total	Assessment Date
Formal Exam	End-of-Semester Final Examination	2,3,4	70.0	End-of-Semester

Reassessment Requirement

Repeat examination

Reassessment of this module will consist of a repeat examination. It is possible that there will also be a requirement to be reassessed in a coursework element.

The institute reserves the right to alter the nature and timings of assessment

Module Workload

Workload: Full Time				
<i>Workload Type</i>	<i>Workload Description</i>	<i>Hours</i>	<i>Frequency</i>	<i>Average Weekly Learner Workload</i>
Lecture	Delivery of Automotive Administration module content during class room sessions	2.5	Every Week	2.50
Independent & Directed Learning (Non-contact)	Further study of class material and recommended resources.	4.0	Every Week	4.00
Lab	Use of computer software system	2.0	Every Month	0.50
Total Hours				8.50
Total Weekly Learner Workload				7.00
Total Weekly Contact Hours				3.00

Workload: Part Time				
<i>Workload Type</i>	<i>Workload Description</i>	<i>Hours</i>	<i>Frequency</i>	<i>Average Weekly Learner Workload</i>
Independent & Directed Learning (Non-contact)	Further study of class material	4.0	Every Week	4.00
Lab	Use of computer software	2.0	Every Month	0.50
Lecture	Delivery of Automotive Administration module during class room sessions	2.5	Every Week	2.50
Total Hours				8.50
Total Weekly Learner Workload				7.00
Total Weekly Contact Hours				3.00

Module Resources

Recommended Book Resources

- Andrew Rezin, 2012, *Automotive Service Management*, Prentice Hall [ISBN: 9780132725408]
- Gregory J Marchand 2012, *Service Management Made Simple*, Create Space Independent Publishing Platform [ISBN: 9781466214422]

Supplementary Book Resources

- Vic Ashley 2014, *Business & Administration*, City & Guilds [ISBN: 9780851932538]
- Jeff Smith 2003, *How To Make More Profit With Your Service Department*, Insight Training & Developments [ISBN: 0954025911]

Supplementary Article/Paper Resources

- *IMI*, IMI Magazine Monthly. SOE Magazine Monthly

Other Resources

- Websites: www.simi.ie. www.motor.org.uk
- Technical documents: Provided in Lecture 2015, *Manufacturer's technical bulletins*, .weekly, CIT <http://>.

Module Delivered in

Programme Code	Programme	Semester	Delivery
CR_EABMT_8	<u>Bachelor of Science (Hons) in Automotive Business Management and Technology</u>	2	Mandatory
CR_TTMGT_7	<u>Bachelor of Science in Automotive Technology and Management</u>	2	Mandatory
CR_TTMAT_6	<u>Higher Certificate in Engineering in Automotive Technology and Management</u>	2	Mandatory