



## **Course Information**

### **A/C & R 34**

### **Course description**

This is a course in heating, ventilation, and air conditioning (HVAC) customer service and EPA 608 certification. Topics covered include communication skills, problem solving, interview skills, refrigerant recovery and recycling, laws and regulations. Students will learn vital workplace skills through designed exercises as well as how employers evaluate these skills in their employees.

### **Student Learning Outcomes**

- SLO #1 After reading the textbook and participating in class discussions, students will apply their knowledge of appropriate communication skills to calm down an irate customer who is complaining that it took too long for the technician to arrive and it is very hot due to an air conditioning system not cooling
- SLO #2 After participating in classroom discussions, students will apply their knowledge of appropriate communicating skills to estimate an air conditioning job with labor, parts, and taxes including an explanation of all costs to the customer
- SLO #3 After participating in classroom discussions, students will apply their knowledge of appropriate communicating to sell a PM plan to a customer with all the positives of a PM. Students must know the difference in plans for the different seasons.

**Instructor:** Timothy Muckey  
**Text:** Handouts and online resources only  
**Lecture:** 6:00PM -7:05PAM Fr  
**Materials:** Pen, Pencil, Paper  
**Office Hours:** 12:00 pm-5:00pm Fr

**Grading:**

Participation	25%
Reports	25%
Test & Quizzes	25%
Final Project	25%
A 100 –90	D 69-60
B 89 – 80	F 59-0
C 79 – 70	
D 69 – 60	



**Note:** If you choose to drop out of class, it will be your responsibility or you will be given an “F” grade at the end of the semester.

**Attendance:** As in the working world of employment, attendance is a requirement for this class. El Camino College attendance policy states: *any student who is absent more than the number of units for the class shall be dropped from the class. This is the equivalent to being let go by your employer for excessive absences.*

### Course Outline

### A/C & R 34

### Course Introduction and Orientation

#### Resources

<http://www.skillsyouneed.com/ps/personal-development.html>

<http://www.mindtools.com/CommSkill/RolePlaying.htm>

### Course work

Customer relationship development	Class Work	Role Play
Workplace skills	Class work	Report
The Interview/Resume	Class	Role Play
Completing work orders	Team	Presentation
Job estimating (pricing, job costing, billing)	AC service	Report & Service Ticket
Understanding customer needs	Lecture	Role Play Mind Tools
Preventative maintenance management	Lecture	Develop PM plan
Refrigerant management	Lecture	Test 608 samples
Interpersonal Skill Self-Assessment	Lecture	Skills you need
Team Management	Lecture	Role Playing
Communication Skills	Lecture	Role Playing
Problem solving	Lecture	Role Playing
How to give the best HVACR customer service	Lecture	Role Playing
EPA608/NATE testing	Lecture	Test
Introduction to Unions	Guest	250/501



**Attendance:** Attendance in the lab and class room is a critical component to success in this course. Like in the work place attendance is required. Students whose absences from a class exceed 10% of the scheduled class meeting times may be dropped from the class. A student who registers for a class and never attends is still responsible for dropping the class. It is the responsibility of the student to officially drop a class by the deadline date. Reviews for test and quizzes may be conducted during the lab sessions.

**Student Requirements:**

1. Students are required to furnish his/her materials and equipment to include yet not limited to textbook, safety equipment, notebooks, and pencils.
2. Students are required to follow all policies outlined in the El Camino College center handbook and all safety class room safety policies and procedures.
3. All students are responsible for full cleanup of their areas in the class room or lab after every class.

**Special Accommodations:** Any student who has a disability and/or special need should alert the instructor by the second week of the semester so that special accommodations can be made.

**ADA compliance:**

*Accommodations: It is the policy of the El Camino Community College District to encourage full inclusion of people with disabilities in all programs and services. Students with disabilities who believe they may need accommodations in this class should contact the campus Special Resource Center (310) 660-3295, as soon as possible. This will ensure that students are able to fully participate.*

**Student Orientation:**

Participate in Orientation with the Online Orientation through MyECC or in the Matriculation Group academic counseling sessions for students new to college. Students will meet with a counselor in the Matriculation Groups to prepare an Educational Plan for the semester. Students who complete Online Orientation must bring in the confirmation page to make a 30 minute counseling appointment for an Educational Plan.

**Academic Honesty:**

*El Camino College places a high value on the integrity of its student scholars. When an instructor determines that there is evidence of dishonesty in any academic work (including, but not limited to cheating, plagiarism, or theft of exam material), disciplinary action appropriate to the misconduct as defined in BP 5500 may be taken. A failing grade on an assignment in which academic dishonesty has occurred and suspension from class are among the disciplinary actions for academic dishonesty (AP 5520). Students with any questions about the Academic Honesty or discipline policies are encouraged to speak with their instructor in advance.*

**ECC STUDENT SERVICES CENTER BUILDING**

(Please see the Activities Center and Special Resource Center ECC web page for hours of operation and services offered)