EMPLOYABILITY, PROBLEM SOLVING AND CUSTOMER RELATIONS — HVAC 1160

A. Course Description
   - Credits: 2.00
   - Lecture Hours/Week: 2.00
   - Lab Hours/Week: 0.00
   - OJТ Hours/Week: 0
   - Prerequisites: None
   - Corequisites: None
   - MnTC Goals: None

This course covers the study of relationships with co-workers, supervisors, and customers. Also covered are job-seeking and employability skills. Topics include attitudes, behaviors, and techniques for achieving success on the job, human relations, job relocation techniques, informal interviews, job applications, and mathematical problems pertaining to the HVAC/R technician.

B. Course Effective Dates: 8/24/15 – Present

C. Outline of Major Content Areas
   As noted on course syllabus

D. Learning Outcomes
   1. Demonstrate proper HVAC/R technician behavior and participate in the ride along days, as well as recognizing, defining and practicing safe work habits.
   2. Demonstrate proper language and letter writing skills while preparing a resume, cover letter and job application.
   3. Preform commonly used HVAC/R mathematical computations.
   4. Chart a career path along with developing interviewing and job keeping skills. Including but not limited to a job relocation investigation, work habits and professional appearance, inventory and record keeping skills, and successful work relationship attitude.
   5. Determine the license, requirements and costs associated with opening a successful business.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment
   As noted on course syllabus
G. Special Information

None noted