**Course Description:**

Students perform inspections, troubleshoot malfunctions, and service truck undercarriage systems. Students will install leaf springs, shock absorbers and air suspension components. Students inspect and replace truck steering components and replace wheel bearings. Additionally, students will perform wheel alignment and tire inspections, diagnostics, and repair. Identifying workplace risk factors associated with repetitive motion and lifting, operating, and moving of heavy objects are emphasized.

**Strand 1. Business Operations/21st Century Skills**

Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field.

**Outcome 1.1. Employability Skills**

Develop career awareness and employability skills (e.g., face‐to‐face, online) needed for gaining and maintaining employment in diverse business settings.

**Competencies**

1.1.1. Identify the knowledge, skills and abilities necessary to succeed in careers.

1.1.2. Identify the scope of career opportunities and the requirements for education, training,

certification, licensure and experience.

1.1.3. Develop a career plan that reflects career interests, pathways and secondary and

postsecondary options.

1.1.4. Describe the role and function of professional organizations, industry associations and

organized labor and use networking techniques to develop and maintain professional

relationships.

1.1.5. Develop strategies for self‐promotion in the hiring process (e.g., filling out job applications,

résumé writing, interviewing skills, portfolio development).

1.1.6. Explain the importance of work ethic, accountability and responsibility and demonstrate

associated behaviors in fulfilling personal, community and workplace roles.

1.1.7. Apply problem‐solving and critical‐thinking skills to work‐related issues when making decisions

and formulating solutions.

1.1.8. Identify the correlation between emotions, behavior and appearance and manage those to

establish and maintain professionalism.

1.1.9. Give and receive constructive feedback to improve work habits.

1.1.10. Adapt personal coping skills to adjust to taxing workplace demands.

1.1.11. Recognize different cultural beliefs and practices in the workplace and demonstrate respect

for them.

1.1.12. Identify healthy lifestyles that reduce the risk of chronic disease, unsafe habits and abusive

behavior.

**Outcome 1.2. Leadership and Communications**

Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.

**Competencies**

1.2.1. Extract relevant, valid information from materials and cite sources of information.

1.2.2. Deliver formal and informal presentations.

1.2.3. Identify and use verbal, nonverbal and active listening skills to communicate effectively.

1.2.4. Use negotiation and conflict‐resolution skills to reach solutions.

1.2.5. Communicate information (e.g., directions, ideas, vision, workplace expectations) for an

intended audience and purpose.

1.2.6. Use proper grammar and expression in all aspects of communication.

1.2.7. Use problem‐solving and consensus‐building techniques to draw conclusions and determine

next steps.

1.2.8. Identify the strengths, weaknesses and characteristics of leadership styles that influence

internal and external workplace relationships.

1.2.9. Identify advantages and disadvantages involving digital and/or electronic communications

(e.g., common content for large audience, control of tone, speed, cost, lack of non‐verbal

cues, potential for forwarding information, longevity).

1.2.10. Use interpersonal skills to provide group leadership, promote collaboration and work in a

team.

1.2.11. Write professional correspondence, documents, job applications and resumés.

1.2.12. Use technical writing skills to complete forms and create reports.

1.2.13. Identify stakeholders and solicit their opinions.

1.2.14. Use motivational strategies to accomplish goals.

**Outcome 1.3. Business Ethics and Law**

Analyze how professional, ethical and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance.

**Competencies**

1.3.1. Analyze how regulatory compliance affects business operations and organizational

performance.

1.3.2. Follow protocols and practices necessary to maintain a clean, safe and healthy work

environment.

1.3.3. Use ethical character traits consistent with workplace standards (e.g., honesty, personal

integrity, compassion, justice).

1.3.4. Identify how federal and state consumer protection laws affect products and services.

1.3.5. Access and implement safety compliance measures (e.g., quality assurance information, safety

data sheets [SDSs], product safety data sheets [PSDSs], United States Environmental

Protection Agency [EPA], United States Occupational Safety and Health Administration

[OSHA]) that contribute to the continuous improvement of the organization.

1.3.6. Identify deceptive practices (e.g., bait and switch, identity theft, unlawful door‐to‐door sales,

deceptive service estimates, fraudulent misrepresentations) and their overall impact on

organizational performance.

1.3.7. Identify the labor laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act [ADA], Fair Labor Standards Acts [FLSA], Equal Employment Opportunity Commission [EEOC]).

1.3.9. Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal,

organizational and professional ethical standards.

**Outcome 1.4. Knowledge Management and Information Technology**

Demonstrate current and emerging strategies and technologies used to collect, analyze, record and share information in business operations.

**Competencies**

1.4.1. Use office equipment to communicate (e.g., phone, radio equipment, fax machine, scanner,

public address systems).

1.4.2. Select and use software applications to locate, record, analyze and present information (e.g.,

word processing, e‐mail, spreadsheet, databases, presentation, Internet search engines).

1.4.3. Verify compliance with security rules, regulations and codes (e.g., property, privacy, access,

accuracy issues, client and patient record confidentiality) pertaining to technology specific to

the industry pathway.

1.4.4. Use system hardware to support software applications.

1.4.5. Use information technology tools to maintain, secure and monitor business records.

1.4.6. Use an electronic database to access and create business and technical information.

1.4.7. Use personal information management and productivity applications to optimize assigned

tasks (e.g., lists, calendars, address books).

1.4.8. Use electronic media to communicate and follow network etiquette guidelines.

**Outcome 1.5. Global Environment**

Evaluate how beliefs, values, attitudes and behaviors influence organizational strategies and goals.

**Competencies**

1.5.3. Use cultural intelligence to interact with individuals from diverse cultural settings.

1.5.4. Recognize barriers in cross‐cultural relationships and implement behavioral adjustments.

1.5.5. Recognize the ways in which bias and discrimination may influence productivity and

profitability.

1.5.7. Use intercultural communication skills to exchange ideas and create meaning.

**Outcome 1.6. Business Literacy**

Develop foundational skills and knowledge in entrepreneurship, financial literacy and business operations.

**Competencies**

1.6.1. Identify business opportunities.

1.6.2. Assess the reality of becoming an entrepreneur, including advantages and disadvantages (e.g., risk versus reward, reasons for success and failure).

1.6.5. Describe organizational structure, chain of command, the roles and responsibilities of the organizational departments and interdepartmental interactions.

1.6.8. Identify the features and benefits that make an organization’s product or service competitive.

1.6.9. Explain how the performance of an employee, a department and an organization is assessed.

1.6.12. Describe classifications of employee benefits, rights, deductions and compensations.

**Outcome 1.7. Entrepreneurship/Entrepreneurs**

Analyze the environment in which a business operates and the economic factors and opportunities associated with self-employment.

**Competencies**

1.7.10. Describe techniques for obtaining experience (e.g., apprenticeship, co-operative [co-op] education, work placement, internship, job shadowing) related to entrepreneurial objective.

**Outcome 1.8. Operations Management**

Plan, organize and monitor an organization or department to maximize contribution to organizational goals and objectives.

**Competencies**

1.8.4. Identify alternative actions to take when goals are not met (e.g., changing goals, changing strategies, efficiencies).

1.8.5. Use inventory and control systems to purchase materials, supplies and equipment (e.g., Last In, First Out [LIFO]; First In, First Out [FIFO]; Just in Time [JIT]; LEAN).

1.8.6. Identify the advantages and disadvantages of carrying cost and Just-in-Time (JIT) production systems and the effects of maintaining inventory (e.g., perishable, shrinkage, insurance) on profitability.

1.8.8. Identify routine activities for maintaining business facilities and equipment.

1.8.10. Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability.

**Outcome 1.10. Sales and Marketing**

Manage pricing, place, promotion, packaging, positioning and public relations to improve quality customer service.

**Competencies**

1.10.2. Determine the customer’s needs and identify solutions.

1.10.3. Communicate features, benefits and warranties of a product or service to the customer.

1.10.4. Identify the company policies and procedures for initiating product and service improvements.

1.10.5. Monitor customer expectations and determine product/services satisfaction by using measurement tools.

1.10.10. Demonstrate sales techniques.

**Strand 2. Safety, Tools and Maintenance**

Learners apply principles of safety and use of tools to maintain equipment and the environment to prevent accidents and mitigate hazards.

**Outcome 2.1. Facility Safety**

Handle materials, prevent accidents and mitigate hazards.

**Competencies**

2.1.1. Use Occupational Safety and Health Administration (OSHA)-defined procedures for identifying employer and employee responsibilities, situations that require working in confined spaces and safety labeling.

2.1.2. Identify and communicate hazards associated with slippery surfaces and lighting.

2.1.6. Identify and eliminate workplace clutter and maintain clearance and boundaries.

2.1.8. Identify procedures for handling, storage and disposal of hazardous materials.

2.1.9. Identify locations and describe use of emergency flush showers, eyewash fountains, Safety Data Sheets (SDSs), fire alarms and exits.

2.1.11. Select and operate fire extinguishers based on the class of fire.

2.1.12. Conduct safety inspection of a workspace.

2.1.13. Identify the types of ergonomic workflow and the need for them.

2.1.14. Inspect air and exhaust systems, intake filters, fans and other mechanical components.

**Outcome 2.2. Personal Safety**

Practice personal safety.

**Competencies**

2.2.1. Interpret personal safety rights according to the employee Right-to-Know plan.

2.2.2. Describe the risk factors associated with working under the influence of drugs, alcohol and stimulants and how it increases the risk of accident, lowers productivity, raises insurance costs and reduces profits.

2.2.3. Select, use, maintain and dispose of Personal Protective Equipment (PPE) appropriate to job tasks, conditions and materials.

2.2.4. Identify workplace risk factors associated with repetitive motion and lifting, operating and moving heavy objects.

2.2.5. Demonstrate appropriate body mechanics in lifting and moving heavy objects.

**Outcome 2.3. Tool and Equipment Preventative Maintenance**

Identify, use, clean, maintain and perform planned preventative maintenance on tools and equipment.

**Competencies**

2.3.1. Identify the types of hand tools, power tools and stationary equipment and describe their function.

2.3.2. Identify potential hazards and limitations related to the use of hand tools, power tools and stationary equipment.

2.3.3. Operate power tools and stationary equipment in accordance with established procedures and safety standards.

2.3.4. Ensure the presence and functionality of safety systems and hardware.

2.3.5. Clean, lubricate and adjust power tools and stationary equipment.

**Outcome 2.4. General Maintenance**

Provides general maintenance to mechanical systems.

2.4.1. Inspect for leakage at seals, gaskets and bushings

2.4.2. Inspect fluid levels and fluid conditions on all mechanical systems.

2.4.3. Select engine, powertrain, power steering and brake system fluids based on characteristics and applications.

2.4.10 Flush, fill and bleed the power steering system and replace filters.

2.4.12. Store mechanical systems fluids and waste products.

2.4.20 Lubricate all suspension and chassis grease fittings and body lubrication points.

2.4.21. Test, inspect and service fifth wheel mounting bolts, air lines and locks.

2.4.22. Inspect, repair or replace fasteners.

**Strand 5. Drivetrain**

Learners apply principles of transmissions and transaxles, manual drivetrains and axles, steering and suspension, drive shafts and wheels to diagnose and repair malfunctions in recreational vehicles, automobiles and medium and heavy equipment to manufacturer’s specifications.

**Outcome 5.5. Steering**

Identify, inspect and replace steering system components.

**Competencies**

5.5.2. Remove and replace the steering wheel and center and time the SRS coil (clock spring).

5.5.3. Inspect steering shaft universal joints and flexible couplings.

5.5.4. Remove, inspect, replace and adjust the power steering pump belt, power steering pump, power steering pump pulley, hoses and fittings and check pulley and belt alignment.

5.5.5. Inspect and replace the pitman arm, relay rod (centerlink/intermediate), idler arm and mountings and steering linkage damper.

5.5.6. Inspect, replace and adjust tie rod ends (sockets), tie rod sleeves and clamps.

**Outcome 5.6. Suspension**

Remove, inspect and install front and rear suspension.

**Competencies**

5.6.1. Describe short arm and long arm suspension system components.

5.6.3 Remove, inspect and install upper and lower control arms, bushings, shafts, upper and lower ball joints and rebound bumpers.

5.6.5. Remove, inspect and install steering knuckle assemblies.

5.6.6. Remove, inspect and install short arm and long arm suspension system coil springs and spring insulators.

5.6.7. Remove, inspect, install and adjust suspension system torsion bars and stabilizer bar bushings, brackets and links and inspect mounts.

5.6.9. Remove and install control arms bushing and mounts.

5.6.10. Remove, inspect and install leaf springs, leaf spring insulators (silencers), shackles, brackets, bushings and mounts.

5.6.11. Inspect, remove and replace shock absorbers.

5.6.12. Check cab mounting and adjust ride heights.

5.6.13. Inspect and replace front axle beam and mounting hardware.

5.6.14. Inspect and replace walking beams, center (cross) tube, bushings, mounts, load pads, brackets, caps, and mounting hardware.

5.6.15. Measure front and rear vehicle ride heights; determine needed adjustments or repairs.

5.6.16. Inspect, test and replace air suspension springs (bags), mounting plates, and main support beams/springs, pressure regulator and height control valves, linkages, lines, hoses, and fittings.

5.6.17. Diagnose, inspect and replace auxiliary lift axle components and controls.

5.6.18. Check axle load distribution problems on rear suspensions; check axle seat planing angles and pinion angles.

5.6.19. Inspect frame and frame members for cracks, breaks, distortion, elongated holes, looseness, and damage; determine needed repairs.

5.6.20. Inspect, install, or repair frame hangers, brackets, crossmembers and fasteners in accordance with manufacturers’ recommended procedures.

5.6.21. Inspect, install, repair or replace pintle hooks and draw bars.

**Outcome 5.7. Wheel Alignment**

Inspect and adjust wheel alignment.

**Competencies**

5.7.1. Inspect mounts and bushings.

5.7.2. Identify vehicle wander, drift, pull, hard steering, bump steer, memory steer, torque steer, ride height and steering return concerns.

5.7.3. Check and adjust wheel caster, camber and toe and center the steering wheel.

**Outcome 5.8. Wheels and Tires**

Inspect and replace wheel and tire components and assemblies.

**Competencies**

5.8.1. Identify tire wear patterns and tire construction.

5.8.2. Identify bearing noises and wheel vibration, shimmy and noise.

5.8.3. Inspect and repair or replace front and rear wheel bearings.

5.8.4 Measure wheel, tire, axle and hub runout.

5.8.5. Balance wheel and tire assembly.

5.8.6. Remove, inspect, repair or replace, rotate and reinstall the tire and wheel assembly and calibrate the tire pressure monitoring system.

5.8.7. Inspect and replace wheel studs.

**Strand 6. Body and Frames**

Learners apply principles of vehicle structural and nonstructural components, materials joining and cutting, surface reconstruction and cleaning and preparation and application of coatings and paints.

**Outcome 6.1. St**ructural

Inspect and repair full frame and unibody structural damage.

**Competencies**

6.1.4. Identify and analyze components that can cause vibration, steering and wheel alignment problems.