DATE OF LAST REVIEW: 02/2013
CIP CODE: 47.0201
SEMESTER: Departmental Syllabus
COURSE TITLE: Heating and Refrigeration Internship
COURSE NUMBER: HVAC0215
CREDIT HOURS: 3
INSTRUCTOR: Departmental Syllabus
OFFICE LOCATION: Departmental Syllabus
OFFICE HOURS: Departmental Syllabus
TELEPHONE: Departmental Syllabus
EMAIL: KCKCC issued email accounts are the official means for electronically communicating with our students.

PREREQUISITE(S): Successful completion of two-thirds of course work and recommendation of instructor.

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC bookstore, http://www.kckccbookstore.com/, for the required texts for your particular class.

COURSE DESCRIPTION:
This course is designed to give students an opportunity to work in an HVAC related position. Upon successful completion of this course, the student should be able to apply classroom knowledge to an actual work situation. The internship will provide advanced students with on-the-job experience under the supervision of professionals in the industry. The work will be developed cooperatively with area employers, college staff and each student to provide a variety of actual job experiences directly related to the student’s career goals. A minimum average of 15 hours per week on-the-job training is required. Students are expected to keep the instructor informed about progress and any job changes.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.
COURSE OUTLINE:

I. Introduction to Internship
   A. Interpret program requirements.
   B. Complete the required forms from the handbook.
   C. Discuss the procedures set forth by the Career Program Facilitator.

II. The Job Search Process
   A. Find three sources of job information.
   B. Identify three job postings in your career program field.
   C. Write a resume.

III. Obtaining Employment
   A. Write a letter of inquiry.
   B. Complete a job application.
   C. Describe a job interview.

IV. Employer/Employee Relationships
   A. Define labor relations.
   B. Explain human relations.
   C. Write examples of conflict and resolution.

V. Employee Growth and Development
   A. Define employment advancement.
   B. Examine personal assessment of your job performance.
   C. Depict management opportunities in your career area.

VI. Leadership in the Work Place
   A. Describe qualities of leadership.
   B. Define fellowship.

VII. Dealing with Termination
   A. Define termination with cause.
   B. Define termination without cause.
   C. Describe how to deal with employment termination.

VIII. The Structure of Business and Industry
    A. Explain organization theory.
    B. Describe work flow patterns.
EXPECTED LEARNER OUTCOMES:

A. The student will be able to demonstrate the ability to work with immediate supervisor, customers (if applicable), and fellow employees.
B. The student will be able to identify the major components of a job interview.
C. The student will be able to complete a job application.

COURSE COMPETENCIES:

Upon successful completion of this course:

The student will be able to demonstrate the ability to work with immediate supervisor, customers (if applicable), and fellow employees.

1. The student will be able to explain daily or weekly reports to supervisor.
2. The student will be able to take orders and follow them as instructed.
3. The student will be able to develop trust with fellow employees.
4. The student will be able to demonstrate a professional attitude with co-workers.
5. The student will be able to communicate effectively with customers.
6. The student will be able to demonstrate customer satisfaction and service.
7. The student will be able to demonstrate a respect for the company and its product or service.

The student will be able to identify the major components of a job interview.

8. The student will be able to demonstrate good eye contact.
9. The student will be able to demonstrate good posture.
10. The student will be able to demonstrate how to appropriately dress.
11. The student will be able to ask relevant questions.
12. The student will be able to answer questions effectively.
13. The student will be able to communicate what he or she can do for the company.
14. The student will be able to be honest in all inquires in the interview, and application.

The student will be able to complete a job application.

15. The student will be able to write or print clearly.
16. The student will be able to complete all the blanks on the application.
17. The student will be able to supply reference on request.
18. The student will list all certifications that apply to the position.
19. The student will list a complete work history.
20. The student will list current phone numbers and address to be located at.
21. The student will include a resume with the job application.

ASSESSMENT OF LEARNER OUTCOMES:

Student progress is evaluated by means that include, but are not limited to, exams, written assignments, and class participation.
SPECIAL NOTES:
This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college’s policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center at (913) 288-7670 V/TDD.