



DEPARTMENT OF HEAVY EQUIPMENT
THINKBIG SERVICE TECHNICIAN COURSE OUTLINE – FALL 2017
AUGUST 28, 2017 – OCTOBER 20, 2017
HES 110 VA12 INTRODUCTION TO CATERPILLAR SERVICE INDUSTRY
- 2.0 (56 HOURS)

INSTRUCTOR: Richard McGrail **PHONE:** 780.835.6778
Welding Instructor TBA

OFFICE: FM4 101 **E-MAIL:** rmcgrail@gprc.ab.ca

OFFICE HOURS: 8 AM to 4:30 PM

PREREQUISITE(S)/COREQUISITE: None

REQUIRED TEXT/RESOURCE MATERIALS:

Caterpillar Material

Caterpillar Service Industry

Unit 1: Cat History and Product Line Review

Lesson 1: Cat History and Product Line Review

Lesson 2: Dealer Factory Network and Introduction to Cat Parts System

Unit 2: Shop Safety and Equipment

Lesson 1: Shop Safety and Equipment

Lesson 2: Shop and Cleaning Equipment

Unit 3: Hand and Power Tools

Lesson 1: Hand Tools

Lesson 2: Power Tools

Lesson 3: Precision Measuring Devices

Lesson 4: Pulling Tools

Lesson 5: Lifting Tools

Caterpillar Service Industry continued . . .

Unit 4: Connective Devices

Lesson 1: Fasteners

Lesson 2: Hoses and Seals

Lesson 3: Bearings

Unit 5: Hazardous Materials

Lesson 1: Hazardous Materials

Lesson 2: OSHA and EPA

Unit 6: Computer Operations

Lesson 1: Introduction to DPC

Lesson 2: Service Information Systems (SIS)

Alberta Apprenticeship and Industry Training Individual Learning Modules Heavy Equipment Technician (HET)

190101a – Safety Legislation, Regulations and Industry Policy in the Trades

190101b – Climbing, Lifting, Rigging and Hoisting

190101c – Hazardous Materials and Fire Protection

190101d – Communications

190101e – Materials and Fastening Devices

190101f – Hand, Shop and Power Tools

190101g – Measuring Tools

190101h – Oxyacetylene Equipment, Heating and Cutting

CALENDAR DESCRIPTION: This course will introduce the student to Caterpillar's history as well as familiarizing the student with the CAT product line. Included with this will be information on safety, materials and tools as well as shop facilities and equipment. Another segment of this will familiarize the student with the Caterpillar Service Information System as well as computer operation. The course will include an introductory section on welding in the welding lab on campus.

CREDIT/CONTACT HOURS: Credits: 2.0 / Contact Hours: 56

DELIVERY MODE(S): Lecture and lab.

TRANSFERABILITY: None.

GRADING CRITERIA: Students must complete all required courses with a grade point average of no less than 2.7 and no failing (F) grades. A passing grade in this course is a **minimum of 70%.**

**Introduction to Caterpillar Service Industry..... 56 / 240 hours = 24 %
of Semester 1 final mark**

Exams Average = _____ **x 45%**

Class Assignments/Quizzes = _____ **x 30%**

Shop Total _____ **x 25%**

HES 110 VA12 FINAL MARK = _____ %

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A+	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A-	3.7	80 – 84	FIRST CLASS STANDING
B+	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B-	2.7	70 – 72	
C+	0.0	67 – 69	FAIL
C	0.0	63 – 66	
C-	0.0	60 – 62	
D+	0.0	55 – 59	
D	0.0	50 – 54	
F	0.0	0 – 49	
WF	0.0	0	

STUDENT RESPONSIBILITIES:

This is an adult education environment. Enrolment at Grande Prairie Regional College assumes that the student will become a responsible citizen of the College. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies, demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, classroom and shop rules, safety, assignments, deadlines and appointments. Students are learning skills to prepare them for the work environment.

Following the guidelines in “Student Rights and Responsibilities” in the GPRC College calendar assist us all in maintaining an adult learning environment. Please refer to the Student Rights and Responsibilities policy in the Grande Prairie Regional College Calendar or at www.gprc.ab.ca/downloads/documents/StudentRightsandResponsibilities.pdf.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the Student Conduct section of the GPRC Calendar at <http://www.gprc.ab.ca/programs/calendar/> Pages 44 to 46 or the College Policy on Student

Misconduct: Plagiarism and Cheating at
<http://www.gprc.ab.ca/about/administration/policies/>. **

**Note: all Academic and Administrative policies are available on the same page.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Introduction to Caterpillar Service Industry

- Caterpillar History
- Caterpillar Products
- Safety, Materials and Tools
- Shop Facilities
- Shop Equipment
- Computer Operation, DPC and Service Information System (SIS)
- Maintenance and Connective Devices