

**DEPARTMENT OF TRANSPORTATION TRADES**  
**THINKBIG SERVICE TECHNICIAN COURSE OUTLINE – FALL 2022**  
**AUGUST 29, 2022 - OCTOBER 21, 2022**  
**HES 110 VA12 INTRODUCTION TO CATERPILLAR SERVICE INDUSTRY**  
**- 2.0 (56 HOURS)**

**INSTRUCTOR:** Peter Scheidegger      **PHONE:** Office 780.835.6757  
Welding Instructor TBA                      Cell 780.897.9298

**OFFICE:**                      FPS 110                      **E-MAIL:** pscheidegger@nwpolytech.ca

**OFFICE HOURS:** 8 AM to 4:30 PM

**PREREQUISITE(S)/COREQUISITE:** None

**FALL 2022 DELIVERY:**

In person – Onsite. This course is delivered in person at the NWP Fairview campus.

- NWP reserves the right to change the course delivery.

**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

*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 and Trade Specific Safety
- 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):** In Person delivery

**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 = \_\_\_\_\_ %**

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

### **STUDENT RESPONSIBILITIES:**

This is an adult education environment. Enrolment at Northwestern Polytechnic 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 NWP College calendar assist us all in maintaining an adult learning environment. Please refer to the Student Rights and Responsibilities policy in the Northwestern Polytechnic Calendar or at n

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the Student Conduct section of the NWP Calendar at <http://www.nwpolytech.ca/programs/calendar/> Pages 44 to 46 or the College Policy on Student Misconduct: Plagiarism and Cheating at <http://www.nwpolytech.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