

# MANUFACTURING WORKPLACE SKILLS

## COURSE SYLLABUS

Revised 01/06/2012

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<b>3</b>	<b>-</b>	<b>0</b>	<b>-</b>	<b>3</b>

**COURSE NUMBER:** AMT 106

**PREREQUISITE(S):** none

**CO-REQUISITE(S):** none

**COURSE DESCRIPTIONS** This course introduces the fundamental employee skills needed to be successful in a manufacturing environment. Emphasis is placed on teamwork, adaptability, work ethics, communication skills and customer service.

**TEXTBOOK(S):** none

**REFERENCE(S):** none

**OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:**

- Safety glasses, calculator, 3 ring notebook
- Six inch scale

**METHOD OF INSTRUCTION:** This course will be taught by lecture, whiteboard work, textbook assignments, visual aids, lab work, and live demonstrations.

**GRADING SYSTEM:**

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

**GRADE CALCULATION METHOD:**

Quizzes	=	40%
Homework	=	30%
Research	=	10%
Participation	=	20%
		<hr/>
		100%

**ATTENDANCE POLICY:** Students are responsible for punctual and regular attendance in all classes, laboratories, field trips, and other class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing

work missed.

Students are tardy if not in class at the time the class is scheduled to begin. Tardy students are admitted to class at the discretion of the instructor.

If you have attended at least one session during the first week of the semester you are responsible for dropping yourself from the class. It is the students' responsibility to withdraw from a course. A student who stops attending class and fails to initiate a withdrawal will remain on the class roster.

If you do not attend a class session during the first week of class you will automatically be dropped by the College. A student who does not complete an assignment, test, or final exam in the course will receive a zero for each missing grade and the final course grade will be calculated accordingly.

**Absences for Religious Holidays:** Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) an instructor-approved plan which outlines the make-up of activities and assignments.
2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan which outlines the make-up of activities and assignments.

**ACADEMIC  
CONDUCT:**

**ACADEMIC DISHONESTY:** Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written

reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CELLULAR PHONES AND PAGERS/BEEPERS:** Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to “disruptive behavior.”

**CLASS/LAB PROCEDURES:**

Safety glasses are required for all Labs. Appropriate footwear is required for all Lab assignments. This means; no sandals, crocs, flip flops or similar footwear in the Lab.

**ACCOMMODATIONS:**

Students who need special accommodations in this class because of a documented disability should notify Student Disability Services. You may contact Student Disability Services by calling, (864) 592-4811, toll-free 1-800-922-3679; via email through the Spartanburg Community College web site at [www.sccsc.edu/SDS/](http://www.sccsc.edu/SDS/); or by visiting the office located in the Dan Lee Terhune Student Services Building, room 112 of the Spartanburg Community College campus. By contacting Student Disability Services early in the semester, students with disabilities give the College an opportunity to provide necessary support services and appropriate accommodations.

**COURSE COMPETENCIES & OBJECTIVES:**

**Upon satisfactory completion of this course, the student will be able to:**

- 1) Describe various team building techniques
  - a. Explain the difficulties involved in team building
  - b. Explain the importance of adaptability
  - c. Demonstrate a teambuilding strategy
- 2) Evaluate and explain the relationship between business and ethics
  - a. Explain how cultural differences may affect ethics
- 3) Evaluate and define various ethical issues.
  - a. Define “whistle blowing”
  - b. Define “Trade Secret”
  - c. Define “discrimination”
  - d. Define “affirmative action”
  - e. Define “sexual harassment”

- f. Define “occupational health and safety”
  - g. Define “employee theft”
- 4) Identify and apply various types of communication skills
    - a. Answer questions correctly on written exams
    - b. Answer questions correctly on oral exam
    - c. Participate in group discussions
    - d. Demonstrate “listening skills”
  - 5) Evaluate and demonstrate cultural differences in the workplace
    - a. Identify and examine cultural prejudices, attitudes and values.
  - 6) Identify various verbal and nonverbal communication uses
    - a. Demonstrate “body language” skills
    - b. Explain e-mail and telephone etiquette
    - c. Compare the uses of written, e-mail, text and telephone communication.
  - 7) Identify and demonstrate Customer Service techniques
    - a. Identify the “customer” in various scenarios
    - b. Explain the importance of custom service in a global economy