



## Memo

To: Randy Smith, Vice Provost for Academic Programs, Office of Academic Affairs  
From: Rosie Quinzon-Bonello, Assistant Dean for Curriculum and Assessment  
Date: September 18, 2024

Re: Informational Item: Non-Credit, Certificate of Completion Work Force Development Training Program "Aircraft and Vehicle Maintenance Technician Leadership Certification"

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On September 11, 2024, The College Committee for Academic Affairs approved, as an informational item, the following non-Credit, Certificate of Completion Work Force Development Training Program:

- *Aircraft and Vehicle Maintenance Technician Leadership Certification*

Attached is the proposal

Yours sincerely,

Rosie Quinzon-Bonello

## **College of Engineering**

### **Proposal for a Non-Credit, Certificate of Completion Work Force Development Training Program**

#### **“Aircraft and Vehicle Maintenance Technician Leadership Certification”**

May 8, 2024

#### **OAA Certificate Program Category:**

(4) Workforce Development Certificate of Completion Program

#### **Description**

The Aircraft and Vehicle Maintenance Technician Leadership Certification (AVMTLC) is a non-credit, 100% online program. The AVMTLC will prepare current maintenance technicians for a leadership role in an aircraft or vehicle maintenance service center. Oftentimes, these individuals are promoted to management positions due to their technical knowledge but lack critical management and leadership skills to be successful. This certificate program will include four online courses that provide technicians with the basic skills and knowledge to manage service center teams, associated finances, inventories, and customer relations. Courses can be taken individually, but all four courses must be successfully completed to earn the certification.

This certificate program is developed by the Center for Aviation Studies and will be delivered through a partnership with the Professional and Distance Education Programs Office in the College of Engineering.

#### **Stand-alone Program and Maximum Credit Overlap between Academic Certificate and Other Academic Programs**

The Aircraft and Vehicle Maintenance Technician Leadership Certification will consist of non-credit courses and will be a stand-alone program.

#### **Maximum Credit Overlap with Degree Program**

N/A

#### **Minimum Acceptable Grade to Apply**

N/A

#### **Transfer Credit**

N/A

## **EM Credit**

N/A

## **Outcomes-based**

Upon completion of the certification, learners will be able to:

1. Apply managerial techniques to supervise maintenance technicians and build a team culture.
2. Utilize accounting strategies to manage the maintenance station and track income and expenses.
3. Apply communication tactics to appropriately respond to customer inquiries and document business decisions.
4. Coordinate and oversee parts inventory and distribution in accordance with state/federal requirements.

## **Curriculum and Credits**

The Aircraft and Vehicle Maintenance Technician Leadership Certification will include four non-credit courses and be offered in the following format:

1. Management & Organizational Leadership for Aircraft & Vehicle Maintenance Teams
2. Aircraft & Vehicle Maintenance Service Center Accounting & Bookkeeping
3. Aircraft & Vehicle Maintenance Service Center Customer Relations & Communications
4. Inventory & Logistics for Aircraft & Vehicle Maintenance Service Centers

The instructional material for each course will be equivalent to a three-semester credit hour class. This will consist of 36-38 hours of recorded online instruction and 30-35 hours of additional coursework for each course. Each course will be 14 weeks in length.

The courses will be delivered 100% online and asynchronously. Students may take the courses in any order. Students may progress through each course at their own pace, but they must complete all the course work within the 14-week period. Course instructors will participate in each offering and provide support to students and be available to answer questions using email, discussion boards, or Zoom meetings if requested.

## **Course Learning Objectives**

### ***Management & Organizational Leadership for Aircraft & Vehicle Maintenance Teams***

By the end of this course, students will be able to:

- Understand individual behavior in organizations, including personality, decision-making, personal networks, and ethics.
- Understand interpersonal behavior, including teamwork, conflict, leadership, and power and influence.

- Understand organizational factors affecting behavior, including reward systems, culture, and organizational design.

### ***Aircraft & Vehicle Maintenance Service Center Accounting & Bookkeeping***

By the end of this course, students will be able to:

- Apply basic accounting principles.
- Read and interpret profit and loss statements.
- Apply billing and sales concepts.

### ***Aircraft & Vehicle Maintenance Service Center Customer Relations & Communications***

By the end of this course, students will be able to:

- Communicate both orally and written within the business environment.
- Communicate with internal stakeholders to achieve the business goals of the organization.
- Communicate with customers to deliver superior customer satisfaction.

### ***Inventory & Logistics for Aircraft & Vehicle Maintenance Service Centers***

By the end of this course, students will be able to:

- Manage inventories both in-bound and out-bound to minimize loss and maximize profit to meet business goals.
- Properly maintain inventory tracking per industry standards/regulations
- Conduct regular parts inventories.

### **Admission**

FAA Aircraft Airframe & Powerplant certificates, or Automotive Service Excellence Certification, and two years' experience working in a maintenance/repair facility.

### **Arranged/Individual Study Courses**

None.

### **Minimum Grades and GPA to Complete Program**

No letter grade will be assigned for a course. Final course grades are Pass/Fail based on an 80% or better score.

**Recorded in the Student Information System (SIS)**

No

**Regular OSU Tuition and Fee Assessment**

No, this is a non-credit program. The fee will be \$1,000 per course, per person.

**Eligibility for Federal Pell Grant and Direct Student Loans**

No

**Diploma Issued**

No

**Type of Completion Document Issued**

A certificate of completion will be provided upon completion of all four courses. Students will also receive a certificate of completion after passing each course.

**Proposal Contact Information**

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