

Apprentice Program Guide

By Elite. The Name You Can Trust.

Technician Career Path Guide

Tools & support that will be provided to the apprentice -

- Business cards (at completion of probationary employment)
- Qualified mentor
- Technician Career Path Guide (see following pages)
- Written copy of all company policies
- Access to all relative training materials and courses
- Subscriptions to relative industry publications
- Outline of advancement and earnings potential
- Entry level hand tools and/or predetermined tool allowance
- 3-ring binder
- Legal pad
- All relative safety equipment

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Sample

1. Learn all company policies by (date):
 - In addition to the policies outlined in the employee handbook, this requirement also includes all customer greeting policies and procedures, company fire & safety policies, environmental protection policies, sexual harassment policies, drug-free workplace program policies and security policies.
 - Requirements for completion: Review all provided materials, and demonstrate comprehension as well as the ability to perform the required tasks.
2. Learn basic telephone procedures by (date):
 - In addition to basic telephone etiquette, this includes the proper handling of both first-time and repeat customers. Written telephone procedures will be provided to the apprentice.
 - Requirements for completion: Demonstrate the ability to perform the above in a manner that meets with the expectations of management.
3. Learn the basics of electricity, automotive systems, components, technology & maintenance by (date):
 - The apprentice will be provided with access to training materials that address all of the above, including publications such as *Auto Upkeep* by Michael Gray. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with their mentor in order to properly identify the systems, components and items that require scheduled maintenance.
 - Requirements for completion: Successfully complete all tests assigned by management, which will include being able to identify each system, and its related components.
4. Learn basic job responsibilities by (date):
 - This includes all job-specific responsibilities such as the proper use of safety equipment, using any technician time-tracking procedures required by management, completing basic vehicle safety inspections, accessing both vehicle codes and service and repair information, creating detailed reports for the advisors, accessing and interpreting vehicle repair information, properly using tools and vehicle protection supplies, properly using and storing hazardous materials, learning how to complete post-repair vehicle inspections, preparing vehicles for car delivery, parking and securing vehicles, and complying with state and federal consumer protection agency regulations.
 - Requirements for completion: Demonstrate the ability to meet with the expectations of both management and the mentor.



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5. Learn how to test drive & hoist vehicles by (date):
 - This includes learning all policies, procedures and routes used in performing test drives. In addition to learning how to drive vehicles in and out of the service bays, the apprentice will be provided with information from the American Lift Institute that will help them better understand how to safely and properly hoist vehicles.
 - Requirements for completion: Demonstrate the ability to safely test drive and hoist vehicles in a manner that meets with the expectations of both management and the mentor.
6. Learn how to check tire pressure, properly inflate tires, and safely remove and install wheels on a vehicle by (date):
 - This procedure includes learning the proper use of compressed air, tire pressure gauges and all relative safety equipment. This procedure also includes identifying the locations where appropriate tire pressures are found.
 - Requirements for completion: Demonstrate the ability to identify the correct tire pressures, properly inflate tires, and safely remove & install wheels in a manner that meets with the expectations of the mentor.
7. Learn the basic use & maintenance of all commonly used shop equipment by (date):
 - At a minimum, this includes the use of oil servicing equipment, hydraulic jacks, brake lathes, tire mounting equipment, torch sets and part cleaning equipment identified by the mentor.
 - Requirements for completion: Demonstrate the ability to safely use the equipment in a manner that meets with the expectations of both management and the mentor, as well as the requirements of all governmental agencies.
8. Learn how to identify and interpret tire type, size and load capacities through manufacturer markings; along with how to interpret tire wear; and how to safely remove, repair, replace and balance tires by (date):
 - This also includes the visual inspection of tires, the use of a tread depth gauge, and the determination of a tire's road-worthiness based on the manufacturer's guidelines.
 - Requirements for completion: Demonstrate the ability to perform the above services in a safe and professional manner that meets with the expectations of the mentor.
9. Learn how perform a basic oil service by (date):
 - This includes researching vehicle history and technical service bulletins, identifying the appropriate oil/lubricant, performing a visual inspection of the relative vehicle components, replacing both the oil and filter, performing a final inspection, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.



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10. Learn the basics of automotive testing & diagnostic procedures, and perform a battery test by (date):
 - The apprentice will be provided with access to training materials that address the above. This requirement includes interpreting basic vehicle fault codes, and furthermore, the apprentice is to perform all tests in a manner that meets with consumer agency regulations.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor.
11. Learn how to perform comprehensive vehicle inspections by (date):
 - This includes the proper use of all vehicle inspection forms used by the facility. Furthermore, the inspections are to include all relative discoveries, including but not limited to the measuring and documenting of brake wear, brake rotor specifications and fluid conditions. All such inspections are to be completed in a manner that meets with state and federal consumer agencies.
 - Requirements for completion: Demonstrate the ability to complete all such vehicle inspections in a safe and professional manner that meets with the expectations of both management and the mentor.
12. Learn how to perform a basic vehicle transmission and differential service by (date):
 - This includes researching vehicle history and technical service bulletins, identifying the appropriate fluids, performing a visual inspection, replacing both the fluids and any required filters, performing a final inspection, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
13. Learn how to perform a basic vehicle cooling system service by (date):
 - This includes researching vehicle history and technical service bulletins, identifying the proper coolant, performing a visual inspection, replacing the coolant, performing a final inspection, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
14. Learn how technician productivity & efficiency are monitored and measured by (date):
 - Requirements for completion: Demonstrate the comprehension of technician productivity & efficiency to the mentor.
15. Have ownership (or possession) of the required tools by (date):
 - The apprentice will be advised by management regarding the hand tool, power tool, testing equipment and tool storage requirements.



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16. Receive an ASE G1 Certification for Auto Maintenance & Light Repair by (date):
17. Learn how to perform a scheduled vehicle maintenance service by (date):
 - This includes researching vehicle history records, the manufacturer's service recommendations and technical service bulletins. It also includes completing all the required services, performing a final inspection and test drive, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
18. Learn the theory & operation of a vehicle brake system by (date):
 - The apprentice will be provided with access to training materials that address all of the above. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with their mentor.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor.
19. Successfully complete a comprehensive vehicle brake inspection by (date):
 - This includes the proper use of all relative measuring, testing, and safety equipment.
 - Requirements for completion: Successfully complete a comprehensive brake inspection in a safe and professional manner that meets with the expectations of the mentor, as well as state and federal consumer agencies.
20. Learn how to perform a basic vehicle brake service by (date):
 - This includes identifying the appropriate parts, performing a visual inspection, properly using cleaning equipment, replacing and servicing all relative parts, performing a final inspection and test drive, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor, as well as state and federal consumer agencies.
21. Learn the theory & operation of vehicle suspension systems by (date):
 - The apprentice will be provided with access to training materials that address all of the above. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with their mentor.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor.

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22. Successfully complete a comprehensive inspection of a vehicle suspension system by (date):
- This includes the use of all relative TSB's, measuring, testing and safety equipment.
 - Requirements for completion: Successfully complete a comprehensive inspection of suspension systems in a safe and professional manner that meets with the expectations of the mentor.
23. Learn how to perform vehicle suspension (shocks, struts, ball joints & control arm) repairs by (date):
- This includes researching vehicle history and technical service bulletins, identifying the appropriate parts, performing a visual inspection, replacing and servicing all relative parts, performing a final inspection and test drive, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above services and repairs in a safe and professional manner that meets with the expectations of the mentor.
24. Learn how to perform a vehicle alignment by (date):
- This includes researching vehicle history and technical service bulletins, properly using equipment, performing a visual inspection, replacing and servicing all relative parts, performing a final inspection and test drive, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to interpret tire wear and complete the above service in a safe and professional manner that meets with the expectations of the mentor.
25. Receive an ASE A4 Suspension/Steering Certification & an A5 Brake Certification by (date):
26. Learn the theory & operation of automotive electricity by (date):
- This includes the interpretation and understanding of wiring diagrams, all related symbols, charging and starting systems, electrical components, component testing and diagnosis.
 - Requirements for completion: Demonstrate knowledge of the above in a manner that meets with the expectations of the mentor.
27. Learn how to perform a basic vehicle electrical repair by (date):
- This includes researching vehicle history and technical service bulletins, diagnosing and repairing wiring, circuits, and repairing or replacing electrical components.
 - Requirements for completion: Demonstrate the ability to complete the above repairs in a safe and professional manner that meets with the expectations of the mentor.

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28. Learn the theory & operation of vehicle heating & air conditioning systems by (date):
- The apprentice will be provided with access to training materials that address all of the above. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with their mentor.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor, including the acquisition of any required license or certification that is required for handling refrigerants.
29. Successfully complete a comprehensive vehicle heating & air conditioning inspection by (date):
- This includes researching vehicle history and technical service bulletins, and learning the proper use of all relative testing equipment.
 - Requirements for completion: Successfully complete a comprehensive heating & air conditioning inspection in a safe and professional manner that meets with the expectations of the mentor.
30. Learn how to perform basic vehicle heating & air conditioning services by (date):
- This includes researching vehicle history and technical service bulletins; diagnosing; identifying the appropriate parts; performing a visual inspection; properly using equipment, coolants and refrigerants; replacing and servicing all relative parts, a final inspection and tests, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above services in a safe and professional manner that meets with the expectations of the mentor.
31. Learn how to extract & interpret vehicle codes by (date):
- In addition to the proper use, safety and storage of all testing equipment, this includes researching all relative vehicle information and technical service bulletins.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
32. Have ownership (or possession) of the required tools by (date):
- The apprentice will be advised by management regarding the hand tool, power tool, testing equipment and tool storage requirements.
33. Receive an ASE A7 Heating & Air Conditioning Certification by (date):

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34. Learn the theory & operation of vehicle fuel systems by (date):
- The apprentice will be provided with access to training materials that address all of the above. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with the mentor.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor.
35. Successfully complete a comprehensive vehicle fuel system inspection, diagnosis & repair by (date):
- This includes researching vehicle history and technical service bulletins, diagnosing, identifying the appropriate parts, replacing and servicing all relative parts, performing a final inspection and tests, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
36. Learn the theory & operation of vehicle drive train systems by:
- The apprentice will be provided with access to training materials that address all of the above. Furthermore, the apprentice is to spend a predetermined period of time in the shop (while being closely monitored for safety) with their mentor.
 - Requirements for completion: Successfully complete tests that will be assigned by the mentor.
37. Successfully complete a comprehensive vehicle clutch inspection, diagnosis & repair by (date):
- This includes researching vehicle history and technical service bulletins, diagnosing, identifying the appropriate parts, replacing and servicing all relative parts, performing a final inspection and tests, and completing the required documentation.
 - Requirements for completion: Demonstrate the ability to complete the above service in a safe and professional manner that meets with the expectations of the mentor.
38. Convert to performance-based pay by (date):
- Requirements: In order to be eligible for performance-based pay the apprentice must successfully complete all of the above requirements, maintain a 0% comeback rate for (3) consecutive months, and demonstrate a comprehension of all relative state and federal consumer protection agency requirements. The apprentice is to also have the tools, equipment and testing equipment required by management, and they are to demonstrate a thorough understanding of technician productivity & efficiency. Furthermore, to continue on a performance-based pay program the apprentice will be required to complete (24) hours of company-approved technical training each year, as well as complete any company or state required safety and/or consumer protection agency courses. The apprentice will also be instructed on how performance-based paid is calculated, and they will be required to continually provide constructive feedback on how company services and procedures can be improved.

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39. Receive an ASE _____ Certification by (date):

40. Receive an ASE _____ Certification by (date):

41. Receive an ASE _____ Certification by (date):

42. Have the skills and qualifications to be considered for a mentoring position by (date):

- Requirements: The successful completion of all of the above. In addition, the apprentice must meet with all the requirements of the mentor's written job description, have all the appropriate tools, develop the appropriate skill sets and successfully complete all technical courses required by management. Furthermore, the apprentice will be required to meet with the predetermined requirements for quality control, productivity and efficiency.



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