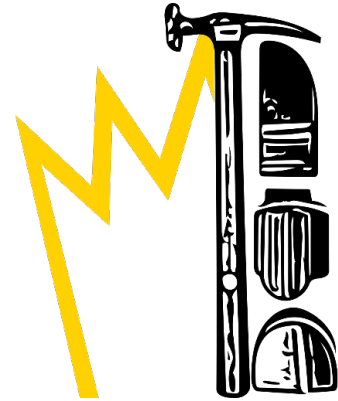


Next Generation  
Technician Development

Goals & Tasks



# CONTENTS



01

Program Outline

02

Program Outline

03

Program Schedule

04

Evaluation

05

Candidates, Eligibility,  
Interview Process

For questions on the  
program please contact:

Roy-  
[Roy.Villareal@serviceking.com](mailto:Roy.Villareal@serviceking.com)

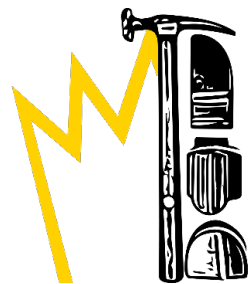
Heather-  
[Heather.Spain@Serviceking.com](mailto:Heather.Spain@Serviceking.com)

[NGTD@ServiceKing.com](mailto:NGTD@ServiceKing.com)



01

Program Outline



# Program Outline

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

Once complete the Apprentice must be ready to move into a commission production role such as;

- Body Tech Helper on commission split
- Plastic Tech
- RX Tech
- Stand Alone B Tech

What role the Apprentice will assume will depend on the recommendation of the GM, Director of Operations, Mentor, and program Director.

The program is 12 months - Level 1 is 3 months, Level 2 is 3 months, Level 3 is 6 months.

Mentor Bonus and Apprentice Snap on Gift Cards paid out progressively as the apprentice successfully completes each level. Both are paid out of program budget. They are processed the following month after level is completed.

Mentor Bonus - \$5000

- Level 1 = \$500, Level 2 = \$2000, Level 3 = \$2500

Snap on Gift card - \$2450

- Level 1 = \$350, Level 2 = \$600, Level 3 = \$1500

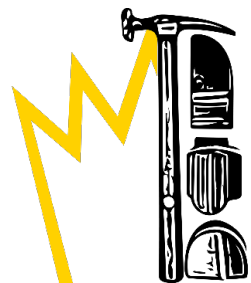
Program consists of

- 3 Tests on SKU
- 4 Evaluations, last one requires Ops Director approval
- I-Car non-structural Pro Level 3 training
- Additional SKU Technical training

Apprentice Salary is paid by the location.

02

Learning Objectives  
and Tasks



# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## LEVEL 1-

Upon completion of this level the Apprentice will have the ability to read and interpret a repair estimate. Understand where to obtain, use, and interpret repair procedures. The ability to disassemble most vehicles. Understand and use the tag and bag process, mirror match parts, use the parts cart, handle and dispose hazardous waste and fluids such as oil and antifreeze. The ability to perform most plastic repairs following company and manufacturer SOPs. Understand and use appropriate PPE for the task being performed. Apprentice will be able to perform all listed tasks will only needing minimal assistance from time to time.

### **Read an Estimate – Level 1**

- Identify vehicle identification number
- Identify vehicle mileage, license plate, and color
- Identify vehicle options
- Identify vehicle year, make, and model
- Identify vehicle production date
- Interpret estimate acronyms Subl, R&I, Blnd, Refn, Repl, Rpr, Sect, PDR
- Identify areas of the vehicle being worked on and process being performed
- Identify Labor amounts and types
- Identify grand total, deductible, customer responsibility, and insurance responsibility
- Identify Line notes and estimate notes

### **Read OE procedures – Level 1**

- Identify power down process
- Identify cut locations
- Identify number of welds
- Identify SRS precautions
- Identify corrosion protection application
- Identify required tools and welding equipment
- Identify if calibration will be required
- Identify torque specifications
- Demonstrate the ability to locate and understand the weld symbols and types and placement as called for in ALL OE procedures

# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Disassemble – Level 1**

- Select and use proper PPE
- Remove damaged and undamaged components
- Properly store, label, and bag parts that will be reused
- Protect exposed and open lines, wires, tubes from contaminants
- Drain and dispose properly all fluids from parts being removed
- Demonstrate proper use of parts cart
- Implement part mirror matching process
- Protect panels, trim, and electrical components next to the repair area
- Identify all damaged components
- Identify all damaged or one time use plastic fasteners

## **Plastic repair – Level 1**

- Select and use proper PPE
- Identify type of plastic
- Determine repair or replace
- Describe various repair methods
- Describe repair process SOP
- Identify various repair materials
- Demonstrate plastic welding process including use and understanding of how to use staples, mesh, and both nitrogen and airless welding
- Accurately describe when and where to use the adhesive repair and welding process

# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## LEVEL 2-

Upon completion of this level the apprentice will have the ability to complete dent repair on steel panels up to 5 hours following manufacturer and company SOPs. Replace, align, adjust bolt on body panels. Reassemble most vehicles and perform quality control inspection on their own work. Understand and use appropriate PPE for the task being performed. Apprentice will be able to perform all listed tasks will only needing minimal assistance from time to time.

### **Dent repair up to 5 hours – Level 2**

- Select and use proper PPE
- Determine repair procedure
- Prepare panel for body filler by cleaning, and sanding topcoats
- Demonstrate hammer and dolly techniques
- Demonstrate metal straightening by using weld-on pulling attachments
- Perform proper mixing of body filler
- Shape body filler to lines, curves, contours, and finish sand
- Identify different types of fillers
- Identify and restore stretched metal with cold and heat techniques.
- Demonstrate ability to straighten metal without further stretching it
- Demonstrate familiarity with different types of fillers and where and when to use including those required by the OE. I.E., BMW, MZB, Fiat Chrysler
- Demonstrate where and how to find the instructions to properly use the various fillers



# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Bolt on panel replacement and reassemble – Level 2**

- Select and use proper PPE
- Install, align, and adjust all bolt panels such as fenders, doors, bed panels, hoods, tailgates, lift gates, headlamps, fog lights, tail lamps, park lamps, steel bumpers, bumper covers, bumper reinforcements, energy absorbers
- Install, align, and adjust add on accessories such as grill guards, roof racks, bed liners, running boards, bug deflectors, tonneau covers
- Install, align, and adjust interior trim pieces such as door trim panels, package trays, seats, carpets, headliners, sun visors, interior lamps, center consoles, glove box, grip handles

## **Bolt on panel replacement continued – Level 2**

- Install, align, adjust, and lube interior door and tailgate hardware such as latch, locks, actuators, window regulator, linkage, hinges, striker, door handles,
- Install, align, adjust, additional items such as weather strips, door channels, inner and outer belt moldings, door glass, intrusion beams, lock cylinders, door check, window motor, widow guide, water shield, switches, door mirrors, door speakers, fuel door, fender liners, door moldings, vents, wheel house liners, fuel pocket, applique, emblems
- Accurately describe how and where to start when aligning multiple panels. (Which to align first, and typical causes of misalignment)
- Perform initial quality control inspection, check for alignment, function, fit, and appearance. Refer back to OE procedures for gap and torque specifications

# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## LEVEL 3-

Upon completion of this level the apprentice will have the ability to set up and measure most vehicles, print before measurements, and describe a repair plan. Perform all welds needed to successfully pass the I-Car welding test WCS03. Remove and replace Weld-on and adhesive bonded panels using OE procedures. Understand and use appropriate PPE for the task being performed. Apprentice will be able to perform all listed tasks will only needing minimal assistance from time to time.

### **Set up and Measure – Level 3**

- Select and use proper PPE
- Identify frame rack and components (SKU test)
- Inspects rack and area to make sure it's clean and clear of any trash, tools, clamps, measuring equipment, parts, or any item that should not be there
- Determine vehicle loading direction
- Attach anchoring clamps and secure vehicle
- Identify and install pointers, extensions, adapters needed for measuring
- Input vehicle information into measuring system program
- Analyze damage and remove parts that are in the way of measuring
- Complete electronic measurements with print out
- Demonstrate measuring with a tape measure and tram gauge of BOT the metric and American fractional and decimal systems
- Interpret vehicle dimension printout and formulate a repair plan
- Describe how to design the set up for appropriate holding and pulling of rails and structural components.
- Demonstrate knowledge of holding and pulling tooling to include correct chains, cables, straps, clamps, etc.

# Learning Objectives and Tasks

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Weld – on and adhesive bonded panel replacement – Level 3**

- Select and use proper PPE
- Request for vehicle specific procedures and specifications on repair being performed
- Determine equipment needed for repair
- Determine panel joint type
- Determine weld type
- Complete necessary measurements

## **Weld – on and adhesive bonded panel replacement continued – Level 3**

- Identify and complete disassembly of parts being replaced
- Identify adhesive and supplies needed for repair
- Protect surrounding areas and vehicle interior including vehicle electronics
- Remove and replace weld on panels such as radiator supports, rear body panels, door skins, bed panels, and quarter panels
- Remove and replace adhesive bonded panels such as door skins and bed panels

# Learning Objectives and Tasks

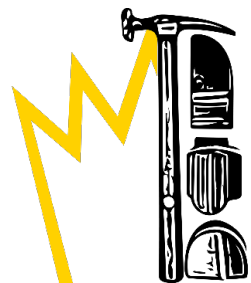
*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Welding – Level 3**

- Select and use Proper PPE
- Identify different types of welding equipment
- Apply proper use, care, and storage of welding equipment
- Identify different types of welds (Plug, fillet, Butt with and without backing, spot)
- Identify different types of issues with the contact tip, wire feed, gas pressure that would cause welding defects and necessary adjustments
- Set up welder and adjust to metal being welded
- Perform the following welds (Plug, fillet, Butt with and without backing, spot) in the vertical, horizontal, flat, and overhead position
- Identify the Heat Affected Zone (HAZ) for every welding process and metal type and its importance to and how it affects the repair process
- Demonstrate mastery of all manors of corrosion protection
- Understand both MIG brazing and aluminum welding theory and usage

03

Program Schedule



# Program Schedule

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

**Day 1 – Complete** New Teammate onboarding and compliance (Safety, Hazardous waste, workers comp, etc.) in SKU. Review the NGTD Welcome Packet and send completion Confirmation to [NGTD@serviceking.com](mailto:NGTD@serviceking.com).

## First 3 months (Level 1)

- I-Car Intro classes – required 80% completion
- SKU Quiz 1 – Required
- Level 1 evaluation – Required

## I-Car Pro-level 1 Non Structural classes

- |   |   |
|---|---|
| <input type="checkbox"/> Trim Removal and Installation                      | <input type="checkbox"/> Engine Cooling and A/C Systems Overview                      |
| <input type="checkbox"/> Parts and Hardware Storage and Organization        | <input type="checkbox"/> Electronic Braking and Stability Control Systems Overview    |
| <input type="checkbox"/> Panel Removal and Preparation for Installation     | <input type="checkbox"/> Brakes System Overview                                       |
| <input type="checkbox"/> Movable Glass Removal and Installation             | <input type="checkbox"/> Adhesive Bonding   |
| <input type="checkbox"/> Bolt-On Panels/Assemblies Removal and Installation | <input type="checkbox"/> Blueprinting for the Non-Structural Technician               |
| <input type="checkbox"/> Vehicle Construction Material Types                | <input type="checkbox"/> Understanding the estimate and identifying additional damage |
| <input type="checkbox"/> Vehicle Protection During the Repair Process       | <input type="checkbox"/> Hazardous Airborne Pollutants                                |
| <input type="checkbox"/> Suspension System Overview                         | <input type="checkbox"/> Hazardous Waste Disposal                                     |
| <input type="checkbox"/> Steering System Overview                           | <input type="checkbox"/> Safety Data Sheets and Labels                                |
| <input type="checkbox"/> Restraint System Overview                          | <input type="checkbox"/> Working Safely Around Hazardous Materials                    |
| <input type="checkbox"/> Hybrid Vehicle Identification and Damage Analysis  | <input type="checkbox"/> Workplace Safety   |

# Program Schedule

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Month's 4 – 6 (Level 2)**

### **Level 1 training must be 100% complete**

- I-Car classes – required 80% completion
- SKU Plastic repair series – Required
- SKU Next Generation Tech Series – Required
- SKU Quiz 2 – Required
- Level 2 evaluation – Required

### **I-Car Pro-level 2 Non Structural classes**

- Corrosion protection
- Body filler
- In-process quality control checks
- Intro to plastics and single sided repairs
- Intro to two sided plastic repair
- Seam sealer
- Noise vibration, and harshness (NVH) materials
- Steel panel repair 1
- Aluminum panel repair
- Hem flange panel replacement
- Priming and blocking repaired areas
- Preparing a vehicle for refinishing
- Planning the repair (wit test)
- Understanding cycle time (with test)

# Program Schedule

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## **Month's 7-12 (Level 3)**

**All levels 100% completion by end of 12<sup>th</sup> month**

- I-Car classes – Required 100% completion
- SKU Next Generation Tech Series – Required
- SKU Quiz 3 – Required
- Level 3 - 6<sup>th</sup> month evaluation – email will come from Heather Spain
- End of program evaluation (requires Director of Operations approval) – Required

## **I-Car Pro-level 3 Non Structural classes**

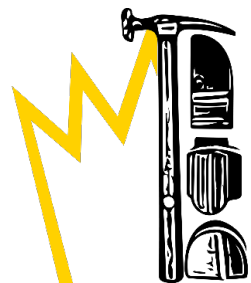
- Steel panel repair 2
- Aluminum panels and strictures damage analysis
- Cosmetic straightening steel
- Detailing





04

Evaluation



# Evaluation

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

In order for the apprentice to remain in the program they must maintain a total evaluation average score of 2.5. Anyone not meeting the program expectations will be subject to removal.

At the end of level 2 (6 months) the apprentice is eligible for a one dollar raise.

**Level 1** will be used as a vetting period where work ethic and mechanical ability will be heavily evaluated. If the apprentice lacks either one it is highly recommended that they are removed from the program.

The expectation is that Apprentices finish the training with the majority of the tasks with a level 3 rating.

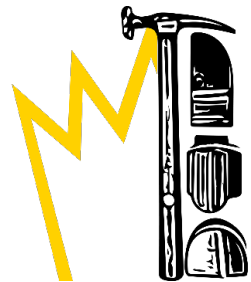
## **Evaluation rating scale for learning Objectives**

- 1 – Does not meet program expectations
- 2 – Novice – Has the level of experience gained in a classroom, experimental scenarios, or as a trainee. Expected to need help when performing this skill
- **3- Intermediate – Practical application – Has the ability to complete task as requested. Needs help from time to time, but can usually perform skill independently**
- 4- Advanced – Applied theory – Can perform actions associated with this skill without assistance. Is recognized as “a person to ask” when questions arise regarding this skill
- 5 – Expert – Recognized authority – Known as an expert in this area. Can provide guidance, troubleshoot, and answer questions related to this area of expertise and filed where the skill is used
- N/A – Teammate has not had the opportunity to perform this task

Team work, accountability, customer focus, attendance, and work ethic will be evaluated throughout the entire training period.

# 05

Candidates,  
Eligibility, Interview  
Process



# Candidates, Eligibility, Interview Process

*Goal: Develop an entry level technician into a productive commission role using on the job training, e-learning, knowledge verification, and evaluations to provide the best learning experience.*

## Candidate pool

- Technical School Graduates
  - Must have a B grade point average and 95% attendance rate
- Internal Teammate
  - Will need General Manager and Director of Operations approval
- External body tech helpers
  - Must have minimum 6 months experience
- High School Graduates that were part of a Collision Program
  - Will need letter of recommendation from Collision instructor
  - High School that has a partnership with Service King is preferred
- Military Veterans
  - Automotive background preferred or military job that requires mechanical aptitude

Candidates that own tools will be considered first. All applicants will provide resume, and additional requested documentation.

All external candidates will be pre screened by Recruiting and program Director. If selected Recruiter will set up interview with GM and Mentor. Director of Operations will also be invited but is not required to attend.

If the candidate is selected the GM will notify recruiting to extend offer.

# NGTD Team

Heather Spain

Learning Program Coordinator

8+ years Industry experience

Service King Roles

- Office Coordinator, Sr. Accounts Payable Specialist,
- Teammate Support Specialist, Learning Program Coordinator



Service King is a huge part of my life. I came into the industry as an Office Coordinator and over time moved into the Apprentice Program with Roy, it is important for me to see our teammates grow and be as successful as they can while providing the best training knowledge and skills to allow them to succeed to the highest of their potential. When I am not working, I love spending time with my husband and my daughter. I am a huge dog lover and love the ocean.

Roy Villarreal

Learning Program Director

28+ years Industry experience

- 15 Collision
- 13 Insurance Claims



Industry Roles

- Porter, detailer, prepper, painter, warranty tech, body tech, service advisor, shop foreman, assistant GM, general manager, claims rep, insurance re-inspector

Service King Roles

- Service advisor, field trainer, apprentice development program manager, learning program director

I enjoy spending time with my family, doing outdoor activities like playing golf, fishing, hunting, and of course the beach. I have a passion for collision repair and introducing the next generation of technicians to the industry. I have seen how the technology in vehicles has changed very rapidly and it is important to me that the next generation of technicians have the knowledge, skills, and training to be able to deliver a safe and quality repair.