

INDEPENDENT TECHNICIANS AUTOMOTIVE COMMITTEE # 2162

Department of Labor & Industries
Apprenticeship Section
PO Box 44530
Olympia WA 98504-4530



REQUEST FOR REVISION OF STANDARDS

Rec 3/1/2021 <i>AN</i> L&I apprenticeship coordinator
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TO: Washington State Apprenticeship & Training Council

Rev 3/4/2021 *AN*

From: **INDEPENDENT TECHNICIANS AUTOMOTIVE COMMITTEE # 2162**

(NAME OF PROGRAM STANDARDS)

Please update our Standards of Apprenticeship to reflect the following changes.

Additions shall be underlined.

Deletions shall be ~~struck through~~.

See attached.

Authorized signatures

(chr.) <i>Wayne Bridges</i>	Approved by: Washington State Apprenticeship & Training Council
(sec.)	Secretary of WSATC:
date: March 1, 2021	date:

attach additional sheets if necessary

INDEPENDENT TECHNICIANS AUTOMOTIVE COMMITTEE # 2162

Occupational Objective(s):

SOC#

Term [WAC 296-05-015]

AUTOMOTIVE SERVICE ADVISOR

41-2021.00

2,000 HOURS

Sponsor Introductory Statement (Required):

The automotive industry, with thousands of automotive-related repair companies, is a significant economic driver in Washington State. Apprenticeship training programs are necessary to maintain and improve skill levels of this workforce and are critical to the continued health and growth of this industry. The ITAC apprenticeship program offers 3 career pathways that will help guarantee high skill levels in this rapidly expanding area of the automotive repair. The General Service Technician occupation provides an entry point for youth and adults into apprenticeship with an opportunity to receive career exploration, knowledge and application of skills in a real-world environment, which may lead to family-wage careers, and additional educational opportunities. The Master Service Technician program will prepare the apprentice to perform advanced level diagnosis and repair of all vehicle systems. The Automotive Service Advisor program will prepare the apprentice in the areas of customer service and sales as well as basic automotive parts and repair terminology and procedures.

IV. **TERM OF APPRENTICESHIP:**

C. The term of the Automotive Service Advisor apprenticeship program will be 2,000 hours of reasonably continuous employment

V. **INITIAL PROBATIONARY PERIOD:**

C.

2. The Initial Probationary Period for the General Service Technician and Automotive Service Advisor is the first 400 hours of employment as an apprentice.

VII. **APPRENTICE WAGES AND WAGE PROGRESSION:**

C. Wage Progression Schedules

General Service Technician and Automotive Service Advisor

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	000-1,000	80%
2	1,001-2,000	85%

*Plus applicable fringe benefits.

VIII. WORK PROCESSES:

(Please renumber to follow the preferred "Number/Letter/Number" format)

3. Automotive Service Advisor

Approximate Hours

A. Communications

- 1. **Customer Relations (ASA 1).....600**
 - a. **Demonstrate Professional telephone skills**
 - b. **Obtain, confirm, and document pertinent vehicle/customer contact information**
 - c. **Communicate with customer and document customer concern/request**
 - d. **Demonstrate professional greeting skills/acknowledgement**
 - e. **Discuss alternative transportation options**
 - f. **Promote procedures, benefits, and capabilities of service facility**
 - g. **Review vehicle service history**
 - h. **Identify and communicate recommended service and maintenance needs**
 - i. **Establish vehicle status/completion expectations**
 - j. **Confirm accuracy of the repair order and obtain repair/service authorization**
 - k. **Identify customer type(first time, warranty, repeat repair, fleet, etc.) and source of payment as necessary**
 - l. **Present professional image**
 - m. **Perform customer follow-up**
 - n. **Explain and confirm invoice accuracy, understanding of work performed or declined charges, and warranties**
 - o. **Handle customer complaints**

- 2. **Sales Skills (ASA 2).....500**
 - a. **Provide and explain estimates**
 - b. **Identify and prioritize vehicle needs and/or service recommendations**
 - c. **Address original concerns with customer**
 - d. **Communicate the value of related and additional services**
 - e. **Communicate product/service features and benefits**
 - f. **Overcome objections/finalize sale**

B. Product Knowledge

- 1. **Engine Systems (includes computer controls, mechanical, cooling, fuel, ignition, exhaust, emissions, and starting/charging (ASA 3)10**
 - a. **Identify major components and location**
 - b. **Identify the basic function of major components**
 - c. **Identify related items**

- 2. **Drive Train Systems (includes computer controls, manual and automatic transmissions/transaxles, and drivetrain components (ASA 4)10**
 - a. **Identify major components and location**
 - b. **Identify the basic function of major components**

- c. Identify related items
 - 3. Chassis Systems (includes computer controls, frames, brakes, ABS, traction control, suspension, steering, wheels, tires, TPMS) (ASA 5).....10
 - a. Identify major components and location
 - b. Identify the basic function of major components
 - c. Identify related items
 - 4. Body Systems (includes computer controls, body components, glass, HVAC, electrical, restraint, and accessories) (ASA 6)10
 - a. Identify major components and location
 - b. Identify the basic function of major components
 - c. Identify related items
 - 5. Service Maintenance Intervals (ASA 7)20
 - a. Understand the elements of a maintenance procedure
 - b. Identify and communicate related maintenance, reset, and follow-up procedures
 - c. Locate and interpret maintenance schedule information
 - 6. Warranty, Service Contracts, Service Bulletins, and Campaign/Recalls (ASA 8).....30
 - a. Demonstrate knowledge of warranty policies, procedures, and parameters
 - b. Locate and use reference information for warranties, service contracts, service bulletins, and campaign/recalls
 - c. Demonstrate general knowledge of service contracts, technical service bulletins, campaigns and recalls
 - d. Determine the application of warranty, service contracts, and campaigns/recalls
 - 7. Vehicle Identification (ASA 9).....10
 - a. Locate and utilize vehicle ID number(VIN)
 - b. Locate production date
 - c. Locate and utilize component identification data
 - d. Identify body styles
- C. Shop Operations
 - 1. Service Desk (ASA 10)400
 - a. Manage work flow
 - b. Demonstrate knowledge of sublet procedures
 - c. Maintain customer appointment log
 - d. Address repeat repairs/comebacks
 - e. Manage after hours vehicles
 - 2. Internal Relations (ASA 11)400
 - a. Effectively communicate customer service concern/request
 - b. Understand the technician’s diagnosis and service recommendations
 - c. Verify availability of parts

- d. Establish completion expectations
- e. Monitor repair/service progress
- f. Document information about recommended services performed or declined
- g. Communicate with shop personnel about shop production/efficiency and repair/service quality
- h. Maintain open lines of communication within the organization

Total Hours: 2,000

The above schedule of practical work experience is designed as a guide. The Apprentice shall be instructed and trained in all operations and methods customarily used in their trade. Each shop will adhere to as closely as facilities will permit and as approved by the Apprenticeship Committee. Retention of the apprentice on a particular operation beyond the established time should not occur unless there is a definite need for further training in the process. Refer to the apprentice work progress record for additional information related to specific work processes.

IX. RELATED/SUPPLEMENTAL INSTRUCTION:

B. (~~150~~see below) Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

General Service Technician & Master Service Technician – 150 hours
Automotive Service Advisor – 165 hours

- Twelve-month period from date of registration.*
- Defined twelve-month school year:
- Two-thousand hours of on the job training.

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

(Please renumber to follow the preferred "Number/Letter/Number" format)

A. Administrative Procedures

3. Sponsor Procedures:

d) Credit for Previous Experience or Early Completion:

- 5) The maximum allowable OJT credit is:
General Service Technician & Automotive Service Advisor – 1000 hours
Master Service Technician – 6000 hours

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Journey Level Wage Rate

From which apprentices' wages rates are computed

TO: Washington State Apprenticeship & Training Council

From Independent Technicians Automotive Committee #2162

(NAME OF STANDARDS)

Occupations	County(s)	Journey Level Wage Rate	Effective Date:
Automotive Service Advisor	All Washington State	\$17.12 per hour	03/01/2021