



# Education & Training Committee

April 2016  
Seattle, WA

# Committee Members

Bob	Keith	CARSTAR
Gene	Lopez	I-CAR
John	Bosin	I-CAR
Dominic	Brusco	PPG Industries
Roger	Cada	Accountable Estimatics
Jim	Evans	Axalta
Fred	Iantorno	CIECA
Tony	Molla	ASA
Richard	Perry	Chief Automotive Systems
Jeff	Peevy	AMi
Bob	Medved	S/P2



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CONFERENCE

Education & Training Committee

April 2016

# Repairers Creating Training Programs & Suggestions on Supporting Local CTE



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150  
YEARS



**FAYETTEVILLE TECHNICAL COMMUNITY  
COLLEGE**

Collision Repair and Refinishing Technology Program

## Purpose

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- The Collision Repair and Refinishing Technology curriculum prepares individuals to apply technical knowledge and skills to repair, reconstruct and finish automobile bodies, fenders, and external features
- Programs
  - Collision Repair & Refinishing Technology
    - Five semester program
    - Associates Degree in Applied Science awarded
    - Requirements – HS Diploma / Placement Test equivalent
  - Collision Repair & Refinishing Technology Diploma
    - Three semester program
    - Diploma awarded
    - Requirements – HS Diploma / Placement Test equivalent
  - Basic Collision repair & Refinishing Technology Certificate
    - Two semesters
    - Certificate awarded
    - Requirements – HS Diploma / Placement Test equivalent

## Additional Information

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- Students who complete the Associates Degree Program also are awarded certifications from the following companies
  - ALLDATA
  - Car-O-Liner
  - I-CAR Platinum Level certification
  - Paint certification by FTCC paint supplier
- Current enrollment is 144 students
- First graduating class of 16 students May 2016
- I-CAR curriculum is utilized
- Five qualified Instructors
- Many students are either retired military or transitioning from the military into civilian life



**FTCC “DRAFT DAY” MARCH 7-8, 2016**

## FTCC “DRAFT DAY”

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- Purpose

- Provide a venue for upcoming graduates to demonstrate their skills to collision industry businesses looking to employ qualified personnel
- Provide a venue to demonstrate to collision industry businesses the quality of the educational experience at FTCC and the employable skills their graduates possess
- Provide a venue in which prospective employers can interview graduates for potential employment

- Day 1

- Graduates demonstrated their skills in collision repair and refinishing during day 1 of the event
- Employers had the opportunity to view the graduates as they performed various collision repair and refinishing skills
- Employers then decided which graduates they would like to interview and employ



## FTCC “DRAFT DAY”

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- Day 2
  - Interviews conducted the entire day
  - Offers tendered for consideration
- Results
  - All May 2016 graduates received at least one offer of employment
  - Many received multiple offers
  - Offers included in some case relocation and tool money
  - Employers felt that graduates were “B” quality technicians who upon employment could contribute immediately, learn quickly and mitigate the need for intensive OTJ training without affecting productivity and efficiency



**The preceding documents were  
provided by James Evans – Axalta  
North American Training Manager**

# Learning from Collision Repairers

- Who is or has created training centers?
- What was or is the driving factor?



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# Roadblocks to Recruiting, Hiring, and Retaining Entry-Level Technicians

**Bob Medved**  
**SP2**

Senior Account Manager  
Industry Representative  
Chairman, NABC Recycled Rides for Schools



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## Finding Talent

Involvement with local schools

SkillsUSA – State chapters/competition

Scouting, drafting (FTC model)

Broaden your search

## Transportation

What if they don't have transportation to work?

No public transportation near your store

Courtesy shuttle for customers; what about employees?

Provide a van for employee car pool?



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## Onboarding

Time spent with new technicians

Mentor selection (the right person)

Mentors compensation

## Assign Real Work

Janitors or Technicians?

Millennials/iGen seek work gratification, a path forward

Simple plastic repair, vehicle diagnostics pre/post repair



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## Tools

Can they afford everything needed?  
Should tools be provided?

## Expectation Setting

Company philosophy  
Salary  
Advancement opportunities



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# Panelists

**Dominic**

**Jeff**

**Bob**

**Brusco**

**Peevy**

**Medved**

**PPG Industries**

**AMi**

**S/P2**



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Education & Training Committee

November 2015



**Thank you**



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**Thank you for participating this morning  
Seattle, WA**