



COLLISION INDUSTRY

C O N F E R E N C E



Education & Training Committee

Presented by:
Gene Lopez, Co-Chair
Jeff Peevy, Co-Chair



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Education & Training Committee

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CIC Education & Training Committee 2018 Members

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- Bob Keith
- Bob Medved
- Brandon Eckenrode
- Brandon Thomas
- Domenic Brusco
- Dusty Womble
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- Tom Stephens
- Tony Molla

Education & Training Committee 2018



2018 Projects

Task Force One

OE Training Study

Hands-on Training Study

Task Force Two

“Impact Training has on”Study

Industry Credentials Study



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Task Force One



OE Training Study

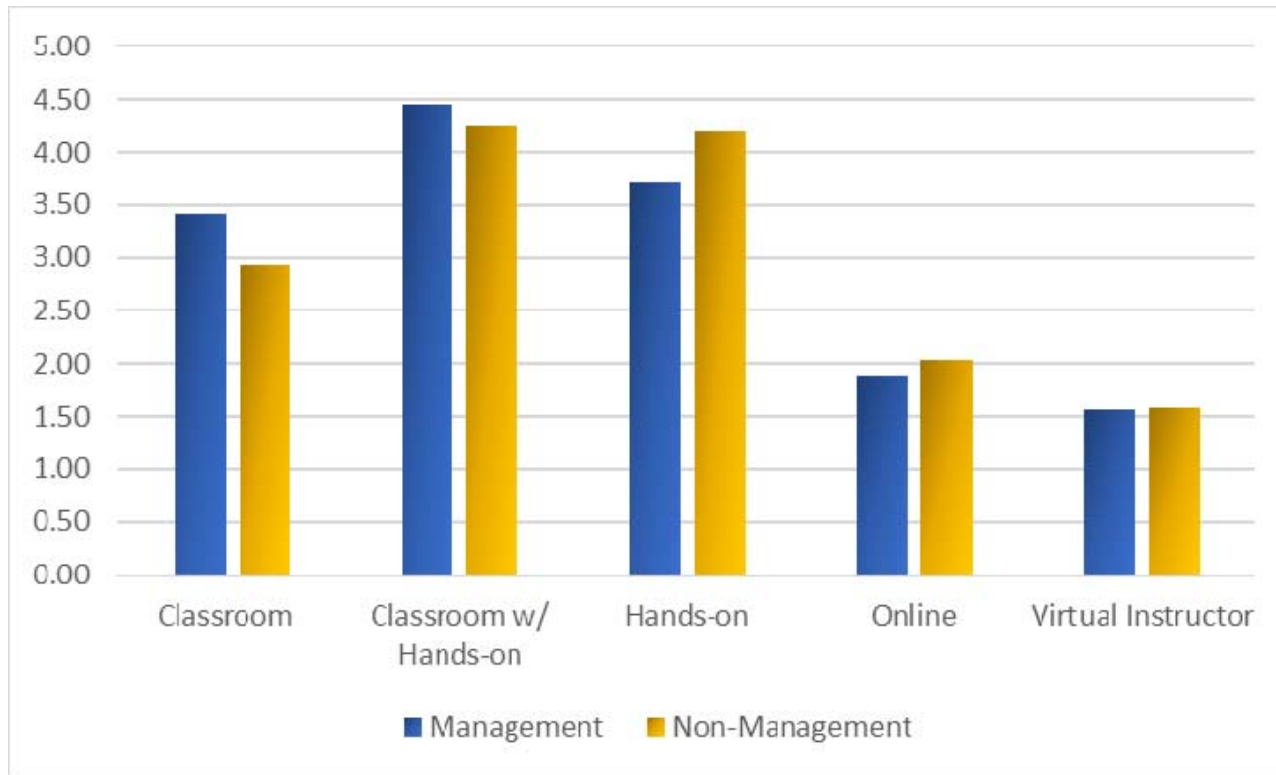
- **Build Relationships with OE Representatives**
- **Have a seat at the OEM Round Table (Atlanta)**
- **Training Methods; Mfg or 3rd party**
- **Equipment ...**
- **Certification v. Qualification (welding)**
- **Proficient use of required equipment**
- **Measuring Equipment**



Task Force One



Hands-on Training Study



Task Force Two



The Impact Training has on.....

- Employee Retention
- Employee Safety
- Technician/Business Performance
- Repair Accuracy
- Customer Satisfaction & Loyalty

Looking for sources of information/statistics



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Task Force Two



The Impact Training has on.....

Examples:

Business Performance*

Technician Training

- Cycle Time improved - 14.3%
- Touch Time improved – 33.75%
- CSI improved – 5%

*I-CAR

Business Performance*

Office Staff Training

CSI improved – 6.4%

*AMi

Employee Safety*

Employee Training

- Reduction of injuries by 52%
- Reduced lost time from injuries by 87%

*GMG EnviroSafe



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Task Force Two



Industry Credentials

- Definition(s)
- Develop categories
- Identify current credentials by roles
- Provide to industry as reference



Understand & Promote Value of Credentials



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Task Force Two



Understand & Promote Value of Credentials

Example:

Point of Interview/Hiring

- **Credentials minimize risk of hiring**
- **Resulting in**
 - **Loss of down time**
 - **Reduced training costs**
 - **Better employee retention**



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Task Force Two



Definition(s) being developed

- Offered and held by an individual, not a company
- Based on specific roles and established around the knowledge and skill requirements to be successful in that role.
- Knowledge and/or skill requirements must be confirmed through various forms of testing
- Can be verified by the third-party organization that provides the credential. This may come in the form of verifiable certificates or diplomas, a process to verify credentials by providing organization .
- Has specific requirements to maintain/renew (if no renewal is required it will be listed, but identified as not requiring renewals)



Task Force Two



Recognition Categories (for individual achievement)

- **Certificates** – not to be confused with certifications, but an achievement document awarded once a specific set of requirements are met. Certificates are generally provided for shorter, less demanding requirement criteria.
- **Designations** – Recognition for fulfilling training requirements, generally for technical staff
- **Professional Designations** – Recognition for fulfilling training requirements and testing. Offers letters to identify and often used professionally within industry with an individual's name.
- **Certifications** – Recognition for successfully completing a required test and often combined with work experience requirement. May be used to recognition mastery of the use of a product line.
- **Product Certifications** – Recognition for successfully completing training and possible hands-on assessment for the proper use of a product line.
- **Equipment Certifications** - Recognition for successfully completing training and possible hands-on assessment for the proper use of an equipment system.
- **OEM Certifications** - Recognition for successfully completing training and possible hands-on assessment for the proper repair techniques on a specific brand and/or model of vehicle.



Questions & Comments ?



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