**WORKBOOK GUIDE FOR MENTOR AND APPRENTICE**

**DOL Automotive Technician**

## Defining the Job Description of the Apprentice Position

Note - In this document, “job description” is referencing the requirements of the person filling the position, not the tasks they will have to complete or the responsibilities they will have.

In order to find and hire the right candidates, you will need to have a clear understanding of the individuals you are looking for and the position they will grow into. In the recruiting process, you need to evaluate every candidate in each of these four categories:

1. The candidate’s background (education, knowledge, skills, and experience)
2. Their talents
3. Their personality
4. Their culture

Putting first things first, you will need to create an up-to-date, comprehensive apprentice job description for the position you currently have or that you are looking to fill. You will find that the following pages include samples you can use as guides when drafting your job descriptions.

## Apprentice Technicians

In order to be on the team at your shop, apprentice technicians must meet the following criteria:

Compliance - All apprentice technicians are required to comply with all company policies, including but not limited to:

* Hours of operation
* Procedural and compliance policies
* Safety policies
* Drug-free workplace programs that are in place

Skill development - All apprentice technicians will have their progress measured in the following categories:

* Learning company policies
* Learning company procedures
* Learning theory, diagnosis, and repair procedures
* Developing customer satisfaction skills
* Exhibiting team participation skills

Talent and personality - All apprentice technicians are required to have:

* Mechanical aptitude and good communication skills
* A trainable and coachable attitude
* A goal-oriented mindset
* A positive outlook
* A commitment to quality work
* Intelligence and the ability to think quickly
* Team spirit

Behavioral requirements - All apprentice technicians are required to excel when it comes to:

* Ethics and honesty
* Sharing the culture of the company

Basic skills and experience - All apprentice technicians are required to have:

* Physical dexterity and good vision
* Good typing and keyboard skills
* Web navigation skills
* Math skills
* Handwriting skills

## Technician Mentor

Compliance

* Ensure that the apprentice is safe and adhering to company policies at all times

On the job training

* Ensure the apprentice has access to all job-related tools and equipment
* Allow the apprentice to shadow whenever possible
* Teach the apprentice all job-related procedures in accordance with management instructions
* Answer all job-related questions
* Allow the apprentice to use mentor tools in a manner that is compliant with written understanding
* Assign all tasks to the apprentice that are relative to their training schedule and within the scope of their competency
* Ensure the apprentice does not interfere with workflow or productivity
* Report any noteworthy deficiencies, accomplishments, and/or violations to management
* Participate in all relative performance reviews
* Ensure the apprentice is on pace to meet all job-related progress markers

## Identifying the Ideal Mentor

Mentors are teachers, and the ideal mentor will possess each of the following strengths:

1. Passion - The best mentors are passionate about what they do regardless of whether it’s fixing automobiles or guiding people through the sales process.
2. Good written and verbal communication skills - This requirement is critical to the success of your apprenticeship program. These skills will enable both the mentor and apprentice to have a clear understanding of one another at all times and better ensure the success of the apprentice.
3. Patience - In order to effectively mentor the apprentice, the mentor will have to have to be patient and understanding at all times. Whether it be apprentice technicians learning how to diagnose or an apprentice learning how to use a customer database, there will certainly be times when the apprentice struggles with comprehension.
4. A willingness to share and the natural tendency to encourage others - The mentor needs to be willing to not only share their knowledge and expertise, but they may be required to share their own tools and equipment. They will also be required to have the personality of one that naturally encourages others.
5. A commitment to your Mission Statement and the guiding principles of your company - The mentor will not only be responsible for helping the apprentice develop their career skillset, but they will be required to reinforce the mission and principles of your business at the same time.
6. A thorough understanding of the job and responsibilities - The objective of any apprentice program is for the apprentice to learn from the very best. In addition to having all of the above attributes, the ideal mentor will be someone who has mastered the skill set you are looking to develop in the apprentice.
7. Teachable and coachable - The mentor will need to not only be teachable, but they will need to be coachable in that they are open to suggestion and criticism that is in their best interest as well as the best interest of the company and the apprentice.

## Day 1 - Orientation

Introduce the apprentice to all team members.Tour the facility and discuss customer and vehicle workflow.

Items for management and mentor to discuss with the apprentice:

* Review the company goals.
* Review the apprentice goals (what they are looking to gain through the relationship).
* Review the Mission Statement.
* Review the company policies and ensure the acceptance of all policies is properly documented.
* Secure the apprentice’s emergency contact information.
* Review the *Workbook Guide for Mentor and Apprentice* and all relative mile markers.
* Review the period of probation and requirements for completion.
* Review the advancement and income potential with relative timelines.
* Review how the apprentice’s productivity will be monitored and measured.
* Explain your employee review procedures and frequency:
  + Weeks 1-2 at the conclusion of each day
  + Weeks 3-13 at the conclusion of each week
  + Months 3-12 at the conclusion of each month

Tools and support that will be provided to the apprentice:

* Qualified mentor
* *Workbook Guide for Mentor and Apprentice*
* A written copy of all company policies
* Access to all relative training materials and courses
* Business cards (at completion of probationary employment)
* 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

Items to provide for the apprentice if available:

* Copy of the Mission Statement
* Copy of company policies
* List of employees by name and positions
* Training tutorials
* Copy of state-mandated consumer laws that are relative to auto repair and service
* Sample copy of a repair order, technical service bulletin, diagnostic report, and car delivery documents
* Telephone procedure scripts
* Training schedule
* Employee meeting schedule
* Appropriate tools, uniforms, and safety equipment

## Technician Career Path Guide

Start date \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Note: The apprenticeship includes 36 competency groups which are listed below. At the beginning of each numbered competency is a place for the mentor and the apprentice to initial once the competency has been completed and demonstrated to the mentor.

## Mentor Guide

In the Department of Labor-approved plan, an apprentice is required to work 4,000 hours in a shop and complete 288 hours of related training. Just as technicians need clear instructions in order to succeed at their jobs, mentors do as well. The Mentor Guide found at [www.industryessentials.net](http://www.industryessentials.net) is a step-by-step instruction manual on what the mentor should teach the apprentice and when. The document includes 36 competencies. As the apprentice completes each competency, both he and the mentor sign off to indicate that the apprentice has demonstrated his ability to perform the competency as written.

The following sections include competencies from the current Mentor Guide; however, it is important to use the most updated version found online, as changes are continually being made.

## 1-Month Requirements

Learn basic telephone procedures.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

In addition to basic telephone etiquette, this competency includes the proper handling of both first-time and repeat customers. Written telephone procedures will be given to the apprentice.

Requirements for completion: Demonstrate the ability to perform the above in a manner that meets the expectations of management. Example script: “Thank you for calling ABC Auto Repair. My name is John. How can I help you?” Be able to take a message according to company guidelines.

Learn the basics of electricity, automotive systems, components, technology, and maintenance.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and publications such as Automotive Diagnostics by Jim Halderman and will spend a predetermined period in the shop (while being closely monitored by the mentor for safety) learning to identify systems, components, and items that require scheduled maintenance.

Requirements for completion: Complete all tests assigned by management, which will include being identifying each system and its related components.

Learn basic job responsibilities.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes all job-specific responsibilities including the proper use of safety equipment, following technician time-tracking procedures, completing basic vehicle safety inspections, accessing 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 these skills to the satisfaction of the mentor and management personnel.

Learn how to test drive and hoist vehicles.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 to help them better understand how to safely and properly hoist vehicles.

Requirements for completion: Demonstrate the ability to safely test drive and hoist vehicles to the satisfaction of both the mentor and management personnel.

Learn how to check tire pressure, properly inflate tires, and safely remove and install wheels on a vehicle.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes learning the proper use of compressed air, tire pressure gauges, and all related safety equipment; it also includes identifying where appropriate tire pressures are found.

Requirements for completion: Demonstrate the ability to identify the correct tire pressures, properly inflate tires, and safely remove and install wheels to the satisfaction of the mentor.

Learn how to perform a basic oil service.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely and professionally to the satisfaction of the mentor.

Learn how a technician’s productivity and efficiency are monitored and measured.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

Requirements for completion: Demonstrate the comprehension of technician productivity and efficiency to the mentor.

## 2-Month Requirements

Learn the basic use and maintenance of all commonly-used shop equipment.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

At minimum, this competency 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 the requirements of all government agencies and to the satisfaction of the mentor and management personnel.

Learn how to identify and interpret tire type, size, and load capacities through manufacturer markings, how to interpret tire wear, and how to safely remove, repair, replace, and balance tires.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely and professionally to the satisfaction of the mentor.

Learn how to perform a basic vehicle transmission and differential service.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely and professionally to the satisfaction of the mentor.

Learn how to perform a basic vehicle cooling system service.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely and professionally to the satisfaction of the mentor.

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## 3-Month Requirements

Learn all company policies.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

In addition to the policies outlined in the employee handbook, this competency includes all customer greeting policies and procedures, company fire and 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 required tasks.

Learn how to perform comprehensive vehicle inspections.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes the proper use of all vehicle inspection forms used by the facility. The inspections are to include all relative discoveries, including but not limited to measuring and documenting brake wear, brake rotor specifications, and fluid conditions. All inspections are to be completed in a manner that meets with state and federal consumer agencies.

Requirements for completion: Demonstrate the ability to complete vehicle inspections safely and professionally to the satisfaction of the mentor and management personnel.

## 4-Month Requirements

Learn to perform a comprehensive vehicle brake inspection.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes the proper use of all relative measuring, testing, and safety equipment.

Requirements for completion: Complete a comprehensive brake inspection safely, professionally, and in a manner that meets state and federal consumer agency regulations and satisfies the mentor and management personnel.

Learn how to perform a basic vehicle brake service.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely, professionally, and in a manner that meets state and federal consumer agency regulations and satisfies the mentor and management personnel.

Learn the theory and operation of vehicle suspension systems.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor while being closely monitored for safety.

Requirements for completion: Complete tests assigned by the mentor.

Learn how to perform a comprehensive inspection of a vehicle suspension system.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes the use of all relative technical service bulletins, measuring, testing, and safety equipment.

Requirements for completion: Complete a comprehensive inspection of suspension systems safely, professionally, and to the satisfaction of the mentor.

Learn how to extract and interpret vehicle codes.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

In addition to the proper use, safety, and storage of all testing equipment, this competency includes researching all relevant vehicle information and technical service bulletins.

Requirements for completion: Demonstrate the ability to complete the above tasks safely, professionally, and to the satisfaction of the mentor.

## 6-Month Requirements

Learn the basics of automotive testing and diagnostic procedures and perform a battery test.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials. This competency includes interpreting basic vehicle fault codes, and the apprentice must perform all tests in a manner that meets consumer agency regulations.

The apprentice will perform a starting and charging system analysis and demonstrate his understanding of the theory and operation of each test.

Requirements for completion: Complete tests assigned by the mentor.

Learn how to perform a scheduled vehicle maintenance service.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history records, the manufacturer’s service recommendations, and technical service bulletins. It also includes completing all 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 safely and professionally to the satisfaction of the mentor.

Learn the theory and operation of a vehicle brake system.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor while being closely monitored for safety.

Requirements for completion: Complete tests assigned by the mentor.

Learn how to perform repairs on a vehicle’s suspension (shocks, struts, ball joints, and control arm).

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins, identifying 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 safely and professionally to the satisfaction of the mentor.

Learn how to perform a vehicle alignment.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency 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 safely and professionally to the satisfaction of the mentor.

Learn the theory and operation of vehicle heating and air conditioning systems.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor being closely monitored for safety.

Requirements for completion: Complete tests assigned by the mentor and acquire licenses or certifications required for handling refrigerants.

## 7-Month Requirement

Attempt the ASE G1 Certification for Auto Maintenance and Light Repair.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

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## 9-Month Requirements

Learn how to perform a comprehensive vehicle heating and air conditioning inspection.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins and learning the proper use of all related testing equipment.

Requirements for completion: Complete a comprehensive heating and air conditioning inspection safely and professionally to the satisfaction of the mentor.

Learn how to perform basic vehicle heating and air conditioning services.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins, diagnosing problems, identifying appropriate parts, performing a visual inspection, properly using equipment, coolants, and refrigerants, replacing and servicing all relative parts, performing a final inspection and test, and completing the required documentation.

Requirements for completion: Demonstrate the ability to complete the above services safely and professionally to the satisfaction of the mentor.

## 12-Month Requirements

Own (or possess) the required tools. The apprentice will be advised by management regarding hand tool, power tool, testing equipment, and tool storage requirements.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

Learn the theory and operation of automotive electricity.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes understanding and interpreting wiring diagrams, all related symbols, charging and starting systems, electrical components, component testing, and diagnosis.

Requirements for completion: Demonstrate knowledge of the above to the satisfaction of the mentor.

Learn how to perform a basic vehicle electrical repair.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins, diagnosing and repairing circuits, and repairing or replacing electrical components.

Requirements for completion: Demonstrate the ability to complete the above repairs safely and professionally to the satisfaction of the mentor.

Learn the theory and operation of primary and secondary ignition systems.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor while being closely monitored for safety.

Requirements for completion: complete tests that will be assigned by the mentor.

Learn the theory and operation of vehicle drivetrain systems.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor while being closely monitored for safety.

Requirements for completion: complete tests that will be assigned by the mentor.

## 14-Month Requirements

Learn the theory and operation of vehicle fuel systems.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with the mentor.

Requirements for completion: complete tests that will be assigned by the mentor.

Learn how to perform a comprehensive vehicle fuel system inspection, diagnosis, and repair.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins, diagnosing problems, identifying appropriate parts, replacing and servicing all relative parts, performing a final inspection and test, and completing the required documentation.

Requirements for completion: Demonstrate the ability to complete the above service safely and professionally to the satisfaction of the mentor.

Learn how to perform a comprehensive vehicle clutch inspection, diagnosis, and repair.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

Requirements for completion: Demonstrate the ability to complete the above service safely and professionally to the satisfaction of the mentor.

Learn the theory and operation of Variable Valve Timing and timing controls.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials.

Requirements for completion: Complete tests assigned by the mentor.

Learn how to perform an inspection and test of a vehicle’s valve train system as well as how to perform a compression test and a leak down test and use a lab scope to determine misfire.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

This competency includes researching vehicle history and technical service bulletins, diagnosing problems, identifying appropriate parts, replacing and servicing all relative parts, performing a final inspection and test, and completing the required documentation.

Requirements for completion: Demonstrate the ability to complete the above services safely and professionally to the satisfaction of the mentor.

Learn how to repair a vehicle's valve train and timing control system.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

The apprentice will be given access to training materials and will spend a predetermined period in the shop with their mentor while being closely monitored for safety.

Requirements for completion: Complete repairs assigned by the mentor.

## ASE Certification Attempts

1. Attempt ASE G1 Certification for Auto Maintenance and Light Repair by 9 months from the start date.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

2. Attempt ASE A4 Suspension/Steering Certification and A5 Brake Certification by 9 months from the start date.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

3. Consult with mentor then attempt either the ASE A6, A7, or A8 Certification by the completion of the program.

Mentor \_\_\_\_\_\_\_\_\_\_ Apprentice \_\_\_\_\_\_\_\_\_\_

## Completion of Program

Requirements:

1. The apprentice must successfully complete all of the above requirements, maintain a 0% comeback rate for **three consecutive months**, and demonstrate a comprehension of all relative state and federal consumer protection agency requirements.

2. The apprentice is to have the tools, equipment, and testing equipment required by management, and they are to demonstrate a thorough understanding of technician productivity and efficiency.   
  
3. The apprentice is 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.   
  
4. The apprentice is required to continually provide constructive feedback on how company services and procedures can be improved.   
  
5. The apprentice must develop the appropriate skill sets and successfully complete all technical courses required by management.

6. The apprentice is required to meet with the predetermined requirements for quality control, productivity, and efficiency.