

NATEF PROGRAM ACCREDITATION STANDARDS

Collision Repair & Refinish

Administered By:

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BACKGROUND

COLLISION REPAIR & REFINISH TECHNICIAN TRAINING ACCREDITATION PROGRAM

The Board of Trustees of the National Automotive Technicians Education Foundation (NATEF) is responsible for accreditation of automotive (automobile, collision repair & refinish, medium/heavy truck) programs at secondary and post-secondary levels. NATEF will grant accreditation to programs that comply with the evaluation procedure, meet established standards, and adhere to the policies in this document. Program accreditation is under the direct supervision of the NATEF Board of Trustees and such personnel designated or employed by NATEF.

History

Effective January 1, 2011, NATEF assumed the role of accreditation of automotive programs as an extension of the role of evaluating programs for accreditation by the National Institute for Automotive Service Excellence (ASE). ASE standards for automobile program accreditation were introduced in 1982. Standards for collision repair & refinish programs were launched in 1989 and truck standards followed in 1992. NATEF's role in the process was to work with industry and education to update the standards on a regular basis and evaluate programs against those standards. Based on a positive evaluation, programs were "accredited" by ASE for a period of five (5) years.

Effective January 1, 2011, all programs that held current program accreditation, were grandfathered as accredited by NATEF until such time that they must renew their accreditation. At that time, these programs must follow the procedures and meet standards for reaccreditation by NATEF.

The cost to each program for accreditation will be as reasonable as possible to encourage program participation. This cost will include self-evaluation materials, application (processing) fee, on-site team evaluation materials, and the honorarium and expenses of the Evaluation Team Leader (ETL).

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The collision repair and refinish areas that may be accredited are:

1. Painting and Refinishing, and Damage Analysis, Estimating, Customer Service (DAECS)
2. Non-Structural Analysis/Damage Repair (Body Components), and Damage Analysis, Estimating, Customer Service (DAECS)
3. Structural Analysis/Damage Repair, Non-Structural Analysis/Damage Repair, and Damage Analysis, Estimating, Customer Service (DAECS)
4. Mechanical and Electrical**

****NOTE: Standalone accreditation is not permitted for this area. However, this area can be added to any of the accreditation options show above.**

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COLLISION REPAIR & REFINISH PROGRAM STANDARDS

STANDARD 1 - PURPOSE

THE COLLISION REPAIR & REFINISH TECHNICIAN TRAINING PROGRAM SHOULD HAVE CLEARLY STATED PROGRAM GOALS, RELATED TO THE NEEDS OF THE STUDENTS AND EMPLOYERS SERVED.

Standard 1.1 - Employment Potential

The employment potential for collision repair and refinish technicians, trained to the level for the specialty or general areas outlined in the program goals, should exist in the geographic area served by the program.

What's Needed and/or acceptable documentation to support the program evaluation rating:

1.1 Employment Potential

- A. - B. Provide a copy of the annual survey and a summary of the results.

Standard 1.2 - Program Description/Goals

The written description/goals of the program should be shared with potential students and may include admission requirements if applicable, employment potential, area(s) of specialty training offered, and the cost of all tuition and fees. Technical qualifications of the faculty and the overall goal(s) of the program should also be included.

What's Needed and/or acceptable documentation to support the program evaluation rating:

1.2 Program Description/Goals

- A. Provide a copy of the brochure and/or catalog with appropriate pages identified (use sticky notes, highlighter, etc. to make the information easy to find).

STANDARD 2 - ADMINISTRATION

PROGRAM ADMINISTRATION SHOULD ENSURE THAT INSTRUCTIONAL ACTIVITIES SUPPORT AND PROMOTE THE GOALS OF THE PROGRAM.

Standard 2.1 - Student Competency Certification

The certificate or diploma a student receives upon program completion should clearly specify the area(s) of demonstrated competency.

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.1 Student Competency Certification

- A. Show an example of the certificate, diploma, transcript, degree plan and/or ASE Student Certification.

Standard 2.2 - Chain of Command

An organizational chart should be used to indicate the responsibilities for instruction, administration, and support services.

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.2 Chain Of Command

- A. Show a copy of the school organizational chart.

Standard 2.3 - Administrative Support

Positive administrative support from institutional and local governing bodies should be demonstrated. Indicators of administrative support would include: support for staff in-service and update training; provision of appropriate facilities; up-to-date tools, equipment, training support materials, curriculum and **support of continuing program improvement.**

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.3 Administrative Support

- A. - F. Provide a copy of the school policy or letter of support from the administration that addresses the various issues of planned in-service and update training; tools, equipment, and service publications; curriculum; and budget preparation. **For programs reaccrediting - provide documentation regarding the status of recommended improvements made by the evaluation team at the previous on-site evaluation.**

Standard 2.4 - Written Policies

Written policies should be adopted by the administration and policy board for use in decision-making situations and to provide guidance in achieving the program goals. Policies regarding safety, liability, and lab/shop operation should be written and prominently displayed as well as provided to all students and instructors.

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.4 Written Policies

- A. - C. Provide a copy of the school policy and teacher/student handbook with pages marked with sticky note and references highlighted.

Standard 2.5 – Customer Vehicle Work

A systematic method of collecting, documenting, and disbursing customer vehicle work repair receipts should be used. Instructional staff should not be required to collect payment for customer vehicle work repairs. (This applies only to programs that accept customer vehicles for instruction.)

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.5 Customer Vehicles

- A. – B. This applies only to programs that use customer vehicles. Show the policy statement on collecting, disbursing, and accounting for funds.

Standard 2.6 - Legal Requirements

The training program should meet all applicable local, state, and federal requirements.

What's Needed and/or acceptable documentation to support the program evaluation rating:

2.6 Legal Requirements

- A. Provide copies of Policies and Procedures. Post Haz-Mat signs. Show MSDS sheets.

2.7 FIRST AID

Rate the availability of a written policy approved by the school administration on First Aid administration and procedures.

What's Needed and/or acceptable documentation to support the program evaluation rating:

- A. Provide a copy of the written policy on First Aid.

STANDARD 3 - LEARNING RESOURCES

SUPPORT MATERIAL CONSISTENT WITH BOTH PROGRAM GOALS AND PERFORMANCE OBJECTIVES SHOULD BE AVAILABLE TO STAFF AND STUDENTS.

Standard 3.1 - Service Information

Service information with current manufacturer's service procedures and specification data for vehicles manufactured within the last ten (10) years should be available. This information should be accessible to students in the lab/shop area.

What's Needed and/or acceptable documentation to support the program evaluation

rating:

3.1 Service Information

A. – B. State the location of all service information such as manuals, CDs, on-line access, etc.

Standard 3.2 - Multimedia

Appropriate up-to-date multimedia materials and technology should be readily available and utilized in the training process.

What's Needed and/or acceptable documentation to support the program evaluation

rating:

3.2 Multimedia

A. – B. Provide a list and give the location of all technology available for student and instructor use.

Standard 3.3 - Periodicals

Current general and technical collision repair and refinish media should be available for student and instructor use.

What's Needed and/or acceptable documentation to support the program evaluation

rating:

3.3 Periodicals

A. Provide a list, give the location, and show examples of periodicals.

Standard 3.4 - Student Resources

Pertinent instructional texts, resources, and e-learning materials should be available for each student to satisfy the objectives of the mode of instruction used. Basic and specialty learning resources should have copyright dates that are not over six (6) years old.

What's Needed and/or acceptable documentation to support the program evaluation rating:

3.4 Student Resources

- A. Provide a copy of each textbook and other materials used for instruction.

STANDARD 4 - FINANCES

FUNDING SHOULD BE PROVIDED TO MEET THE PROGRAM GOALS AND PERFORMANCE OBJECTIVES.

Standard 4.1 - Budget

An adequate annual budget should be developed, allocated, and used for the operation of the program. The budget should be prepared by the institutional administration in conjunction with the program faculty with input from the advisory committee. Budget status reports should be made available to program staff at least quarterly.

What's Needed and/or acceptable documentation to support the program evaluation rating:

4.1 Budget

- A. State the process used to determine the program budget.
- B. Provide budget information and highlight pertinent discussion regarding budget in Advisory Committee minutes.
- C. Refer to 4.1 A. Provide copies of budget requests. ETLs may interview program staff.
- D. Provide a copy of the last quarter's report.

STANDARD 5 - STUDENT SERVICES

SYSTEMATIC SKILLS ASSESSMENT, INTERVIEWS, COUNSELING SERVICES, PLACEMENT, AND FOLLOW-UP PROCEDURES SHOULD BE USED.

Standard 5.1 – Learning Assessment

For students to develop the skills and knowledge required to service today's automobiles, each student must possess, or be given the opportunity to develop, essential foundation skills in reading, mathematics, and science. To this end, a formal skills assessment instrument (process) for these fundamental skills should be used to evaluate students to determine if each student has a reasonable probability of success as a collision repair & refinish technician. Testing procedures and how the test results will be used (e.g., placement, assessment of student's developmental needs, etc.) should be stated in program explanatory material, and justification for all requirements should be available.

What's Needed and/or acceptable documentation to support the program evaluation rating:

5.1 Learning Assessment

- A. Provide the policy statement and a description of the process used for learning assessment. Learning assessment may take place prior to or early in the program. Provide a copy of the assessment instrument, if available.
- B. Provide program explanatory material with pertinent information highlighted. Note availability for students.
- C. Highlight pertinent information in program materials, catalog, brochure, etc.

Standard 5.2 - Pre-admission Counseling

Prior to program admission, a student should be counseled regarding automotive careers.

What's Needed and/or acceptable documentation to support the program evaluation rating:

5.2 Pre-Admission Counseling

- A. Highlight access to the career counseling process and student services available, as cited in catalog or other materials.

Standard 5.3 - Placement

A systematic student placement system should be used to assist program graduates to obtain employment in the collision repair and refinish industry.

What's Needed and/or acceptable documentation to support the program evaluation rating:

5.3 Placement

- A. Provide the policy or explanation of the placement process.

Standard 5.4 – Annual Follow-up

A follow-up system should be used to determine graduates' employment location and for feedback regarding the efficiency, effectiveness, and appropriateness of training. The follow-up procedure should be designed to assure feedback regarding needed additions to or deletions from the training curriculum, program, and tools and equipment. Follow-up of graduates employed outside of the collision repair and refinish industry should indicate reasons for non-collision repair and refinish employment. When applicable, this information should be used to modify the training quality and/or content.

What's Needed and/or acceptable documentation to support the program evaluation rating:

5.4 Annual Follow-Up

- A. - D. Provide an explanation and a sample document.

- E. Describe the procedure to use the information obtained in follow-up and give an example of changes made to program based on feedback, if available.

STANDARD 6 – ADVISORY COMMITTEE (New effective 7/1/2013)

AN OFFICIALLY SANCTIONED PROGRAM ADVISORY COMMITTEE MUST BE USED TO PROVIDE INPUT ON PROGRAM GOALS.

Standard 6.1 – Membership

An Advisory Committee of at least five (5) members (not including school personnel), must convene at least two (2) working meetings a year to provide information, counsel and recommendations on behalf of the community served by the training program. This Committee should be broadly based and include former students, employed technicians, employers and representatives for consumers' interests. All members of the Advisory Committee should not be from the same business.

What's Needed and/or acceptable documentation to support the program evaluation rating:

6.1 Membership

- A. – B. Meeting minutes from at least two meetings per year (one year for initial accreditation; five years for reaccreditation)
- C. List of all Advisory Committee members and their affiliations.

Standard 6.2 – Review of Budgeting Funds

The Advisory Committee should provide input and review budgeted funds.

What's Needed and/or acceptable documentation to support the program evaluation rating:

6.2 Review of Budgeting Funds

- A. Highlight pertinent discussion in Advisory Committee meeting minutes.
- B. Provide budget information and highlight pertinent discussion regarding budget in Advisory Committee minutes.

Standard 6.3 – Annual Follow-up

Information gathered from the annual follow-up of program graduates and employers should be reviewed by the Advisory Committee to assess employment potential and provide input on program modifications.

What's Needed and/or acceptable documentation to support the program evaluation rating:

6.3 Annual Follow-up

- A. Describe the annual review process and provide an example from the annual survey data and Advisory Committee minutes with pertinent information highlighted.

Standard 6.4 – Review of Curriculum

The Advisory Committee should provide guidance and approve all tasks added to the mandatory NATEF task list required for the program accreditation level being sought.

What's Needed and/or acceptable documentation to support the program evaluation rating:

6.4 Review of Curriculum

- A. Highlight pertinent information in the Advisory Committee minutes.

Standard 6.5 – Evaluation of Instruction, Tools and Equipment, and Facilities

The Advisory Committee should provide input in the evaluation of the instructional process to assure that the program goals are met. The Committee should also conduct annual inspections of tools and equipment to assure that they are up-to-date and comparable to industry standards for quality and safety.

The Advisory Committee should review information from safety inspections and conduct an annual evaluation of the facilities to assure compliance with local, state and federal safety and environmental rules and regulations. Additionally, the committee should review all safety practices for appropriateness in meeting program goals.

What's Needed and/or acceptable documentation to support the program evaluation rating:

6.5 Evaluation of Instruction, Tools and Equipment and Facilities

- A. Highlight pertinent information in the Advisory Committee minutes.

STANDARD 7 - INSTRUCTION

INSTRUCTION MUST BE SYSTEMATIC AND REFLECT PROGRAM GOALS. A TASK LIST AND SPECIFIC PERFORMANCE OBJECTIVES WITH CRITERION REFERENCED MEASURES MUST BE USED.

Standard 7.1 - Program

The training program should progress in logical steps, provide for alternate sequences, where applicable, and be made available to each student.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.1 Program

- A. Provide a copy of the course outline and brochure.

Standard 7.2 - Student Training Plan

A training plan for each student should be developed and used, indicating the student's training goal(s) and specific steps needed to meet that goal. Students should be given a copy of their training plan.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.2 Student Training Plan

- A.- B. Show an example of a student training plan or advisement sheet.

Standard 7.3 - Preparation Time

Adequate time should be provided for teacher preparation and program development.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.3 Preparation Time

- A. Show a copy of the Master Schedule and instructor office hours.

Standard 7.4 - Teaching Load

The instructor/student ratio and class contact hours should allow time for interaction on a one-to-one basis. A safe working environment should be considered when determining teach/student ratio.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.4 Teaching Load

- A. - B. Show student enrollment sheets, indicate the number of training stations, and identify teaching assistants (if any).

Standard 7.5 - Curriculum

All tasks have been given a priority rating. At least Ninety-five percent (95%) of the High Priority – Individual (HP-I) and 90% of the High Priority – Group (HP-G) items in the Task List must be included in the curriculum.

Instruction on the legal aspects and responsibilities of the collision repair and refinish technician in areas such as Environmental Protection Agency regulations, safety regulations, OSHA regulations (including the ruling on respiratory protection), and other appropriate requirements must be included in the curriculum. Instruction and practice in filling out work order forms, ordering parts, and basic record keeping should be a part of the training program.

Tools and equipment must be available to perform the tasks in each of the areas for which accreditation is requested.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.5 Curriculum

- A. Cross reference to curriculum and student progress instrument.
- B. The evaluation team will conduct a visual inspection. Provide a copy of the tool inventory / location.
- C. Provide syllabus (with information highlighted), course descriptions, job sheets, student materials, etc.
- D. Provide samples of work order forms, parts order form, and show how time spent on task is recorded.

Standard 7.6 - Student Progress

A record of each student's progress should be maintained through the use of a progress chart or other method. The record should indicate tasks required for program completion.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.6 Student Progress

- A. Provide the school policy on student evaluation, sample of student progress chart, and use an actual record with student identifying information blocked out.

Standard 7.7- Performance Standards

All instruction should be performance based, with an acceptable performance standard stated for each task. These standards should be shared with students and potential employers. Students should demonstrate competency of a task.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.7 Performance Standards

- A. Provide a task sheet or progress chart.
- B. Provide the evaluation criteria from the syllabus, progress chart, or task sheet.
- C. Provide a task sheet or student progress chart.

Standard 7.8 - Safety Standards

Safety instruction must be given prior to lab/shop work and be an integral part of the training program. A safety test must be included in the training program. Students and instructors should comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations. Programs should comply with EPA's Design for the Environment (DfE) Best Practices

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.8 Safety Standards

- A. - B. Show an example of the safety test, course of study, course outline, posters, etc.
- C. The evaluation team will conduct a visual inspection of markings on guards and lanes, posting of safety rules and signage, and present an example of a student contract.

Standard 7.9 - Personal Standards

All training activities and instructional material should emphasize the importance of maintaining high personal standards.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.9 Personal Standards

- A. The evaluation team will conduct a visual inspection. Provide instructional materials, class / lab / shop rules.

Standard 7.10 - Work Habits/Ethics

The training program should be organized in such a manner that work habits and ethical practices required on the job are an integral part of the instruction.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.10 Work Habits/Ethics

- A. – B. The evaluation team will conduct a visual inspection. Describe attendance policy, etc.

Standard 7.11 - Provision for Individual Differences

The training program should be structured in such a manner that students with different levels of cognitive and psychomotor skills can be accommodated.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.11 Provisions for Individual Differences

- A. Provide ADA information, equipment modifications, differential instruction, and provide an example of an Individual Education Plan (IEP) if applicable.

Standard 7.12 - Related Instruction

Instruction in related mathematics, science, communications, and interpersonal relations should be provided and coordinated with ongoing instruction in the training program. This instruction should be provided by a qualified instructor.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.12 Related Instruction

- A. Show syllabus with objectives and examples of tasks where related instruction is provided (OHM's Law, Pascal's Law, gear ratio, etc.); SkillsUSA Professional Development Program if appropriate.
- B. Show copy of instructor teaching credential.

Standard 7.13- Testing

Both written and performance based tests should be used to validate student competency. Students should be encouraged to take industry recognized certification tests, such as the ASE Student Certification Test or ASE Professional Certification test.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.13 Testing

- A. Show samples of written tests.
- B. Show sample job sheets.
- C. Show sample of the rating scale used.
- D. Show posters, ASE test registration materials, describe provisions made for taking ASE tests.

Standard 7.14- Evaluation of Instruction

Instructional procedures should be evaluated in a systematic manner. This evaluation should be through regular reviews by students and the administration. Program evaluation of instruction should also be utilized on a systematic and regular basis. This system should include input from former students and the Advisory Committee members. Instructional procedures should show responsiveness to the feedback from these evaluations.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.14 Evaluation of Instruction

- A. - E. Provide an explanation of the overall program evaluation policy and plan. Show samples of the instructor evaluation instrument, etc.

Standard 7.15 – On-Vehicle Service and Repair Work

On-vehicle service and repair work should be scheduled to benefit the student and supplement ongoing instruction on items specified in the NATEF task list. A student should have had instruction and practice on a specific repair task before on-vehicle service and repair work requiring that task is assigned. Vehicles donated by the manufacturers or other sources, customer-owned vehicles, and other training vehicles may be used as the primary source of on-vehicle service and repair work. Training program student-owned vehicles, school buses, and other vehicles owned and operated by the governing body of the school must not be the primary source of on-vehicle service and repair work vehicles. All vehicles in the lab/shop should have a completed industry-type work order attached to or on the vehicle.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.15 On-Vehicle Service and Repair Work

- A. Show task sheets and repair orders. The evaluation team will conduct a visual inspection.
- B. Show course of study and a copy of the student progress chart.
- C. Provide a copy of the program policy.
- D. Show a sample work order. The evaluation team will conduct a visual inspection.

Standard 7.16 - Articulation

Agreements between programs with equivalent competencies should be used to eliminate unnecessary duplication of instruction and foster continued study.

What's Needed and/or acceptable documentation to support the program evaluation rating:

7.16 Articulation

- A. Show copy of the articulation agreement. Note: this may be N/A.

STANDARD 8- EQUIPMENT

EQUIPMENT AND TOOLS USED MUST BE OF THE TYPE AND QUALITY FOUND IN THE REPAIR INDUSTRY AND MUST ALSO BE THE TYPE NEEDED TO PROVIDE TRAINING TO MEET THE PROGRAM GOALS AND PERFORMANCE OBJECTIVES.

Standard 8.1 - Safety

Equipment and tools used in the training program must have all shields, guards, and other safety devices in place, operable, and used. Safety glasses must be worn by all students, instructors, and visitors in the lab/shop area while lab is in session. Programs should comply with EPA's Design for the Environment (DfE) Best Practices

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.1 Safety

- A. - B. The evaluation team will conduct a visual inspection.

Standard 8.2 - Quantity and Quality

The tools and equipment used in the training program should reflect the program goals and performance objectives. Sufficient tools and equipment should be available for the training offered. The tools and equipment should meet industry quality standards.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.2 Quantity And Quality

- A. The evaluation team will conduct a visual inspection of the tools and equipment needed for instruction.
- B. The evaluation team will conduct a visual inspection of class size and inventory.
- C. The evaluation team will conduct a visual inspection tools and equipment used to meet industry quality standards.

Standard 8.3 - Consumable Supplies

Sufficient consumable supplies should be readily available to assure continuous instruction.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.3 Consumable Supplies

- A. The evaluation team will conduct a visual inspection. Provide inventory sheets and describe replenishment procedure.

Standard 8.4 - Preventive Maintenance

A preventive maintenance schedule should be used to minimize equipment down-time.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.4 Preventive Maintenance

- A. Provide a copy of the preventive maintenance schedule or spreadsheet.

Standard 8.5 - Replacement

An annual review process should be used to maintain up-to-date tools and equipment at industry and safety standards. Student follow-up and Advisory Committee input should be used in this process.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.5 Replacement

- A. Describe the annual review process and provide an example from the annual survey data and Advisory Committee minutes with pertinent information highlighted.

Standard 8.6 –Tool Inventory and Distribution

An inventory system should be used to account for tools, equipment, parts, and supplies.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.6 Tool Inventory and Distribution

- A. Provide the inventory list and describe how tools are disbursed and/or signed in/out to students.

Standard 8.7 - Parts Purchasing

A systematic parts purchasing system should be in place.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.7 Parts Purchasing

- A. If purchasing parts, provide a written procedure or parts request form.
- B. ETL may discuss this issue with instructor.

Standard 8.8 - Hand Tools

Each student should have access to basic hand tools comparable to tools required for employment. Students should be encouraged to purchase a hand tool set during the period of instruction.

What's Needed and/or acceptable documentation to support the program evaluation rating:

8.8 Hand Tools

- A. Provide an inventory. The evaluation team will conduct a visual inspection.
- B. Explain policy and provide information available for students detailing recommended tool list and vendor visits.

STANDARD 9 - FACILITIES

THE PHYSICAL FACILITIES MUST BE ADEQUATE TO PERMIT ACHIEVEMENT OF THE PROGRAM GOALS AND PERFORMANCE OBJECTIVES.

Standard 9.1 - Training Stations

Training stations (bench and on-vehicle service and repair work) should be available in the type and number required for the performance of tasks outlined in the program goals and performance objectives.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.1 Training Stations

- A. The evaluation team will conduct a visual inspection. Provide information on class size for each course.

Standard 9.2 - Safety

The facilities should meet all applicable safety standards and an emergency plan should be in place and posted in all classrooms and lab/shop areas.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.2 Safety

- A. The evaluation team will conduct a visual inspection of the location of signs.
- B. The evaluation team will conduct a visual inspection of fire extinguishers.
- C. The evaluation team will conduct a visual inspection and location of posted policy/procedures.
- D. The evaluation team will conduct a visual inspection of lighting.
- E. Note inspection schedule, show check list, and highlight pertinent comments in Advisory Committee minutes.
- F. The evaluation team will conduct a visual inspection to verify that all other applicable safety standards are met, i.e. eye wash, shower, spill kit, etc.
- G. The evaluation team will look for the identified vehicle traffic lanes.

Standard 9.3 – Emergency Maintenance and Repair

A written facilities maintenance program should be used to ensure facilities are suitable when required for instruction.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.3 Emergency Maintenance and Repair

- A. Provide copy of written policy and procedures.

Standard 9.4 - Housekeeping

The classroom(s), lab/shop, and support area(s) should be kept clean and orderly.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.4 Housekeeping

- A. - B. The evaluation team will conduct a visual inspection.

Standard 9.5 - Office Space

An area separate from the lab/shop should be available and convenient for the instructor(s) to use as an office.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.5 Office Space

- A. The evaluation team will conduct a visual inspection.

Standard 9.6 - Instructional Area

A classroom convenient to, but separate from, the lab/shop area should be available for instruction and other non-lab/shop activities.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.6 Instructional Area

- A. The evaluation team will conduct a visual inspection.

Standard 9.7 - Storage

Storage areas for tools, parts, supplies, and automobiles should be sufficient to support the activities outlined in the program goals and performance objectives. Security should be provided to prevent pilferage and vandalism.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.7 Storage

- A. - E. The evaluation team will conduct a visual inspection.

Standard 9.8 - Support Facilities

Restrooms and clean-up areas should be provided for both male and female students and should be convenient to the instructional area.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.8 Support Facilities

- A. – B. The evaluation team will conduct a visual inspection.

Standard 9.9 - Ventilation

An exhaust fume removal system should be in place and operational. When appropriate, heating and cooling systems should be used to provide sufficient comfort for learning.

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.9 Ventilation

- A. The evaluation team will conduct a visual inspection and verify the function of exhaust fume removal system.
- B. The ETL and team members will interview instructors and students.

Standard 9.10 - First Aid

A first aid kit should be in place and should be maintained and comply with local regulations and school policy

What's Needed and/or acceptable documentation to support the program evaluation rating:

9.10 First Aid

- A. - C. Provide copy of the written policy. The evaluation team will conduct a visual inspection.

STANDARD 10- INSTRUCTIONAL STAFF

THE INSTRUCTIONAL STAFF MUST HAVE TECHNICAL COMPETENCY AND MEET ALL STATE AND LOCAL REQUIREMENTS FOR ACCREDITATION.

Standard 10.1 - Technical Competency

Instructors must hold current ASE certification in each collision repair and refinish area they teach and which is being evaluated for program accreditation.

What's Needed and/or acceptable documentation to support the program evaluation rating:

10.1 Technical Competency

- A. - B. Provide information on each instructor, diplomas earned, and copy of ASE Certification.

Standard 10.2 - Instructional Competency

Instructors should meet all state teaching requirements.

What's Needed and/or acceptable documentation to support the program evaluation rating:

10.2 Instructional Competency / Certification

- A. Provide a copy of the teaching certificate for each instructor.

Standard 10.3 - Technical Updating

Faculty members should be provided technical materials required to maintain their competency. Instructors must complete a minimum of 20 hours of technical update training each year.

What's Needed and/or acceptable documentation to support the program evaluation rating:

10.3 Technical Updating

- A. Provide a copy of the inventory of trade publications, service bulletins, etc. The evaluation team will conduct a visual inspection.
- B. Provide certificate, transcript, or completion forms for each instructor.

Standard 10.4 – Substitutes

A written policy regarding the use of “substitute” instructors should be provided to all instructors.

What's Needed and/or acceptable documentation to support the program evaluation rating:

10.4 Substitute

- A. Provide a written policy on substitute teachers and schedule for orientation of new substitutes.

STANDARD 11 – WORKBASED LEARNING

WRITTEN POLICIES AND PROCEDURES SHOULD BE USED FOR WORK-BASED LEARNING PROGRAMS. (This applies only to programs that offer work-based learning.)

Standard 11.1 - Standards

The student training plan and performance standards should be developed and coordinated by the collision repair and refinish instructor, and include employer expectations and role.

What's Needed and/or acceptable documentation to support the program evaluation rating:

11.1 Standards

- A. Show overall work-based learning plan, sample training plan, and progress of student into the workforce. The ETL will talk with instructor. This may be N/A.

Standard 11.2 - Agreements

All agreements should be written and legally binding.

What's Needed and/or acceptable documentation to support the program evaluation rating:

11.2 Agreements

- A. Show a sample agreement. This may be N/A.

Standard 11.3 - Supervision

A supervising collision repair and refinish instructor or supervising work-based coordinator should be assigned responsibility, authority, and time to coordinate and monitor collision repair and refinish work-based learning programs.

What's Needed and/or acceptable documentation to support the program evaluation rating:

11.3 Supervision

- A. Show written policy on supervision, identify the person responsible for supervision; the ETL should interview the person who supervises the work-based learning program. This may be N/A.

COLLISION REPAIR & REFINISH STANDARDS STATEMENTS

STANDARD 1 – PURPOSE

The collision repair and refinish technician training program should have clearly stated program goals, related to the needs of the students and employers served.

STANDARD 2 – ADMINISTRATION

Program administration should ensure that instructional activities support and promote the goals of the program.

STANDARD 3 – LEARNING RESOURCES

Support material, consistent with both program goals and performance objectives, should be available to staff and students.

STANDARD 4 – FINANCES

Funding should be provided to meet the program goals and performance objectives.

STANDARD 5 – STUDENT SERVICES

Systematic skills assessment, interviews, counseling services, placement, and follow-up procedures should be used.

STANDARD 6 – ADVISORY COMMITTEE (New in 2012)

The Advisory Committee, a group of volunteers that meets regularly on a long-term basis to provide advice and/or support to a training program.

STANDARD 7 – INSTRUCTION

Instruction must be systematic and reflect program goals. A task list and specific performance objectives with criterion referenced measures must be used.

STANDARD 8 – EQUIPMENT

Equipment and tools used must be of the type and quality found in the repair industry and must also be the type needed to provide training to meet the program goals and performance objectives.

STANDARD 9 – FACILITIES

The physical facilities must be adequate to permit achievement of the program goals and performance objectives.

STANDARD 10 – INSTRUCTIONAL STAFF

The instructional staff must have technical competency and meet all state and local requirements for accreditation.

STANDARD 11 – WORK-BASED LEARNING

Written policies and procedures should be used for cooperative and apprenticeship training programs. (This applies only to programs that offer cooperative/apprenticeship training.)

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POLICIES

ACCREDITATION PROCESS

Program Self-Evaluation

The accreditation process begins with an extensive program evaluation performed by the training program instructors, administrators, and advisory committee members. Members of this group compare the program to national standards, and have the opportunity to make improvements before submitting evaluation documents to NATEF.

NATEF Review

The application for initial accreditation or renewal of accreditation is sent to NATEF, where it is reviewed to determine if the program qualifies for an on-site team evaluation.

Programs will have a maximum of 18 months to complete the accreditation process from the date their Application for Accreditation or Application for Renewal of Accreditation is received by the NATEF office (this timeframe may be shortened when applying under standards that are in the process of being phased out).

NOTE: All applications for accreditation renewal should be submitted before the program accreditation expiration date. If NATEF does not receive the application within six (6) months of the expiration date the program is required to follow all procedures for initial accreditation.

On-Site Evaluation

If the program qualifies, an Evaluation Team Leader (ETL), an educator accredited by ASE and trained by NATEF, is assigned to the program and an on-site visit is conducted.

Recommendation for Accreditation

When the standards are met, the program will become accredited for a period of five years.

Programs having difficulty in meeting the hours or tools & equipment accreditation requirements should consider the following options:

- A. Borrowing equipment needed for instruction from a manufacturer, dealership or independent repair shop.
- B. Arranging for instruction on tasks requiring equipment not available in the school program at a dealership or independent repair shop.

Programs choosing option A or B are required to show documentation on where the tasks are taught, by whom, and how students are evaluated.

COLLISION REPAIR & REFINISH MINIMUM REQUIREMENTS

1. The minimum program requirements are identical for initial accreditation and for renewal of accreditation.
2. A program may receive accreditation in:

OPTION A

Painting and Refinishing, and Damage Analysis/Estimating/Customer Service (DAECS) (only)

Painting and Refinishing Tasks:	300 hours
DAECS tasks:	46 hours
Minimum Hour Requirement:	346 hours

OPTION B

*Non-Structural Analysis and Damage Repair, and Damage Analysis/Estimating/Customer Service (DAECS). MIG welding must be taught at some point during the course of study.

Non-Structural Analysis Tasks:	300 hours
MIG Welding	75 hours
DAECS tasks:	46 hours
Minimum Hour Requirement:	421 hours

OPTION C

*Structural Analysis and Damage Repair, Non-Structural Analysis and Damage Repair, and Damage Analysis/Estimating/Customer Service (DAECS). MIG welding must be taught at some point during the course of study.

Structural Analysis tasks:	185 hours
Non-Structural Analysis tasks:	300 hours
MIG Welding:	75 hours
DAECS tasks:	46 hours
Minimum Hour Requirement:	606 hours

Any of the following areas may be added to program accreditation OPTIONS A - C if not already included in the option selected:

- *Non-Structural Analysis and Damage Repair (Body Components)
- *Structural Analysis and Damage Repair (can only be added if accrediting in Non-Structural Analysis and Damage Repair)**
- Mechanical and Electrical Components
- Painting and Refinishing

OPTION D

***Master** accreditation requires a program to provide instruction in all of the collision repair and refinish areas, and must have a minimum of 1,106 hours of combined laboratory/shop (co-op) and classroom instruction. Tasks related to the four collision repair and refinish areas, the DAECs tasks and MIG welding may be taught at different times during the course of study. Therefore, the hours for an individual area would be the sum total of all the hours of instruction related to the tasks.

Master accreditation requires each area have the following minimum hours:

Painting and Refinishing	300 hours
Non-Structural Analysis and Damage Repair:	300 hours
Structural Analysis and Damage Repair:	185 hours
Mechanical and Electrical:	200 hours
MIG Welding:	75 hours
DAECs tasks:	46 hours
Minimum Hour Requirement:	1,106

*** If accrediting in Non-Structural Analysis/Damage Repair, Structural Analysis/Damage repair, or as a Master accredited program it is required that Seventy-five (75) hours of GMAW (MIG) Welding be included either in Structural Analysis and Damage Repair or in Non-Structural Analysis and Damage Repair (Body Components).**

- 3. The average rating on each of Standards 6, 7, 8, 9 and 10 must be at least a four** on a five- point scale. The program will not be approved for an on-site evaluation if the average is less than 4 on any of those standards. The program should make improvements before submitting the application to NATEF for review. **A program will be denied accreditation if the on-site evaluation team average on Standards 6, 7, 8, 9 or 10 is less than four.**
- 4. A program may not be approved for an on-site evaluation if the average rating on Standards 1 - 5 and 11 is less than a four on the five-point scale. A program may be denied accreditation if the on-site evaluation team average on Standards 1 - 5 and 11 is less than four.** Approval for on-site evaluation or accreditation will be made by NATEF, based on the number of standards rated at 4 or 5 as well as the individual rating on any standard rated less than 4.
- 5. All instructors must hold current ASE certification in the collision repair and refinish area(s) in which he/she teaches.**
- 6. All instructors must attend a minimum of 20 hours per year of recognized industry update training relevant to the areas in which their program is accredited.**

7. The program Advisory Committee must conduct at least two working meetings a year, have a minimum of 5 people (excluding school personnel), and must reflect relevant areas of the standards as having been considered by the advisory committee. Minutes of the meetings must be provided for review by the on-site evaluation team.
8. The NATEF Standards recognize that program content requirements vary by program type and by regional employment needs. Therefore, flexibility has been built into the NATEF task list by assigning each task a priority type. Items on the Task List are broken down into two categories, High Priority - Individual (HP-I) and High Priority-Group (HP-G). HP-I is defined as a task where students must be able to demonstrate hands-on competency to the instructor on an individual basis. HP-G is defined as a task that can be taught through the use of video, demonstration, team training, etc., and where students should be tested on the information presented, but are not required to demonstrate hands-on competency on an individual basis. The following guidelines must be followed:

95% of HP-I items must be taught in the curriculum

90% of HP-G items must be taught in the curriculum

9. A program that does not meet the minimum hour requirements may be eligible for accreditation if both of the following conditions are met in the program areas requesting accreditation:
 - a. show evidence that all graduates from the previous academic year have taken the professional level ASE certification examination, and
 - b. show documentation that 75% of those graduates passed the professional level ASE certification tests.

NOTE: The ASE Student Certification test cannot be used to meet this requirement.

10. The concern for safety is paramount to the learning environment. Each program area has the following safety requirement preceding all related tasks:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; ear protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.

11. In 1998 the Occupational Safety and Health Administration (OSHA) issued a new rule on respiratory protection. The Occupational Safety and Health Standards, Title 29 Labor, Subpart I – [Personal Protective Equipment](#) requires employers to establish and maintain a respiratory protection program.

Since the health and safety of students is a primary concern, all collision programs that seek NATEF accreditation must have their Program Administrator and Program Instructor sign the Application for Accreditation or Renewal of Accreditation, where indicated, that the school is aware of this rule (including respirator fit testing and filter changing) and to the extent required by law, is in compliance with the rule with respect to the students enrolled in the Collision Repair and Refinish Program.

NATEF strongly encourages programs to review and comply with the Environmental Protection Agency (EPA) Design for the Environment (DfE) Project publications which can be accessed on the website at www.epa.gov/dfe/pubs/projects/auto.

1. Best Practices for Auto Refinishers When Spray Painting
2. Best Practices for the Paint Mixing Room
3. Supplied-Air Respirators in Auto Shops: Get the Best Protection
4. User Friendly Supplied-Air Respirators: Options for Auto Refinishers
5. Choosing the Right Gloves for Painting Cars

Additionally, EPA issued a Final Rule on the National Emission Standards for Hazardous Air Pollutants NESHAP (Subpart HHHHHH) that NATEF recommends programs review:

6. Paint Stripping and Miscellaneous Surface Coating Operations (found separately at http://www.epa.gov/ttn/atw/area/paint_stripb.pdf)

QUALIFICATION OF EVALUATION TEAM LEADERS (ETLs)

Evaluation Team Leaders (ETLs) are educators who have been trained by NATEF to lead the on-site evaluation. The NATEF office will assign an ETL once a program has been approved for an on-site evaluation. Every effort will be made to assign an ETL located close to the school to reduce the cost for the evaluation. Two additional team members, selected by the program and approved by the ETL, are required for a collision repair and refinish program on-site evaluation. (See the following page for additional information about team members and on-site teams.)

Persons selected as ETLs must:

1. have a minimum of six years of combined experience as a collision repair and refinish technician and collision repair and refinish instructor (at least three years experience as a collision repair and refinish technician is required);
2. have a B.A. or B.S. in Education from a college or university recognized for teacher training by the state; and
3. be a current ASE certified master collision repair and refinish technician (B2, B3, B4, and B5).

Or, if a state does not require collision repair and refinish instructors to have a B.A. or B.S. degree, the following qualifications will apply:

1. six years experience as a collision repair and refinish technician;
2. four years collision repair and refinish teaching experience at the secondary, post-secondary or community college level; and
3. current ASE certified master collision repair and refinish technician (B2, B3, B4, and B5).

ETL candidates who are active instructors must be directly associated with an accredited program. ETL candidates who are inactive instructors must have formerly been directly associated with an accredited program.

ETL training is valid for three years. Automatic three-year renewal is granted each time an ETL conducts an on-site evaluation. ETLs are required to attend additional training sessions or serve as a team member if they have not conducted an on-site evaluation within three years. This additional training is required even though the individual holds current ASE master certification.

Anyone interested in becoming an Evaluation Team Leader should contact the NATEF office at (703) 669-6650 or their state Trade & Industrial Supervisor for more details.

QUALIFICATION OF ON-SITE EVALUATION TEAM MEMBERS

The program requesting accreditation is responsible for recruiting and recommending on-site evaluation team members. The ETL must approve individuals recommended by the program. The on-site evaluation team members must be practicing collision repair and refinish technicians, service managers or shop owners from businesses in the area served by the training program.

Team members must have:

1. a high school diploma or the equivalent (industry or military training may be considered as the equivalent), and
2. at least **five** years full-time experience as a general collision repair and refinish technician.

ASE collision repair and refinish certification is recommended but not required.

The **initial** accreditation evaluation team and the **renewal** of accreditation evaluation team require the same number of individuals to conduct the evaluation. This includes the ETL and two on-site evaluation team members. Both team members must be from industry (one from a dealership and one from an independent repair facility). One alternate team member choice is to be identified on the On-Site Evaluation Team Member List in the event that one of the team members is unable to conduct the on-site evaluation. The alternate team member may be from either a dealership or from an independent repair facility.

Team members must not be advisory committee members, former instructors, or graduates of the program within the past five years.

TASK LIST INFORMATION

An essential element of any curriculum or training program is a valid task list. Collision repair and refinish technician instructors need a well-developed task list that serves as a solid base for course of study outlines and facilitates communication and articulation of their training programs with other institutions in the region.

It is a NATEF policy that the task list developed by the National Institute for Automotive Service Excellence (ASE) serves as the basis for the NATEF task list. Panels of technical service experts from the automotive service industry and career technical education are called upon to develop and validate the ASE and NATEF task lists. The ASE task list is used to develop the ASE certification examination, a nationally recognized symbol of competence in diagnosing and repairing vehicle problems.

Additional information on the development of the NATEF task list can be found in the Task List section.

All tasks have a priority rating. NATEF Standards recognize that program content requirements vary by program type and regional employment needs. Therefore, flexibility has been built into the NATEF task list by assigning each task a priority type.

Items on the Task List are broken down into two categories, High Priority – Individual (HP-I) and High Priority – Group (HP-G). High Priority - Individual (HP-I) is defined as a task that requires students to demonstrate hands-on competency to the instructor on an individual (one-to-one) basis. High Priority - Group (HP-G) is defined as a task that can be taught through the use of video, demonstration, team training, etc., where students should be tested on the information presented, but are not required to demonstrate hands-on competency on an individual (one-to-one) basis.

Accredited programs must include 95% of the HP-I tasks and 90% of the HP-G tasks in the curriculum. Competency in HP-I tasks will indicate to employers that the graduate is skilled in that area. HP-G tasks will indicate to employers that the graduate has been tested on the information, but may not have “hands-on” competency skills.

TOOLS AND EQUIPMENT INFORMATION

The basic tools and equipment that must be available for use in the collision repair and refinish program are listed in the Tools and Equipment section. Many tools and much of the equipment are the same for some or all of the program areas. However, some equipment is specialized and must be available for use in the selected program areas. These individual program area lists are included in the Specialty Tools and Equipment section.

The student hand tool list covers all program areas. This list indicates the tools a student will need to own to be successful in each of the specialty areas.

Although no brand names are listed, the equipment and tools must address the following programmatic issues:

1. Safety - Equipment and tools must have all shields, guards, and other safety devices in place, operable, and used.
2. Type and Quality - The tools and equipment used in an accredited program must be of the type and quality found in industry. They must also be adequate and in sufficient quantity to meet the program goals and student performance objectives.
3. Consumable Supplies - Supplies should be in sufficient quantity to assure continuous instruction. Consumable supplies, such as solvents, sand paper, etc. are not listed.
4. Maintenance - A preventative maintenance schedule should be used to minimize equipment down time.
5. Replacement - A systematic schedule for replacement should be used to maintain up-to-date tools and equipment at industry and safety standards. Information gained from student program evaluations as well as advisory committee input should be used in the replacement process.
6. Inventory - An inventory system should be used to account for tools, equipment, parts, and supplies.
7. Parts Purchasing - A systematic parts-purchasing system should be used - from work order to supplier.
8. Hand Tools - Each student should be encouraged to purchase a hand tool set during the period of instruction.
9. Storage - Adequate storage for tools should be provided. Space for storage of the students' hand tools should be provided.

COLLISION REPAIR & REFINISH PROGRAM EVALUATION

NATEF Standards for Initial Accreditation and Renewal of Accreditation are identical. Items listed below are considered **GO/NO GO** items and are critical for accreditation. Items are in **bold** print in the Collision Repair & Refinish Program Evaluation materials. These eight items are:

- 6.1A** Does the Advisory Committee, with at least five (5) in attendance, convene a minimum of two working meetings per year?
- 6.5C** Is the Advisory Committee including when conducting an annual evaluation of the facilities to assure adequacy in meeting program goals.
- 7.5 A** Do the [collision repair & refinish] areas provide theory and “hands-on” training for 95% of the HP-I and 90% of the HP-G tasks, as evidenced by cross-referencing the course of study, lesson plans, job sheets, and student progress charts [in each area to be accredited]?
- 7.5 B** Are the tools and equipment available for the tasks taught in each program area?
- 8.1 A** Are all shields, guards, and other safety devices are in place, operable, and used?
- 8.1 B** Do all students, instructors, and visitors wear safety glasses in the lab/shop area while lab is in session?
- 10.1 D** Do instructors hold current ASE certification in the collision repair & refinish area(s) they teach?
- 10.3 B** Do instructors attend a minimum of 20 hours per year of recognized [industry update training](#) relevant to the areas in which their program is accredited?

Programs must be able to support a yes response for all eight items. Programs must also meet the hour requirements listed in item 2 on page 30 in the areas identified for accreditation unless they meet both the requirements listed in item 10 on page 32. **If these responses are not achieved, do not apply for accreditation at this time.**

In addition, an on-site evaluation will not be scheduled unless the average score on each of Standards 6, 7, 8, 9 and 10 is at least a 4 on the Collision Program Evaluation. Please refer to the Collision Repair & Refinish Program Requirements for more information.

Instructors must be ASE certified in the areas they teach. Please refer to item 5 under Minimum Requirements.

NATEF POLICIES ON ARTICULATION AGREEMENTS

There is no provision for articulated accreditation for collision repair and refinish programs under the 2009 Collision Repair & Refinish program standards. Regardless, NATEF Trustee action, as well as language in the Carl D. Perkins Vocational Education Act, encourages articulation between programs at the secondary and post-secondary levels.

Articulation agreements may be entered into between any consenting institutions, and are generally defined by a formal written agreement. This agreement usually defines the terms of the articulation, including, but not limited to, the terms under which a student completing specific coursework at one institution may receive credit* from the other institution. Articulation agreements encourage, but cannot require, graduates of secondary programs to go on to post-secondary education.

* Credit is defined as a form of recognition for work that has been completed at the secondary level. It includes, but is not limited to, granting: academic credit, advanced placement, task completion, etc.

RECOGNITION FOR ACCREDITATION

A program approved for accreditation or renewal of accreditation will receive a plaque that bears the ASE/NATEF seal, the school's name, and the expiration date of accreditation. A statement below the seal will read:

"THE INSTRUCTION, COURSE OF STUDY, FACILITIES AND EQUIPMENT OF THIS INSTITUTION HAVE BEEN EVALUATED BY THE NATIONAL AUTOMOTIVE TECHNICIANS EDUCATION FOUNDATION AND MEET THE STANDARDS OF QUALITY FOR THE TRAINING OF COLLISION REPAIR AND REFINISH TECHNICIANS IN THE FOLLOWING AREAS:

_____"

Institutions receiving NATEF accreditation are encouraged to put the following statement on the graduate's diploma or certificate:

"The person holding this diploma has participated in a collision repair and refinish technician training program that was accredited by the National Automotive Technicians Education Foundation and has completed instruction in the following areas:

_____"

A screened ASE/NATEF logo may be overprinted with the above statement and placed on the graduate's diploma. A camera-ready logo is provided in the promotional material a program receives upon accreditation.

Programs granted initial accreditation will also receive a 24"x30" sign indicating that the training program is NATEF accredited.

APPLIED ACADEMICS RECOGNITION

The NATEF Board of Trustees and the ASE Board of Directors has initiated a process to recognize NATEF accredited programs that are integrating academics and technical skills into the curricula. This effort should be a collaborative effort between the collision repair and refinish instructors and the academic instructors in language arts, mathematics, and science.

ASE and NATEF will issue a certificate of recognition to those programs that provide documentation including, but not limited to, student assignments or activities, classroom/lab instructional materials, student performance records, and interviews with academic instructors.

Programs that wish to receive recognition must complete the Applied Academics Recognition form and return it with the application for accreditation or renewal of accreditation. Documentation on applied academics activities must be available for the ETL at the time of the on-site evaluation.

Programs may receive recognition in Language Arts, Mathematics, Science, or any combination of the three areas.

To receive a copy of the *Applied Academics and Workplace Skills for Collision Repair & Refinish Technicians* manual, please go to the NATEF website at www.natef.org or contact the NATEF office at 703-669-6650.

APPEALS AND ACTION FOR REVOCATION

APPEALS: PROGRAMS APPLYING FOR ACCREDITATION

A complaint received from any school concerning the procedures, evaluation or accreditation of the collision repair and refinish technician training program must be made in writing to the ASE office. It will be immediately referred to the Grievance Examiner who will acknowledge receipt of the complaint in writing to the complainants. Thereafter, the Grievance Examiner will investigate the complaint and prepare a report. A copy of the report will be given to the complainants and to an Appeals Committee within thirty (30) days of receipt of the complaint.

The Appeals Committee will review the findings and recommendations of the Grievance Examiner, together with the complaint and any data supplied in connection therewith. The Appeals Committee will be empowered to dismiss the matter, or to initiate such action as it may deem appropriate.

If the complainants desire to review the Appeals Committee's evaluation, they may do so at the office of the Grievance Examiner. However, they will not be permitted to make copies of the results.

ACTION FOR REVOCATION: NATEF ACCREDITED PROGRAMS

The Appeals Committee will also advise the ASE President of its judgments and recommendations for action in any cases of malpractice or misrepresentations involving the misuse of NATEF accreditation for a collision repair and refinish technician training program. Upon receipt of a complaint alleging misuse or misrepresentation by an accredited program, the Grievance Examiner will be notified. The Grievance Examiner will notify in writing the parties against whom the complaint has been filed, indicating the alleged wrongdoing. The parties will be further advised that they may submit a written explanation concerning the circumstances of the complaint within thirty (30) days. After the Grievance Examiner has considered the complaint and received any explanation, the Grievance Examiner will determine whether there is a reasonable basis for a possible finding of wrongdoing. If the Grievance Examiner finds such a basis, the Grievance Examiner will inform the parties of the findings. At that time, the Grievance Examiner will inform the parties of their right to a hearing before the Appeals Committee. The parties will have fifteen (15) days to notify the Grievance Examiner of their decision in writing.

In the event the involved parties elect to be bound by the findings of the Grievance Examiner without a hearing, the Grievance Examiner will submit a written report with recommendations to the Chair of the Appeals Committee. This report will be submitted within sixty (60) days of the receipt of the waiver of a hearing. The Chair of the Appeals Committee will mail a copy of the Grievance Examiner's findings and recommendations to the parties. In the event that the involved parties elect to appear at a hearing, the Chair of the Appeals Committee will call a

Board of Inquiry. This Board of Inquiry will consist of four ASE Board members. The Board of Inquiry will be convened at the ASE office at a date and time determined by the Chair. The Board of Inquiry will notify the involved parties in writing regarding the time and place of the hearing.

The Grievance Examiner will be responsible for investigating and presenting all matters pertinent to the alleged wrongdoing to the Board of Inquiry. The involved parties will be entitled to be at the hearings with or without counsel. The parties will be given an opportunity to present such evidence or testimony as they deem appropriate.

The Board of Inquiry will notify the Chair of the Appeals Committee of its findings and recommendations in writing within ten (10) days after the hearing is completed.

The Appeals Committee will review the findings and recommendations of either the Grievance Examiner if a hearing was waived or of the Board of Inquiry if a hearing was held. The Appeals Committee will determine if the record on the complaint supports a finding of conduct contrary to or in violation of reasonable practices. If two-thirds of the Appeals Committee so find, the Committee will recommend to the President of ASE appropriate sanctions or courses of action against the parties charged.

DEFINITIONS – EDUCATIONAL TERMS

1. ARTICULATION: A formal written agreement, usually between a secondary and post-secondary institution that are geographically within a reasonable daily commuting distance of each other. The agreement will clearly denote that students completing specific secondary courses in accordance with predetermined performance criteria will have partially completed commensurate requirements for a completion certificate or diploma awarded by the postsecondary institution. Commensurate requirements could be in the form of credit equivalents, advanced placement, task completion, etc. at the post-secondary institution.
2. CURRICULUM: All the objectives, content, and learning activities arranged in a sequence for a particular instructional area. An orderly arrangement of integrated subjects, activities, time allocations, and experiences that students pursue for the attainment of a specific education goal.
3. COMPETENCY: (Hands-On) – Performance of task to the level or degree specified in the performance standard for the task.
4. CRITERION-REFERENCED MEASURE(S): An exercise based on a performance objective for a task, and designed to measure attainment of that objective. (Also called performance test or criterion-referenced test.)
5. GOAL: A statement of the intended outcome of participation in the training program.
6. LIVE WORK: The processing, assignment, and student performance of the appropriate tasks on vehicles donated by manufacturers or other sources, customer-owned, and other training vehicles.
7. MASTERY: (See Competency – Hands-On).
8. OBJECTIVE, PERFORMANCE: A written statement describing an intended outcome (competent task performance) in terms of student performance. (Also called “behavioral” objective or instructional objective) R.F. Mager Associates, 13245 Rhoda Drive, Los Altos Hill, California.
9. PERSONAL CHARACTERISTIC: Attributes that are not readily measurable, and are generally in the affective or cognitive domains.
10. AREA(S): Relates to one or more of the following: (1) Structural Analysis and Damage Repair, (2) Non-Structural Analysis and Damage Repair (Body Components), (3) Mechanical and Electrical Components, (4) Painting and Refinishing.
11. STANDARD: “...Something established for use as a rule or basis of comparison in measuring or judging capacity, quantity, content, extent, value, quality, etc.” Webster’s New World Dictionary (1991)
12. STANDARD – PERFORMANCE: A written specification of the results or acceptable task performance.

13. STANDARD – PERSONAL: An attribute or characteristic of an individual that facilitates entry into and advancement in an occupation.
14. STANDARD – PROGRAM: A specific quality or desired characteristic of a training program designed to prepare individuals for employment.
15. TASK: A psychomotor or cognitive entry-level learning activity consisting of one or more measureable steps accomplished through an instructor presentation, demonstration, visualization or a student application.
16. TRAINING STATION: An area with appropriate tools and equipment, large enough to safely allow competency development in task performance.

Must or shall is an imperative need, duty or requirement; an essential or indispensable item; mandatory.

Should is used to express a recommendation, not mandatory but attainment would increase program quality.

May or could expresses freedom to follow a suggested alternative.

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PROCEDURES FOR ACCREDITATION/RENEWAL OF ACCREDITATION

PROCESS OVERVIEW

NOTE: NATEF recommends that programs maintain a file containing copies of all reference and documentation materials developed during all phases of the accreditation process.

1. Application materials

The program requesting accreditation can download the program evaluation form and application from the NATEF website at www.natef.org. **Initial accreditation requires the program have at least one graduated class before application submission.**

To begin the accreditation process, the program must return two (2) copies of the following items:

Application for Accreditation or Renewal of Accreditation to include:

- Program Evaluation Summary Sheet
- On-site Evaluation Team Member List
- Instructor Qualifications Forms and [Instructor Training Forms](#)
- Advisory Committee List
- Applied Academics Recognition Forms (optional)
- Payment Worksheet—Purchase Order, Check, or Credit Card Authorization for Base Application Fee and additional fees as applicable (applications will be returned if received without payment)

NOTE: All applications for accreditation renewal should be submitted before the program accreditation expiration date. If NATEF does not receive the application six (6) months after the expiration date, the program is required to follow all procedures for initial accreditation.

2. NATEF review of application

The national office will review the materials within 30 days. Following the review, the Program Administrator and the state Trade & Industrial Supervisor will be notified about the status of the program. The program will be identified as one of the following:

- a. Qualified for on-site evaluation for the level listed on the application.
- b. Not qualified for an on-site evaluation at that time. NATEF will indicate specific improvements that must be made before the on-site evaluation can be approved.

3. Evaluation Team Leader (ETL) assigned, Program Coordinator makes contacts

NATEF will assign an Evaluation Team Leader (ETL) to the program, and notify the program of its selection providing the necessary ETL contact information. Included with the notification of ETL assignment will be an On-site Evaluation Agreement. The On-site Evaluation Agreement will be sent with instructions that outline the plans for the local administration and the costs for the ETL's services and expenses. All costs will be paid by the institution requesting accreditation. This agreement must be completed and returned to the ETL and a copy provided to NATEF after the on-site date has been established.

With a legitimate reason, the Program Coordinator may contact the NATEF office to request a different ETL. A request for a different ETL must be in writing and specific as to the reason for the request. (The ETL assigned must NOT be a present or former teacher or administrator, or a member of the Advisory Committee of the program to be evaluated.) The ETL will contact the Program Coordinator to arrange a date for the on-site evaluation. It is also acceptable for the Program Coordinator to initiate contact with the ETL.

4. Send on-site evaluation agreement, copy of the application submitted to NATEF, course of study, a list of on-site evaluation team members and Program Graduate Employer Contact form listing 6 previous graduates of the program to the ETL

A copy of the items listed below must be received by the ETL at least **two weeks prior** to the on-site evaluation or the on-site must be rescheduled.

Items required prior to on-site evaluation:

- On-site Evaluation Agreement – signed by the program administrator
- Copy of the Initial or Renewal of Accreditation Application
- Course of Study – which includes:
 - a. Syllabus for each class
 - b. Tasks to be taught under each area, specified according to High Priority designations HP-I or HP-G (Tasks may be taught at different times in the program or in more than one area. However, the hours for the tasks may be counted only once.)
 - c. Number of contact hours for each area
 - d. Areas and sequence of instruction to be included in the program
 - e. List of training materials and audio-visual materials used in training
 - f. Sample evaluation form used to track student progress
- Advisory Committee minutes
 - * One year's worth for initial accreditation
 - * Five years' worth for renewal of Accreditation
- Program Graduate Employer Contact form

The On-Site Evaluation Team Member List must be included for the ETL to review and approve. Once a date has been set and the on-site evaluation team members have been approved by the ETL, the program coordinator must contact the on-site evaluation team members to make arrangements for the on-site evaluation day(s).

Program Graduate Employer Contact form with the names of 6 previous graduates must be provided. The program instructor or administrator should contact the employers prior to the on-site visit informing the employer a representative from NATEF will be in contact with them regarding the graduate.

5. On-site evaluation

Initial accreditation requires 2 consecutive days while students are in class for the on-site evaluation review of all the standards. However, if more than one program is applying for accreditation (general collision repair and refinish and GM BSEP, for example), additional team members and additional days may be required to complete the on-site evaluation. The NATEF office will determine the need for additional team members and days.

Renewal of accreditation requires a 1-day on-site evaluation while students are in class. The on-site evaluation team reviews Standards 6-10, as well as all go/no-go (critical) items. However, if the Advisory Committee average on Standards 1-5 or Standard 11 is less than 4, the on-site evaluation team must also review these standards. The NATEF office will determine whether an additional day or additional team members will be required to complete the evaluation.

6. ETL reports results to NATEF

The ETL will submit all on-site evaluation materials and a final report to NATEF with a recommendation for or against program accreditation.

7. Program accreditation

The national office will review the final report and all additional evaluation materials to determine whether the program meets the requirements for accreditation, and will make their recommendation to the NATEF Board. The NATEF President will approve accreditations as sanctioned by the Board of Directors.

Programs that do not earn accreditation will be given a written report specifying improvements that must be made to qualify for accreditation. The decision at the national level will be final unless appealed to the ASE Board of Directors. Appeals will be heard only at regular meetings of the Board.

The Program Administrator and the state Trade & Industrial Supervisor will be notified of all decisions regarding the accreditation status of all programs applying for NATEF accreditation.

8. Display and reporting of accreditation materials

A wall plaque will be forwarded from the national office to the designated program primary contact. Schools **must** accurately report areas of NATEF accreditation.

9. Accredited Technician Training Program List

The NATEF office maintains a current listing of all NATEF accredited programs. The list is made available on the NATEF website at www.natef.org. Programs that do not complete the renewal process by their expiration date will be removed from the website list.

10. Annual Report – (New effective July 2013)

Each year all accredited programs will receive notification from NATEF and are required to update all contact information.

11. Compliance report

A program is accredited for five years. A compliance report is completed by the program Advisory Committee after 2½ years. The compliance report is used to verify that a program is maintaining NATEF standards. NATEF will notify the program administrator at the 2 year anniversary of accreditation that a compliance review is due. The report is due 6 months after the notification date. If the report is not received within 60 days past the due date the program's status will be set to 'Due to Reaccredit' and the program will be removed from the roster of accredited programs. The program may be required to have on-site visit conducted by an ETL and NATEF Trustees, staff, consultants, or other designated representatives to verify program compliance prior to the program status being restored to 'Accredited.'

Additionally, NATEF may randomly select programs at the 2½-year period for an on-site compliance review by an ETL and NATEF Trustees, staff, consultants, or other designated representatives. Selected programs will be notified, in advance, of the on-site review by the NATEF office. Programs should be prepared to provide documentation on how they are maintaining the standards. All costs for this on-site review will be paid by NATEF.

Compliance review forms are available on the NATEF website at www.natef.org.

12. Renewal of Accreditation

The NATEF office will contact the program eleven (11) months prior to the accreditation expiration date. Programs can download the accreditation materials at www.natef.org and follow the process outlined above.

ON-SITE EVALUATION COST SHEET
COLLISION REPAIR & REFINISH

	ACCREDITATION FEE	RENEWAL OF ACCREDITATION FEE
Base Accreditation Fee	\$850.00	\$750.00
Manufacturer Specific Accreditation Fee (if applicable) This fee is in addition to the Base Accreditation Fee	\$425.00	\$375.00
Honorarium for Evaluation Team Leader (ETL) @ \$250/day *Please see below	*\$500.00	*\$250.00
<u>Estimated</u> mileage, hotel, and meal expenses for the ETL **Please see below	<u>\$300.00</u>	<u>\$150.00</u>
<u>ESTIMATED</u> TOTAL COSTS Base program only	\$1,650.00	\$1,025.00

NOTE: It is anticipated that team members recruited from local independent repair facilities and dealerships will serve without charge to the institution. However, programs may elect to pay team members an honorarium for their participation in the on-site evaluation.

The NATEF office must receive the application fee with the completed application. Applications received without payment will be returned to the program for resubmission with payment.

***ETLs are to receive an additional honorarium of \$100 per additional program when evaluating multiple programs at one location.** Example: An ETL evaluates one general program and one manufacturer-specific program during an initial accreditation on-site evaluation. The honorarium paid to the ETL would be \$500 for the standard two-day honorarium plus \$100 for the additional program, for a total honorarium of \$600.

ETLs are paid as independent contractors, not as school employees.

****Mileage is to be reimbursed at the “business purpose” rate specified by the IRS. Please visit IRS.gov for the current mileage reimbursement rate.**

Costs of accreditation/renewal of accreditation are subject to change. Contact the NATEF office for current information.

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EVALUATION GUIDE

Program Evaluation

Everyone associated with an automotive program, whether it is automobile, collision repair & refinish, or medium/heavy truck, should be aware that an extensive program evaluation must be conducted by school personnel and certain criteria must be met to be approved for an on-site team evaluation. Documentation must be available for the on-site team to verify that the program meets all requirements for NATEF accreditation. The good news is that the on-site team will evaluate exactly the same items the school evaluated.

Both the Program Standards and Program Evaluation form contain helpful hints to assist you through the accreditation process. These hints were developed by a group of experienced ETLs, NATEF staff and Trustees. The result is a collection of suggestions for schools and ETLs alike to be used as a guide for preparing, reviewing, and evaluating the documentation needed for program accreditation. These suggestions are meant as examples and we are confident that there are many other documents that can be used to show how programs meet the standards for accreditation.

When evaluating the statements on the Program Evaluation form read the statement on the form, review the “What’s Needed” hint, and refer to the Program Standards section of the manual for additional information on each standard sub-section. It is helpful if you make notes of reference materials you used to rate the standard. As you continue to prepare for the on-site evaluation, it is helpful if you make copies of the information, clearly mark the reference, and highlight specific information for each sub-section. For example, Standard 1.2 A. asks you to rate program materials available (brochure or catalog) on the inclusion of admission requirements, employment potential, etc. Have a copy of the school catalog available for the team with the section identified with a sticky note and specific information highlighted.

The evaluation team will look at the same statement and will use the information you provide them to rate the items. The evaluation team should make comments on any sub-section that is rated above or less than 4.

Advisory Committee Tasks within NATEF Standards

The Advisory Committee is possibly the most important tool that any automotive technician training program can have, particularly when it is used properly and to its full extent. Regular meetings and good documentation of the meetings in the form of minutes is a must. The following are standards that must specifically be addressed by/with the program advisory committee and be reflected in the minutes. In order to ensure that these items are addressed, this document might be used as a guideline for developing an agenda for an advisory committee meeting. Programs should not limit the use of the advisory committee to only these items, but these items **MUST** be addressed:

Standard	Contents	Documentation
6.1 A	Does the Advisory Committee, consisting of at least five (5) members, convene a minimum of two working meetings per year?	Meeting minutes from at least two meetings per year (one year for initial accreditation; five years for renewal of accreditation).
6.1 B	Rate the input of committee members in terms of participation, providing input on program improvement, and attendance as indicated in the minutes.	Meeting minutes
6.1 C	Rate the mix of committee members in terms of being representative of the following groups: automobile technicians, local employers, consumer groups, former students, others (automotive trainers, parents, etc.)	List of all advisory committee members and their affiliations.
6.2A	Rate the Advisory Committee input in reviewing budgeted funds allocated to and used by the program.	Highlight pertinent discussion in Advisory Committee meeting minutes.
6.2 B	Rate the funding in terms of being adequate for program operation.	Provide budget information and highlight pertinent discussion regarding budget in Advisory Committee minutes.
6.3A	Does the Advisory Committee review the information from the annual follow-up procedure and provide input for modifications to the training program?	Highlight pertinent information in Advisory Committee minutes.
6.4A	Rate the use of the Advisory Committee to provide input on additional tasks, and if added, their approval of those additional tasks.	Highlight pertinent information in the Advisory Committee minutes.

6.5A	Rate the use of the Advisory Committee review in the evaluation process (evaluation of instruction).	Highlight pertinent information in Advisory Committee minutes.
6.5B	Rate the use of an annual review process, including the use of student follow-up information and local Advisory Committee input, to maintain up-to-date tools and equipment at industry and safety standards.	Describe the annual review process and provide an example from the annual survey data and Advisory Committee minutes with pertinent information highlighted.
6.5C	Is the Advisory Committee included when conducting an annual evaluation of the facilities to assure adequacy in meeting program goals.	Highlight pertinent information in Advisory Committee minutes.
9.2E	Rate safety inspections in terms of being regularly held.	Note inspection schedule, show checklist, and highlight pertinent comments in Advisory Committee minutes.

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TASK LIST AND ASSUMPTIONS

The NATEF task list was reviewed and updated in January 2013. A national committee was assembled in Leesburg, Virginia to review the tasks used in the collision repair and refinish accreditation program. The committee consisted of individuals representing collision repair and refinish shop owners and technicians, collision repair and refinish instructors, collision repair and refinish equipment and parts suppliers, and the Inter-Industry Conference on Auto Collision Repair (I-CAR).

The committee reviewed the standards, task list, tools and equipment list, program hours, and instructor qualifications. The committee had the most current National Institute for Automotive Service Excellence (ASE) collision repair and refinish task lists for reference purposes.

All the tasks are assigned a "High Priority" designation. **Accredited programs must include at least 95% of the HP-I tasks and 90% of the HP-G tasks in the curriculum.** Please refer to the Task List Information in the Policies section for additional information on the requirements for instruction on tasks.

It is assumed that:

- in all areas, appropriate safety, theory, and support instruction will be required for performing each task;
- the instruction has included identification and use of appropriate tools and testing and measurement equipment required to accomplish certain tasks;
- the student has received the necessary training to locate and use current reference and training materials from accepted industry publications.

It is assumed that:

- all components are steel unless otherwise specified;
- current manufacturers recommended repair procedures are available for each vehicle used in instruction;
- all diagnostic and repair tasks described in this document are to be accomplished in accordance with manufacturer's recommended procedures/specifications as published;
- where manufacturer's recommended guidelines are not available, published industry guidelines are used;
- all tools and equipment comply with applicable federal, state and local regulations.

It is assumed that:

- individual training programs being evaluated for accreditation should have written and detailed performance standards for each task covered and taught in the curriculum;
- learning progress of students will be monitored and evaluated against these performance standards;
- a system is in place that informs all students of their individual progress through all phases of the training program.

It is assumed that:

individual courses of study will differ across collision repair and refinish technician training programs;

development of appropriate learning delivery systems and tests which monitor student progress will be the responsibility of the individual training program.

It is assumed that:

all students will receive instruction in the storage, handling, and use of Hazardous Materials as required in Hazard Communication Title 29, Code of Federal Regulation Part 1910.1200, 'Right to Know Law', and state and local requirements;

hazardous and toxic materials will be handled, removed and recycled or disposed of according to federal, state, and local regulations.

STRUCTURAL ANALYSIS AND DAMAGE REPAIR

For every task in Structural Analysis and Damage Repair, the following safety requirement must be strictly enforced:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations. **Identify vehicle manufacturer's SRS types, locations and recommended procedures before inspecting or replacing components.**

I. STRUCTURAL ANALYSIS AND DAMAGE REPAIR

A. Frame Inspection and Repair

1. Measure and diagnose structural damage using a tram gauge. HP-I
2. Attach vehicle to anchoring devices. HP-I
3. Analyze, straighten and align mash (collapse) damage. HP-G
4. Analyze, straighten and align sag damage. HP-G
5. Analyze, straighten and align sideway damage. HP-G
6. Analyze, straighten and align twist damage. HP-G
7. Analyze, straighten and align diamond frame damage. HP-G
8. Remove and replace damaged structural components. HP-G
9. Restore corrosion protection to repaired or replaced frame areas. HP-I
10. Analyze and identify misaligned or damaged steering, suspension, and powertrain components that can cause vibration, steering, and wheel alignment problems. HP-G
11. Align or replace misaligned or damaged steering, suspension, and powertrain components that can cause vibration, steering, and wheel alignment problems. HP-G

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| 12. Identify or repair heat limitations and monitoring procedures for structural components. | HP-G |
| 13. Demonstrate an understanding of structural foam applications. | HP-G |
| 14. Measure and diagnose structural damage using a three-dimensional measuring system (mechanical, electronic, laser), etc. | HP-G |
| 15. Measure and diagnose structural damage to vehicles using a dedicated (fixture) measuring system. | HP-G |
| 16. Determine the extent of the direct and indirect damage and the direction of impact; document the methods and sequence of repair. | HP-I |
| 17. Analyze and identify crush/collapse zones. | HP-I |
| 18. Restore mounting and anchoring locations. | HP-G |

I. STRUCTURAL ANALYSIS AND DAMAGE REPAIR

B. Unibody and Unitized Structure Inspection, Measurement, and Repair

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| 1. Analyze and identify misaligned or damaged steering, suspension, and powertrain components that can cause vibration, steering, and chassis alignment problems. | HP-G |
| 2. Realign or replace misaligned or damaged steering, suspension, and powertrain components that can cause vibration, steering and chassis alignment problems. | HP-G |
| 3. Measure and diagnose unibody damage using tram gauge. | HP-I |
| 4. Determine and inspect the locations of all suspension, steering, and powertrain component attaching points on the vehicle. | HP-G |
| 5. Measure and diagnose unibody vehicles using a dedicated (fixture) measuring system. | HP-G |
| 6. Diagnose and measure unibody vehicles using a three-dimensional measuring system (mechanical, electronic, and laser, etc.). | HP-G |
| 7. Determine the extent of the direct and indirect damage and the direction of impact; plan and document the methods and sequence of repair. | HP-I |

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| 8. Attach anchoring devices to vehicle; remove or reposition components as necessary. | HP-I |
| 9. Straighten and align cowl assembly. | HP-G |
| 10. Straighten and align roof rails/headers and roof panels. | HP-G |
| 11. Straighten and align hinge and lock pillars. | HP-G |
| 12. Straighten and align vehicle openings, floor pans, and rocker panels. | HP-G |
| 13. Straighten and align quarter panels, wheelhouse assemblies, and rear body sections (including rails and suspension/powertrain mounting points). | HP-G |
| 14. Straighten and align front-end sections (aprons, strut towers, upper and lower rails, steering, and suspension/power train mounting points, etc.). | HP-G |
| 15. Identify substrate and repair or replacement recommendations. | HP-I |
| 16. Identify proper cold stress relief methods. | HP-I |
| 17. Repair damage using power tools and hand tools to restore proper contours and dimensions. | HP-I |
| 18. Remove and replace damaged sections of steel body structures. | HP-G |
| 19. Restore corrosion protection to repaired or replaced structural areas. | HP-I |
| 20. Determine the extent of damage to aluminum structural components; repair, weld, or replace. | HP-G |
| 21. Analyze and identify crush/collapse zones. | HP-I |
| 22. Restore mounting and anchoring locations. | HP-G |

I. STRUCTURAL ANALYSIS AND DAMAGE REPAIR

C. Fixed Glass

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| 1. Remove and reinstall or replace fixed glass (heated and non-heated) using recommended materials and techniques. | HP-G |
| 2. Remove and reinstall or replace modular glass using recommended materials. | HP-G |
| 3. Check for water leaks, dust leaks, and wind noise. | HP-G |

I. STRUCTURAL ANALYSIS AND DAMAGE REPAIR

D. Metal Welding and Cutting

1. Identify weldable and non-weldable substrates used in vehicle construction. HP-I
2. Weld and cut high-strength steel and other steels. HP-I
3. Weld and cut aluminum. HP-G
4. Determine the correct GMAW (MIG) welder type, electrode/wire type, diameter, and gas to be used in a specific welding situation. HP-I
5. Set up and adjust the GMAW (MIG) welder to "tune" for proper electrode stickout, voltage, polarity, flow rate, and wire-feed speed required for the substrate being welded. HP-I
6. Store, handle, and install high-pressure gas cylinders. HP-I
7. Determine work clamp (ground) location and attach. HP-I
8. Use the proper angle of the gun to the joint and direction of gun travel for the type of weld being made in the flat, horizontal, vertical, and overhead positions. HP-I
9. Protect adjacent panels, glass, vehicle interior, etc. from welding and cutting operations. HP-I
10. Protect computers and other electronic control modules during welding procedures. HP-I
11. Clean and prepare the metal to be welded, assure good metal fit-up, apply weld-through primer if necessary, clamp or tack as required. HP-I
12. Determine the joint type (butt weld with backing, lap, etc.) for weld being made. HP-I
13. Determine the type of weld (continuous, stitch weld, plug, etc.) for each specific welding operation. HP-I
14. Perform the following welds: continuous, plug, butt weld with and without backing, and fillet etc. HP-I
15. Perform visual and destructive tests on each weld type. HP-I
16. Identify the causes of various welding defects; make necessary adjustments. HP-I
17. Identify cause of contact tip burn-back and failure of wire to feed; make necessary adjustments. HP-I

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| 18. Identify cutting process for different substrates and locations; perform cutting operation. | HP-I |
| 19. Identify different methods of attaching structural components (squeeze type resistance spot welding (STRSW), riveting, structural adhesive, silicon bronze, etc.). | HP-G |

NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

For every task in Non-Structural Analysis and Damage Repair (Body Components), the following safety requirement must be strictly enforced:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hearing protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations. Identify vehicle manufacturer's SRS types, locations and recommended procedures before inspecting or replacing components.

II. NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

A. Preparation

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| 1. Review damage report and analyze damage to determine appropriate methods for overall repair; develop and document a repair plan. | HP-I |
| 2. Inspect, remove, label, store, and reinstall exterior trim and moldings. | HP-I |
| 3. Inspect, remove, label, store, and reinstall interior trim and components. | HP-I |
| 4. Inspect, remove, label, store, and reinstall body panels and components that may interfere with or be damaged during repair. | HP-I |
| 5. Inspect, remove, label, store, and reinstall vehicle mechanical and electrical components that may interfere with or be damaged during repair. | HP-G |
| 6. Protect panels, glass, interior parts, and other vehicles adjacent to the repair area. | HP-I |
| 7. Soap and water wash entire vehicle; complete pre-repair inspection checklist. | HP-I |
| 8. Prepare damaged area using water-based and solvent-based cleaners. | HP-I |
| 9. Remove corrosion protection, undercoatings, sealers, and other protective coatings as necessary to perform repairs. | HP-I |

10. Inspect, remove, and reinstall repairable plastics and other components for off-vehicle repair. HP-I

II. NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

B. Outer Body Panel Repairs, Replacements, and Adjustments

1. Determine the extent of direct and indirect/hidden damage and direction of impact; develop and document a repair plan. HP-I
2. Inspect, remove and replace bolted, bonded, and welded steel panel or panel assemblies. HP-G
3. Determine the extent of damage to aluminum body panels; repair or replace. HP-G
4. Inspect, remove, replace, and align hood, hood hinges, and hood latch. HP-I
5. Inspect, remove, replace, and align deck lid, lid hinges, and lid latch. HP-I
6. Inspect, remove, replace, and align doors, latches, hinges, and related hardware. HP-I
7. Inspect, remove, replace and align tailgates, hatches, liftgates and sliding doors. HP-G
8. Inspect, remove, replace, and align bumper bars, covers, reinforcement, guards, isolators, and mounting hardware. HP-I
9. Inspect, remove, replace and align fenders, and related panels. HP-I
10. Straighten contours of damaged panels to a suitable condition for body filling or metal finishing using power tools, hand tools, and weld-on pulling attachments. HP-I
11. Weld damaged or torn steel body panels; repair broken welds. HP-G
12. Restore corrosion protection. HP-I
13. Replace door skins. HP-G
14. Restore sound deadeners and foam materials. HP-G
15. Perform panel bonding and weld bonding. HP-G
16. Diagnose and repair water leaks, dust leaks, and wind noise. HP-G
17. Identify one-time use fasteners. HP-G

II. NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

C. Metal Finishing and Body Filling

1. Remove paint from the damaged area of a body panel. HP-I
2. Locate and repair surface irregularities on a damaged body panel. HP-I
3. Demonstrate hammer and dolly techniques. HP-I
4. Heat shrink stretched panel areas to proper contour. HP-I
5. Cold shrink stretched panel areas to proper contour. HP-I
6. Prepare and apply body filler. HP-I
7. Identify different types of body fillers. HP-G
8. Rough sand body filler to contour; finish sand. HP-I
9. Determine the proper metal finishing techniques for aluminum. HP-G
10. Determine proper application of body filler to aluminum. HP-G

II. NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

D. Moveable Glass and Hardware

1. Inspect, adjust, repair or replace window regulators, run channels, glass, power mechanisms, and related controls. HP-I
2. Inspect, adjust, repair, remove, reinstall or replace weather-stripping. HP-G
3. Inspect, repair or replace, and adjust removable power operated roof panel and hinges, latches, guides, handles, retainer, and controls of sunroofs. HP-G
4. Inspect, remove, reinstall, and align convertible top and related mechanisms. HP-G
5. Initialize electrical components as needed. HP-G

II. NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

E. Metal Welding and Cutting

1. Identify weldable and non-weldable substrates used in vehicle construction. HP-I
2. Weld and cut high-strength steel and other steels. HP-I
3. Weld and cut aluminum. HP-G

4. Determine the correct GMAW (MIG) welder type, electrode/wire type, diameter, and gas to be used in a specific welding situation. HP-I
5. Set up and adjust the GMAW (MIG) welder to "tune" for proper electrode stickout, voltage, polarity, flow rate, and wire-feed speed required for the substrate being welded. HP-I
6. Store, handle, and install high-pressure gas cylinders. HP-I
7. Determine work clamp (ground) location and attach. HP-I
8. Use the proper angle of the gun to the joint and direction of gun travel for the type of weld being made in the flat, horizontal, vertical, and overhead positions. HP-I
9. Protect adjacent panels, glass, vehicle interior, etc. from welding and cutting operations. HP-I
10. Protect computers and other electronic control modules during welding procedures. HP-I
11. Clean and prepare the metal to be welded, assure good metal fit-up, apply weld-through primer if necessary, clamp or tack as required. HP-I
12. Determine the joint type (butt weld with backing, lap, etc.) for weld being made. HP-I
13. Determine the type of weld (continuous, stitch weld, plug, etc.) for each specific welding operation. HP-I
14. Perform the following welds: continuous, plug, butt weld with and without backing, fillet, etc. HP-I
15. Perform visual and destructive tests on each weld type. HP-I
16. Identify the causes of various welding defects; make necessary adjustments. HP-I
17. Identify cause of contact tip burn-back and failure of wire to feed; make necessary adjustments. HP-I
18. Identify cutting process for different substrates and locations; perform cutting operation. HP-I
19. Identify different methods of attaching non-structural components (squeeze type resistant spot welds (STRSW), riveting, non-structural adhesive, silicon bronze, etc.). HP-G

F. Plastics and Adhesives

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|---|------|
| 1. Identify the types of plastics; determine repairability. | HP-I |
| 2. Clean and prepare the surface of plastic parts; identify the types of plastic repair procedures. | HP-I |
| 3. Repair rigid, semi-rigid, or flexible plastic panels. | HP-I |
| 4. Remove or repair damaged areas from rigid exterior composite panels. | HP-G |
| 5. Replace bonded rigid exterior composite body panels; straighten or align panel supports. | HP-G |

MECHANICAL AND ELECTRICAL COMPONENTS

For every task in Mechanical and Electrical Components, the following safety requirement must be strictly enforced:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations. Identify vehicle manufacturer's SRS types, locations and recommended procedures before inspecting or replacing components.

III. MECHANICAL AND ELECTRICAL COMPONENTS

A. Suspension and Steering

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| 1. Perform visual inspection and measuring checks to identify steering and suspension collision damage. | HP-G |
| 2. Identify one-time use fasteners. | HP-I |
| 3. Clean, inspect, and prepare reusable fasteners. | HP-I |
| 4. Remove, replace, inspect or adjust power steering pump, pulleys, belts, hoses, fittings and pump mounts. | HP-G |
| 5. Remove and replace power steering gear (non-rack and pinion type). | HP-G |
| 6. Inspect, remove, and replace power rack and pinion steering gear and related components. | HP-G |
| 7. Inspect and replace parallelogram steering linkage components. | HP-G |

8. Inspect, remove and replace upper and lower control arms and related components. HP-G
9. Inspect, remove and replace steering knuckle/spindle/hub assemblies (including bearings, races, seals, etc.). HP-G
10. Inspect, remove and replace front suspension system coil springs and spring insulators (silencers). HP-G
11. Inspect, remove, replace, and adjust suspension system torsion bars, and inspect mounts. HP-G
12. Inspect, remove and replace stabilizer bar bushings, brackets, and links. HP-G
13. Inspect, remove and replace MacPherson strut cartridge or assembly, upper bearing, and mount. HP-G
14. Inspect, remove, and replace rear suspension system transverse links, control arms, stabilizer bars, bushings, and mounts. HP-G
15. Inspect, remove, and replace suspension system leaf spring(s and related components. HP-G
16. Inspect axle assembly for damage and misalignment. HP-G
17. Inspect, remove and replace shock absorbers. HP-G
18. Diagnose, inspect, adjust, repair or replace active suspension systems and associated lines and fittings. HP-G
19. Measure vehicle ride height and wheel base; determine needed repairs. HP-I
20. Inspect, remove, replace, and align front and rear frame (cradles/sub). HP-G
21. Diagnose and inspect steering wheel, steering column, and components. HP-G
22. Verify proper operation of steering system. HP-G
23. Diagnose front and rear suspension system noises and body sway problems; determine needed repairs. HP-G
24. Diagnose vehicle wandering, pulling, hard steering, bump steer, memory steering, torque steering, and steering return problems; determine needed repairs. HP-G
25. Demonstrate an understanding of suspension and steering alignments (caster, camber, toe, SAI etc.). HP-G

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| 26. Diagnose tire wear patterns; determine needed repairs. | HP-I |
| 27. Inspect tires; identify direction of rotation and location; check tire size, tire pressure monitoring system (TPM) and adjust air pressure. | HP-I |
| 28. Diagnose wheel/tire vibration, shimmy, tire pull (lead), wheel hop problems; determine needed repairs. | HP-G |
| 29. Measure wheel, tire, axle, and hub runout; determine needed repairs. | HP-I |
| 30. Reinstall wheels and torque lug nuts. | HP-I |

III. MECHANICAL AND ELECTRICAL COMPONENTS

B. Electrical

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|---|------|
| 1. Check for available voltage, voltage drop and current, and resistance in electrical wiring circuits and components with a DMM (digital multimeter). | HP-I |
| 2. Repair electrical circuits, wiring, and connectors. | HP-I |
| 3. Inspect, test, and replace fusible links, circuit breakers, and fuses. | HP-I |
| 4. Perform battery state-of-charge test and slow/fast battery charge.. | HP-I |
| 5. Inspect, clean, repair or replace battery, battery cables, connectors and clamps. | HP-I |
| 6. Dispose of batteries and battery acid according to local, state, and federal requirements. | HP-G |
| 7. Identify programmable electrical/electronic components and check for malfunction indicator lamp (MIL); record data for reprogramming before disconnecting battery. | HP-I |
| 8. Inspect alignment, adjust, remove and replace alternator (generator), drive belts, pulleys, and fans. | HP-I |
| 9. Check operation and aim headlamp assemblies and fog/driving lamps; determine needed repairs. | HP-I |
| 10. Inspect, test, and repair or replace switches, relays, bulbs, sockets, connectors, and wires of interior and exterior light circuits. | HP-I |
| 11. Remove and replace horn(s); check operation. | HP-I |

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| 12. Check operation of wiper/washer systems; determine needed repairs. | HP-I |
| 13. Check operation of power side and tailgate window; determine needed repairs. | HP-I |
| 14. Inspect, remove and replace power seat, motors, linkages, cables, etc. | HP-G |
| 15. Inspect, remove and replace components of electric door and hatch/trunk lock. | HP-G |
| 16. Inspect, remove and replace components of keyless lock/unlock devices and alarm systems. | HP-G |
| 17. Inspect, remove and replace components of electrical sunroof and convertible/retractable hard top. | HP-G |
| 18. Check operation of electrically heated mirrors, windshields, back lights, panels, etc.; determine needed repairs. | HP-I |
| 19. Demonstrate the proper self-grounding procedures for handling electronic components. | HP-I |
| 20. Check for module communication errors using a scan tool. | HP-G |
| 21. Use wiring diagrams and diagnostic flow charts during diagnosis of electrical circuit problems. | HP-G |
| 22. Identify safe disabling techniques of high voltage systems on hybrid vehicles. | HP-G |
| 23. Identify potential safety and environmental concerns associated with hybrid vehicle systems. | HP-G |

III. MECHANICAL AND ELECTRICAL COMPONENTS

C. Brakes

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| 1. Inspect brake lines, hoses, and fittings for leaks, dents, kinks, rust, cracks or wear; tighten fittings and supports; replace brake lines (double flare and ISO types), hoses, fittings, seals, and supports. | HP-I |
| 2. Identify, handle, store, and install appropriate brake fluids; dispose of in accordance with federal, state, and local regulations. | HP-G |
| 3. Bleed (manual, pressure, or vacuum) hydraulic brake system. | HP-I |
| 4. Pressure test brake hydraulic system; determine needed repair. | HP-G |

5. Adjust brake shoes or pads; remove and reinstall brake drums or drum/hub assemblies and wheel bearings. HP-I
6. Remove, clean and inspect caliper and rotor assembly and mountings for wear and damage; reinstall. HP-I
7. Check parking brake system operation. HP-I
8. Identify the proper procedures for handling brake dust. HP-G
9. Check for bent or damaged brake system components. HP-G
10. Demonstrate an understanding of various types of advanced braking systems (ABS, hydraulic, electronic, traction and stability control). HP-G

III. MECHANICAL AND ELECTRICAL COMPONENTS

D. Heating and Air Conditioning

1. Identify and comply with environmental regulations relating to refrigerants and coolants. HP-G
2. Maintain and verify correct operation of certified refrigerant recovery and recharging equipment. HP-G
3. Locate and identify A/C system service ports. HP-I
4. Identify, recover, label and store refrigerant from A/C system. HP-G
5. Recycle refrigerant in accordance with EPA regulations. HP-G
6. Evacuate and recharge A/C system; check for leaks. HP-I
7. Select oil type and maintain correct amount in A/C system. HP-I
8. Inspect, adjust, and replace A/C compressor drive belts; check pulley alignment. HP-G
9. Remove and replace A/C compressor; inspect, repair or replace A/C compressor mount. HP-G
10. Inspect, repair or replace A/C system mufflers, hoses, lines, fittings, orifice tube, expansion valve, and seals. HP-G
11. Inspect, test, and replace A/C system condenser and mounts. HP-G
12. Inspect and replace receiver/drier or accumulator/drier. HP-G
13. Inspect and repair A/C component wiring. HP-G

14. Demonstrate an understanding of safe handling procedures associated with high voltage A/C compressors and wiring. HP-G

III. MECHANICAL AND ELECTRICAL COMPONENTS

E. Cooling Systems

1. Check engine cooling and heater system hoses and belts; determine needed repairs. HP-I
2. Inspect, test, remove, and replace radiator, pressure cap, coolant recovery system, and water pump. HP-G
3. Recover, refill, and bleed system with proper coolant and check level of protection; leak test system and dispose of materials in accordance with EPA regulations. HP-I
4. Remove, inspect and replace fan (both electrical and mechanical), fan sensors, fan pulley, fan clutch, and fan shroud; check operation. HP-G
5. Inspect, remove, and replace auxiliary oil/fluid coolers; check oil levels. HP-G
6. Demonstrate an understanding of hybrid cooling systems. HP-G

III. MECHANICAL AND ELECTRICAL COMPONENTS

F. Drive Train

1. Remove, replace, and adjust shift or clutch linkage as required. HP-G
2. Remove, replace, and adjust cables or linkages for throttle valve (TV), kickdown, and accelerator pedal. HP-G
3. Remove and replace electronic sensors, wires, and connectors. HP-G
4. Remove and replace powertrain assembly; inspect, replace, and align powertrain mounts. HP-G
5. Remove and replace drive axle assembly. HP-G
6. Inspect, remove and replace half shafts and axle constant velocity (CV) joints. HP-G
7. Inspect, remove and replace drive shafts and universal joints. HP-G
8. Demonstrate an understanding of safe handling procedures associated with high voltage powertrain components. HP-G

III. MECHANICAL AND ELECTRICAL COMPONENTS

G. Fuel, Intake and Exhaust Systems

1. Inspect, remove and replace exhaust pipes, mufflers, converters, resonators, tail pipes, and heat shields. HP-G
2. Inspect, remove and replace fuel tank, tank filter, cap, filler hose, pump/sending unit and inertia switch; inspect and replace fuel lines and hoses. HP-G
3. Inspect, remove and replace engine components of air intake systems. HP-G
4. Inspect, remove and replace canister, filter, vent, and purge lines of fuel vapor (EVAP) control systems. HP-G

III. MECHANICAL AND ELECTRICAL COMPONENTS

H. Restraint Systems

1. Inspect, remove, and replace seatbelt and shoulder harness assembly and components. HP-G
2. Inspect restraint system mounting areas for damage; repair as needed. HP-G
3. Verify proper operation of seatbelt. HP-I
4. Disable and enable Supplemental Restraint System (SRS). HP-G
5. Inspect, remove and replace Supplemental Restraint Systems (SRS) sensors and wiring; ensure sensor orientation. HP-G
6. Verify that Supplemental Restraint System (SRS) is operational. HP-I
7. Inspect, remove, replace and dispose of deployed and non-deployed airbag(s) and pretensioners. HP-G
8. Use Diagnostic Trouble Codes (DTC) to diagnose and repair the Supplemental Restraint System (SRS). HP-G
9. Demonstrate an understanding of advanced restraint systems. HP-G

PAINTING AND REFINISHING

For every task in Painting and Refinishing, the following safety requirement must be strictly enforced:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.

IV. PAINTING AND REFINISHING

A. Safety Precautions

1. Identify and take necessary precautions with hazardous operations and materials according to federal, state, and local regulations. HP-I
2. Identify safety and personal health hazards according to OSHA guidelines and the “Right to Know Law”. HP-I
3. Inspect spray environment and equipment to ensure compliance with federal, state and local regulations, and for safety and cleanliness hazards. HP-I
4. Select and use a NIOSH approved air purifying respirator. Inspect condition and ensure fit and operation. Perform proper maintenance in accordance with OSHA Regulation 1910.134 and applicable state and local regulation. HP-I
5. Select and use a NIOSH approved supplied air (Fresh Air Make-up) respirator system. Perform proper maintenance in accordance with OSHA Regulation 1910.134 and applicable state and local regulation HP-I
6. Select and use the proper personal safety equipment for surface preparation, spray gun and related equipment operation, paint mixing, matching and application, paint defects, and detailing (gloves, suits, hoods, eye and ear protection, etc.). HP-I

B. Surface Preparation

1. Inspect, remove, store, and replace exterior trim and components necessary for proper surface preparation. HP-I

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| 2. Soap and water wash entire vehicle; use appropriate cleaner to remove contaminants. | HP-I |
| 3. Inspect and identify type of finish, surface condition, and film thickness; develop and document a plan for refinishing using a total product system. | HP-G |
| 4. Strip paint to bare substrate (paint removal). | HP-I |
| 5. Dry or wet sand areas to be refinished. | HP-I |
| 6. Featheredge areas to be refinished. | HP-I |
| 7. Apply suitable metal treatment or primer in accordance with total product systems. | HP-I |
| 8. Mask and protect other areas that will not be refinished. | HP-I |
| 9. Mix primer, primer-surfacer or primer-sealer. | HP-I |
| 10. Identify a complimentary color or shade of undercoat to improve coverage. | HP-G |
| 11. Apply primer onto surface of repaired area. | HP-I |
| 12. Apply two-component finishing filler to minor surface imperfections. | HP-I |
| 13. Block sand area to which primer-surfacer has been applied. | HP-I |
| 14. Dry sand area to which finishing filler has been applied. | HP-I |
| 15. Remove dust from area to be refinished, including cracks or moldings of adjacent areas. | HP-I |
| 16. Clean area to be refinished using a final cleaning solution. | HP-I |
| 17. Remove, with a tack rag, any dust or lint particles from the area to be refinished. | HP-I |
| 18. Apply suitable sealer to the area being refinished. | HP-I |
| 19. Scuff sand to remove nibs or imperfections from a sealer. | HP-I |
| 20. Apply stone chip resistant coating. | HP-G |

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| 21. Restore caulking and seam sealers to repaired areas. | HP-G |
| 22. Prepare adjacent panels for blending. | HP-I |
| 23. Identify the types of rigid, semi-rigid or flexible plastic parts to be refinished; determine the materials needed, preparation, and refinishing procedures. | HP-I |
| 24. Identify metal parts to be refinished; determine the materials needed, preparation, and refinishing procedures. | HP-I |

C. Spray Gun and Related Equipment Operation

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| 1. Inspect, clean, and determine condition of spray guns and related equipment (air hoses, regulators, air lines, air source, and spray environment). | HP-I |
| 2. Select spray gun setup (fluid needle, nozzle, and cap) for product being applied. | HP-I |
| 3. Test and adjust spray gun using fluid, air and pattern control valves. | HP-I |
| 4. Demonstrate an understanding of the operation of pressure spray equipment. | HP-G |

IV. PAINTING AND REFINISHING

D. Paint Mixing, Matching, and Applying

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| 1. Identify color code by manufacturer's vehicle information label. | HP-I |
| 2. Shake, stir, reduce, catalyze/activate, and strain refinish materials. | HP-I |
| 3. Apply finish using appropriate spray techniques (gun arc, angle, distance, travel speed, and spray pattern overlap) for the finish being applied. | HP-I |
| 4. Apply selected product on test or let-down panel; check for color match. | HP-I |
| 5. Apply single stage topcoat. | HP-G |
| 6. Apply basecoat/clearcoat for panel blending and panel refinishing. | HP-I |
| 7. Apply basecoat/clearcoat for overall refinishing. | HP-G |
| 8. Remove nibs or imperfections from basecoat. | HP-I |
| 9. Refinish rigid or semi-rigid plastic parts. | HP-G |
| 10. Refinish flexible plastic parts. | HP-I |
| 11. Apply multi-stage coats for panel blending and overall refinishing. | HP-G |

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| 12. Identify and mix paint using a formula. | HP-I |
| 13. Identify poor hiding colors; determine necessary action. | HP-G |
| 14. Tint color using formula to achieve a blendable match. | HP-I |
| 15. Identify alternative color formula to achieve a blendable match. | HP-I |
| 16. Identify the materials equipment, and preparation differences between solvent and waterborne technologies. | HP-G |

IV. PAINTING AND REFINISHING

E. Paint Defects - Causes and Cures

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| 1. Identify blistering (raising of the paint surface, air entrapment); determine the cause(s) and correct the condition. | HP-G |
| 2. Identify a dry spray appearance in the paint surface; determine the cause(s) and correct the condition. | HP-I |
| 3. Identify the presence of fish-eyes (crater-like openings) in the finish; determine the cause(s) and correct the condition. | HP-I |
| 4. Identify lifting; determine the cause(s) and correct the condition. | HP-G |
| 5. Identify clouding (mottling and streaking in metallic finishes); determine the cause(s) and correct the condition. | HP-I |
| 6. Identify orange peel; determine the cause(s) and correct the condition. | HP-I |
| 7. Identify overspray; determine the cause(s) and correct the condition. | HP-I |
| 8. Identify solvent popping in freshly painted surface; determine the cause(s) and correct the condition. | HP-G |
| 9. Identify sags and runs in paint surface; determine the cause(s) and correct the condition. | HP-I |
| 10. Identify sanding marks or sandscratch swelling; determine the cause(s) and correct the condition. | HP-I |
| 11. Identify contour mapping/edge mapping while finish is drying; determine the cause(s) and correct the condition. | HP-G |
| 12. Identify color difference (off-shade); determine the cause(s) and correct the condition. | HP-G |
| 13. Identify tape tracking; determine the cause(s) and correct the condition. | HP-G |

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| 14. Identify low gloss condition; determine the cause(s) and correct the condition. | HP-G |
| 15. Identify poor adhesion; determine the cause(s) and correct the condition. | HP-G |
| 16. Identify paint cracking (shrinking, splitting, crowsfeet or line-checking, micro-checking, etc.); determine the cause(s) and correct the condition. | HP-G |
| 17. Identify corrosion; determine the cause(s) and correct the condition. | HP-G |
| 18. Identify dirt or dust in the paint surface; determine the cause(s) and correct the condition. | HP-I |
| 19. Identify water spotting; determine the cause(s) and correct the condition. | HP-G |
| 20. Identify finish damage caused by bird droppings, tree sap, and other natural causes; correct the condition. | HP-G |
| 21. Identify finish damage caused by airborne contaminants (acids, soot, rail dust, and other industrial-related causes); correct the condition. | HP-G |
| 22. Identify die-back conditions (dulling of the paint film showing haziness); determine the cause(s) and correct the condition. | HP-G |
| 23. Identify chalking (oxidation); determine the cause(s) and correct the condition. | HP-G |
| 24. Identify bleed-through (staining); determine the cause(s) and correct the condition. | HP-G |
| 25. Identify pin-holing; determine the cause(s) and correct the condition. | HP-G |
| 26. Identify buffing-related imperfections (swirl marks, wheel burns); correct the condition. | HP-I |
| 27. Identify pigment flotation (color change through film build); determine the cause(s) and correct the condition. | HP-G |

IV. PAINTING AND REFINISHING

F. Final Detail

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| 1. Apply decals, transfers, tapes, woodgrains, pinstripes (painted and taped), etc. | HP-G |
| 2. Sand, buff and polish fresh or existing finish to remove defects as required. | HP-I |
| 3. Clean interior, exterior, and glass. | HP-I |
| 4. Clean body openings (door jambs and edges, etc.). | HP-I |
| 5. Remove overspray. | HP-I |

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| 6. Perform vehicle clean-up; complete quality control using a checklist. | HP-I |
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DAMAGE ANALYSIS, ESTIMATING AND CUSTOMER SERVICE TASK LIST

For every task in Damage Analysis, Estimating and Customer Service, the following safety requirement must be strictly enforced:

Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.

	Priority Level
A. Damage Analysis	
1. Position the vehicle for inspection.	HP-G
2. Prepare vehicle for inspection by providing access to damaged areas.	HP-G
3. Analyze damage to determine appropriate methods for overall repairs.	HP-I
4. Determine the direction, point(s) of impact, and extent of direct, indirect, and inertia damage.	HP-G
5. Gather details of the incident/accident necessary to determine the full extent of vehicle damage.	HP-G
6. Identify and record pre-existing damage.	HP-I
7. Identify and record prior repairs.	HP-G
8. Perform visual inspection of structural components and members.	HP-G
9. Identify structural damage using measuring tools and equipment.	HP-I
10. Perform visual inspection of non-structural components and members.	HP-I
11. Determine parts, components, material type(s) and procedures necessary for a proper repair.	HP-I
12. Identify type and condition of finish; determine if refinishing is required.	HP-I
13. Identify suspension, electrical, and mechanical component physical damage.	HP-G
14. Identify safety systems physical damage.	HP-G
15. Identify interior component damage.	HP-I

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| 16. Identify damage to add-on accessories and modifications. | HP-G |
| 17. Identify single (one time) use components. | HP-G |

B. Estimating

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| 1. Determine and record customer/vehicle owner information. | HP-I |
| 2. Identify and record vehicle identification number (VIN) information, including nation of origin, make, model, restraint system, body type, production date, engine type, and assembly plant. | HP-I |
| 3. Identify and record vehicle options, including trim level, paint code, transmission, accessories, and modifications. | HP-I |
| 4. Identify safety systems; determine replacement items. | HP-G |
| 5. Apply appropriate estimating and parts nomenclature (terminology). | HP-I |
| 6. Determine and apply appropriate estimating sequence. | HP-I |
| 7. Utilize estimating guide procedure pages. | HP-I |
| 8. Apply estimating guide footnotes and headnotes as needed. | HP-I |
| 9. Estimate labor value for operations requiring judgment. | HP-G |
| 10. Select appropriate labor value for each operation (structural, non-structural, mechanical, and refinish). | HP-I |
| 11. Select and price OEM parts; verify availability, compatibility, and condition. | HP-G |
| 12. Select and price alternative/optional OEM parts; verify availability, compatibility and condition. | HP-G |
| 13. Select and price aftermarket parts; verify availability, compatibility, and condition. | HP-G |
| 14. Select and price recyclable/used parts; verify availability, compatibility and condition. | HP-G |
| 15. Select and price remanufactured, rebuilt, and reconditioned parts; verify availability, compatibility and condition. | HP-G |
| 16. Determine price and source of necessary sublet operations. | HP-G |
| 17. Determine labor value, prices, charges, allowances, or fees for non-included operations and miscellaneous items. | HP-G |

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| 18. Recognize and apply overlap deductions, included operations, and additions. | HP-I |
| 19. Determine additional material and charges. | HP-G |
| 20. Determine refinishing material and charges. | HP-I |
| 21. Apply math skills to establish charges and totals. | HP-I |
| 22. Interpret computer-assisted and manually written estimates; verify the information is current. | HP-I |
| 23. Identify procedural differences between computer-assisted systems and manually written estimates. | HP-G |
| 24. Identify procedures to restore corrosion protection; establish labor values, and material charges. | HP-G |
| 25. Determine the cost effectiveness of the repair and determine the approximate vehicle retail, and repair value. | HP-G |
| 26. Recognize the differences in estimation procedures when using different information provider systems. | HP-G |
| 27. Verify accuracy of estimate compared to the actual repair and replacement operations. | HP-G |

C. Vehicle Construction and Parts Identification

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| 1. Identify type of vehicle construction (space frame, unibody, body-over-frame). | HP-G |
| 2. Recognize the different damage characteristics of space frame, unibody, and body-over-frame vehicles. | HP-G |
| 3. Identify impact energy absorbing components. | HP-G |
| 4. Identify steel types; determine repairability. | HP-G |
| 5. Identify aluminum/magnesium components; determine repairability. | HP-G |
| 6. Identify plastic/composite components; determine repairability. | HP-G |
| 7. Identify vehicle glass components and repair/replacement procedures. | HP-G |
| 8. Identify add-on accessories. | HP-G |

D. Customer Relations and Sales Skills

1. Acknowledge and/or greet customer/client. HP-I
2. Listen to customer/client; collect information and identify customers/client's concerns, needs and expectations. HP-I
3. Establish cooperative attitude with customer/client. HP-I
4. Identify yourself to customer/client; offer assistance. HP-I
5. Deal with angry customer/client HP-I
6. Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process. HP-G
7. Recognize basic claims handling procedures; explain to customer/client. HP-G
8. Project positive attitude and professional appearance. HP-I
9. Provide and review warranty information. HP-I
10. Provide and review technical and consumer protection information. HP-G
11. Estimate and explain duration of out-of-service time. HP-G
12. Apply negotiation skills to obtain a mutual agreement. HP-G
13. Interpret and explain manual or computer-assisted estimate to customer/client. HP-I

Task List Priority Item Totals (by area)

I. Structural Analysis and Damage Repair

HP-I = 30 (includes 17 welding) 95% = 29 tasks
HP-G = 32 (includes 2 welding) 90% = 29tasks

II. Non-Structural Analysis and Damage Repair (Body Components)

HP-I = 45 (includes 17 welding) 95% = 43 tasks
HP-G = 21 (includes 2 welding) 90% = 19 tasks

III. Mechanical and Electrical Components

HP-I = 34 95% = 32 tasks
HP-G = 71 90% = 64 tasks

IV. Painting and Refinishing

HP-I = 53 95% = 50 tasks
HP-G = 30 90% = 27 tasks

V. Damage Analysis, Estimating, Customer Service (DAECS)

HP-I = 27 95% = 26 tasks
HP-G = 38 90% = 27 tasks

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TOOLS AND EQUIPMENT

Local employer needs and the availability of funds are key factors for determining each program's structure and operation. The NATEF Standards recognize that not all programs have the same needs, nor do all programs teach 100 % of the NATEF tasks. Therefore, the basic philosophy for the tools and equipment requirement is as follows: *for all tasks which are taught in the program, the training should be as thorough as possible with the tools and equipment necessary for those tasks.* In other words, if a program does not teach a particular task, the tool from the tool list associated with that task is not required (unless of course it is required for a task that is taught in another area).

The NATEF tool lists are organized into three basic categories: *Hand Tools, General Lab/Shop Equipment, and Specialty Tools and Equipment.* The specialty tools section is further separated into the four NATEF task categories. When referring to the tools and equipment list, please note the following:

- A. The organization of the tool list is not intended to dictate how a program organizes its tool crib or student tool sets (i.e., which tools should be in a student set, if utilized, and which should be in the tool crib or shop area).
- B. Quantities for each tool or piece of equipment are determined by the program needs; however, sufficient quantities to provide quality instruction should be on hand.
- C. For *Specialty Tools and Equipment*, the program need only have those tools for the areas being accredited.
- D. Programs may meet the equipment requirements by borrowing special equipment or providing for off-site instruction (e.g., in a dealership or independent repair shop). Use of borrowed or off-site equipment *must* be appropriately documented.
- E. No specific brand names for tools and equipment are specified or required.
- F. Although the NATEF Standards recommend that programs encourage their students to begin to build their own individual tools sets prior to entry into the industry, there is no requirement to do so. NOTE: Industry surveys indicate that most (90%) employers require that a candidate for employment provide his/her own basic hand tool set in order to be hired as an entry-level technician.

GENERAL LAB/SHOP EQUIPMENT

The tools and equipment on this list are used in general lab/shop work but are not generally considered to be individually owned hand tools. A well-equipped, accredited program should have all of these general tools and equipment readily available, in proper working order, and in sufficient quantity and capacity to provide quality instruction.

GENERAL SHOP EQUIPMENT

- Air Blow Guns - OSHA Standard
- Air System - Air Compressor
- Air Hoses - with quick release couplings
 - Air Lines
 - Regulator
 - Water Extractors
- Air Transformer/Regulators
- Coolant Drain Pan
- Corrosion Protection Application Equipment
- Creepers
- Exhaust Fans
- Grounded Extension Cords
- Heat Lamp
- Infrared Contact Thermometer
- Jack Stands
- Oil Drain/Storage Pan
- Overhead Ventilation - for welding area
- Powered Vehicle Mover (recommended)
- Pressure Washer (optional)
- Service Jacks
- Shop Brooms
 - Dust Pans
 - Floor Squeegee
 - Floor Mop and Bucket
- Step Ladder
- Storage Cabinets
- Trash Cans in accordance with local, state, and federal regulations
- Trouble/Work Lights – non-incandescent
- Vacuum Cleaner
- Work Benches – steel top with vice
- Work Stands - portable
- Wheel Caster System (Wheel Dollies)

SPECIAL SAFETY ITEMS

(All equipment must meet or exceed federal, state, and local regulations.)

Bloodborn Pathogen Kit

*Ear Protection - for students, instructors, and visitors

Eye Wash Basin

Eye Wash Station, portable (saline)

Fire Extinguishers - by type as required

First Aid Kit (per written first aid policy)

Flammable Material Storage Locker - meeting fire and building codes

Hazardous Spill Response Kit

Lineman Gloves (for use with hybrid vehicles)

OSHA "Right to Know" Compliance Kit

Protective Gloves and Clothing - for handling paint and related chemicals

Respiratory Protection Equipment – as required by OSHA

Safety Cans - for solvents, rags, etc.

*Safety Glasses, Clear and Tinted Face Shields, and Goggles - for students, instructors, and visitors

*Safety Shoes - as required

Safety Shower - as required

Vacuum System - for air sanders - dust extraction vacuum – stand alone or central system (recommended)

*** = Individual Student Items**

HAND TOOLS

**(Contained in individual sets or the tool crib
in sufficient quantities to permit efficient instruction)**

COMMON HAND TOOLS

Adjustable Wrenches - 6" and 12"

Allen Wrench Set - Standard (.050" - 3/8")

Allen Wrench Set - Metric (2mm - 7mm)

Chisel Set

Combination Wrenches:

Standard (1/4" - 1") (optional)

Metric (7mm - 19mm)

Crowfoot Wrench Set - Metric (optional)

Crowfoot Wrench Set - Standard (optional)

Drill Motors - 3/8" and 1/2" variable speed, reversible

Flare Nut (tubing) Wrenches:

Standard 3/8" - 3/4" (optional)

Metric 10mm - 17mm

Flashlight and batteries

Hack Saw and blades

Hammers:

- 16 oz. Ball Peen

- Brass

- Dead Blow Mallet

- Plastic Tip

- Sledge

- Soft Faced

- Rubber Mallet

Ignition Wrench Set – Standard (optional) and Metric

Impact Wrenches - 3/8" and 1/2"

Inspection Mirror

Pickup Tool - magnetic and claw type

Pliers:

- Combination

- Hose Clamp

- Locking Jaw

- Needle Nose

- Side Cutting

- Slip Joint (Water Pump)

- Snap Ring Plier Set - internal and external

Punch Set

Screwdriver - Blade Type:

- Stubby

- 6", 9", 12"

- Offset

Screwdrivers - Phillips:

- Stubby #1, #2

- 6" #1, #2

- 12" #3

- Offset #2

Screwdrivers - Posidrive Set #1, #2, #3, #4

Torx® Set:

- T-8, T-10, T-15, T-20, T-25,

- T-27, T-30, T-40, T-50, T-55

Torx® External Set:

- E-4, E-5, E-6, E-8,

- E-10, E-12, E-14, E16

Torx® Tamper Proof Set:

- T8, T10, T15, T20, T27,

- T30, T40, T45, T50, T55

Screw Extractor Set

Screw Starter:

- Phillips

- Standard

Socket Set - 1/4" Drive:

- 1/4" - 1/2" Standard Depth (optional)

- 1/4" - 1/2" Deep

- 6mm - 12mm Standard Depth (optional)

- 6mm - 12mm Deep

Flex/Universal Type - Metric (standard optional)

Universal Joint

3", 6" Extensions

Ratchet

Socket Set - 3/8" Drive:

5/16" - 3/4" Standard Depth (6 point) (optional)

3/8" - 3/4" Deep (6 point) (optional)

9mm - 19mm Standard Depth (optional)

9mm - 19mm Deep

3", 6", 12", 18" Extensions

Flexhead Ratchet

Impact Sockets - 3/8" - 3/4" Standard (optional)

Impact Sockets - 10mm - 19mm

Impact Driver

Ratchet

Universal Joint

Socket Set - 1/2" Drive:

7/16" - 1 1/8" Standard Depth (optional)

7/16" - 1 1/8" Deep (optional)

10mm - 25mm Standard Depth (optional)

10mm - 25mm Deep

5", 10" Extensions

Flex Handle (Breaker Bar)

Impact Sockets Standard 7/16" - 1 1/8" (optional)

Impact Sockets 12mm - 32mm

Impact Driver

Ratchet

Torque Wrenches (Sound/Click)Type:

3/8" Drive in. lb. (30 - 250)

3/8" Drive ft. lb. (5 - 75)

1/2" Drive ft. lb. (50 - 250)

MISCELLANEOUS TOOLS

Caulking Gun
C-clamps - assorted
Drill with applicable bits for spot weld removal (carbide)
Files - for steel and aluminum
Gear Puller Set - heavy duty with attachments
Heat Gun
Hole Saw Set - 1/2" to 2"
Lug Wrench
Oil Can (Pump Type)
Panel Splitter (hand held blades/accessories)
Pry Bar Set
Putty Knife
Rivet Guns - heavy duty blind and large for 3/16" and 1/4"
Sanding Tools - assorted
Scrapers
Scratch Awl
Tap and Die Sets - Metric (standard optional)
Tape Measure – Standard and Metric
Tin Snips
Tire Pressure Gauge
Tire Inflator
Twist Drill Sets:
 Standard - 1/64" - 1/4" by 1/16" and Metric Equivalent
 Standard - 1/4" - 1/2" by 1/16" and Metric Equivalent
 Wire Brushes - hand and powered
Special Removing and Releasing Tools:
 Door handle removing tool
 Door hinge spring and pin remover
 Miscellaneous interior and exterior trim removing tools
 Moulding removal tools
 Spring lock line removal tool set (A/C, fuel line, etc.)
 Stationary glass removal tools
 Windshield wiper removing tool

BODY WORKING TOOLS

Assorted files - for metal and plastic finishing, including:
 Body Files
 Hand Sanding Pads
 Metal Files
 Mixing Board
 Sanding Blocks (short and long)
 Sanding Boards (short and long)
Body Hammers:
 Cross Chisel
 Door Skin Hammer
 General Purpose Pick
 Large Face Finishing

Long Pick
Short Utility Pick
Shrinking

Dollies:

Bumping File
Dinging Spoon
Door skin Dolly
Fender Dolly
Inside Heavy Duty Spoon
Inside High Crown
Inside Medium Crown
Spoon Dolly (“Dolly on a stick”)
Toe Dolly
Universal Dolly

Filler Spreaders and Applicators - assorted types and sizes

Picks - assorted

SPECIALTY TOOLS AND EQUIPMENT

This section covers the tools and equipment a lab/shop should have for training in any given specialty area. This equipment is specialized and it must be available in the lab/shop or to the program. No specific type or brand names are identified because they will vary in each local situation.

STRUCTURAL ANALYSIS AND DAMAGE REPAIR

Everything listed under Non-Structural Analysis and Damage Repair (Body Components) plus:

Frame/Unibody Straightening Equipment -

 Bench/rack or floor-mounted system with multiple pull capacity
Body over frame and unibody anchoring systems

Three-dimensional Measuring System with the capability to measure the total vehicle.

Tram Gauges

NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (BODY COMPONENTS)

Abrasive Cut-off Tool and Discs

Anchoring System (recommended)

Heat Shrinking Tool

Car Lift (capable of totally lifting the vehicle) (recommended)

MIG Welders and accessories (flow meter, cart, gas cylinder, nozzle cleaner)

Plasma Cutting Torch (recommended)

Portable Hydraulic Ram - with attachments

Plastic and Adhesives Tools-

 Plastic Welder

 Die Grinding Tool Set

 Disc Grinder - 3"

 Structural Adhesives Guns (dispenser) - two-component

Portable Power Tools -

 Abrasive Blaster and appropriate personal safety equipment (recommended)

 Eraser Wheel

 Grinders

 Heat Monitoring Crayons

 Hole Punch

 Metal Shears (optional)

 Mini Belt Sander for Removal of Plug Welds

 Nibbler (optional)

 Power Reciprocating Saw and Blades

 Sanders

 Spot Weld Removal Tool

Pulling and Holding Equipment Set - to include:
Body Clamps (recommended)
Cable or Chain Ratchet (recommended)
Carbide Bits
Panel Splitter
Safety Chains/Cables
Sill Clamps (recommended)
Slide Hammer - complete with attachments
Stationary Power Tools -
Bench Grinder
Drill Press (recommended)
Welding Safety Equipment - to include:
Aprons
Face Shields
Gloves
Goggles
Helmets
Jackets
Respirators
Safety Glasses
Skull Cap
Welding Blanket
And all appropriate safety equipment
Squeeze-type Resistant Spot Welder (STRSW) (recommended)
Weld-on Pulling Tool and Attachments

MECHANICAL AND ELECTRICAL COMPONENTS

A/C Recycle/Recovery Machine
Battery Charger - with boost capability
Battery Post Cleaner
Battery Terminal Pliers
Battery Terminal Puller
Brake Bleeder - vacuum assisted
Brake Spoon
Chassis Lubricator
Connector Pick Tool Set
Cooling System Pressure Tester
DMM (Digital Multimeter)
Feeler Gauge (Blade Type):
.002" - .040"
.006mm - .070mm
Flexible Dial Indicator Gauge
Jumper Wire Set (with various adapters)
Laptop with applicable Diagnostic Software & Tools
Oil Filter Wrenches
Plugs and Caps for Hydraulic, Fluid and A/C Lines
Portable Battery Jump Box
Pressure Bleeder/Scan Box for bleeding antilock braking system
Scan Tool with OBDII capabilities

Soldering Gun/Iron

Vac and Fill Equipment to Extract Fluids (oil, transmission, etc.)

Wheel Alignment System (4-wheel) (optional)

Wire and Terminal Repair Kit

PAINTING AND REFINISHING

Air Amplifier/Venturi Style Blower used to dry waterborne paint (optional)

Air Cap Test Gauge (optional)

Power Sanders

Color-matching Light System

Electronic Dry Film Thickness Gauge with a + or - of 1/10th of a mil thickness capabilities

Enclosed Paint Spray Booth to comply with local, state and federal regulation (downdraft booth recommended)

Hand Sanding Pads

Masking Equipment -

Car Covers

Paper and Tape Dispenser

Wheel Covers

Paint Mixing Bank with Measuring Equipment

Paint Mixing Room (separate explosion-proof room per NFPA regulations)

Paint Shaker

Paint Storage Room/Locker in accordance with local, state, and federal regulations

Personal Safety Equipment (painting gloves, suits, hoods, respirators, etc.)

Portable Paint Curing Equipment (infrared)

Positive Pressure Air Respirator

Prep Station - (recommended) in accordance with local, state, and federal regulations

Sanding Blocks (short and long)

Spray Guns -

HVLP (high volume low pressure) or compliant

Spray gun cleaning equipment in accordance with local, state, and federal regulations

UV Curing Light (optional)

Variable Speed Buffer/Polisher

Waste disposal/recycle program in accordance with local, state, and federal regulation

DEFINITIONS – TECHNICAL TERMS

ACTIVE SUSPENSION SYSTEM – A continuously controlled self-adjusting suspension system.

ADJUST – To bring components or equipment to specified operational settings.

AIR PURIFYING RESPIRATOR – Uses a filter, cartridge, or canister to remove specific air contaminants by passing ambient air through the purifying element.

ALIGN (REALIGN) – To adjust components to a line or predetermined relative position.

ANALYZE – To examine the relationship of components of an operation.

ANCHOR – To hold in place.

APPLY – To put on, attach, or affix chemicals, components or parts by spraying, brushing, spreading or using hardware.

BLEED – To remove air from a closed system.

BUFF – To remove fine scratches, usually from a painted surface, using a fine abrasive such as compounds and polishes.

CHECK – (SEE VERIFY).

CLEAN – To rid component of extraneous matter for the purpose of reconditioning, repairing, measuring, or reassembling.

COLD SHRINK – To restore contour, shape, and dimensions to stretched sheet metal areas utilizing appropriate hammer and dolly techniques.

CONDITION – To prepare for future action.

DENIB – To remove dust/dirt particles in a painted surface.

DETERMINE – To establish the type and extent of damage to a component or the procedure to be used to affect the necessary repair.

DEVELOP (PLAN) – To identify, arrange or organize the steps or procedural components into a logical sequence of actions.

DIAGNOSE – To locate the root cause or nature of a problem by using a specified procedure.

EVACUATE – To remove air, fluid or vapor from a closed system by use of a vacuum pump.

FEATHEREDGE – To taper and smooth the edges of a damaged area using abrasives.

FILL (REFILL) – To bring fluid level to specified point or volume.

FLUSH – To use a fluid to clean an internal system.

GRIND – To remove material using a motor-driven abrasive wheel, disk or pad.

HEAT SHRINK – To restore contour, shape and dimensions to stretched sheet metal areas by applying heat and utilizing appropriate hammer and dolly techniques.

IDENTIFY – To establish the identity of a vehicle or component prior to service; to determine the nature or degree of a problem.

INSPECT (CHECK) – To verify condition by performing an operational or comparative examination.

INSTALL (REINSTALL) – To secure or attach a component in its proper position in a system.

LEAK TEST – To check for and/or locate leaks in a component or system.

LOCATE – To find by using tools, measuring instruments, equipment or the senses.

MASK – To protect a component or area from incidental damage from the application of refinishing materials.

MEASURE – To compare existing dimensions to specified dimensions by the use of calibrated instruments and gauges.

MIX – To combine or blend into one mass or mixture.

PERFORM – To accomplish a procedure in accordance with established methods and standards.

PLAN – (see DEVELOP)

PROTECT – To take actions to prevent damage to areas of the vehicles adjacent to the repair area.

REALIGN – (see ALIGN)

REDUCE – To lower the viscosity of a refinishing material.

REFILL – (see FILL)

REFINISH – To apply cleaners, paint, and other finishing materials to the repair areas.

REINSTALL – (see INSTALL)

REMOVE – To disconnect and separate a component from a system.

REPAIR (RESTORE) – To return damaged areas to acceptable size, dimensions, shape, performance characteristics and condition.

REPLACE – To exchange a damaged component with a new or used component.

RESTORE – (SEE REPAIR)

ROUGH SAND – To remove body filler, primer/substrate, or finish materials using coarse abrasives.

SAND – To abrade or level the surface.

SCUFF – To abrade or degloss a surface for the purpose of adhesion.

SELECT – To choose the correct part, tool, equipment or setting during an assembly, adjustment or procedure.

SETUP – To select and assemble components, assemblies or parts in order or combination to produce desired results.

STORE – To organize and put away parts, hardware, and components for future retrieval and use.

STRAIGHTEN – To remove bends, creases, and other damage while returning a component to acceptable size, shape, and condition.

STRUCTURAL COMPONENTS – Any part of a vehicle's structure that bears loads, provides strength, and when removed or altered would compromise the integrity of the vehicle.

SUBSTRATE – A painted, primed or bare surface.

TINT – To adjust the color or hiding ability of refinishing materials.

VERIFY (CHECK) – To confirm a condition, adjustment or setting.

WASH – To clean by spraying, dipping, rinsing, rubbing or scrubbing.

WELD – To join metal or plastic pieces together by using a thermal process, often adding filler material to the joint.

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APPLIED ACADEMICS AND WORKPLACE SKILLS

The following Applied Academic Skills general statements were developed in cooperation with the Vocational-Technical Education Consortium of States (V-TECS). The process involved using the NATEF task list and the Basic/Essential Skills Taxonomy developed at Arizona State University by Dr. Lester Snyder.

Committee meetings were held in Ft. Lauderdale, Florida and Pittsburgh, Pennsylvania. At each of the meetings, ASE Certified Collision Repair & Refinish technicians were used as experts in the automotive service industry. V-TECS used experts in three academic areas (language arts, mathematics, and science) to help the committees understand the specific definitions of the concepts used in the taxonomy.

The committees were asked to identify the academic skills required to perform each task listed in the collision repair & refinish areas. Their responses were recorded using the Basic/Essential Skills Taxonomy codes and were put into a database. After all the meetings were completed, a composite or unduplicated list of the codes was generated for language arts, mathematics, and science. Specific statements related to the use of the academic skill in the automotive industry were then written. A matrix was built to show the relationship between the composite list and each of the collision repair & refinish areas. The general statements included in this manual were developed from the specific statements. Several crosschecks and reviews were conducted to ensure the accuracy of the statement and the relationship to the NATEF task list.

The Workplace Skills List was generated by having the committees identify the workplace skills from the V-TECS/ILLINOIS WORKPLACE SKILLS LIST that are important for employment as a collision repair & refinish technician.

*** The Applied Academics and Workplace Skills for Collision Repair & Refinish Technicians can be obtained on the NATEF website at www.natef.org. This manual includes the unduplicated list of applied academic skills in all areas, complete with statements of their use by collision repair & refinish technicians; the matrix; the definitions of the Basic/Essential Skills codes; the general statements; the Workplace Skills List; and the NATEF Task List.*

The information in the book will provide a common vocabulary for instructors and administrators to use in achieving academic and vocational skill standards. This information can be used by programs to document the academic skills taught in collision repair & refinish technical classes. The examples for teaching an academic concept in an applied context will also be useful for schools when planning, designing, or writing curricula. **

Language Arts & Communications

NARRATIVE FOR LANGUAGE ARTS RELATED ACADEMIC SKILLS

for all

NATEF Collision Repair and Refinish Technician Task Lists

The collision repair and refinish technician must be proficient in the following Language Arts and Communications Related Academic Skills that are embedded in the occupation. Using these skills the technician must be able to:

- A. Request, collect, comprehend, evaluate, and apply oral and written information gathered from customers, associates, and supervisors regarding problem symptoms and potential solutions to problems.
- B. Identify the purpose for all written and oral communication and then choose the most effective strategies for listening, reading, speaking, and writing to facilitate the communication process.
- C. Adapt a reading strategy for all written materials, e.g. customer's notes, service manuals, shop manuals, technical bulletins, etc., relevant to problem identification, diagnosis, solution, and repair.
- D. Attend to verbal and nonverbal cues in discussions with customers, supervisors, and associates to verify, identify, and solve problems.
- E. Use study habits and techniques, i.e. previewing, scanning, skimming, taking notes, etc., when reviewing publications (shop manuals, references, databases, operator's manuals, and text resources) for problem solving, diagnosis, and repair.
- F. Use prior knowledge learned from solving similar problems to diagnose and repair specific problems.
- G. Write clear, concise, complete, and grammatically accurate sentences and paragraphs.
- H. Write warranty reports and work orders to include information regarding problem resolution and the results of the work performed for the customer or manufacturer.
- I. Comprehend and apply industry definitions and specifications to diagnose and solve problems in all systems and components of the automobile and light truck.
- J. Follow all oral/written directions that relate to the task or system under study.
- K. Comprehend and use problem-solving techniques and decision trees that are contained in service manuals and databases to determine cause-and-effect relationships.
- L. Scan service manuals and databases to locate specific information for problem-solving purposes.
- M. Use the service manual to identify the manufacturer's specifications for system parameters, operations, and potential malfunctions.

N. Interpret charts, tables, or graphs to determine the manufacturer's specifications for systems operation to identify out-of-tolerance systems and subsystems.

A. Supply clarifying information to customers, associates, parts suppliers, and supervisors.

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Mathematics

NARRATIVE FOR MATHEMATICS RELATED ACADEMIC SKILLS for all NATEF Collision Repair and Refinish Technician Task Lists

The collision repair and refinish technician must be proficient in the following Mathematics-Related Academic Skills that are embedded in the occupation. Given these skills the technician must be able to:

- A. Determine the proper sequence of arithmetic operations that are needed to arrive at a solution that can be compared to other specifications when comparing system measurements or tolerances to the manufacturer's specifications.
- B. Add two or more whole numbers, fractions, or decimals to determine component conformance of multiple measurements with the manufacturer's specifications.
- C. Subtract whole numbers, fractions, or decimals to arrive at a difference for comparison with the manufacturer's specifications.
- D. Multiply whole numbers, fractions, or decimals to arrive at a solution for comparison with the manufacturer's specifications.
- E. Divide decimals to determine measurement conformance with the manufacturer's specifications.
- F. Convert variables presented orally to a mathematical form that allows for an algebraic solution.
- G. Estimate the results of basic arithmetic operations, and accurately round up or down depending on the appropriate rule for the situation.
- H. Analyze and solve problems requiring the use of fractions, decimals, ratios, or percentages by a direct or indirect variation of the numerical elements of the problem.
- I. Determine the irrelevant and/or missing data needed to solve a problem.
- J. Determine and interpret place value (tenths, hundredths, thousandths) when conducting precision measurements.
- K. Use Centigrade or Fahrenheit measurement scales to determine the existing temperature of substances such as a coolant, lubricant, compound, or finish material.
- L. Use English and metric volume measurement techniques to determine the volume of a system, component, or cylinder.

- M. Use conventional symbols (E for voltage, etc.) to solve circuit parameter calculations using formulas such as Ohm's Law, $E=IR$.
- N. Understand that if the described problem has certain conditions (symptoms), then a limited number of solutions to the problem apply.
- O. Understand the relationship between the frequency of the occurrence of a problem (symptom) and the probability of accurately predicting the problem.
- P. Calculate the average (mean) of several measurements to determine the variance from the manufacturer's specifications.
- Q. Use English and metric angle and distance measurements and techniques to determine parallel lines, perpendicular lines, and angle variances from the manufacturer's specifications.
- R. Solve problems that involve determining the relative proportion of the desired versus undesired ingredients or elements of a mixture, and determine if that proportion is within the manufacturer's specifications.
- S. Comprehend and use standards defined by each manufacturer for the component or system being analyzed and repaired.
- T. Convert test readings that are in decimal or fraction form to a ratio or percent for comparison with the manufacturer's specifications for the sub-system under review.
- U. Know when to use an estimated performance value versus an exact value, basing the decision on the system being analyzed or repaired.
- V. Visually perceive the geometric relationship of systems and sub-systems that require alignment.
- W. Construct or interpret a chart, table, graph, or symbol that depicts a range of performance characteristics that can be used for comparing various system operational conditions.
- X. Use measurement devices to determine the parallelism or perpendicularity of chassis, suspension, and other vehicle components requiring geometric alignment.
- Y. Use formulas to indirectly confirm that systems are outside of the manufacturer's specifications.
- Z. Verify that the relationship between parallel lines and angles concurs with the manufacturer's specifications when diagnosing a system's malfunction.

- AA. Formulate an angle visually and verify conformance to the manufacturer's specified angle.
- BB. Measure timed or sequenced parameters to determine conformance with the manufacturer's specifications.
- CC. Use English and metric scales to determine the conformance of components to the manufacturer's specified weight.
- DD. Determine the degree of conformance to the manufacturer's specifications for length, volume, and other appropriate measurements in the English and/or metric system.
- EE. Distinguish the congruence of the measured tolerances with those specified by the manufacturer.
- FF. Measure and/or test with tools designed for English or metric measurements, then convert the result to the manufacturer's system used for specifying the correct measurement or tolerance.
- GG. Compute mentally whether the observed measurement is out-of-tolerance when comparing the observed measurement to the manufacturer's specifications.
- HH. Solve problems that involve determining whether the proportion of the existing volume or mixture compares to the manufacturer's specifications and is within the recommended tolerance.
- II. Distinguish whether a measurement or tolerance is equal or not equal to the manufacturer's specifications.

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Science

NARRATIVE FOR SCIENCE RELATED ACADEMIC SKILLS for all NATEF Collision Repair and Refinish Technician Task Lists

The collision repair and refinish technician must be proficient in the following Science-Related Academic Skills that are imbedded in the occupation. Using these skills the technician must be able to:

- A. Analyze and evaluate waste products from the repair task and dispose of the parts, residue, or trash according to applicable federal, state, and local rules and regulations.
- B. Follow all safety regulations and procedures while performing any task.
- C. Use the information provided in service manuals, charts, tables, graphs, or databases to determine the manufacturer's specifications for system(s) operation(s) and the appropriate repair/replacement part and/or procedure.
- D. Develop a hypothesis regarding the cause of the problem and test the hypothesis to determine the solution to the problem.
 - 1. identify the problem
 - 2. gather information
 - 3. develop hypothesis
 - 4. take action
 - 5. check results
- E. Convert measurements taken using the English or metric system to specifications stated in terms of either system.
- F. Demonstrate an understanding of the chemical reaction that occurs in various compounds and substances used in the automobile.
- G. Explain the role an additive or catalyst plays in the mixing of fillers or finishes for use on the automobile body.
- H. Describe and explain the role that pigmentation plays in determining the specific shade of an automobile body or interior component color.
- I. Demonstrate an understanding of the total color spectrum by explaining the roles different colors play in different mixtures and finishes.
- J. Explain how various forms of energy are dissipated throughout the body based on the momentum of the vehicle at the time of impact.
- K. Explain the principles of force as it applies to the realignment of components.

- L. Demonstrate an understanding of the role of balanced and unbalanced forces on linear or rotating vehicle assemblies.
- M. Explain how the velocity of an object in motion impacts on another object.
- N. Explain how the rate of a force in motion can impact on an automobile body.
- O. Demonstrate an understanding of the concept of pressure in relation to the concept of using force to realign a component.
- P. Explain the concept of heat transfer in terms of conduction, convection, and radiation in various automotive systems.
- Q. Demonstrate an understanding of the expansion and contraction of system parts as a result of heat generated during use and the cooling down of the system when not in operation.
- R. Demonstrate an understanding of the effect that adding heat will cause in a state of matter, such as changing a solid to a liquid to a gas.
- S. Explain the role of insulation in maintaining stable temperatures or preventing the transfer of heat to an unwanted area.
- T. Explain the difference between heat and temperature and demonstrate an understanding of how to measure each in different situations.
- U. Explain how the angle or amount of light can impact on the appearance of a given finish in terms of texture and quality of finish.
- V. Explain color and shades of color based on how light hits or passes through it.
- W. Explain the difference between the principles of translucent light (diffuses) as contrasted to transparent light (passes through).
- X. Explain how ultraviolet rays can cause a finish or substance to deteriorate.
- Y. Demonstrate an understanding of refraction in fiber optic systems.
- Z. Explain that dyes added to fluids fluoresce under ultraviolet light and provide a process for determining the source of leakage in a system.
- AA. Explain in detail the three states of matter.

- BB. Explain to a customer how sound can be amplified due to resonant cavities and other physical characteristics of the vehicle.
- CC. Explain and demonstrate an understanding of how sound generated in one place in the body and engine can be carried to other parts of the engine through metal and other materials.
- DD. Explain the need for sound deadening and vibration damping materials to control the level of sound in the passenger compartment.
- EE. Demonstrate an understanding of the relationship of perceived intensity to decibel level of a noise.
- FF. Demonstrate an understanding of the types of vibrations caused by out-of-balance or excessively worn systems.
- GG. Explain and demonstrate an understanding of the role of listening to sounds as part of the trouble-shooting process.
- HH. Explain that the presence of overtones may indicate changes in the vibrations of various systems.
- II. Demonstrate an understanding of and discuss relative humidity in terms of effect on paint and substance applications.
- JJ. Explain how levers and pulleys can be used to increase an applied force or distance.
- KK. Identify the effect of the pH of a solution on chemical changes in a system.
- LL. Identify the characteristics that define a component or system that is operating within the manufacturer's specifications.
- MM. Use precision measuring devices to determine if replaced components are within the manufacturer's specifications, and to assure that repair or replacement parts meet the manufacturer's specifications.
- NN. Use tension gauges, such as a torque wrench, to measure the force or tension required to tighten connections to the manufacturer's specifications.
- OO. Use a scale to measure component weight in order to mix an adhesive or to determine the strength and integrity of a component or part.
- PP. Use pressure measuring tools to determine pressures in hydraulic or pneumatic paint systems and compare to the manufacturer's specifications.

- QQ. Use direct and indirect methods to measure system temperatures and then convert to Fahrenheit/Centigrade as required for proper cure and application times.
- RR. Use direct and indirect methods to measure application times and compare the results to the manufacturer's specifications.
- SS. Use direct and indirect methods to measure the volume of liquids in a mixture or compound.
- TT. Use computer databases for information retrieval and input devices to process information for customers, billing purposes, warranty work, and other record-keeping purposes.
- UU. Explain how an applied force at one location can be transmitted via fluid pressure to provide a force at a remote location.
- VV. Explain to the customer the need for lubrication of adjacent parts to minimize friction as a result of movement at the junction of the parts.
- WW. Explain the criticality of metals with different hardness, depending on the function and location of the metal as well as how fillers and finishes adhere to metal.
- XX. Explain the necessity of knowing that the hardness of a metal determines, in part, its function and location in the automobile.
- YY. Explain the dynamic control properties of a hydraulic system.
- ZZ. Explain the surface processes that occur on system seals due to the absorption of the contained materials.
- AAA. Demonstrate an understanding of how torque relates to force and angular acceleration.
- BBB. Demonstrate an understanding of how cams, pulleys, and levers are used to multiply force or transfer directions of force.
- CCC. Explain how rotational motion is changed to linear motion and the need for balance in rotating systems.
- DDD. Demonstrate an understanding of how variances in flow rate will effect operation of pneumatic tools and equipment.
- EEE. Explain the dynamic control properties of a hydraulic system in terms of its impact on spray patterns, volume, etc.

- FFF. Explain the surface process that occurs on system seals due to absorption of the contained materials.
- GGG. Demonstrate an understanding of how a contaminated liquid can cause a chemical reaction, which can result in the deterioration of the finish or a plastic component.
- HHH. Use precision gauges or instruments to measure the flow rate of air in a painting application.
- III. Demonstrate an understanding of how variances in flow rate can affect the spray patterns, thickness of coat, etc., in the finishing process.
- JJJ. Correctly use proportions and ratios in mixing fillers, finishes, and other substances.
- KKK. Explain the role that acids and bases have in altering compounds used on or in the automobile.
- LLL. Understand the use and safety requirements of all solvents used in an automotive application.
- MMM. Demonstrate an understanding of how surface processes and cohesive/adhesive forces aid in glues, tapes, and sealants.
- NNN. Identify the physical properties of an automobile component or system that are made of glass or plastic.
- OOO. Describe or explain the role that activators have in causing a change in the chemical state of a compound or filler.
- PPP. Explain fluid viscosity as a measurement and why it is important to the application of fillers, plastics, and finishes.
- QQQ. Locate and explain the properties of a given source of light.
- RRR. Electrical/Tolerances**
- SSS. Explain and demonstrate an understanding of the properties of electricity that impact the lighting, engine management, and other electrical systems in the vehicle.
- TTT. Demonstrate an understanding of the characteristics of a quality electrical ground and explain the problems associated with an inadequate electrical circuit ground.
- UUU. Explain voltage and current flow in series and parallel circuits.
- VVV. Demonstrate an understanding of the processes used to locate a short circuit in the electrical/electronic system.

- WWW. Demonstrate an understanding of the role of the alternator in maintaining battery and system voltage.
- XXX. Demonstrate an understanding of the role of solar panels in maintaining battery voltage and operating selected accessories.
- YYY. Explain and demonstrate an understanding of the ignition coil's role in generating the high voltages required to fire a sparkplug.
- ZZZ. Demonstrate an understanding of the correct procedure used to measure the electrical parameters of voltage, current, resistance, or power.
- AAAA. Explain and demonstrate an understanding of the role of a fuse or fusible link as a protective device in an electrical or electronic circuit.
- BBBB. Explain and demonstrate an understanding of the use of Ohm's Law in verifying circuit parameters (resistance, voltage, amperage).
- CCCC. Explain and demonstrate an understanding of the relationship of resistance to heat, voltage drop, and circuit parameters.
- DDDD. Explain and demonstrate an understanding of system voltage generation, uses, and characteristics.
- EEEE. Demonstrate an understanding of the ion transfer process that occurs in an automotive battery.
- FFFF. Explain the effect of oxidation on electrical connections as well as on an automotive finish.
- GGGG. Explain the effect of magnetic fields on unshielded circuits and voltages induced in other circuits by the magnetic fields.
- HHHH. Explain how attaching magnets to an automobile body can cause paint to be evenly distributed through the principles of magnetism.
- III. Explain the conductivity problems in a circuit when connectors corrode due to electrochemical reactions.
- JJJJ. Explain the relationship between electrical current in a conductor and the magnetic field produced in a coil such as the starter solenoid.

- KKKK. Explain the ability of a coil to increase battery voltage to the level required to fire a sparkplug.
- LLLL. Explain the effect of magnetic fields on unshielded circuits in selected control modules.
- MMMM. Explain the need for a specific gravity test of battery electrolyte to determine charge.
- NNNN. Use precision electrical test equipment to measure current, voltage, resistance, continuity, and/or power.
- OOOO. Demonstrate an understanding of the role of capacitance in timer circuits, such as RC timers or MAP sensors, where the changing manifold pressure causes two metal discs to act like a capacitor by sending varying voltage to the electronic engine control system.
- PPPP. Demonstrate an understanding of the capacity of semiconductor devices to modify rapidly engine operation parameters depending on multiple inputs from engine operational sensors.
- QQQQ. Explain how the movement of a conductor in a magnetic field can generate electricity.
- RRRR. Demonstrate an understanding of the role of mechanical transducers in sending electrical control signals to modify system operating characteristics.
- SSSS. Demonstrate an understanding of the purpose of photocells and measurement processes relative to determining output.

Workplace Skills

IDENTIFIED AS BEING IMPORTANT BY THE NATEF COLLISION REPAIR AND REFINISH TECHNICIANS RELATED ACADEMIC SKILLS COMMITTEE FROM THE V-TECS/ILLINOIS WORKPLACE SKILLS LIST

A. DEVELOPING AN EMPLOYMENT PLAN

1. Match aptitudes and interest to employment area.
2. Match attitudes to a job area.
3. Match personality type to job area.
4. Match physical capabilities to a job area.
5. Demonstrate a drug-free status.

B. SEEKING AND APPLYING FOR EMPLOYMENT OPPORTUNITIES

1. Locate employment opportunities.
2. Identify job requirements.
3. Locate resources for finding employment.
4. Prepare a resume.
5. Identify conditions for employment.
6. Evaluate job opportunities.
7. Identify steps in applying for a job.
8. Complete job application form.
9. Identify attire for job interview.

C. ACCEPTING EMPLOYMENT

1. Apply for social security number.
2. Complete state and federal tax forms.
3. Accept or reject employment offer.
3. Complete employees withholding allowance certificate Form W-4.

D. COMMUNICATING ON THE JOB

1. Communicate orally with others.
2. Use telephone etiquette.
3. Prepare written communication.
4. Follow written directions.
5. Ask questions about task.

E. INTERPRETING THE ECONOMICS OF WORK

1. Describe responsibilities of employee.
2. Describe responsibilities of employer or management.
3. Investigate opportunities and options for business ownership.
4. Assess entrepreneurial skills.

F. MAINTAINING PROFESSIONALISM

1. Assess business image and products/services.
2. Identify positive behavior.
3. Identify company dress and appearance standards.
4. Participate in meetings.
5. Identify work-related terminology.
6. Identify how to treat people with respect.

G. ADAPTING/COPING WITH CHANGE

1. Identify the elements of the job transition.
2. Formulate transition plan.
3. Exhibit ability to handle stress.
4. Recognize need to change or quit a job.
5. Write a letter of resignation.

H. SOLVING PROBLEMS AND CRITICAL THINKING

1. Identify the problem.
2. Clarify purposes and goals.
3. Identify solutions to the problem and their impact.
4. Employ reasoning skills.
5. Evaluate options.
6. Set priorities.
7. Select and implement a solution to a problem.
8. Evaluate results of implemented options.
9. Organize workloads.
10. Assess employer and employee responsibility in solving a problem.

I. MAINTAINING SAFE AND HEALTHY ENVIRONMENT

1. Identify safety and health rules/procedures.
2. Demonstrate the knowledge of equipment in the work place.
3. Identify conservation and environmental practices and policies.
4. Act during emergencies.
5. Maintain work area.
6. Identify hazardous substances in the work place.

J. DEMONSTRATING WORK ETHICS AND BEHAVIOR

1. Identify established rules, regulations and policies.
2. Practice cost effectiveness.
3. Practice time management.
4. Assume responsibility for decisions and actions.
5. Exhibit pride.
6. Display initiative.
7. Demonstrate willingness to learn.
8. Identify the value of maintaining regular attendance.
9. Apply ethical reasoning.

K. DEMONSTRATING TECHNOLOGY LITERACY

1. Demonstrate basic keyboarding skills.
2. Demonstrate basic knowledge of computing.
3. Recognize impact of technological changes on tasks and people.

L. MAINTAINING INTERPERSONAL RELATIONSHIPS

1. Value individual diversity.
2. Respond to praise or criticism.
3. Provide constructive praise or criticism.
4. Channel and control emotional reactions.
5. Resolve conflicts.
6. Display a positive attitude.

M. DEMONSTRATING TEAM WORK

1. Identify style of leadership used in team work.
2. Match team member's skills and group activity.
3. Work with team members.
4. Complete a team task.
5. Evaluate outcomes.