

Entry-Level Technician Learning and Development Guide

This Entry-Level Technician Learning and Development Guide was developed to help shops seeking guidance for training entry-level technicians immediately. This guide is one of the first steps in I-CAR's talent programming initiative and offers a bridge that will connect today's current industry curriculum to I-CAR's upcoming comprehensive solution for attracting, mentoring, training, and retaining technicians. This early-version guide will be upgraded as part of our ongoing Talent Programming initiative that includes planned enhancements.

This quick-hit Guide is designed to help repairers train entry-level technicians in-house using specific, sequenced and current I-CAR courses. With a progressive and methodical approach, skills are taught by veteran technicians, starting with the most basic tasks, and building toward jobs with increased complexity.

Benefits of Using the Entry-Level Technician Learning and Development Guide

There are several benefits of implementing a successful entry-level technician learning and development program beyond attracting talent to your organization.

- Get entry-level employees up to speed quicker
- Train entry-level employees to shop/company standard operating procedures (SOPs)
- Improve overall job satisfaction
- Increase employee retention
- Build strong intergenerational communication/relationships

Implementing The Entry-Level Technician Learning and Development Guide

Before you begin to use this guide to train or mentor new talent in your organization, note that:

- Mentoring is most effective when it is integrated into the organization's onboarding and training plan
- It's important to identify expectations for entry-level technicians and set clear goals throughout the entire program
- Entry-level technicians need to understand how they will be evaluated, mentors need to identify skill gaps, strengths, and weaknesses and know how to help the entry-level technician succeed

- Compatibility between mentor and entry-level technician is a major key to success so mentors need to be carefully selected, be properly trained, and have strong organizational support in their new role

Technician Levels

This guide identifies two different training paths or levels, 1 - Basic Disassembly and Damage Analysis (Discovery), and 2 - Minor Damage Repair (Fast Lane).

Below are the tasks that have been identified for each level. Tasks do not necessarily need to be performed in order from top to bottom. These can be completed when there is an opportunity to complete that task according to work in progress at the repair facility.

Basic Disassembly and Damage Analysis (Discovery) Required Skills	Minor Damage Repair (Fast Lane) Required Skills
Dump Trash	Read and understand work order
Move cars to back of lot at end of day	Manage your work - finish/start cars on time
Rack a vehicle on 2-post lift	Understand and utilize paint shop sign off
Understand and utilize bagging system	Disassemble and assemble a job >15 body hours
Understand and utilize parts cart system	Disassemble and assemble a job >20 body hours
Understand and utilize windshield tagging system	Understand and utilize Q/C System
Remove Bumper	Repair minor brackets and/or non-cosmetic items (metal)
Remove lighting Component	Repair minor brackets and/or non-cosmetic items (plastic)
Remove body sheet metal	Align difficult parts
Remove door trim panel	Replace cooling components and bleed system
Install plastic bumper covers	Replace bolted on core support
Install metal bumper covers	Replace door assembly
Install and aim lighting components	
Detrim door for paint	
Install body sheet metal	
Install door hardware interior and exterior	
Disassemble and assemble a job ~ 10 body hours	

Mentor/Entry-level Technician Relationship

Depending on the shop setup and the number of potential mentors within the organization, there may be one or several mentors that will work with an entry-level technician. This may be dependent on a mentor's skill set, availability, and workload.

This Entry-Level Technician Learning and Development Guide assumes the following Mentor/Entry-level Technician approach:

1. The mentor demonstrates the task while the entry-level technician watches (Observed).
2. The mentor assists with the task, and the entry-level technician takes lead (Assisted).
3. The mentor only supervises the assigned work but does not assist unless needed (Performed with Supervision Correctly).
4. The entry-level technician performs the task unsupervised, with the mentor performing a quality check to ensure the task was performed correctly (Performed with Supervision Correctly).
5. The mentor signs off that the entry-level technician is proficient in the skill and can repeat the desired quality on a consistent basis (Skill Understood).

Attached to this document is simple [excel template](#) that can be used to help track the progress of the technician as they work on the listed skills. When a step in the mentoring process is complete (observed, assisted, supervised, etc.), initials can be placed in the respective box by the mentor and/or supervisor.

The number of mentors or supervisors who review and check off skills validation may vary according to the size of a facility. Downstream departments can use this table to sign off. For example, if a entry-level tech sends a vehicle to the paint department, a select employee from that department can verify that prior work (e.g., panel straightening) has met established quality standards. The [excel template](#) is designed to include columns for multiple successful attempts at a skill.

Skills required to be a Discovery Technician - Items to be signed off by Estimators or Certified (Discovery Bay/Fast Lane) Technicians.

Skill	Observed	Observed	Observed	Assisted	Assisted	Assisted	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Performed with Supervision Correctly	Skill Understood
Obtain Tools																		
Move cars to back lot at end of day																		
Utilize products to protect vehicles																		
Rack a vehicle on 2-post lift																		
Understand and utilize bagging system																		
Understand and utilize parts cart system																		
Understand and utilize windshield bagging system																		
Remove bumper																		
Remove lighting components																		
Remove body sheet metal																		
Remove door trim panel																		
Install plastic bumper covers																		

Utilizing Current I-CAR Curriculum in Conjunction with Your In-House Onboarding

You may find it beneficial to use curriculum provided by I-CAR in parallel with your in-house onboarding of entry-level techs.

The recommended courses have similar learning objectives relative to the skills for that level. Note that the mentor or manager will schedule when the course is to be taken and record when the course is completed by the entry-level tech.

These courses are also listed within the [excel template](#).

Disassembly and Damage Analysis (Discovery) Recommended Courses	
Course Description	Course Type
Workplace Safety	Online
Working Safely Around Hazardous Materials	Online
Trim Removal and Installation	Online
Bolt-On Panels/Assemblies Removal and Installation	Online
Movable Glass Removal and Installation	Online
Damage Analysis of Lighting and Vision Assist	Online
Understanding the Blueprinting Process	Online
Hazardous Airborne Pollutants	Online
Hazardous Waste Disposal	Online
Parts and Hardware Storage and Organization	Online
Safety Data Sheets and Labels	Online

Minor Damage Repair (Fast Lane) Recommended Courses	
Course Description	Course Type
Steel Panel Repair 1	Online
Introduction to Plastics and Single sided Repair	Online
Corrosion Protection	Online
Noise, Vibration and Harshness (NVH) Materials	Online
Hybrid Vehicle Identification and Damage Analysis	Online
Hybrid Electric & Alternative Fuel Vehicle Service	Online
Panel Removal and Preparation for Installation	Online
Restraint System Overview	Online
Vehicle Construction Material Types	Online
Suspension System Overview	Online
Understanding the Estimate and Identifying Additional Damage	Online
Planning the Repair	Virtual
Understanding Cycle Time	Classroom/ Virtual

Most of the courses can be applied to I-CAR's Professional Development Program. So, if the technician pursues [Platinum](#) recognition, many of the courses s/he takes now will apply to their future ProLevel achievements, pending the role they pursue.

Course bundles for each path can be purchased below. For shops on subscription the cost of these courses are at no-cost. For shop not on subscription, these courses can be purchased via our online catalogue.

[Basic Disassembly and Damage \(Discovery\) Analysis Course Bundle](#)

[Minor Damage Repair \(Fast Lane\) Course Bundle](#)

By utilizing the Learning and Development Guide for entry-level technicians at your shop, you may significantly reduce the time it takes for an entry-level technician to get up to speed and may also see an increase in entry-level technician retention.

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