



THE RIGHT SKILLS ► A PROVEN ADVANTAGE

★ **OFFICIAL PROGRAM STANDARDS NOTIFICATION** ★

Issued: November 21, 2010

Program: Automotive Service Advisor

To: ITA Training Providers
Automotive Training Standards Organization (ASTO)
Automotive Articulation Committee

RE: **REF: 2010 022**
NEW AUTOMOTIVE SERVICE ADVISOR PROGRAM

Timing: January 1, 2011

Information: Please be advised that ITA has approved a new recognized program for the Automotive Service Advisor apprenticeship program. A program profile and program outline is posted on the ITA website at www.itabc.ca.

A pilot phase for the new program will be launched in early 2011. Once the pilot phase is completed and evaluated, a decision and date to move the program into regular delivery will be determined.

Selection of a training provider for the in-school training portion of the pilot has been completed by competitive bid. A training provider has been selected to deliver the in-school training for the pilot.

Once the program has been approved for regular delivery a second competitive process will be used to select training providers. Training providers will be notified of the opportunity to submit a proposal for delivery through the ITA posting a Request for Proposal on the BC Bid web site.

Background

The Automotive Training Standards Organization (ATSO) has been working with industry to develop the new program. The program standard includes:

- 4 levels of in-school training
 - level 1 – 5 weeks
 - level 2 – 4 weeks
 - level 3 – 3 weeks
 - level 4 – 3 weeks

- Completion of an ITA standardized level exam for each of the four training levels with a score of 70% or greater required to complete each level;
- 4,000 hours of work-based training.

Assessment

In-school Training

Training providers delivering the Automotive Service Advisor in-school training are required to enter the following assessment result for each apprentice in ITA DirectAccess:

- An in-school mark in the form of a percentage (min. 70% is required for a pass)

The in-school mark is a combined theory and practical assessment determined on the basis of:

- Theory and practical subject competencies. A table showing the subject competencies and weightings for each competency is shown in the attached Subject Competencies and Weighting Table in the Grading Sheet section of the Assessment Guidelines document.
 - The theory subject competency mark is calculated based on 100% of the accumulated competencies.
 - The practical subject competency mark is calculated based on 100% of the accumulated competencies.
- The in-school mark for entry in ITA DirectAccess is calculated by applying a weighting of 70% to the final theory result and a weighting of 30% to the practical result and then adding the two results together. Refer to the Subject Competencies and Weighting Table in the Grading Sheet section of the Assessment Guidelines document.

Successful completion of the in-school training is defined as a score of 70% or greater for the final in-school mark.

ITA Standardized Level Examinations

Apprentices registered in the Automotive Service Advisor program are required to write an ITA standardized level exam after completing each level of in-school training. A score of 70% or greater is required on each level examination.

The procedure for writing each level exam will require the training provider to submit an ITA exam request form six weeks before the scheduled exam date. Once ITA Customer Service has received the form; ITA Customer Service will notify ATSO of the planned date and ATSO will assume responsibility for finalizing the scheduled exam writing date with the training provider instructor.

During the pilot phase of this program, ATSO will invigilate and mark the level exams including analyzing results consistent with field testing practices and making any necessary adjustments to the exam. After completing the analysis, ATSO will send the exam marks to ITA Customer Service for entry into ITA Direct Access.

Certificate of Qualification (C of Q) Exam

Apprentices in the Automotive Service Advisor apprenticeship program are not required to write a C of Q exam.

For more information contact: Doug Podetz
Industry Training Authority
Tel: (604) 214-8707
Email: dpodetz@itabc.ca

Copy: ITA Staff

ASSESSMENT GUIDELINES

Program: Automotive Service Advisor Apprenticeship

Requirements:

1. In-school Training

Assessment

In-school Training

Training providers delivering the Automotive Service Advisor in-school training are required to enter the following assessment result for each apprentice in ITA DirectAccess:

- An in-school mark in the form of a percentage (min. 70% is required for a pass)

The in-school mark is a combined theory and practical assessment determined on the basis of:

- Theory and practical subject competencies. A table showing the subject competencies and weightings for each competency is shown in the attached Subject Competencies and Weighting Table in the Grading Sheet section of the Assessment Guidelines document.
 - The theory subject competency mark is calculated based on 100% of the accumulated competencies.
 - The practical subject competency mark is calculated based on 100% of the accumulated competencies.
- The in-school mark for entry in ITA DirectAccess is calculated by applying a weighting of 70% to the final theory result and a weighting of 30% to the practical result and then adding the two results together. Refer to the Subject Competencies and Weighting Table in the Grading Sheet section of the Assessment Guidelines document.

Successful completion of the in-school training requires a score of 70% or greater for the final in-school mark.

ITA Standardized Level Examinations

Apprentices registered in the Automotive Service Advisor program are required to write an ITA standardized level exam after completing each level of in-school training. A score of 70% or greater is required on each level examination.

The procedure for writing each level exam requires the training provider to submit an ITA exam request form six weeks before the scheduled exam date. Once ITA Customer Service has received the form; ITA Customer Service will notify ATSO of the planned date and ATSO will assume responsibility for finalizing the scheduled exam writing date with the training provider instructor.

During the pilot phase of this program, ATSO will invigilate and mark the level exams, including analyzing results consistent with field testing practices and making any necessary adjustments to the exam. After completing the analysis, ATSO will send the exam marks to ITA Customer Service for entry into ITA Direct Access.

Certificate of Qualification (C of Q) Exam

Apprentices in the Automotive Service Advisor apprenticeship program are not required to write a C of Q exam.

Grading Sheet: Subject Competencies and Weighting Table

Program:		Automotive Service Advisor apprenticeship	
In-school Training:		Level 1	
ITA DirectAccess Code:		0326VA01	
Line	Subject Competencies	Theory Weighting	Practical Weighting
A	Communications	70%	100%
B	Automotive Business Fundamentals	30%	0%
	Total	100%	100%
	Level 1 in-school mark weighting	70%	30%
	Level 1 in-school mark: calculated by the training provider by combining the 70% theory and 30% practical subject competency weightings Note: the final mark for determining credit for the Level 1 is calculated by ITA DirectAccess.		X%

Program:		Automotive Service Advisor apprenticeship	
In-school Training:		Level 2	
ITA DirectAccess Code:		0326VA02	
Line	Subject Competencies	Theory Weighting	Practical Weighting
A	Communications	20%	30%
C	Service Sales and Revenue	25%	30%
D	Time Management Techniques	10 %	10%
E	Ethics	15%	10%
F	Policies, Regulations and Insurance	30%	20%
	Total	100%	100%
	Level 2 in-school mark weighting	70%	30%
	Level 2 in-school mark: calculated by the training provider by combining the 70% theory and 30% practical subject competency weightings Note: the final mark for determining credit for the Level 2 is calculated by ITA DirectAccess.		X%

Program:		Automotive Service Advisor apprenticeship	
In-school Training:		Level 3	
ITADirectAccess Code:		0326VA03	
Line	Subject Competencies	Theory Weighting	Practical Weighting
A	Communications	30%	40%
G	Marketing Strategies	18%	10%
H	Business Analytics	29%	30%
I	Comebacks	12%	10%
J	Service Department Vision	11%	10%
	Total	100%	100%
	Level 3 in-school mark weighting	70%	30%
	Level 3 in-school mark: calculated by the training provider by combining the 70% theory and 30% practical subject competency weightings Note: the final mark for determining credit for the Level 3 is calculated by ITA DirectAccess.		X%

Program:		Automotive Service Advisor apprenticeship	
In-school Training:		Level 4	
ITADirectAccess Code:		0326VA04	
Line	Subject Competencies	Theory Weighting	Practical Weighting
A	Communications	43%	50%
C	Service Sales and Revenue	7%	0%
K	Business Practices	30%	15%
L	Key Automotive Service Advisor Skills	20%	35%
	Total	100%	100%
	Level 4 in-school mark weighting	70%	30%
	Level 4 in-school mark: calculated by the training provider by combining the 70% theory and 30% practical subject competency weightings Note: the final mark for determining credit for the Level 4 is calculated by ITA DirectAccess.		X%