



**SECTION 6 — THE TRAINING CENTER**

**Responsibilities**

Provide college instructor training for DaimlerChrysler course certification..... 6-2

Coordinate/Consign special diagnostic and scan tools ..... 6-2

Conduct Annual Reviews at the colleges..... 6-3

Participate in CAP Advisory Board meetings..... 6-4

Participate in CAP Student Roundtable meetings ..... 6-4

Participate in annual CAP curriculum review..... 6-4

Review college CAP Student Scholarship requests ..... 6-4

Interact with college contacts..... 6-5

Participate in college probation process ..... 6-5

Participate in college CAP termination process..... 6-6

Participate in selection of new CAP colleges..... 6-7

*Refer to Appendix:*

CAP Special Tools Tracking Report ..... 8-93

CAP Student Authorization for Transcript Release ..... 8-33

CAP Annual Review Report ..... 8-101 – 8-111

Sample CAP Annual Review Process Checklist ..... 8-95 – 8-100

CAP Student/Dealer Contract ..... 8-27 – 8-30

CAP College Acceptance Agreement..... 8-41, 8-42

CAP College Renewal Agreement ..... 8-43

Sample College Probation Notice Letter ..... 8-113

Sample College Second Probation Notice Letter..... 8-114

Sample College Termination Notice Letter..... 8-115

CAP College Application ..... 8-39, 8-40

## Training Center

### RESPONSIBILITIES

DaimlerChrysler Area Training Managers (ATM) and Training Center Supervisors (TCS) serve as the key contact between CAP colleges and National CAP Headquarters. A primary responsibility of the Training Centers is to ensure that the Recommended National CAP Curriculum (or equivalent courses) is being properly taught at all CAP colleges. To accomplish this, Training Centers will:

#### 1. Provide college instructor training for DaimlerChrysler course certification

To receive approval to teach a course or courses in the CAP curriculum at their college, college CAP instructors are required to be certified at a DaimlerChrysler Training Center by observing and then teaching the appropriate training class or classes. This process can be accomplished on a term or semester basis until the instructor is approved for all levels of the CAP curriculum to be taught. Thereafter instructors are required to receive DaimlerChrysler training in any course updates to stay current with new technology as it becomes available.

The CAP Instructor Certification Report, completed by the Training Center Supervisor, is used to confirm when instructors have received DaimlerChrysler training for and are approved to teach Level 3 and 4 courses. In order for students to receive credit for Level 3 and 4 courses, the instructors must be DaimlerChrysler trained and approved.

Training is mandatory to ensure all CAP students receive training equal to that received by DaimlerChrysler technicians attending the DaimlerChrysler Academy, School of Technical Training.

College CAP instructors with ASE certification that is current in any of the eight NATEF automotive skill areas they are to teach may receive course credit for

**NATEF offers certification in the following specialty areas for automotive training:**

1. Engine Repair
2. Automatic Transmission and Transaxle
3. Manual Drivetrain and Axles
4. Suspension and Steering
5. Brakes
6. Electrical/Electronic Systems
7. Heating and Air Conditioning
8. Engine Performance



parallel DaimlerChrysler courses. For those instructors without ASE certification, a logical progression after DaimlerChrysler certification would be to test for ASE certification. It is important that CAP instructors maintain ASE certification in the automotive areas they teach. Being ASE Master certified is excellent.

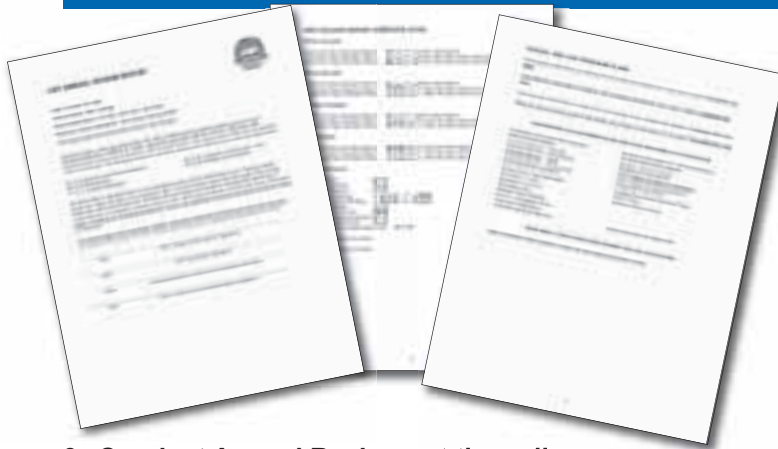
#### 2. Coordinate and consign special diagnostic and scan tools

So that the proper diagnostic and scan tools are available at the college for use during applicable skill training, it has been determined that these proprietary special tools will be stored at the Training Centers and consigned to the colleges on a need basis. The Training Center will take into account its scheduled courses and tool needs and coordinate teaching plans with the college.

Prior to launching CAP at a college, the Training Center Supervisor will determine what DaimlerChrysler special tools and quantity thereof will be needed to teach the first quarter/semester (or other agreed to period of time) of CAP courses to the initial freshman class. The special tools will be loaned to the college for that time period, after which they will be returned to the Training Center.

When the tools are given to the college, a CAP Special Tools Tracking Report (or similar report) will be completed by the TCS. (See page 8-93 for a sample report.) The report will track the consignment and return of the tools and will be checked during each CAP Annual Review to verify inventory accuracy and condition.

After Program launch, it will be the responsibility of the college instructors to request needed special tools from the TCS in advance of scheduled CAP courses and to return special tools no longer needed. Keeping in mind the Training Center needs, the TCS may wish to monitor the college CAP course schedule to avoid any conflicting tool needs. One logical time to coordinate teaching schedules is at CAP Advisory Board meetings.



### 3. Conduct Annual Reviews at the colleges

The TCS will set up and conduct the Annual Reviews in order to confirm that:

#### (1) Instruction

- a. CAP students
  - i. Are receiving the proper technical skills training:
    - 1. On the proper vehicles and components
    - 2. Using the proper special tools when appropriate
- b. CAP instructors
  - i. Are receiving all necessary technical training
  - ii. Are teaching the courses they are approved to teach
  - iii. Have no concerns or questions
- c. CAP at the college is NATEF certified and re-certified when appropriate
- d. All vehicles, components, special tools, instructor guides, manuals, etc.
  - i. Are in good condition
  - ii. Are properly stored in secured areas when not being used
  - iii. If stored electronically, release level is current

#### (2) Recruitment, Marketing, Advertising

- a. Sufficient numbers of students and dealers are being recruited to support and grow CAP
- b. The college website contains readily accessible CAP information and a link to the CAP website
- c. Types of recruitment advertising being used:
  - i. Print (brochures, flyers, handouts, newspapers, magazines)
    - 1. Prospective student package contains CAP information
  - ii. Radio
  - iii. Local cable TV

- d. CAP banner and/or signage is appropriately displayed where all students can see it
- e. The college offers articulation agreements and life experience credits
- f. Dealer employees and military veterans are considered for CAP
- g. Review the CAP Calendar of Activities to ensure, among other things, that
  - i. The college utilizes Bobby Martin and the CAP Avenger as appropriate
  - ii. School open houses are scheduled and CAP information is presented/displayed
- h. CAP information is presented at college fairs
- i. The college uses feeder schools with AYES programs
- j. The college hosts a regional SkillsUSA contest
- k. The college makes presentations at local/regional Dealer Association and (Service Manager) Guild meetings
- l. Publicity is generated when possible about CAP
- m. The college attends new AYES school launches and AYES advisory board meetings

#### (3) Dealers

- a. Dealer visits and/or contacts are regularly scheduled
- b. Dealers are provided training plans (students' study schedules) in advance and students' internship work is properly coordinated
- c. Student Internship Evaluations are performed at the end of each internship
- d. Student transcripts are being received
- e. Dealers are receiving proper credits toward their training objective
- f. Dealers regularly attend CAP Advisory Board meetings
- g. Dealers are included in recruitment activities
- h. Technician mentor training is provided
- i. Dealers have no concerns or questions (confirm at a CAP Advisory Board meeting)

#### (4) Students

- a. Housing is available to meet the special needs of CAP students
- b. All CAP students have dealer sponsorship
- c. All CAP students have a CAP Student/Dealer Contract
- d. All CAP students are maintaining a 2.0 cumulative GPA or higher
- e. All CAP students have signed a transcript release form (a sample form is on page 8-33)

- f. Students are receiving proper DaimlerChrysler training credits for equivalent completed college courses
- g. Students have no concerns or questions (Confirm at a Student Roundtable meeting)

#### (5) Administration

- a. Review the CAP College Acceptance Agreement or the CAP College Renewal Agreement to assure all requirements are being met (see pages 8-41 and 8-43)
- b. Review tuition, average book costs, other costs, i.e., parking, lab, etc.
- c. College pursuing government and private grants to support its CAP Program
- d. CAP Advisory Board meetings are regularly held
- e. CAP Student Roundtable meetings are regularly held
- f. All CAP reports/forms are completed on a timely basis
- g. Representative(s) regularly attend the Annual CAP Conference
- h. Administrators have no concerns or questions

According to the process, to accomplish the Annual Review, the TCS will:

- Schedule the review far enough in advance to assure all needed persons may participate and CAP Advisory Board and Student Roundtable meetings can be held at the same time if possible
- Furnish an Annual Review agenda or checklist for all participants
- Supply the college CAP Coordinator with a list of items to be submitted in advance and/or have present for review

Based on the information gathered during the Annual Review, a CAP Annual Review Report (see pages 8-101 – 8-111) will be completed, discussed, signed by and distributed to the college and DaimlerChrysler CAP partners. If an Action Plan is required as a result of the Annual Review, this report will also be signed by and distributed to college and DaimlerChrysler CAP partners.

For additional details, refer to the CAP Annual Review Process Checklist developed at each Training Center, a sample of which begins on page 8-95.

#### 4. Participate in CAP Advisory Board meetings

Participating in CAP Advisory Board meetings provides the opportunity to interact with college and dealer

personnel, gauge the status of CAP and generally learn what, if anything, the corporation needs to do to support the college CAP Program.

The college is responsible for scheduling, overseeing and recording minutes of meetings and will keep the Training Center informed of all activities.



#### 5. Participate in CAP Student Roundtable meetings

These meetings are an excellent opportunity to learn of student likes and dislikes, any problems or concerns they may have with CAP at school or work.

The college is responsible for scheduling the meetings and will keep the Training Center informed of all planned activities.

#### 6. Participate in annual CAP curriculum review

The National Recommended Two-Year Curriculum for CAP Schools is reviewed annually to ensure it mirrors the current DaimlerChrysler Technical Training Skill Core Curriculum. The impact on current and future CAP students must be taken into account when changes are necessary. National CAP Headquarters will ask two or three Training Center Supervisors to assist in the review, which is scheduled before the Annual CAP Conference.

#### 7. Review college CAP Student Scholarship requests and make recommendations

Colleges requesting CAP Student Scholarship funds will submit their requests on school letterhead to their local TCS. The TCS will review the request with the Area Training Manager and appropriate Business Center representative, keeping the Business Center Parts & Service Manager informed. The following criteria will be considered before the request is forwarded to the National CAP Manager with a recommendation:

- a. The amount of scholarship money the school is requesting
- b. What amount the school is willing to match
- c. How the college proposes to use the scholarship money
- d. How strong is the college's CAP Program



- (1) Number of CAP graduates in the past three years
- (2) Dealer participation and willingness to participate
- (3) Increase or decline in student enrollment in the past three years
- e. Number and regularity of CAP Advisory Board meetings
  - (1) Types of agenda discussion items
  - (2) Dealer participation
  - (3) Quality of meeting minutes
- f. Other criteria relevant to CAP Scholarship approval for the college
- e. Instructor certification planning, scheduling and teaching
- f. Joint meetings with dealers to assist in placing a student
- g. E-mail communications to share a file listing the freshmen and sophomore students and their current placement status
  - (1) Student is placed at a dealer and everything is going well
  - (2) Student and dealer are communicating, but are unable to close the deal; Business Center and Training Center staffs need to intercede
  - (3) Student, college and dealer are negotiating the CAP Student/Dealer Contract, but need no assistance at the time
  - (4) Student and college request information about dealers in the student's area
  - (5) Business Center or TCS should continue to provide the college with an updated list of dealers
- h. Communications regarding CAP School Scholarship requests
- i. Guild meetings — have college make CAP presentation

The Training Center Supervisor's recommendation will note the criteria on which the decision was based. The National CAP Manager will review the recommendation and take the appropriate action.



#### 8. Interact with college contacts

It is important to interact with college contacts on a regular basis throughout the year. Such opportunities allow reinforcement of the positive aspects of the college's CAP Program as well as time to discuss any concerns listed in the previous CAP Annual Review Report and any potential concerns that will come up in the next Annual Review. Such opportunities include:

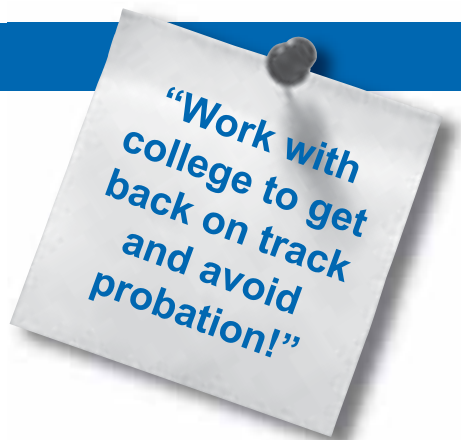
- a. CAP Advisory Board meetings
- b. Student Roundtable meetings
- c. Communications to coordinate and consign special diagnostic and scan tools
- d. Communications to schedule the next Annual Review — send far enough in advance to allow attendance by:
  - (1) College Administrator
  - (2) District Manager (if possible)
  - (3) Area Training Manager
  - (4) Tech Advisor/Training Center Supervisor
  - (5) CAP Instructor(s)/CAP Coordinator

Always document contacts with the college, especially if the corporation is working with the college on a concern listed in an Annual Review CAP School Contact Report or other communication.

#### 9. Participate in College Probation Process

**Written Action Plans from the college to correct deficiencies.** If it is determined by the Training Center Supervisor or other DaimlerChrysler personnel that CAP at a college is not functioning properly — not meeting the needs of the Student, Dealer or DaimlerChrysler — the deficiency(s) will be discussed with appropriate college personnel and documented. (This may be noted in a CAP Annual Review Report if the problem(s) come to light during the Annual Review process.) The college will be asked in writing by the Area Training Manager to prepare and submit within 30 days a written Action Plan of correction. The Action Plan is to be submitted to the Area Training Manager, Training Center Supervisor, Business Center Manager and National CAP Manager.

Not meeting any one of the college requirements outlined in The College section of this CAP User's Guide or referred to in the CAP College Acceptance Agreement or CAP College Renewal Agreement could require submission of an Action Plan. Examples would be not recruiting sufficient numbers of students or dealers,



not graduating students with Associate degrees, not keeping vehicles in a secured area and/or consistently abusing vehicle usage guidelines as outlined in the DaimlerChrysler online Vehicle Donation database.

The Action Plan is to specify the time frame anticipated to correct the deficiency(s), who will be responsible and how correction is proposed. Progress will be monitored by appropriate Training Center personnel and again evaluated before the completion date(s) specified in the Action Plan.

If the deficiency(s) are corrected, the Training Center Supervisor will document the action(s), copying the report to all appropriate personnel. If not completely corrected, but satisfactory progress has been made, this will also be noted in a report and a new Action Plan timeline will be established by the college.

#### Written notice of probation

**First notice** — if the college fails to submit the required Action Plan or shows no progress in correcting the deficiency(s) after discussions and written requests, then with the concurrence of all appropriate DaimlerChrysler personnel, the college will be placed on probation. The Area Training Manager will send a letter to the College Dean or other appropriate administrator advising the school that it will be placed on probation for a minimum of 90 days in which to become compliant or risk CAP termination. Typically the probationary period would be 180 days; however, it should reflect the number of times the college has been notified, the severity of the infraction and the time frame in the school year. The letter will state the reason(s) the college is being placed on probation. Copies of previous documentation about the deficiency(s) will be attached. The letter will be copied to the College CAP Coordinator, Business Center Manager, Training Center Supervisor and National CAP Manager. (See page 8-113 for a sample letter.) While on probation, the college will be ineligible for DaimlerChrysler donations or grants.

**Second/Subsequent notice** — if the college is placed on probation and corrects the deficiency(s), but falters after being taken off of probation, the college could immediately be placed back on probation or face removal from the Program. In addition, if at the end of the probation period, the college is still not in compliance with CAP requirements, the college may be allowed one additional probation period or the CAP Termination Process will begin. (See page 8-114 for a sample Notice of Second Probation letter.)

#### 10. Participate in college CAP Termination Process Involuntary termination

DaimlerChrysler never wishes to remove a College Automotive Program at a college. Such action is only considered as a last resort. However, if repeated attempts (all of which must be documented; see previous 9. College Probation Process) to assist and/or encourage a college to return its Program to compliance with Program criteria are not successful, it will be necessary to terminate CAP rather than allow it to function in an inadequate manner.

When necessary, the College Dean or other appropriate administrator will be notified in writing by the National CAP Manager of the termination date of the College Automotive Program at the college and why the termination is necessary. The college will be directed to stop recruiting and to stop using the CAP logo and any references to the DaimlerChrysler Program.

The college will be requested to submit a complete inventory of vehicles, components, special tools and proprietary teaching aids to be returned to DaimlerChrysler or otherwise removed from the college campus. An agreement will be reached on the process for pickup, transfer, donation or destruction of the items and the timeline in which to accomplish it.

Copies of the letter will be sent to the appropriate Business Center, Training Center Supervisor, Area Training Manager and the Senior Manager of Global Technical Training. (See page 8-115 for a sample letter.)

The terminated Program will continue in effect only until all enrolled CAP students graduate. Classes (and related DaimlerChrysler property) will be phased out as completed.



Note: Before a college is notified of termination of its Program, it is important to have the following documents:

- a. CAP College Application
- b. CAP College Acceptance Agreement
- c. CAP College Renewal Agreement(s) (if applicable)
- d. CAP School Contact or Annual Review Reports (all applicable)
- e. Copies of any applicable written communications, including e-mails
- f. Printout of DaimlerChrysler online inventory database
- g. Copies of college inventory records

#### **Voluntary termination**

When entering the DaimlerChrysler College Automotive Program, it is understood that the college is making a long-term commitment to meet and exceed the Program purpose and requirements to the mutual benefit of the college and DaimlerChrysler. However, it is also understood that conditions may change, necessitating voluntary withdrawal from CAP.

Should this be the case, a letter of intent will be sent by the college to the National CAP Manager, applicable Area Training Manager and Business Center Manager requesting voluntary termination from CAP and suggesting a timeline in which to accomplish the process. All parties will work together to assure students in the Program are given the opportunity to graduate or transfer, if necessary, to another CAP college. Disposition of DaimlerChrysler property will also be negotiated, and the college will be advised of the

process for pickup, transfer, donation or destruction of vehicles, components and other materials.

#### **11. When appropriate, participate in selection of new colleges for the College Automotive Program**

In order for a college to be considered for inclusion in CAP, several factors must be taken into account. Specific criteria are listed in The College section of this Guide; however, from a corporate point of view, some key questions include:

- a. Does dealer density and sponsorship interest exist to support a permanent Program with growth potential?
- b. If necessary, is the college prepared to recruit students from beyond its normal student populace boundaries, even from out of state?
- c. Is on or off campus housing available?
- d. If necessary, is the college willing to waive its out-of-state tuition requirement?
- e. The college's automotive training curriculum must be NATEF certified.
- f. When will the CAP Program be NATEF certified?
- g. Are funds available to support a new college?

Typically, Training Center and Business Center personnel meet with appropriate college personnel to ensure they understand the CAP requirements and are committed to support and grow a successful Program. When all parties agree, a CAP College Application is completed and submitted to National CAP Headquarters for confirmation and final approval. (See pages 8-39, 8-40 for a sample form.)



**The mission of the DaimlerChrysler College Automotive Program is to provide:**

- The latest DaimlerChrysler technology to CAP colleges
- The best possible technical training to CAP students
- The finest trained service technicians to DaimlerChrysler dealers