

# Automotive Service Technician Articulation Minutes

Camosun College, Victoria

Jack White Room 109

Tuesday, June 4 – Wednesday, June 5, 2013

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## Members present:

Kyle Broad	Camosun	Dave Reinhardt	NWCC
Cam McRobb	OC	Darren Lowrie	CNC
John Wrigley	TRU	John White	COTR
Mike Sheilds	TRU (Williams Lake)	Patrick Balfry	NIC
Russ Hunter	BCIT	Gerard Sheehan	Kwantlen (Cloverdale)
Greg Henderson	VCC	Mubasher Faruki	BCIT
Rick Hall	NLC	Mark Deroche	BCIT
Nathan Banke	Consulab	Rick Martinean	Consulab
Mike Howard	BCTEA	James Bloomfield	OC
Dean Cadieux	VIU	Gillian Tweed	Camosun

## Guests present:

Diane Evans	ITA	Doug Podetz	ITA
Glenn Vollhoffer	ATSO	Stephen Perron	Cognisco Technologies
Kirk VanGelder	CDX		

1. **Meeting called to order at 8:55am** - Cam McRobb  
Cam introduced Kyle Broad as the new Chair.
2. **Approval of agenda:**  
One addition to agenda: CDX - Kirk VanGelder  
Accepted by: Dean Cadieux  
Seconded by: Darren Lowrie
3. **Approval of previous minutes:** June 5-6, 2013  
Accepted by: James Bloomfield  
Seconded by: Patrick Balfry
4. **Chair's Report:** Cam McRobb  
Welcome to members, and thanks for having the opportunity as Chair.  
Stressed the importance of working with the schools, K–12, to encourage interest in the automotive service technician trade early.  
South Okanagan school system has good trades programs in place, but working conditions are poor – cramped and lacking in equipment. Was able to help out by donating a car to the school, which was greatly appreciated. Encourages others to work to strengthen the connection with the high schools however they can.  
Need to be aware that the education system is in for lean times and we are looking at a shortage of skilled labour in the future. Youth unemployment rates already high at 11%.  
Like other institutions, received new equipment this spring thanks to the government funding – great!

**Motion:** The hosting facility will make arrangements to provide administrative support for AST articulation meetings.

**Moved:** Dean Cadieux

**Seconded:** Cam McRobb

**Carried**

## 5. **Business Arising and Reports:**

### **a) ITA update:** Diane Evans

Pleased to see so much progress over the last year and thanks to Cam and members for their patience and support.

**Exam results:** Exam results high for apprentices, a little lower for challengers. BC results higher than the national average. IP pass rates have increased since introduction of progressive credentialing. Overall apprentice completion numbers declined from 2011-2012 – in AST could be due to teething problems with program changes. C of Q exam shows a broad spectrum of results with a Level 1 average of 72%, Level 2 average of 82% and becoming more successful in subsequent levels. Discussion on need for practical assessments and the fact that so much emphasis is put on theory; need for additional teaching time; exam weighting; common standards; back to back technical training; use of log books; poor success rates with high school students and reasons why; and, difficulty experienced instructing students with different levels of practical skills.

Diane noted that the IP exam is going to be changing over the next 18 months and will likely have a practical assessment attached. There will be a more robust standard to the written exam with a cut score attached to all general areas of competency to ensure passing full scope of trade.

### **Program changes:**

- Apprentices now register only once for all four levels of the program.
- Apprentices who began in the progressive credentialing model do not need to re-register for further levels. All AST apprentices were switched to the new (four level) model when it was implemented in February 2013.
- Apprentices can choose to certify at each level and then either leave the program as certified or continue on to completion of apprenticeship with a Red Seal endorsement.
- Assigned work based hours no longer a completion requirement to move on to the next level; however, required hours must be recorded to achieve certification at completed level.
- Apprentices must decide upon completion of level 1 as to whether certification at each level is desired. Sponsor will receive a Request for Credential form once apprentice has completed technical training successfully and recorded 1500 work based hours – this will be a reminder and opportunity to have this discussion.  
**Note:** apprentices must have request for credential signed and receive level certification to be eligible for the apprenticeship grant at level 1 and 2.
- Apprentices must successfully pass the Certificate of Qualification exam before they can progress to the next level. It is possible to take the training but not to write the exam if the apprentice has not passed the C of Q.

**Level exams:** Over the next few years the ITA is introducing standardized online level exams for all trades. Exams are built to the same rules as the IP and tested by item analysis prior to use. There are 125 questions. The online exams have been piloted for AST, Carpentry, Millwright and Roofer, and levels 3 and 4 now regularly written. Advantages to online exams include marks quickly to instructor, increased protection and security, clarity of diagrams with ability to zoom in, opportunity to offer feedback on questions digitally as you go.

**Enhanced Challenge Pathway Initiative:** With the anticipated skills gap, will have to look at challengers. Challenge success rate not great to date - looking at better engagement of challengers in

the system. Challengers will have to apply, and have a face to face technical interview to determine eligibility and readiness to challenge. Each individual will have a theory and practical assessment, and if necessary be referred for appropriate level of training. Cost is currently \$120 – new fees will be \$350 for practical challenge and \$120 to write the IP. Plan is currently being finalized.

**Apprentice supports:** ITA asked to investigate the lack of supports in place for apprentices and held face to face sessions across the province to receive feedback. Decision made to hire apprentice coaches who will be ITA employees. At this time looking at hiring only five, but number may increase in time.

Diane's presentation attached to email for further details

**b) ITO update:** Glenn Vollhoffer (CEO ATSO)

The Future of Service Operations, Operational Economy vs Structured Economy

Stressed the importance of PACs and keeping industry connected to the training process. ATSO will be working closely with the new ITA apprentice coaches.

With business changing as maintenance schedules are less frequent with less content, important to get routine work - tire maintenance and rotation, collision etc. A good customer experience is critical to business. Looking a different approach to training – apprentices/techs require stronger diagnostic and higher critical thinking skills. Teach study habits; critical thinking; how to be profitable employees; and promote life-long learning. Technology changes so rapidly throughout four years of apprenticeship – hard to keep up. Apprentices may have to gain experience with more than one employer to cover all components of training. With four generations in the workplace, very different work ethics and abilities – current Gen Y generation really understands technology but employer loyalty not necessarily a priority. Would like to see diploma option in AST, and promote the idea of a profession as opposed to a trade. Set entry standards to ensure success.

Trade to a profession – important considerations as to how we get more qualified ASTs

- Mandatory certification
- Red Seal – needs upgrading and ongoing learning component
- What does it take for company to hire an apprentice?
- What is the correct mentoring approach?

**Motion:** To support compulsory certification of journeypersons as Automotive Service Technicians.

**Moved:** Dean Cadieux      **Seconded:** Mike Shields      **Carried**

Glenn's presentation attached with minutes for more detail

**c) Educational Resources Update**

**i. Consulab:** Nathan Banke and Rick Martinean

Business has increased greatly in the last few years – thanks to BC for contributing to that growth.

- Possible to design and build a product requested by institutions if curriculum changes.
- Planning to have exercises already set up in manuals for instructors' use. Letter of copyright release provided to institution.
- New website under construction to allow users to log in and download manuals as required.

**ii. CDX:** Kirk VanGelder

Presentation on web based resource system providing instructional videos to students.

- Company based in Vancouver, Washington.
- Cost per student covers books and 12 months access.
- Studies show improved pass rates for students using CDX materials

- Can track success in different components of tests – allows instructor to review the weak areas
- Working on identifying tasks – procedural, practical components and creating test sheets which once signed off can be submitted to the system for tracking
- System being developed to have reference material on line with CDX – currently refers to the Alberta learning guides
- Animations good addition

Cam pointed out the need to look at curriculum on ongoing basis.

**Action:** Put standing item on agenda to review curriculum

## 6. Presentation and Training

### a) Cognisco Technologies: Stephen Perron

- Rapidly growing company that works with diverse body of customers - educational institutions, manufacturers, and Canadian military
- ARGO software which has been developed using gaming technology and uses EDT (simulation product)
- Takes practical component and creates virtual experience using interactive animations and simulations.
- School gets own domain – instructor, student and admin access - and is customized to suit
- Present full courses as well as 400 modules. Assign lessons electronically to individual students or class. Student activity and results are tracked.
- Adapts to different devices – computer, tablet, smart phone and available in different languages
- Instructional license \$1000/year – unlimited number of users – cost per student \$70/year
- Free 30/60 day trial – contact Stephen at 514-742-9873 or [stephen@cogniscotech.com](mailto:stephen@cogniscotech.com)

### b) Consulab 2013 Cummins Diesel Training: Rick Martinean

Rick presented an overview of after treatments now available for emission control for Cummins diesel engines.

## 7. New Items

### a) ITA: Doug Podetz

AST program back on track – appreciates everyone’s patience and gives special thanks to Cam for his diligence working with the ITA on this. Articulation chair meetings are very useful and members are working together to develop resource materials. Have been using Queen’s Printer generically across all programs and collecting royalties of \$500,000+ a year, primarily in carpentry and electrical. This money is used to assist other programs with resource materials.

**Action:** AST group to consider what they would like to see in way of new resource materials

### b) Better Communication with the K-12 system: Mike Howard, BCTEA

Mike working on BCTEA best practices guide – see documents at [bctea.org](http://bctea.org), and has applied to sit on the board of Teacher Qualification Services.

Mike’s presentation identified some of the challenges encountered in delivering technology education programs in the K-12 system: class size can be up to 35; cramped shop areas; old and inadequate equipment; low budget; difficulty in keeping shops supplied; teachers not always well qualified; and, the use of education assistants who lack training and can be more of a hindrance than a help. Much discussion ensued around these issues and awareness of the situation in high schools was greatly increased. It was identified that the greatest need is to see students better

prepared in safety and basic skills. Mike's goal is to promote safety and the profile of technology education and needs support of post secondary training institutions.

**Action:** Have Mike continue to provide update at articulation on K-12 system.

**c) Education Days:** Cam McRobb

Discussion around format for articulation. General consensus to continue with including training on second day.

**Motion:** Include a standing agenda item called Education and schedule three hours for training

**Moved:** Mike Shields

**Seconded:** Patrick Balfry

**Carried**

Noted that members may refer potential trainers to Kyle throughout the year – discussion followed regarding funding to bring trainers in to articulation.

**Action:** Individuals to check with their institutions to see if any funding available for this purpose.

**d) Practical Assessments:** CamMcRobb

Discussion on the need for building practical assessments for instructor and student use (not ITA), and the importance of using common materials. Some institutions already using practical assessments and provided input:

Russ, BCIT: 2-3 practicals per line, incorporating up to 7 competencies; no longer than 5 minutes; scheduled in advance; uses RUBRIC to mark; becoming faster and more efficient over time.

Cam, Okanagan: Working on using an iPad to assist with assessments; added more components to first year apprenticeship assessments and uses in foundation class.

Want to see the ITA change the weighting on exams to reflect more practical competencies, and move to 70/30 from current 80/20. Will look at creating common assessments first and give it a trial year before requesting change in weighting.

**Motion:** We express interest to Glenn Vollhoffer in forming a standing committee to create common materials for practical assessment.

**Moved:** Cam McRobb

**Seconded:** Gerard Sheehan

**Carried**

Recommend that the committee be struck on lower mainland due to logistics. Committee will work closely with Glenn Vollhoffer. BCIT willing to participate, and will provide a RUBRIC for marking. Okanagan will pilot the assessments.

**8. Selection of New Articulation Date and Location:**

Consensus that it would be good to have all trades articulation at the same location and time, as more efficient time wise and promotes networking. Carpentry and Heavy Duty/Commercial Transport is at a different time this year. Chairs will work together to confirm date. SVI will likely follow articulation.

Some discussion around funding to attend – BCCAT provides some funding.

*Committee recommends that each institution send a minimum of two people to articulation.*

**Action:** Kyle to consult with John Fitzgibbon at BCCAT about planning for next year.

**Tentative date for 2014:** Tuesday, June 17, and Wednesday June 18, 2014

**Location:** TBA

**9. Adjournment:** Meeting adjourned at 2pm.