



**Training Proposal for:
NFCC, Inc. dba North Fresno Collision Center**

Small Business ≤ \$50,000

ET15-0391

Approval Date: February 25, 2015

ETP Regional Office: Sacramento

Analyst: M. Mazzone

CONTRACTOR

- Type of Industry: Services
- Priority Industry: Yes No
- Number of Full-Time Employees
 - California: 39
 - Worldwide: 39
 - Number to be trained: 39
 - Owner Yes No
- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 8%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$42,042
- In-Kind Contribution: \$32,005

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET SB <100 HUA	Business Skills, Commercial Skills, Computer Skills, Continuous Impr, PL - Comm Skills, HazMat	39	8-60	0	\$1,078	\$11.30
				Weighted Avg: 49			

It will be made a condition of contract that trainees will never be paid less than the statewide minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table.

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Administrative Staff, Estimator, Parts Staff, Technician, Detailer, Manager, Owner
- Union Representation: Yes
 No
- Health Benefits: \$2.00 per hour

SUBCONTRACTORS

- Development Services: Synergy Management Consultants, LLC (SMC) in Grass Valley will develop the project for a flat fee of \$3,800.
- Administrative Services: SMC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

INTRODUCTION

Founded in 2004 and located in North Fresno, NFCC, Inc. dba North Fresno Collision Center (NFCC) (<http://northfresnocollision.com/>) is a full service automotive repair center that specializes in automotive mechanical and collision repair services. The Company also sells automotive parts and accessories. NFCC’s customer base includes residents of Fresno and the surrounding vicinity.

Need for Training

NFCC has an aggressive growth plan, which includes the acquisition of new Direct Repair Accounts (DRAs). Negotiations for new DRAs are currently in process with State Farm Insurance and USAA. To further increase serviceable market segments, NFCC technicians will need to certify individually for BMW, Mercedes Benz, Aston Martin, Tesla, and Bentley automobiles.

Significant changes have been made in recent years to the materials used to manufacture automobile (aluminum, boron, and ultra-high strength steels). This requires new welding equipment and techniques to successfully complete repairs. In addition, Technicians must learn special repair methods to service Electric and Hybrid vehicles. For Estimators, the industry changes have impacted the overall cost of service calculation. To identify and properly price service, Estimators will require the most up to date knowledge of the industry.

To obtain the required skills, NFCC staff will train in standards adopted by the Inter-Industry Conference on Auto Collision Repair, Automotive Service Excellence, and manufacturers. NFCC will also train staff members on sales, customer service, negotiation and other business skills to promote a high level of customer satisfaction.

Training Plan

Business Skills (20%) - Training will be provided to Administrative Staff, Estimators, and Managers. Training will be job specific and will focus on improving the sales process, customer service, and the transmittal of insurance claims. Managers will receive training in all topics to be able to better support customers and employees.

Commercial Skills (20%) – Training will be provided to Technicians, Parts Staff, Estimators and Managers. Training will focus on maintenance service, new vehicle technologies, aluminum vehicles, electric and hybrid repair, Inter-Industry Conference on Auto Collision Repair (ICAR) credentials, certifications to work on high end vehicles, correctly estimating damage, and the creation of repair plans for technicians.

Computer Skills (10%) – Training will be provided to all occupations. Training will focus on software training to improve cost tracking, production planning, estimation quotes, and service flow.

Continuous Improvement (30%) – Training will be provided to all occupations. Training will focus on improving quality, cycle time, and cost efficiency. NFCC will be implementing Lean quality and production improvement systems to increase efficiency.

Hazardous Materials (5%) – Training will be provided to Technicians only and will focus on the handling and disposal of automotive hazardous materials.

Productive Lab-Commercial Skills (10%) – PL training will be provided to Technicians and Estimators to supplement Class/Lab training. The delivery of PL training is necessary as trainees will be given real-life projects to perform work. For Technicians, training will update skills and strengthen their understanding of how to complete automotive collision repair services. Estimators will focus on the correct diagnosis of damage and properly working through documentation and insurance and pricing processes.

Trainees will use the following equipment in PL training: resistance spot welder, metal inert gas welder, frame rack and measuring system, paint spray guns, paint spray booths, and various hand tools. Staff will be trained on job duties such as welding of structural parts, aluminum repair, glass replacement, plastic repair, and system diagnostics and repair. All PL training will take place onsite at NFCC. The trainer-to-trainee ratio will be 1:1. Technicians will receive up to 14 hours of PL training and Estimators up to 4 hours of PL training.

PL training will consist of a normal collision repair duties where the trainer will walk the trainee through the repair process. The trainer will observe the trainee complete the repair and will offer coaching and mentoring throughout the process. During the PL training, output is

expected to decrease by 25-30%. Trainers will be journey level technicians who are considered experts. After the successful completion of a PL training course, the trainer will determine a trainee competent.

Two-Year Contract Term

To meet ETP performance requirements and to ensure all training is delivered, NFCC is requesting a modification to the contract term. Normally, small businesses are limited to a one-year contract term. However, due to high workloads and demands of the job, NFCC cannot complete the training within the standard one-year term. Thus, the Company has developed a 2 year training plan to train staff.

SET/HUA

NFCC is eligible for Special Employment Training funding to train frontline workers located in Fresno County, a High Unemployment Area (HUA) with unemployment exceeding the state average by at least 25%. Usually, SET trainees must meet the Statewide Average Hourly Wage of \$27.40. However, trainees in an HUA qualify for the ETP Standard Minimum Wage (\$15.07 per hour) and may qualify for a wage reduction of 25% below the ETP Standard Minimum Wage (\$11.30 per hour). NFCC is requesting the 25% wage modification.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

8–60

Trainees may receive any of the following:

BUSINESS SKILLS

- Customer Care Skills
 - Customer Retention
 - Customer Engagement
 - Customer Relationship Building
- Advanced Sales & Marketing Skills
 - Prospecting & Closing
 - Sales Account Management
 - Advanced Closing Techniques
 - Sales Procedures & Strategies
- Negotiation Skills
- Conflict Resolution
- Communication Skills
- Presentation Skills

COMMERCIAL SKILLS

- I-CAR Collision Repair Certification Skills
- Refinishing Skills
 - Trim & Hardware
 - Surface Preparation
 - Vehicle Priming/Sealing
 - Paint Spray Guns Maintenance & Set-Up
 - Corrosion Protection Process
 - Sand, Buff & Detail
 - Color Theory & Tints
 - Blending Techniques
 - New Technologies
- Structural Repair
 - Unibody Alignment
 - Three-Dimensional Measuring
 - Repair & Replacement of Outer Body Panels
 - High Strength Steels
 - Aluminum Repair Processes
 - MIG Welding Skills
 - Straightening Structural Damage
 - Glass Replacement
 - Pillars, Rocker Panels, Rails, Front Structures & Floor Pan Replacement
 - Heating Cooling and AC Systems
 - Steering & Suspension Systems
 - Advanced Vehicle Systems
 - Composite Materials and Bonding Techniques
- Non-Structural Vehicle Repair Skills
 - Remove & Install Trim & Hardware
 - Adhesive Bonding

- Diagnose Wind Noise & Water Leaks
- Aluminum Cosmetic Damage
- Spot Welding
- Composite Repair
- Estimating Skills
 - Steering & Suspension System Damage Analysis
 - Damage on Non-Drivable Vehicles
 - Electrical/Mechanical Systems
 - Stationary Glass
 - Advanced Materials
 - Advanced Vehicle Systems
- Vehicle Operation, Maintenance, & Troubleshooting
- Alternative Fuel & Hybrid Vehicle Repair Diagnostics
- Service Procedures & Scheduling
- Product Knowledge
- OEM (Original Equipment Manufacturer) Knowledge/Skills
 - Aston Martin, BMW, Rolls-Royce, Bentley, M-Benz, Tesla

COMPUTER SKILLS

- CCCOne Software
 - Job Costing
 - Production Flow
 - Production Planning - ETA Times & Dates
 - Internal & External Customer Communication
- Mitchell & Mitchell Repair Center Software
- Audatex Software
- CCC Info Systems Software
- Alldata Software
- Intermediate and Advanced Microsoft Office

CONTINUOUS IMPROVEMENT SKILLS

- Leadership Skills
- Teambuilding
- Root Cause Analysis
- Kaizen Event Strategy & Implementation
- Lean Concepts
- Process/Quality Improvement
- Problem Solving/Decision Making Skills
- Inventory Control
- Consistent Operating Methods

HAZARDOUS MATERIALS

- Completing Material Safety Data Sheets (MSDS)
- Volatile Organic Compound (VOC) Tracking
- Emergency Clean-Up
- Registration, Evaluation, Authorization & Restriction of Chemical Substances

Safety Training will be limited to 10% of total training hours per-trainee

Productive Lab Hours

0–14

COMMERCIAL SKILLS (1:1 trainer-to-trainee ratio)

- Body Filler Methods
- Structural Resistance Spot Welding
- Mig Brazing Techniques
- Color Tinting
- Spraying/ Blending Techniques
- Measuring Vehicle Structures
- Alignment Process for Full Frame Vehicles
- Alignment Process for Unitized Vehicles
- Aluminum Repair
- Technical Estimating Skills

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery. PL training is capped at 14 hours per-trainee.