Student Catalog

2021 - 2022

Last Update 11/2021

The Ding King Training Institute, Inc.

DKTI

Training Catalog

California Campus
2021 - 2022

Automotive Reconditioning Tools & Training for:

- Paintless Dent Removal
- Paint Repair
- Interior Repair
- Windshield Repair
- Chip Magic
- Window Tinting
- Auto Detailing
- Odor Removal
- Alloy Wheel Repair
- Total Recons

CAMPUS LOCATIONS:

Campus Location & Administrative Office:

Costa Mesa, California
3186 Airway Ave. Bldg. L
Costa Mesa, CA 92626
www.Dingking.com

For more information please call:
(800) 304-3464

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

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APPROVAL DISCLOSURE STATEMENT

The Ding King Training Institute (DKTI), 3186 Airway Ave. Bldg. L, Costa Mesa, CA 92626 has received approval to operate from The Bureau for Private Postsecondary Education. The Bureau has determined that the institution's operational plan satisfies the minimum standards listed in Education Code Section 94310(a) or 94311(a), whichever is applicable.

Persons seeking conflict resolution or to submit complaints should immediately contact the lead instructor. Requests for further resolution actions may be made to the education director or DKTI school director. All unresolved complaints may be directed to the following as well as any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
P.O. Box 980818, West Sacramento, CA 95798-0818
P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov

MISSION STATEMENT

In 2005 The Ding King Training Institute of California, Inc. started as a two-man team with one guiding policy, to provide auto dealerships, auto body shops, rental car companies, and the general public with the highest quality automotive Paintless Dent Repair, Paint Blemish Repair, and Interior Repair graduates from our training facility.

The Automotive Reconditioning Industry is one of the fastest growing industries today and the demand for properly trained technicians has never been greater. Due to the countless Auto Dealerships, Rental Car Companies, Auto Body Shops, and millions of car owners, this industry is expanding quickly. Realizing the demand for skilled technicians, DKTI offers training courses designed to teach individuals how to perform automotive reconditioning repairs.

DKTI is fully committed to ensuring that each student receives the proper training and knowledge necessary to become useful in the auto reconditioning industry. In order to maintain such a success with each student, we are committed to excellence in the following areas

- Conduct all classes in a safe, clean, comfortable, and friendly environment.
- Provide each student with the innovative and well-planned training lessons that will educate and inspire for higher education.
- Provide each student with excellent equipment that will enable them to provide superior service.
- Maintain a staff of courteous certified instructors who are committed to providing an education that will exceed all industry requirements.
- Teach each student the highest standards of workmanship, personal conduct, and professionalism in order to become an asset to the profession and company in which they serve.

We further promise to stay ahead of industry trends, taking a leadership role in automotive reconditioning technology so we are equipped to respond quickly to each student need.

Administration

Corporate Office & Costa Mesa Campus
3186 Airway Ave. Bldg. L
Costa Mesa, CA 92626
(714) 754-0080 Fax
(800) 304-3464 Toll Free

Administrative Faculty & Staff

Todd Sudeck	*Owner/Chief Financial Officer/ Director of Sales*	*BA Speech Communications Sales and Marketing*
Michelle Scher	*School Director/ Student Services and Veterans Liason*	*Business Development OC College 1996-1998 20 Years in Sales Management and Customer Service*
Cher Murchison-Oneil	*Admissions Director Student Services and Veterans Liason*	*20 Years Sales Management and Customer Service*
Mike Boone	*Sales and Student Care Representative*	*20 Years Sales and Management*
Liza Rojas	*Sales Bilingual Student Consultant*	*15 Years Sales and Customer Service*
AnaMaria Prom	*School Director and Admissions Director - Assistant*	*15 Years Office Management and Customer Service*

Instructional Staff

Instructor Name	Expertise	Instructor Name	Expertise
James Ramirez	*Paintless Dent Repair Paint Repair Interior Repair Windshield Repair Odor Removal Auto Detail Chip Magic Alloy Wheel Repair*	*Salvador Vargas*	*Paintless Dent Repair*
		Jason Bryant	*Paintless Dent Repair*
		Mel Craig	*Auto Detail, Paint Correction and*

Course Calendar/Class Starting Dates

Courses commence on each Monday of the week. Please verify class date with your account representative. The following is a calendar of prospective class starting dates for the 2021 and 2022 school year:

2021

Holidays we will be closed for
New years Day, January 1st
Memorial Day, May 31st
Fourth of July, July 4th
Labor Day, September 6TH
Thanksgiving, November 25th
Christmas Day, December 25th

January	***February***	***March***	***April***	***May***	***June***
4	1	1	5	3	7
11	8	8	12	10	14
18	15	15	19	17	21
25	22	22	26	24	28
		29		31	

July	***August***	***September***	***October***	***November***	***December***
5	2	6	4	1	6
12	9	13	11	8	13
19	16	20	18	15	20
26	23	27	25	22	27
	30			29	

2022

Holidays we will be closed for:
New years Day, January 1st
Memorial Day, May 30th
Fourth of July, July 4th
Labor Day, September 5TH
Thanksgiving, November 24th
Christmas Day, December 25th

January	***February***	***March***	***April***	***May***	***June***
3	7	7	4	2	6
10	14	14	11	9	13
17	21	21	18	16	20
24	28	28	25	23	27
31					

July	***August***	***September***	***October***	***November***	***December***
4	1	5	3	7	5
11	8	12	10	14	12
18	15	19	17	21	19

25	22 29	26	24 31	28	26

***ALL CATALOGS ARE MADE AVAILABLE TO STUDENTS ONE WEEK PRIOR TO START DATE**

***STUDENT CATALOGS ARE UPDATED EVERY 2-3 YEARS UNLESS THERE ARE IMMEDIATE CHANGES THAT ARE NECESSARY THROUGHOUT ANY SCHOOL YEAR. IF AND WHEN THERE ARE UPDATES, ALL CURRENT AND FUTURE ENROLLED STUDENTS WILL BE GIVEN A REVISED COPY AND MADE AWARE OF THE CHANGES.**

STUDENT SERVICES

STUDENT PARKING

Student parking is available in the parking facility around the school building. DKTI is not responsible for parking violations, property theft, property damage, etc. However, please keep vehicle locked at all times.

STUDENT FACILITY AND LOUNGE

The Ding King Training Facility is 4000 square feet and is equipped with several different training stations as well as, a very comfortable student lounge. The lounge is furnished with comfortable couches, a flat screen TV, conference/dining table and water dispenser. DKTI also has a coffee station in the kitchen area, as well as his and her restrooms equipped with handicapped safety rails.

Our training stations include:

- Paintless Dent Repair; hood stands with vehicle hoods mounted on them, for each student starting PDR. Each hood stand station also has its own lighting system, tool cart with PDR tool set and accessories. The PDR area also includes; a library of information and instruction manuals, videos, literature and a dry erase board, which is used for instruction as well as open to all students to use as needed.
- Windshield Repair; an actual car windshield which is mounted on a windshield stand. The windshield is used in demonstrations as well as hands on instruction. This station is equipped with a full glass repair kit, lighting system and glass cleaning supplies.
- Wheel Repair; an actual car with different types of wheels. This station is equipped with a full wheel repair kit, set of paints and airbrush, sanders and paper as well as cleaning supplies.
- Auto Detail; an actual car for demonstration and hands on instruction. Complete auto detailing supplies; soaps, wax's, various cloth's, sponges, vacuum, shampooer, etc. as well as, a water station and hose.
- Interior Repair; a variety of actual interior car parts are used, such as seats, panels and armrests. These parts are on a work table for demonstration and hands on instruction, along with a complete interior repair kit. The interior kit includes over 100 different items that are used in the instruction and in real life repairs. Everything from cleaners, paints, fabric, flocks, glues, sanders, to spatulas, spreaders, ink pens and heat guns. This station also has an actual car, for demonstration and hands on.
- Paint and Chip Magic Repair; Paint repair is a separate room/garage off of the main training floor. Car bumpers on bumper stands and actual cars are in this area for demonstration and hands on instruction. The paint room is equipped with spray guns, compressors, sanders, masking paper, masking tape, safety gear; masks and goggles, library of paint as well as several other items used for demonstration and hands on instruction. You will also find a library of paint color books, reference books, charts, scales and computers.
- Window Tinting and Odor Repair; an actual car is used for demonstration and hands on instruction, along with a complete kit for each system. These systems include several items such as: heat guns, fogging machine, tint rolls, variety of car scents, knife's, spray bottles and more
- **All items in all tool packages are subject to changes.**

HOLIDAYS AND EMERGENCY CLOSURE

DKTI is closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Holidays of all religious beliefs are respected and allowed. If DKTI must close for emergencies or any unexpected reason, students will be notified by phone and/or a notice posted on the entrance door of the main facility explaining the reason for closure and the re-opening date.

ADVISING

The DKTI staff makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for vocational and academic advising.

SPECIAL REQUIREMENTS OR LIMITATIONS

There are no special requirements or limitations. Automotive reconditioning can be structured to fit all life styles and or limitations.

ON-GOING TECHNICAL SUPPORT BY PHONE

Technical support by phone is available to all graduate students.

REFERRAL SERVICES

Housing*:* New DKTI applicants who reside outside of the area may request information about local accommodations available during the course of training. In California, while it is not necessary, auto transportation is desirable. Housing is not owned or maintained by DKTI. DKTI does have a corporate account with a local hotel and all students are given a special rate. Our hotel is within walking distance of campus.

Medical Care*:* There are different hospitals located near DKTI. Students will be referred to one of them when necessary. In the case of an emergency, 911 will be contacted.

CAREER DEVELOPMENT AND EMPLOYMENT ASSISTANCE

The career development and employment assistance process is ongoing throughout training and included in each subject or modules. This specific instruction is designed to give students an edge in successfully gaining the employment they are training for. Instruction may include areas such as: Proper Grooming for Successful Interviews, Resume Development, successful Interviewing Techniques. Instruction through Career Development leads many students to eye opening approaches to job searching and ultimately, successful employment.

DKTI PROVIDES CAREER PLACEMENT ASSISTANCE TO ALL GRADUATES IN GOOD STANDING. DING KING TRAINING INSTITUTE CANNOT AND DOES NOT GUARANTEE EMPLOYMENT.

Los Angeles, CA., San Diego., CA, Orange County, CA., Orlando, FL., and Springfield, MO. are some of the fastest growing automobile employment markets in the country. DKTI maintains employment placement responsibilities within the Student Services Department to assist graduates in contacting companies in order to secure employment. Information on job search techniques is also provided to soon-to-graduate students and graduates based on current needs of local businesses and industries.

NOTE: All graduates will be considered to need placement assistance unless the student signs a Student Waiver of Placement Assistance. Graduates waiving placement assistance may still receive placement assistance by notifying their customer care representative that they again wish to be placed in an active, placement-seeking category. While employment is not guaranteed, assuming cooperation on the part of the graduate, each placement services representative will work diligently with each graduate until he or she successfully obtains employment.

The Placement Services Representative helps graduates develop and/or locate positions, which best match the student's capabilities and experiences.

In order to utilize the placement services offered at DKTI, the soon-to-be graduate or graduate must agree, at a minimum, to the following policies regarding placement assistance:

1. An initial meeting with the Placement Services Representative.
2. Completion and submission of the Employment Questionnaire to the Placement Services Representative.
3. Completion and submission of a typed resume to the Placement Services Representative in an acceptable format.
4. Weekly communication with the Placement Services Representative. If an appointment with an employer or with the Placement Services Representative cannot be kept, prior to the appointment, a call must be made to the Placement Services Department and/or employer to reschedule.
5. In order to enhance the employment potential of each graduate, the Placement Services Department should be notified immediately of the results of each interview and when a job is offered and/or accepted.
6. Graduates must have the legal right to accept employment in the United States. Graduates who are not citizens must show proof of eligibility to obtain employment, i.e. a valid Work Permit, or letter from the INS showing a valid "A" number.
7. Graduates must keep the Placement Services Department advised on any changes in the following; name (i.e., marriage), home and/or mailing address, telephone number, temporary absence from the area, and employment status.
8. When meeting with the Placement Services Department and/or an employer, always DRESS FOR SUCCESS.

The amount of effort put forth by the student is the most critical factor in the success of employment placement. Cooperation throughout the employment placement process may ensure a more positive result. The DKTI primary objectives are to provide the student with professional training and educate each student as well as assist them with employment assistance in their field. DKTI does not offer employment as an incentive to enrollment, but we do hire some of our graduates.

General Rules and Policies

*All students must receive, understand and read a copy of this catalog and all binding contracts, prior to beginning course.

ADMISSIONS POLICY

Programs of training offered by DKTI are open for regular enrollment to men and women who need not possess a High School Diploma or the equivalent. Programs are taught in **English and Spanish**. Prospective students are invited to visit the school and discuss their needs, goals, and objectives with a customer care representative. Upon enrollment to DKTI all students are required to take an entrance exam before signing an enrollment agreement. DKTI uses an entrance exam by the Wonderlic T150. This is an Ability to Benefit test that every student must take before enrollment to ensure that everyone possesses the ability to learn and gain from DKTI programs. If a student wishes to attend and is under 18, he/she will need his/her parent or guardian to sign their enrollment agreement prior to start date.

CREDIT EVALUATION POLICY

Students with previous training in the program to be pursued will need to show proof of prior transcripts. These transcripts will be evaluated by DKTI lead instructor and The School Director to determine whether or not we can honor credit for prior training. If credit is not agreed upon by student and school officials, we will eveluate performance for the students first day of class as well as which may consist of a written exam, an oral exam, or both. At which time a credit if any will be determined.

Credits allowed will be recorded on the enrollment record and the length of the course shortened proportionately. In addition, the student and any third party payor shall be notified. The length of the course that is determined will also be charged accordingly. If the course was intended to be a 40 hour course and it is determined that 20 hours would be all that is necessary, the student will only be charged for 20 hours. (NOTE ALL PRIOR TRAINING MUST BE EVALUATED.)

If a student wishes to transfer to another school and wants to transfer credit from DKTI, it is the responsibility of the student and new school to determine what if any credits are transferable. All graduates will be furnished with a transcript upon graduation.

PROCEDURE FOR ENROLLMENT

An applicant makes an appointment for an interview with a Customer Care Representative. This appointment may be by phone or in person. The applicant initially discusses with the Customer Care Representative his or her career options and the process of enrollment. Enrollment can only be done in person. Upon arrival to the school, the applicant will complete an application covering their personal, educational, and employment history, and the area of occupational interest, if this has not already been determined. All potential students will be given a complete tour of the facility and training equipment. This tour includes an explanation of hands-on instruction, exercises, an introduction of the course equipment and materials, as well as the facility and all areas open for student use.

At this time, students who were unable to show proof of a high school diploma or the equivalent will begin the "Ability to Benefit" test. The exam is completed and all students who have a pass grade will be given a school catalog, school performance fact sheet, course manuals, and a copy of our Cancellation and Refund Policy.

The school retains the right to accept or reject an applicant based on the applicant's character reference, scholastic and/or financial record. Presuming all requirements and standards of admissions are met, and the applicant is motivated and prepared to make the financial and personal commitment toward their chosen training program, an enrollment agreement between the school and the applicant is then signed, the registration fee paid, and now able to start training. In accordance with Rule, the enrollment agreement, along with the catalog is a binding contract. Therefore, the institution must have an original Enrollment Agreement from the prospective student signed and dated. Acceptance may be made through e-mail or fax, but upon arrival, the student and institution must sign and date the Enrollment Agreement. The student is required to pay tuition in full prior to the first day of class unless other arrangements are made.

If an applicant lives outside the area, or in another state, an admissions representative will mail to them, upon their request, the catalog and any other information desired. The applicant must complete an application and submit it to the school with the application fee of $75.00. This fee is fully refundable if the school does not accept the application. The applicant will receive a phone call from a Customer Care Representative to discuss the process of enrollment for an out-of-area or out-of-state applicant. Each prospective new student must arrange their schedule to be at the main campus location on their first day of class so as to complete the enrollment process and orientation. Balance of tuition is due upon commencement of the first day of class.

POLICY OF DOCUMENTATION OF STUDENTS DENIED ADMISSION

If for any reason a student is denied enrollment, we have a log that is kept with initial admission paperwork and reasons for them being denied. All records are kept for a period of one year.

SATISFACTORY PROGRESS

Students progress is monitored on a daily basis. Instructors report any unsatisfactory progress as well as exceptional progress to the director of the school. Progress reports are done on a weekly basis by a student representative and reports are kept in their student file. All progress and attendence reports are made available to BPPE, counselors and/or a veterans representatives upon request.

Some example's of unsatisfactory progress: a student who will not follow direction, will not complete projects and excercises, fails to listen to his/her instructor, a student who the instructor feels will not know how to do this trade when he/she leaves here due to non-cooperation.

If an unsatisfactory progress report is written on a student, the student will be called in to discuss his/her progress or lack of.. Their will be a warning only-given at this time as well as a plan to get back on track. If this happens a second time it will be grounds for dismissal from course.

Students are welcome to evaluate their daily progress reports, upon request and are able to discuss them with their instructors and/or their student representative if they choose.

ATTENDANCE POLICY

It is important that the school have a record of attendance for each student. Instructors will take daily attendance/roll call at any time during class hours. Specific hours of attendance are part of graduation requirements. Failure to meet the required hours of training will result in denial of graduation status.

Students are expected to be on time to class every day and complete the required work to the best of their ability, as though they were on the job. ATTENDANCE AND A POSITIVE WORK ATTITUDE HAVE A GREAT DEAL TO DO WITH SUCCESS AND EMPLOYMENT.

When students must be absent from class, just as employees are expected to do so on a job, the student should call the school prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when the school should expect their return.

Re-occurring absences could result in disciplinary action, just as it would on a job. It may also lead to dismissal. Students must maintain an 80% attendance performance or better (Maximum program length) to be considered "Satisfactory Attendance" and/or to prevent their training from possibly being interrupted. Remember, Poor attendance is not a good habit to have and certainly one which an employer will not accept.

EXCUSED ABSENCES

Your instructor monitors and provides all attendance to the Student Services department. Due to the intensity and short programs DKTI does not differentiate excused or unexcused absences and any time missed must be 100% made up, in order to complete and graduate.

TARDINESS

DKTI places upon its students the same demands that an employer will place upon them as employees. Students are expected to be on time for each class session. A student is considered tardy for class if he/she ARRIVES LATER THAN 15 MINUTES AFTER THE SCHEDULED START OF CLASS. A tardy student will be marked daily as being tardy. Any combination of four (4) documented tardiness' will be considered as one (1) absence that will require 1 make-up day.

LEAVING EARLY

DKTI places upon its students the same demands that an employer will place upon them as employees. Students are expected to remain in class for the entire session. A student is considered leaving early from class if he/she LEAVES EARLIER THAN 15 MINUTES PRIOR TO THE CLOSE OF CLASS. The Instructor should be notified prior to being dismissed early from class. A student leaving early from class will be marked daily as leaving early. Any combination of four (4) documented early (unexcused) departures will be considered as one (1) absence that does require a make-up day.

MAKE UP WORK

Time may be made up hour for hour during next scheduled class based upon available openings, or otherwise arranged per instructor's approval.

LEAVE OF ABSENCE POLICY

If a Leave of Absence is required, a student must submit in writing to the Student Service Department, the basis of the request, expected return date and the initial date of request with the student's signature. A Leave of Absence may be limited to a specified number of days (NOT TO EXCEED 30 DAYS). If the student's leave of absence is longer than 30 days, the student will be considered to have withdrawn from the school. If the Leave of Absence is approved, the student may return prior to or at the end of the Leave of Absence (dependent upon class space available) and resume training without paying any additional tuition. Students requesting a Leave of Absence must understand that upon return, a revised course completion date will be established, which will delay their graduation date.

SUSPENSION AND DISMISSAL

DKTI reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance, which does not meet the school's standards and/or who fails to abide by the rules and regulations. Any student who has been suspended or dismissed may appeal the action by following the student appeal procedures.

If suspended: The student will be asked to leave the campus, pending evaluation of student's actions. Evaluation period is 1-2 days. Student will be contacted after evaluation and be asked to report to the admin office to discuss actions.

The student will be put back in class to continue training as usual, if reason for evaluation is corrected.

NOTE: Days missed due to evaluation will be made up by extending planned graduation date by class days missed.

If reason for evaluation is not corrected within the 2 days after violation the student will be terminated.

POLICY REGARDING REENTRANCE AFTER DISMISSAL FOR UNSATISFACTORY PROGRESS/RE-ENROLLMENT POLICY

A student reentering DKTI should submit a letter requesting reentry with an explanation on how the situation for dismissal/or withdraw has been rectified. The student must have their financial package current and will reenter under the current catalog prices and policies. A new enrollment agreement will be established and reviewed for approval. Students wishing to reenter due to dismissal based on behavior and/or attendance problems, will be required to have their readmission request approved by the school director.

STUDENT RECORDS

The Family Right and Privacy Act of 1974 prohibit an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. DKTI protects the privacy and confidentiality of all student records. Students are guaranteed the right to access copies of the documents they signed in their own files. All student files are retained by the institution for a minimum of five years. Student files of this period are maintained in fire retardant storage files.

CHANGING PROGRAMS

At any time, a student may wish to change their career goals. The institution reserves the right to allow or disallow a transfer from one program to another offered at this institution. In this event, the student will either re-sign a contract or a contract addendum. The student will still be charged for the prior program and will be charged for the new program, unless other arrangements have been made and signed off by The School Director. The student must first notify the admissions office prior to changing.

CLASSROOM SIZE

A maximum class size is 6 students per instructor for classroom/laboratory.

GRADUATION REQUIREMENTS/GRADING STANDARDS

Our grading standards are based upon clocked hours. Every course has been outlined by clocked time spent on each module of the total curriculum. The grading standards on each auto-reconditioning course offered at DKTI are based upon a pass or fail condition. The instructor's decision of a pass or fail grade are dependent upon the following guidelines:

- The student has been present 100% of the entire course duration.
- The student is able to demonstrate for the instructor the basic techniques taught during the course and the student should be able to complete repairs satisfactory for the instructor.
- Exit Competency levels must be at 80% or greater.
- All fees and payments are complete.

NON-DISCRIMINATION POLICY

DKTI is dedicated to ensuring a discrimination-free learning environment. DKTI will not discriminate against any student because of race, color, religion, gender, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should report the facts of the incident to their instructor, the Director, or Human Resource Manager in writing (see Grievance Policy).

DRESS CODE

Each student is recommended to wear comfortable and safe attire during their training period. Students must wear closed toed shoes. Students should discuss with their instructor and/or the Placement Office, the typical type of clothing one should wear for the type of course they are enrolled. Students may be at risk of staining clothes depending on the course they are enrolled, therefore should use their best judgment when deciding what to wear to class. DKTI is not responsible for the cost of cleaning or replacing damaged clothing.

THE DKTI RESERVES THE RIGHT TO ITS INTERPRETATION OF THIS POLICY AND ITS ENFORCEMENT BASED UPON THE PROFESSIONAL EXPECTATIONS OF THE DKTI STAFF AND OF THE EMPLOYERS WHO HIRE OUR GRADUATES.

SMOKING

Smoking is not permitted anywhere inside the school facilities or buildings. Please smoke outside the buildings in the designated areas and use the appropriate containers for cigarette disposal.

TELEPHONES

The receptionist desk will only take emergency calls for students. If permitted, there are phones that can be made available to all students needing to place brief phone calls.

OFFICE EQUIPMENT

Students are not to use any of the office telephones, copy machine, or other office equipment without permission and assistance from DKTI staff. Not always will any or all services be available, this is contingent upon business of office and available services.

STUDENT BEHAVIOR/CONDUCT

An important part of the training at DKTI includes the development of professional attitudes and behaviors. PROSPECTIVE EMPLOYERS SEEK EMPLOYEES WHO WILL BE POSITIVE ADDITIONS TO THEIR COMPANIES. Therefore, DKTI has created a professional "work-like" environment in which students can grow and develop according to their professional expectations.

Students are expected to conduct themselves in a business-like manner. Normal standards of professional business attire apply to all students and unconventional clothing cannot be permitted at school. The effectiveness of any training program is dependent upon the full cooperation between students and school staff. Consequently, all students will be expected to extend their best efforts to work harmoniously and conscientiously with instructors and administrators to further their training program. Students must adhere to high standards of academics, attendance, and conduct.

Learning how to communicate and deal with a variety of people, coping with frustration, problem solving, disciplining one-self and dressing professionally, are just a few of the ingredients that go into the makeup of a professional. In these areas, we have high standards because we are committed to preparing our students for the highest expectations of employers.

DKTI students are encouraged to pursue the development of these attitudes and behaviors because they serve in their best interest when it comes time to seek employment. Students are asked to work cooperatively with the institution to aid them to be as fully prepared as possible to succeed in the competitive job market.

The administration of the DKTI, reserves the right in the exercise of their judgment, to dismiss a student on any of the following grounds but are not limited to:

Grounds for Disciplinary Action:

1. Unsatisfactory academic performance
2. Unsatisfactory attendance
3. Unprofessional behavior and/or conduct that reflects unfavorably upon the school and/or its students
4. Use of drugs, narcotics, alcohol (or under the influence), gambling, profanity
5. Inappropriate clothing worn during training.
6. Failure to abide by the Rules and Regulations of the school
7. Failure to pay tuition (or any other charges) when due
8. Breach of school enrollment agreement
9. Falsifying school records
10. Carrying a concealed or potentially dangerous weapon
11. Disorderly conduct which interferes with the learning process of any other student, instructor, or the general progress of the class
12. Instigation and/or participation in rebellious activities against the school and/or its student(s)
13. Solicitation which reflects unfavorably upon the school and/or its students
14. Vandalism of school property
15. Any form of gang related activity including, but not limited to: wearing of gang colors/attire, etc.
16. Fighting (physical or verbal)
17. Verbal confrontation with any employee and/or student

Disciplinary action may include, but is not limited to, a verbal or written warning, probation, suspension, or dismissal. A student dismissed for unsatisfactory or unprofessional behavior or conduct may request re-admittance into their program by submitting a written request to the School Director. The School Director will discuss the request with the instructor and review the reason for dismissal and will then make the final decision on re-admittance.

POLICY AGAINST HARASSMENT

It is the policy of DKTI to provide a work environment free of discrimination, unlawful harassment including sexual harassment. In keeping with this commitment, we will maintain a strict policy prohibiting discrimination, unlawful harassment, including sexual harassment. This policy applies to all employer agents and employees. It also applies to supervisors and management. Unlawful harassment may take many forms, including but not necessarily limited to:

1. Unwanted sexual advances;
2. Demands for sexual favors in exchange for favorable treatment or continued employment;
3. Threats and demands to submit to sexual requests in order to obtain or retain any employment of training benefit;
4. Verbal conduct such as epithets, derogatory or obscene comments, slurs or sexual invitations, sexual jokes, propositions, suggestive insulting, obscene comments or gestures or other verbal abuse of a sexual nature or where such verbal conduct contains discriminatory overtones;
5. Graphic, verbal commentary about an individual's body, sexual prowess or sexual deficiencies;
6. Flirtations, advances, leering, whistling, touching, pinching, assault, coerced sexual acts, blocking normal movements;
7. Visual conduct such as derogatory or sexual posters, photographs, cartoons, drawings or gestures or other displays in the work place of sexually suggestive objects or pictures;
8. Conduct of comments consistently targeted at only on gender, even if the content is not sexual;
9. Retaliation for having reported or threatened to report in good faith discrimination, unlawful harassment including sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings. In evaluating behavior, the standard to be applied is that of a reasonable victim of the same gender as the victim.

If, in good faith, you believe you have been discriminated against, unlawfully harassed of are the subject of sexual harassment of discrimination by a co-worker or fellow student or any other employee, supervisor, or any agent of DKTI you are required to report all of the facts of the incident and the names of the individuals involved to the School Director at (800) 304-3464. As soon as management receives the report appropriate corrective action will be taken, where necessary.

Any Student / Employee who, after an investigation, is believed to be responsible for any act of unlawful harassment including sexual harassment, or discrimination based on another person's race, color, religion, sex, national origin, age, marital status, sexual orientation, pregnancy, physical or mental disability, medical condition or veteran's status, will be subject to disciplinary action of such severity that will stop such harassment or discrimination and may include separation / dismissal.

Retaliation:

No retaliatory action will be taken against anyone who, in good faith, exercises his / her rights to report harassment, discrimination as defined in this section.

Fraternization:
We are concerned about behavior and personal conduct that tends to violate or does violate federal and state standards, and where such conduct creates either, (1) a hostile and abusive work environment,; (2) creates and safety or hazardous situation where such conduct could result in a violent act by someone associated with those participating in such behavior or conduct; or (3) where such conduct or behavior is considered unwanted. Therefore, no one is allowed to socialize, fraternize, or associate in an intimate way with any co-worker after hours or during non-work where such association jeopardizes DKTI in any way.

If there is any reported conduct or behavior violation by either party or a third party, that report will result in an investigation. Initially both parties will be given a Coaching and Counseling Warning. If the investigation reveals any conduct that places The DKTI in any liability or jeopardy whatsoever, disciplinary action will be taken up to and including discharge.

STUDENT GRIEVANCE PROCEDURES

Students who encounter difficulties, problems, or have complaints, should first bring the matter to the attention of their instructor. If the instructor is unable to resolve the situation, the student is to meet with the Director for resolution. If the matter is still not resolved, it should be brought to the attention of the School Director for final resolution.

COMPLAINT PROCEDURE

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. A written grievance, addressed to the School Director, must be received from the student within 48 hours after the incident occurs.

The procedure is as follows: The written grievance must be submitted to the School Director within 48 hours of the incident. The School Director will verify that the student has made a verbal attempt to resolve the concern with the instructor or other staff member. A meeting will take place between all parties involved to attempt a resolution.

If the decision is unacceptable to the student, the student must, within 24 hours of the meeting, send copies of all documents and a cover letter explaining why the decision is unacceptable. All complaint decision appeals will be resolved within 30 days from the receipt date of the incident report.

Unresolved complaints may be directed to the:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
P.O. Box 980818, West Sacramento, CA 95798-0818
P (916) 431-6959 F (916) 263-1897 www.bppe.ca.gov

CERTIFICATE OF COMPLETION

All graduates who have a satisfactory completion of their course and/or courses will receive a Certificate of Completion. Each certificate will indicate each program completed number of hours in class per program, name of our school and signature of instructor.

DRUG FREE CAMPUS

The DKTI is a drug and alcohol free facility. Any use of alcohol or the manufacture, distribution, dispensing, or use of a controlled substance on facility property, or while participating in training related activities, is prohibited. Students who violate this policy are subject to disciplinary action, which could include termination from the program.

ENGLISH AS A SECOND LANGUAGE INSTRUCTION AND SPANISH INSTRUCTION

DKTI does offer Spanish instruction. We do not require a certain level of proficiency only that all DKTI students can pass our entrance exam, which is given in Spanish as well as English. Automotive reconditioning can be structured to fit all life styles and or limitations.

CANCELLED COURSES OR PROGRAMS

If a program or course is cancelled for any reason the student will have the choice to either choose a new course or receive a refund for class time not received and tools that are returned in new condition.

FACULTY STANDARDS

All DKTI Staff Members are employed after meeting our very high standards. All Staff members go through an intensive interview process and back ground check. DKTI employees are a group of people that we can take pride in knowing they are serving our students.

All Instructors license's and/or certificates to teach in each State are kept at their home campus. The documents are always kept up to date, made available as needed, and posted on the training room wall. All Instructors are required to have at least 8 hours continuing education per year. Documents showing continued education are kept with transcripts.

All employee transcripts are kept at the home campus in which each individual is employed. The number of employees will vary due to student requirements. Every campus has different needs and we staff based upon student needs.

PDR 120, 160, 200, 480
Paintless Dent Repair

Program Description:

PDR is a highly skilled process in which minor dings and dents are removed from an automobile's exterior without creating the costly and time consuming need for traditional body shop repairs. The PDR process involves the use of custom designed dent removal tools that are applied to the inside, skin of a vehicle's sheet metal. To begin, the repair process a dent technician gains access to the inside skin of the metal via an automobile's windows, headlights or other access point. A fluorescent light is then used to magnify the damaged area. The technician then drags the tip of the dent removal tool with leverage, over the damaged area in a fluid, pumping motion. In less than an hour, dings and dents become "massaged out" without any damage to the paint. With continuous practice, DKTI graduates will be able to repair dings and dents on any panel of any metal vehicle, as long as the paint has not been fractured or damaged prior to the repair process.

With the PDR process, a PDR technician can repair minor dings and dents in a fraction of the time required by conventional body shops. Most body shops repair dings and dents with the same techniques that are used to repair major damage. These techniques involve pounding out the dent with force, which cause imperfections in the metal's exterior. Once this occurs, the paint becomes damaged, and the car's panel must be filled, sanded, primed and repainted. Since this process requires the need for paint, a customer runs the risk that the paint will not match the original factory finish and risk objections by a potential buyer at some future date. In addition, the above process takes days to complete, leaving the customer without their car for some time. By contrast, PDR jobs are performed in less than one hour, save the customer 70% versus body shop prices, require no painting and are 100% environmentally friendly.

The majority of the PDR repairs performed by PDR technicians involve dents in surface areas smaller than a baseball, which do not involve paint damage.

Program Objectives:

The objective of the PDR 120 course is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will be able to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, a person who has had some auto-body repair experience may excel into a more advanced position upon graduation. This program is designed to provide intensive hands-on training in all aspects of the Paintless Dent Repair field.

Occupational Objectives:

Graduates will be qualified for intermediate-level positions with any business offering paintless dent repair. They will also be prepared to perform intermediate or entry-level paintless dent repairs for requesting customers for their own business. D.O.T. #807.381-010

This is a 120-hour course and classes commence each Monday. Students must contact their customer care representative for class schedule and availability. 8 hours a day for 15 days or 4 hours a day for 30 days.

INSTRUCTION MODULE FOR PDR 120
Classroom Instruction with textbooks

	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	8
Module H	Locating the Tip of the Tool	12
Module I	Removing High Points	15
Module J	Removing Low Spots	15
Module K	Removing Dents	18
Module L	Types of Dents	2
Module M	Finishing the Dent	10
Module N	Wet Sanding Techniques	2.5
Module O	Access	10
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	8
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**120**

INSTRUCTION MODULE FOR PDR 160
Classroom Instruction with textbooks

	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	10
Module H	Locating the Tip of the Tool	18
Module I	Removing High Points	20
Module J	Removing Low Spots	20
Module K	Removing Dents	34
Module L	Types of Dents	4
Module M	Finishing the Dent	12
Module N	Wet Sanding Techniques	2.5
Module O	Access	10
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	10
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1

	Total	**160**

INSTRUCTION MODULE FOR PDR 200

Classroom Instruction with textbooks

	Lecture Modules	**Clock Hours**
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	15
Module H	Locating the Tip of the Tool	20
Module I	Removing High Points	25
Module J	Removing Low Spots	25
Module K	Removing Dents	40
Module L	Types of Dents	10
Module M	Finishing the Dent	15
Module N	Wet Sanding Techniques	5
Module O	Access	11
Module P	Drilling & Plugging Techniques	2.0
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	14
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**200**

INSTRUCTION MODULE FOR PDR 480

Classroom Instruction with textbooks

	Lecture Modules	**Clock Hours**
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	18
Module H	Locating the Tip of the Tool	30
Module I	Removing High Points	60
Module J	Removing Low Spots	60
Module K	Removing Dents	130
Module L	Types of Dents	20
Module M	Finishing the Dent	60
Module N	Wet Sanding Techniques	20
Module O	Access	15
Module P	Drilling & Plugging Techniques	9.5
Module Q	Working in Different Environments	20
Module R	Problem Solving Techniques	17
	Lecture Modules	
Module S	Estimating Techniques	5
Module T	Marketing and Advertising	5
Module U	Career Development	5

	Total	**480**

Curriculum Outline:

Module A: Introduction to Paintless Dent Repair
Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process
Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics
Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Required for Training
Students will learn which tools and accessories are used during the PDR training course.

Module E: The PDR Tool Set
Students will learn and examine the PDR tool set required for a beginning technician. These tools include rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories
Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light
Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool
Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hood stand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points
High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots
Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down

Module K: Removing Dents
Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required to remove each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent
Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques
Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, they will rely on wet sanding techniques less frequently.

Module O: Access
Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques
Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques
Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising
Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development
Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

PDR 80
Paintless Dent Repair

Program Description:

PDR is a highly skilled process in which minor dings and dents are removed from an automobile's exterior without creating the costly and time consuming need for traditional body shop repairs. The PDR process involves the use of custom designed dent removal tools that are applied to the inside, skin of a vehicle's sheet metal. To begin the repair process a dent technician gains access to the inside skin of the metal via an automobile's windows, headlights or other access point. A fluorescent light is then used to magnify the damaged area. The technician then drags the tip of the dent removal tool with leverage, over the damaged area in a fluid, pumping motion. In less than an hour, dings and dents become "massaged out" without any damage to the paint. With continuous practice, DKTI graduates will be able to repair dings and dents on any panel of any metal vehicle, as long as the paint has not been fractured or damaged prior to the repair process.

With the PDR process, a PDR technician can repair minor dings and dents in a fraction of the time required by conventional body shops. Most body shops repair dings and dents with the same techniques that are used to repair major damage. These techniques involve pounding out the dent with force, which cause imperfections in the metal's exterior. Once this occurs, the paint becomes damaged, and the car's panel must be filled, sanded, primed and repainted. Since this process requires the need for paint, a customer runs the risk that the paint will not match the original factory finish and risk objections by a potential buyer at some future date. In addition, the above process takes days to complete, leaving the customer without their car for some time. By contrast, PDR jobs are performed in less than one hour, save the customer 70% versus body shop prices, require no painting and are 100% environmentally friendly.

The majority of the PDR repairs performed by PDR technicians involve dents in surface areas smaller than a baseball, which do not involve paint damage.

Program Objectives:

The objective of the PDR 80 course is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will be able to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting. They will also receive on-going technical support by phone. There are no prerequisites for this course. This program is designed to provide intensive “hands-on” training in all aspects of the Paintless Dent Repair field.

Occupational Objectives:

Graduates will be qualified for entry-level positions with any business offering paintless dent repair. They will also be prepared to perform entry-level paintless dent repair for requesting customers for their own business. D.O.T. #807.381-010

This is an 80 hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 10 days or 4 hours a day for 20 days

INSTRUCTION MODULE FOR PDR 80
Classroom Instruction with textbooks

	Lecture Modules	**Clock Hours**
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	8
Module H	Locating the Tip of the Tool	8
Module I	Removing High Points	4
Module J	Removing Low Spots	4
Module K	Removing Dents	10
Module L	Types of Dents	1
Module M	Finishing the Dent	5
Module N	Wet Sanding Techniques	2
Module O	Access	4
Module P	Drilling & Plugging Techniques	1
Module Q	Working in Different Environments	7
Module R	Problem Solving Techniques	2
Module S	Externship	16
	Lecture Modules	
Module T	Estimating Techniques	1
Module U	Marketing and Advertising	.5
Module V	Career Development	1
	Total	**80**

Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Explanation of PDR Process

Students will examine the process of PDR, including an overview of the steps involved in removing a dent.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Required for Training

Students will learn which tools and accessories are required to conduct PDR training successfully.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent
Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Externship

This module is designed to provide the student with on-the-job training under the guidance of the instructor and/or auto reconditioning technician in the field. The student is given the opportunity to apply the knowledge gained in the classroom to actual situations, while receiving support from the school. Each student will be evaluated twice during this experience, to strengthen areas of weakness, build self-confidence, and gain a better understanding of the skills needed to be successful in their chosen career.

Module T: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module U: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module V: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

PDR 40
Paintless Dent Repair

Program Description:

PDR is a highly skilled process in which minor dings and dents are removed from an automobile's exterior without creating the costly and time consuming need for traditional body shop repairs. The PDR process involves the use of custom designed dent removal tools that are applied to the inside, skin of a vehicle's sheet metal. To begin the repair process a dent technician gains access to the inside skin of the metal via an automobile's windows, headlights or other access point. A fluorescent light is then used to magnify the damaged area. The technician then drags the tip of the dent removal tool with leverage, over the damaged area in a fluid, pumping motion. In less than an hour, dings and dents become "massaged out" without any damage to the paint. With continuous practice, DKTI graduates will be able to repair dings and dents on any panel of any metal vehicle, as long as the paint has not been fractured or damaged prior to the repair process.

With the PDR process, a PDR technician can repair minor dings and dents in a fraction of the time required by conventional body shops. Most body shops repair dings and dents with the same techniques that are used to repair major damage. These techniques involve pounding out the dent with force, which cause imperfections in the metal's exterior. Once this occurs, the paint becomes damaged, and the car's panel must be filled, sanded, primed and repainted. Since this process requires the need for paint, a customer runs the risk that the paint will not match the original factory finish and risk objections by a potential buyer at some future date. In addition, the above process takes days to complete, leaving the customer without their car for some time. By contrast, PDR jobs are performed in less than one hour, save the customer 70% versus body shop prices, require no painting and are 100% environmentally friendly.

The majority of the PDR repairs performed by PDR technicians involve dents in surface areas smaller than a baseball, which do not involve paint damage.

Program Objectives:

The objective of the PDR 40 course is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will have the knowledge to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, is recommended for and individual who intends on continuing his/her hands-on portion of this course at home or on-the-job

Occupational Objectives:

Depending on the graduate's individual skill level, they may be qualified for an entry-level position with any business offering paintless dent repair. They may also be prepared to perform entry-level paintless dent repair for customers in their own business. D.O.T. #807.381-010

This is a 40 hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 5 days, or 4 hours a day for 10 days.

INSTRUCTION MODULE FOR PDR 40
Classroom Instruction with textbooks

	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	5
Module H	Locating the Tip of the Tool	5
Module I	Removing High Points	2
Module J	Removing Low Spots	1
Module K	Removing Dents	5
Module L	Types of Dents	1
Module M	Finishing the Dent	5
Module N	Wet Sanding Techniques	1
Module O	Access	1
Module P	Drilling & Plugging Techniques	.5
Module Q	Working in Different Environments	5
Module R	Problem Solving Techniques	.5
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**40**

Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process

Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Used During Training

Students will learn which tools and accessories are used during their PDR training course.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required in removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent

Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Smart Paint Repair

Description:

The SMART Paint Repair system is a complete comprehensive package offering the tools and equipment needed for all types of paint repairs, including rock chips and scratches, bumper scuffs, tears and gouges, rust spots, clear coat damage, and overall repairs to solids, metallic and pearlescent finishes using both foreign and domestic paints. This system comes complete with everything you'll need with the option to function on either a fixed or mobile basis.
The Ding King SMART Systems allow for complete paint restoration and repair; from simple paint chip and scratch repair to complete panel re-spraying and bumper repair. Repairs are completed quickly and are kept to the damaged area only, allowing you to complete more work in less time. The results are not only faster repairs, but more profit in your pocket
Our SMART Repair System allows you to perform repairs in all types of climate conditions; hot or cold weather…..we will customize your chemical and equipment package to accommodate your specific needs. Additionally, all DK SMART Paint Repair Systems are AQMD Legal and utilizes only VOC Compliant paint chemicals. Besides being environmentally friendly, it allows you to produce finished repairs that will surpass your most finicky customer. This system is easy to use, simple to mix and delivers fast-drying high-performance finishes, making every job look like new.

Program Objectives:
The objective of the SMART Paint Repair program is to provide extensive training to an individual who has the goal to properly repair a wide variety of paint damage utilizing new paint technology. The Ding King will certify you for the field and is the ultimate for learning everything required to become a professional mobile or shop paint repair technician. This course is a combination of classroom, instructor led demonstrations and hands-on repairs on actual cars, and is designed to provide you with a deeper level of knowledge so that you have the experience and confidence to tackle all types of repairs.

Graduates of our Paint Certification Program will learn everything from proper prep to advanced techniques for blending and more difficult repairs. Your customers will receive quick, professional and undetectable finished repairs for all types of damage.

You will work side by side with a certified Ding King instructor teaching you everything you'll need to know to perform quality repairs. Our certified training sessions include 8 hours of classroom and hands-on training daily in classes with no more than 3 students per instructor.

Occupational Objectives:

Graduates will be qualified for positions with any business relating to paint repair. They will also be prepared to perform a various range of paint repairs for customers for their own business. D.O.T. #845.381.014

You'll Learn to Correct

- Paint Chips
- Key Scratches
- Euro Blackout
- Bumper Scuffs
- Rust Repair
- Paint Swirls
- Dents
- Chipped Door Edges
- Clear Coat Damage

Training Includes

- Color Matching
- Mixing of Paint
- Proper Preparation
- Spray Gun Techniques
- Polishing
- Spot Blending
- Chemical Reduction Formulations
- Curing Process
- Back Taping
- Filler Applications
- Sanding Process
- Safety

INSTRUCTION MODULE FOR SMART Paint Repair
Classroom Instruction with textbooks

Module	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for SMART Paint Repair	1
Module B	Demonstration of SMART Paint Repair	1

Module C	Introduction to Chip King	1
Module D	Demonstration of Chip King	.5
Hands-on Modules The following modules listed below are conducted with hands-on training.		
Module E	Color Matching and Mixing Paint	2.0
Module F	Using the Flow Pencil	2
Module G	Using the Air Brush	3
Module H	Using the HVLP Devilbiss Spray Gun	4
Module I	Surface Preparation	5
Module J	Bumper/Panel Painting	6
Module K	Light Scratch and Polishing	2
Module L	Sanding Techniques	2
Module M	Painting Tips	4
Module N	Chip King Process	3
Module O	Problem Solving and Troubleshooting	.5
	Lecture Modules	
Module P	SMART System for Fixed or Mobile Operations	.5
Module Q	Estimating Guidelines	1
Module R	Marketing and Advertising	.5
Module S	Complete Overview	1
	Total	**40**

Curriculum Outline:

Module A: Introduction and Safety Measures for SMART Paint Repair

Students will review the Paint Repair instructional manual and discuss the components included within the paint repair system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the SMART Paint Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the paint repair system are designed to repair.

Module C: Introduction to Chip King

Students will review all the chemicals and the steps of the Chip King process. This streamlined paint touch up process includes our squeegee application process, using our proprietary wipe-on, wipe-off DK technology and is perfect for anybody looking to offer quick repairs.

Module D: Demonstration of Chip King

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the Chip King is designed to repair.

Module E: Color Matching and Mixing Paint

Utilizing our PPG Color Mobile Retrieval System you'll have direct access to PPG’s entire mixing formula database. You’ll learn to fill in the relevant fields in the clearly structured user interface, and the requested mixing formula will appear on the screen. The database contains over 200,000 mixing formulas, giving access to more than 100,000 colors. It

even provides variants of the requested color for badly oxidized or aging paint. Our PPG Color Mobile Retrieval System is always up to date and contains all the MSDS information and safety data sheets for all PPG's paint chemicals and toners. This App operates on a Smart phone, tablet or laptop. Using the PPG Color Retrieval App will ensure for superior color matches and reduce your odds of mistakes and material loss.

Students will learn how to color match using an App, swatches, mixing paint and understanding the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system.

Module F: Using the Flow Pencil

Students will learn how to use the flow pencil when applying small quantities of paint to chips and small scratches.

Module G: Using the Air Brush

Students will learn the appropriate use of the air brush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module H: Using the HVLP Sata Mini Jet Spray Gun

Students will learn the appropriate use of the paint spray gun, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for fine detail and touch-up work.

Module I: Surface Preparation

Students will learn how to properly prep the surface area so damage can be contained to the smallest repair area possible.

Module J: Bumper/Panel Painting

Students will learn blending, clear coating, European blackening, sanding techniques, and painting techniques for completion of a bumper/panel repair.

Module K: Light Scratch and Polishing

Students will learn how to polish and finish a paint repair using high speed polisher and detail chemicals.

Module L: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each by hand and with a DA sander.

Module M: Painting Tips

Students will learn various tips on storage, maintenance, and good habits of a paint repair technician. Different styles or painting will be covered along with tips for working indoors and outdoors.

Module N: Chip King Process

Students will learn the Chip King process and each tool necessary to perform minor paint repairs.

Module O: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during paint repairs.

Module P: SMART System for Mobile or Shop Operations

The students will learn about the mobile and shop options within the SMART paint repair system. They will also learn to use the different components for each option.

Module Q: Estimating Guidelines

Students will learn how to estimate the cost for all types of paint repair.

Module R: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module S: Complete Overview

Students will focus on demonstrating all techniques learned in course with supervision of their instructor insuring confidence, speed and quality.

CK8
Chip King

Program Description:

Chip King is a revolutionary pre-mixed paint system designed for quick and easy ways to remove rock chips, nicks and scratches that are virtually undetectable. Although rarely needed, this system is complete with a paint mixing system for experience technicians who prefer to mix and match their own paints to ensure an optimal paint color match.

Program Objectives:

The objective of the Chip King course provides training to an individual who has the goal to properly estimate and repair minor paint chips, scratches and nicks on a vehicle. They will also receive on-going technical support by phone. There are no prerequisites for this course. This program is designed to provide hands-on training in all aspects of the Chip King Paint system.

Occupational Objectives:

Graduates will be qualified for positions with any business offering the Chip King system. They will also be prepared to perform minor paint chip, scratch, and nick repairs for customers for their own business. D.O.T. #845.381-014

This is an 8-hour course and classes are offered Monday through Friday. Students must contact their account representative for class schedule and availability. 8 hours for 1 day or 4 hours for 2 days is available.

	Lecture Modules	**Clock Hours**
Module A	Introduction to the Chip King System	1
Module B	Demonstration of the Chip King system	1
	Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.	
Module C	Chip King Process	2
Module D	Mixing System	2
	Lecture Modules	
Module E	Estimating Guidelines	.5
Module F	Marketing and Advertising	.5
Module G	Career Development	1
	Total	**8**

Curriculum Outline:

Module A: Introduction to the Chip King System

Students will review the Chip King instructional manual along with watching the instructional video.

Module B: Demonstration of the Chip King System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the Chip King system is designed to repair.

Module C: Chip King Process

Students will learn the Chip King process and each tool necessary to perform minor paint repairs.

Module D: Mixing System

Students will learn how to use the color matching software, use of and reading the paint software and laptop computer, mixing paint, understanding the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system. Students will learn how to use the paint mixing system in order to ensure an optimal paint color match.

Module E: Estimating Guidelines

Students will learn how to estimate the cost of a minor paint repair.

Module F: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module G: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills and interview techniques, which will help them to further their career.

IR24
Interior Repair

Program Description:

The Interior Repair and Restoration System allows for repairing cloth, vinyl, leather, carpet and velour inside a vehicle. Cigarette burns, rips, tears and cracked dashes can easily be repaired with this system.

This program provides the necessary knowledge and skills to function the title of an Automobile-Interior Repairer. There are no prerequisites for this course. This program is designed to provide extensive hands-on training in the interior repair and restoration aspect of the Automobile-Body Repair field.

Program Objectives:

The objective of the course is to teach each student the correct principles in repairing all types of interior/upholstery damage. Graduates will be skilled in repairing all types of interior/upholstery damage including seats, carpets, panels, dashboards, headliners, etc. They will also be knowledgeable in interior restoration.

Occupational Objectives:

Graduates will be qualified for entry-level positions with any business offering Interior Repair and Restoration. They will also be prepared to repair interiors for customers for their own business. D.O.T. #807.381-010

This is a 24-hour course and classes are conducted Monday through Friday. Students must contact their customer care representative for class schedule and availability. 8 hours for 3 days or 4 hours for 6 days.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Interior Repair	1
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module B	Vinyl Repair	3.5
Module C	Leather Repair	3.5
Module D	Leather Restoration	3.5
Module E	Plastic Repair	3.5
Module F	Velour Repair	3.5
Module G	Color Matching	3.5
	Lecture Modules	
Module H	Estimating Guidelines	.5
Module I	Marketing and Advertising	.5
Module J	Career Development	1
	Total	**24**

Curriculum Outline:

Module A: Introduction to Interior Repair and Restoration

Students will learn about the components in the interior repair system that they will be using during the interior repair and restoration course and review the Safety Data Sheet to ensure proper safety.

Module B: Vinyl Repair

Students will learn the process of repairing the damage on vinyl material. The process includes preparing the surface, hot graining techniques, use of the heat gun, dyeing, and repair techniques.

Module C: Leather Repair

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module D: Leather Restoration

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module E: Plastic Repair

Students will learn the steps required for repairing damage in plastic interiors such as, dashboards, console pads, arm rests, etc. They will learn to repair small cracks and holes, replace missing pieces in the plastic, hand-stitching and back-stitching techniques.

Module F: Velour Repair

Students will learn about the different kinds of velour, repair techniques, synthetic and natural fiber repair techniques, dyeing fabric, and the steps involved from preparation to finishing the repair.

Module G: Color Matching

Students will learn about colors in all aspects, from the different kinds of color, using the color wheel, mixing colors, Nix color data base and matching color techniques.

Module H: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly assess the cost for any interior damage for repair/restoration.

Module I: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module J: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

WR8
Windshield Repair

Program Description:

The windshield repair process was designed to avoid the expensive cost of replacement with cost efficient repair. The repair process prevents further breakage and dramatically improves the cosmetic appearance of the windshield by 70%-95%. In addition to the cost savings and safety benefits of windshield repair, there are the environmental benefits. In our landfills, 10% of all space is broken automobile windshields, of which, 75% could have been saved by repair.

This program provides the necessary knowledge and skills to function the title of an Automobile-Body Repairer. There are no prerequisites for this course. This program is designed to provide extensive hands-on training in the windshield repair aspect of the Automobile-Body Repair field.

Program Objectives:

The objective of the course is to teach each student the correct skills and principles in repairing various types of windshield damage. Graduates will be skilled in repairing various types of windshield damage.

Occupational Objectives:

Graduates will be qualified for entry-level positions with any business offering Windshield Repair. They will also be prepared to repair windshields for customers for their own business. D.O.T. #807.381-010

This is an 8 hour course and classes are conducted Monday through Friday. Students must contact their customer care representative for class schedule and availability. 8 hours a day for 1 days or 4 hours a day for 2 days.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Windshield Repair	2
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module B	The Repair Process	1.5
Module C	Repairing A Crack	1.5
Module D	Applying Resin to Cracks	.5
Module E	Curing the Crack	.5
Module F	Polishing the Repair	.5
	Lecture Modules	
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	Total	**8.5**

Curriculum Outline:

Module A: Introduction and Safety Measures for Windshield Repair

Students will learn the following during the introduction to windshield repair: the history of windshield repair, windshield repair system components, review the instructional video and manual, examine basic windshield construction, and discuss the overview of the repair process in relation to the various types of windshield damage, i.e., bull's-eye, star-breaks, combination breaks, daisy breaks, short/long cracks, and headlight damage. Students will also learn the safety measures and equipment necessary to perform safe windshield repairs.

Module B: The Repair Process

Students will learn the entire repair process step by step for bull's eye, star breaks, and combination breaks. These steps include: preparing the chip, drilling techniques, applying the mounting bracket, loading the resin, injecting the resin, applying heat, inspecting the repair, applying finish resin, curing the resin, polishing the repair.

Module C: Repairing a Crack

Students will learn the steps involved when repairing any length of a cracked windshield. They will also learn about the ideal conditions in conducting this type of repair.

Module D: Applying Resin to Cracks

Students will learn the appropriate steps involved when applying resin inside of a cracked windshield.

Module E: Curing the Crack

Students will learn the steps needed to cure the crack once it has been repaired.

Module F: Polishing the Repair

Students will learn how to use the necessary tools and perform the required steps to properly polish a windshield repair.

Module G: Estimating Guidelines

Students will learn how to estimate the cost of windshield damage for both retail and wholesale business.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

WT16
Window Tinting

Program Description:

Window Tinting reduces environment heat and glare, which helps keep the interior and passengers cooler. Window tint films used provide ultra violet ray protection, which protects the skin from harmful sun-rays. Window tinting also minimizes interior damage from the sun while enhancing an automobile's appearance.

This program provides the necessary knowledge and skills to function in the title of an Automobile-Body Repairer. There are no prerequisites for this course. This program is designed to provide extensive hands-on training in the window tinting aspect of the Automobile-Body Repair field.

Program Objectives:

Graduates will be able to properly apply and remove film on all types of glass and windows. There are no prerequisites for this course. This program is designed to provide extensive "hands-on" training in all aspects of the window tinting trade.

Occupational Objectives:
Graduates will be qualified for entry-level positions with any business offering window tinting. They will also be prepared to tint glass and windows to customers for their own business.
D.O.T. #807.381-010

This is a 16 hour course and classes are conducted Monday through Friday. Students must contact their customer care representative for class schedule and availability. 8 hours a day for 3 days or 4 hours a day for 6 days.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Window Tinting	.5
Module B	Film Variation	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module C	Preparation/Cleaning Techniques	1
Module D	Masking	1.5
Module E	Measuring Film	1.5
Module F	Cutting Techniques	2
Module G	Squeegee Techniques	1
Module H	Heat Shrinking	1
Module I	Film Application	3
Module J	Clean-Up	.5
Module K	Partial Tinting Techniques	.5
Module L	Film Removal	.5
	Lecture Modules	
Module M	Mobile vs. Shop Operations	.5
Module N	Estimating Guidelines	.5
Module O	Marketing and Advertising	.5
Module P	Career Development	1
	Total	**16**

Curriculum Outline:

Module A: Introduction and Safety Measures for Window Tinting

Students will learn about the tools used to properly achieve window tinting from preparation to clean-up techniques on all types of glass and windows. They will also review the proper safety measures and techniques to perform window tinting safely.

Module B: Film Variations

Students will examine the different types of window tinting films including quality, sizes, and lightness to darkness scales.

Module C: Preparation Techniques

Students will learn which tools and techniques are necessary to properly prepare windows and glass for tinting. They will also learn how to clean the window or glass to be tinted using the tools provided.

Module D: Masking

Students will learn how and when it is necessary to apply masking tape when tinting windows and glass.

Module E: Measuring Film

Students will utilize the proper tools necessary to measure the area on windows or glass to prepare the film for cutting. They will learn the correct and most efficient way to measure the film to ensure the best fit on the area to be tinted.

Module F: Cutting Techniques

Students will learn how to cut the film along the window/glass in the appropriate pattern using the necessary tools.

Module G: Squeegee Techniques

Students will learn the squeegee techniques necessary when tinting flat and curved windows/glass. They will also learn how to use the squeegee when applying the window tint film onto the window/glass.

Module H: Heat Shrinking

Students will learn how and when it is necessary to use the heat gun tool when applying the film onto the window/glass.

Module I: Film Application

After the film has been prepared for application, students will learn the proper techniques necessary when applying the film for the best result possible.

Module J: Clean-up Techniques

Students will learn which tools and techniques are most appropriate when finished tinting the window/glass.

Module K: Partial Tinting Techniques

Students will learn when and how to apply window tint film to window/glass.

Module L: Film Removal

Students will learn when and how film removal is accomplished by using the appropriate tools.

Module M: Mobile and Shop Operations

Students will examine the differences, advantages, and disadvantages to both a mobile window tinting operation and a shop operation.

Module N: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly assess the cost of any window/glass for window tinting.

Module O: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module P: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

AD40
Auto Detailing 40

Program Description:

The Auto Detailing system is a complete and comprehensive package designed to make any vehicle look like is just came off the showroom floor by removing scratches, acid rain, oxidation, over-spray, and other minor blemishes without burning the paint or leaving swirl marks. Whether it's an add-on to an existing automotive repair business or a new career, this system is complete for either a mobile or fixed operation.

Program Objectives:

The objective of the Detailing 40 course is to provide extensive intensive training to an individual who has the goal to properly estimate and detail a vehicle from start to finish. They will also receive on-going technical support by phone. There are no prerequisites for this course. This program is designed to provide hands-on training in all aspects of the Auto Detailing system.

Occupational Objectives:

Graduates will be qualified for entry-level positions with any business offering auto detailing. They will also be prepared to perform auto detail for customers for their own business. D.O.T. #845.381-014

This is a 40-hour course and classes are offered Monday through Friday. Students must contact their customer care representative for class schedule and availability. 8 hours for 5 days, or 4 hours a day for 10 days.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Auto Detailing	1
	Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.	
Module B	Exterior Cleaning Procedures	9
Module C	Interior Cleaning Procedures	9
Module D	Exterior Preparation Procedures	8
Module E	Compounding, Polishing, Waxing	7
Module F	Paint Restoration Guidelines	1
Module G	Auto Detail Inspection Guidelines	1
Module H	Problem Solving and Troubleshooting	1
	Lecture Modules	
Module I	The Auto Detail System Mobile and Shop Options	1
Module J	Estimating Guidelines	.5
Module K	Marketing and Advertising	.5
Module L	Career Development	1
	Total	**40**

Curriculum Outline:

Module A: Introduction and Safety Measures for Auto Detailing

Students will review the Auto Detailing instructional manual, and discuss the components included within the detail system for both a fixed and mobile detail operation. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on proper safety measures and disposal methods.

Module B: Exterior Cleaning Procedures

Students will learn the procedures necessary to properly detail a vehicle exterior. Cleaning the exterior will allow the detailer to clearly see the paint condition and any hidden damage and to produce a clean surface to buff, polish, and wax.

Module C: Interior Cleaning Procedures

Students will learn to clean a vehicle's interior by removing dirt, stains, and odors. They will learn to identify any carpet, upholstery, or trim repairs that also may need repairs.

Module D: Exterior Preparation Procedures

Students will learn how to prepare the exterior for buffing, polishing, and waxing. They will learn how to protect vinyl surfaces from residue and how to make final clean-up quicker and easier.

Module E: Compounding, Polishing, and Waxing

Students will learn how to restore painted surfaces to an even, high luster. They will learn how to remove surface scratches, swirl marks, and oxidation.

Module F: Paint Restoration Guidelines

Students will learn how to identify the condition level of vehicle paint and then determine which types of products are ideal for each level.

Module G: Auto Detail Inspection Guidelines

Students will learn how to inspect a vehicle properly upon completion of a detail.

Module H: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during an auto detail.

Module I: The Auto Detail System Mobile and Shop Options

Students will learn how to use their new auto detail system for either a mobile or shop operation.

Mobile J: Estimating Guidelines

Students will learn how to estimate the cost of a minor paint repair.

Module K: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module L: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Odor Removal

Program Description:
The Odor Removal System eliminates unwanted odors from the inside of a vehicle. It's not a cover-up, but a true odor-oxidizing agent that wipes out odors permanently, leaving the interior of the vehicle smelling like new.

This program provides the necessary knowledge and skills to function the title of an Automobile-Body Repairer. There are no prerequisites for this course. This program is designed to provide extensive hands-on training in the odor removal aspect of the Automobile-Body Repair field.

Program Objectives:
The objective of the course is to teach the student correct principles in odor removal of a vehicle.

Occupational Objectives:
Graduates will be qualified for entry-level positions with any business offering Odor Removal. They will also be prepared to remove odors for customers for their own business. D.O.T. #807.381-010

This is a 4-hour course and classes are conducted Monday through Friday. Students must contact their customer care representative for class schedule and availability. 4 hours in one day.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Odor Removal	.25
Module B	Equipment Overview	.25
Hands-on Modules The following modules listed below are conducted with hands-on training. Which will enable the student to excel more rapidly once he/she enters a natural setting		
Module C	Identifying Source of Odor	.25
Module D	Cleaning/Disinfecting	.5
Module E	Fogging Techniques	.5
Module F	Equipment Maintenance	.25
	Lecture Modules	
Module G	Estimating Guidelines	.5
Module H	Advertising and Marketing	.5
Module I	Career Development	1
	Total	**4**

Curriculum Outline:

Module A: Introduction and Safety Measures for Odor Removal

Students will learn the purpose, advantages, and an overview to the odor removal process. They will also review the manual, which is provided to them as a reference tool. They will also review the Safety Data Sheets (SDS) to ensure proper safety and disposal methods.

Module B: Equipment Overview

Students will learn the principles of the odor removal equipment, equipment specifications, proper product selection, advantages, and deodorization tips.

Module C: Identifying Source of Odor

Students will learn the proper techniques required for identifying most vehicle odor sources.

Module D: Cleaning/Disinfecting

Students will examine the proper steps involved when cleaning and disinfecting a vehicle once the odor removal process has been completed.

Module E: Fogging Techniques

Students will learn the methods and most effective ways to perform the odor removal process.

Module F: Equipment Maintenance

Students will learn the proper maintenance and storage methods required to maintain an optimal functioning odor removal unit.

Module G: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly estimate the cost of a vehicle odor removal.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Alloy Wheel Repair 16

Program Description:

The Alloy Wheel Repair system is a complete comprehensive package offering the tools and equipment needed for all types of wheel repairs, including minor chips and scratches, scuffs and gouges, rust spots and clear coat damage. This system comes complete with the option to function the system either in a fixed or mobile setting.

Program Objectives:

The objective of the Alloy Wheel Repair course is to provide extensive and intensive training to an individual who has the goal to properly estimate and repair a wide variety of wheel damage. They will also receive on-going technical support by phone. There are no prerequisites for this course. This program is designed to provide hands-on training in all aspects of the Wheel Repair system.

Occupational Objectives:

Graduates will be qualified for positions with any business relating to wheel repair. They will also be prepared to perform a various range of wheel repairs for customers for their own business. D.O.T. #845.381.014

This is a 16-hour course and classes are offered Monday through Friday. Students must contact their customer care representative for class schedule and availability. 8 hours a day for 5 days or 4 hours a day for 10 days.

	Lecture Modules	**Clock Hours**
Module A	Introduction and Safety Measures for Wheel Repair	1
Module B	Demonstration of Wheel Repair	1
Hands-on Modules **The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.**		
Module C	Mixing Paint System	1
Module D	Using the Airbrush	1
Module D	Using the Power equipment w/a compressor	2
Module E	Surface Preparation	2
Module F	Wheel Surface Painting	2
Module G	Light Scratch and Polishing	1
Module H	Sanding Techniques	1
Module I	Storage Tips	.5
Module J	Problem Solving and Troubleshooting	.5
	Lecture Modules	
Module K	The Alloy Wheel Repair System Fixed and Mobile Options	.5
Module L	Estimating Guidelines	1
Module M	Marketing and Advertising	.5
Module O	Career Development	1
	Total	**16**

Curriculum Outline:

Module A: Introduction and Safety Measures for Alloy Wheel Repair

Students will review the Alloy Wheel instructional manual and discuss the components included within the wheel system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Alloy Wheel Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the wheel system is designed to repair.

Module C: Mixing Paint System

Students will learn how to use the various paint toners. They will examine the importance of safety when using the chemicals and components included in the wheel system.

Module E: Using the Air Brush

Students will learn how to use the Air Brush when applying small quantities of paint to wheel and small scratches.

Module G: Using the Power equipment w/ Compressor

Students will learn the appropriate use of the Power equipment which includes grinders and sanders.

Module H: Surface Preparation

Students will learn how to properly prep your wheel before beginning all repairs. This will include; cleaning, buffing, patching and sanding.

Module I: Wheel Surfacing

Students will learn blending, clear-coating, sanding techniques, and painting techniques for completion of a wheel repair.

Module J: Light Scratch and Polishing

Students will learn how to polish and finish a wheel repair using the required equipment and techniques.

Module K: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module L: Storage Tips

Students will learn various tips on storage, maintenance, and good habits of a wheel repair technician.

Module N: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during wheel repairs.

Module O: The Alloy Wheel Repair System Mobile and Shop Options

The students will learn about the mobile and shop options within the alloy wheel repair system. They will also learn to use the different components for each option.

Module P: Estimating Guidelines

Students will learn how to estimate the cost of a minor wheel repair.

Module Q: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module R: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Recon Package #1

Program Description:
The package includes the following systems:

- Paintless Dent Repair 40
- Paint Repair 40
- Windshield Repair 8

This training and tool package is a compilation of five different courses that are bundled into one course titled Total Recon.

Our TOTAL RECON Package will do just that! By offering more than just one reconditioning service, you will be providing your customers with a variety of different services for enhancing the cosmetic appearance of their vehicle, thus increasing revenues and servicing of all of your customers' needs in one service visit. We call it the One-Stop-Shop Advantage!

Program Objectives:
The objective of the Total Recon 120 course is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will have the knowledge to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting, properly estimate and repair a wide variety of paint damage, perform a various range of paint repairs, repair minor paint chips, scratches and nicks on a vehicle, skilled in repairing all types of interior/upholstery damage including seats, carpets, panels, dashboards, headliners, etc, skilled in repairing various types of windshield damage, correct principles in odor removal of a vehicle. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, is recommended for and individual who intends on continuing his/her hands-on portion of this course at home or on-the-job

Occupational Objectives:
Depending on the graduate's individual skill level, they may be qualified for an entry-level position with any business offering Total Automobile Reconditioning. They may also be prepared to perform entry-level total automotive reconditioning repairs for customers in their own business.

This is a 120 hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 15 days.

PAINT REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Paint Repair	1
Module B	Demonstration of Paint Repair	1
Module C	Introduction to the Chip King System	1
Module D	Demonstration of the Chip King System	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module E	Mixing Paint System	2.5
Module F	Using the Flow Pencil	2
Module G	Using the Air Brush	3
Module H	Using the touch-up Gun	4
Module I	Surface Preparation	5
Module J	Bumper/Panel Painting	6
Module K	Light Scratch and Polishing	2
Module L	Sanding Techniques	2
Module M	Painting Tips	4
Module N	Chip King Process	3
Module O	Problem Solving and Troubleshooting	.5
	Lecture Modules	
Module P	The Paint System Fixed and Mobile Options	.5
Module Q	Estimating Guidelines	.5
Module R	Marketing and Advertising	.5
Module S	Career Development	1
	Total	**40**

Curriculum Outline:

Module A: Introduction and Safety Measures for Paint Repair

Students will review the Paint Repair instructional manual and discuss the components included within the paint repair system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Paint Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the paint repair system are designed to repair.

Module C: Introduction to the Chip King System

Students will review the Chip King instructional manual along with watching the instructional video.

Module D: Demonstration of the Chip King System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the Chip King system is designed to repair.

Module E: Mixing Paint System

Students will learn how to use the color matching software and books, use of and reading the paint software and laptop computer, mixing paint, understanding the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system.

Module F: Using the Flow Pencil

Students will learn how to use the flow pencil when applying small quantities of paint to chips and small scratches.

Module G: Using the Air Brush

Students will learn the appropriate use of the air brush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module H: Using the Touch-up Gun

Students will learn the appropriate use of the airbrush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module I: Surface Preparation

Students will learn how to use the paint touch-up gun for larger repairs, up to whole vehicle panels.

Module J: Bumper/Panel Painting

Students will learn blending, clear-coating, European blackening, sanding techniques, and painting techniques for completion of a bumper/panel repair.

Module K: Light Scratch and Polishing

Students will learn how to polish and finish a paint repair using the required equipment and techniques.

Module L: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module M: Painting Tips

Students will learn various tips on storage, maintenance, and good habits of a paint repair technician.

Module N: Chip King Process

Students will learn the Chip King process and each tool necessary to perform minor paint repairs.

Module O: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during paint repairs.

Module P: The Paint System Mobile and Shop Options

The students will learn about the mobile and shop options within the Smart Paint Repair system. They will also learn to use the different components for each option.

Module Q: Estimating Guidelines

Students will learn how to estimate the cost of a minor paint repair.

Module R: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module S: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

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PDR40	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting		
Module G	Positioning and Reading the Light	5
Module H	Locating the Tip of the Tool	5
Module I	Removing High Points	2
Module J	Removing Low Spots	1
Module K	Removing Dents	5
Module L	Types of Dents	1
Module M	Finishing the Dent	5
Module N	Wet Sanding Techniques	1
Module O	Access	1
Module P	Drilling & Plugging Techniques	.5
Module Q	Working in Different Environments	5
Module R	Problem Solving Techniques	.5
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**40**

Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process

Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Used During Training

Students will learn which tools and accessories are used during their PDR training course.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include, rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc.. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required in removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent

Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

WINDSHIELD REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Windshield Repair	2
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module B	The Repair Process	1.5
Module C	Repairing A Crack	1.5
Module D	Applying Resin to Cracks	.5
Module E	Curing the Crack	.5
Module F	Polishing the Repair	.5
	Lecture Modules	
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	Total	**8.5**

Module A: Introduction and Safety Measures for Windshield Repair

Students will learn the following during the introduction to windshield repair: the history of windshield repair, windshield repair system components, review the instructional video and manual, examine basic windshield construction, and discuss the overview of the repair process in relation to the various types of windshield damage, i.e., bull's-eye, star-breaks, combination breaks, daisy breaks, short/long cracks, and headlight damage. Students will also learn the safety measures and equipment necessary to perform safe windshield repairs.

Module B: The Repair Process

Students will learn the entire repair process step by step for bull's eye, star breaks, and combination breaks. These steps include: preparing the chip, drilling techniques, applying the mounting bracket, loading the resin, injecting the resin, applying heat, inspecting the repair, applying finish resin, curing the resin, polishing the repair.

Module C: Repairing a Crack

Students will learn the steps involved when repairing any length of a cracked windshield. They will also learn about the ideal conditions in conducting this type of repair.

Module D: Applying Resin to Cracks

Students will learn the appropriate steps involved when applying resin inside of a cracked windshield.

Module E: Curing the Crack

Students will learn the steps needed to cure the crack once it has been repaired.

Module F: Polishing the Repair

Students will learn how to use the necessary tools and perform the required steps to properly polish a windshield repair.

Module G: Estimating Guidelines

Students will learn how to estimate the cost of windshield damage for both retail and wholesale business.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

TR #2
Recon Package #2

Program Description:
The package includes the following systems:

- Paintless Dent Repair 160
- Paint Repair 40
- Windshield Repair 8
- Odor Removal 8
- Interior Repair 24
- Alloy Wheel Repair 24

This training and tool package is a compilation of five different courses that are bundled into one course titled Total Recon.

Our TOTAL RECON Package will do just that! By offering more than just one reconditioning service, you will be providing your customers with a variety of different services for enhancing the cosmetic appearance of their vehicle, thus increasing revenues and servicing of all of your customers' needs in one service visit. We call it the One-Stop-Shop Advantage!

Program Objectives:
The objective of the Total Recon 264 course is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will have the knowledge to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting, properly estimate and repair a wide variety of paint damage, perform a various range of paint repairs, repair minor paint chips, scratches and nicks on a vehicle, skilled in repairing all types of interior/upholstery damage including seats, carpets, panels, dashboards, headliners, etc., skilled in repairing various types of windshield damage, correct principles in odor removal of a vehicle. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, is recommended for and individual who intends on continuing his/her hands-on portion of this course at home or on-the-job.

Occupational Objectives:
Depending on the graduate's individual skill level, they may be qualified for an entry-level position with any business offering Total Automobile Reconditioning. They may also be prepared to perform entry-level total automotive reconditioning repairs for customers in their own business.

This is a 264 hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 33 days.

INSTRUCTION MODULES
Classroom Instruction with textbooks

Paintless Dent Repair	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	10
Module H	Locating the Tip of the Tool	18
Module I	Removing High Points	20
Module J	Removing Low Spots	20
Module K	Removing Dents	34
Module L	Types of Dents	4
Module M	Finishing the Dent	12
Module N	Wet Sanding Techniques	2.5
Module O	Access	10
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	10
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**160**

PDR 160 Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process

Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Used During Training

Students will learn which tools and accessories are used during their PDR training course.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include, rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc.. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required in removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent

Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Smart Paint Repair	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Paint Repair	1
Module B	Demonstration of Paint Repair	1
Module C	Introduction to the Chip King System	1
Module D	Demonstration of the Chip King System	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module E	Mixing Paint System	2.5
Module F	Using the Flow Pencil	2
Module G	Using the Air Brush	3
Module H	Using the touch-up Gun	4
Module I	Surface Preparation	5
Module J	Bumper/Panel Painting	6
Module K	Light Scratch and Polishing	2
Module L	Sanding Techniques	2
Module M	Painting Tips	4
Module N	Chip King Process	3
Module O	Problem Solving and Troubleshooting	.5
	Lecture Modules	
Module P	The Paint System Fixed and Mobile Options	.5
Module Q	Estimating Guidelines	.5
Module R	Marketing and Advertising	.5
Module S	Career Development	1
	Total	**40**

Smart Paint Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Paint Repair

Students will review the Paint Repair instructional manual and discuss the components included within the paint repair system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Paint Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the paint repair system are designed to repair.

Module C: Introduction to the Chip King System

Students will review the Chip King instructional manual along with watching the instructional video.

Module D: Demonstration of the Chip King System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the Chip King system is designed to repair.

Module E: Mixing Paint System

Students will learn how to use the color matching software and books, use of and reading the paint software and laptop computer, mixing paint, understanding the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system.

Module F: Using the Flow Pencil

Students will learn how to use the flow pencil when applying small quantities of paint to chips and small scratches.

Module G: Using the Air Brush

Students will learn the appropriate use of the air brush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module H: Using the Touch-up Gun

Students will learn the appropriate use of the airbrush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module I: Surface Preparation

Students will learn how to use the paint touch-up gun for larger repairs, up to whole vehicle panels.

Module J: Bumper/Panel Painting

Students will learn blending, clear-coating, European blackening, sanding techniques, and painting techniques for completion of a bumper/panel repair.

Module K: Light Scratch and Polishing

Students will learn how to polish and finish a paint repair using the required equipment and techniques.

Module L: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module M: Painting Tips

Students will learn various tips on storage, maintenance, and good habits of a paint repair technician.

Module N: **Chip King Process**

Students will learn the Chip King process and each tool necessary to perform minor paint repairs.

Module O: **Problem Solving and Troubleshooting**

Students will learn how to prepare for and solve problems that may happen during paint repairs.

Module P: **The Paint System Mobile and Shop Options**

The students will learn about the mobile and shop options within the Smart Paint Repair system. They will also learn to use the different components for each option.

Module Q: **Estimating Guidelines**

Students will learn how to estimate the cost of a minor paint repair.

Module R: **Marketing and Advertising**

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module S: **Career Development**

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

INTERIOR REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Interior Repair	1
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting		
Module B	Vinyl Repair	3.5
Module C	Leather Repair	3.5
Module D	Leather Restoration	3.5
Module E	Plastic Repair	3.5
Module F	Velour Repair	3.5
Module G	Color Matching	3.5
Lecture Modules		
Module H	Estimating Guidelines	.5
Module I	Marketing and Advertising	.5
Module J	Career Development	1
	Total	**24**

Interior Repair Curriculum Outline:

Module A: **Introduction to Interior Repair**

Students will learn about the components in the interior repair system that they will be using during the interior repair and restoration course and review the Material Safety Data Sheet to ensure proper safety.

Module B: **Vinyl Repair**

Students will learn the process of repairing the damage on vinyl material. The process includes preparing the surface, hot graining techniques, use of the heat gun, dyeing, and repair techniques.

Module C: **Leather Repair**

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module D: Leather Restoration

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module E: Plastic Repair

Students will learn the steps required for repairing damage in plastic interiors such as, dashboards, console pads, arm rests, etc. They will learn to repair small cracks and holes, replace missing pieces in the plastic, hand-stitching and back-stitching techniques.

Module F: Velour Repair

Students will learn about the different kinds of velour, repair techniques, synthetic and natural fiber repair techniques, dyeing fabric, and the steps involved from preparation to finishing the repair.

Module G: Color Matching

Students will learn about colors in all aspects, from the different kinds of color, using the color wheel, mixing colors, Nix color database and matching color techniques.

Module H: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly assess the cost for any interior damage for repair/restoration.

Module I: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module J: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

WINDSHIELD REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Windshield Repair	2
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module B	The Repair Process	1.5
Module C	Repairing A Crack	1.5
Module D	Applying Resin to Cracks	.5
Module E	Curing the Crack	.5
Module F	Polishing the Repair	.5
Lecture Modules		
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	Total	**8.5**

Windshield Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Windshield Repair

Students will learn the following during the introduction to windshield repair: the history of windshield repair, windshield repair system components, review the instructional video and manual, examine basic windshield construction, and discuss the overview of the repair process in relation to the various types of windshield damage, i.e., bull's-eye, star-breaks, combination breaks, daisy breaks, short/long cracks, and headlight damage. Students will also learn the safety measures and equipment necessary to perform safe windshield repairs.

Module B: The Repair Process

Students will learn the entire repair process step by step for bull's eye, star breaks, and combination breaks. These steps include preparing the chip, drilling techniques, applying the mounting bracket, loading the resin, injecting the resin, applying heat, inspecting the repair, applying finish resin, curing the resin, polishing the repair.

Module C: Repairing a Crack

Students will learn the steps involved when repairing any length of a cracked windshield. They will also learn about the ideal conditions in conducting this type of repair.

Module D: Applying Resin to Cracks

Students will learn the appropriate steps involved when applying resin inside of a cracked windshield.

Module E: Curing the Crack

Students will learn the steps needed to cure the crack once it has been repaired.

Module F: Polishing the Repair

Students will learn how to use the necessary tools and perform the required steps to properly polish a windshield repair.

Module G: Estimating Guidelines

Students will learn how to estimate the cost of windshield damage for both retail and wholesale business.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

ODOR REMOVAL	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Odor Removal	.50
Module B	Equipment Overview	.50
Hands-on Modules The following modules listed below are conducted with hands-on training. Which will enable the student to excel more rapidly once he/she enters a natural setting		
Module C	Identifying Source of Odor	.25
Module D	Cleaning/Disinfecting	.25
Module E	Fogging Techniques	.25
Module F	Equipment Maintenance	.25
Lecture Modules		
Module G	Estimating Guidelines	.5
Module H	Advertising and Marketing	.5
Module I	Career Development	1
	Total	**4**

Odor Removal Curriculum Outline:

Module A: Introduction and Safety Measures for Odor Removal

Students will learn the purpose, advantages, and an overview of the odor removal process. They will also review the manual, which is provided to them as a reference tool. They will also review the Material Safety Data Sheets (MSDS) to ensure proper safety and disposal methods.

Module B: Equipment Overview

Students will learn the principles of the odor removal equipment, equipment specifications, proper product selection, advantages, and deodorization tips.

Module C: Identifying Source of Odor

Students will learn the proper techniques required for identifying most vehicle odor sources.

Module D: Cleaning/Disinfecting

Students will examine the proper steps involved when cleaning and disinfecting a vehicle once the odor removal process has been completed.

Module E: Fogging Techniques

Students will learn the methods and most effective ways to perform the odor removal process.

Module F: Equipment Maintenance

Students will learn the proper maintenance and storage methods required to maintain an optimal functioning odor removal unit.

Module G: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly estimate the cost of a vehicle odor removal.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Alloy Wheel Repair	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Wheel Repair	1
Module B	Demonstration of Wheel Repair	1
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module C	Mixing Paint System	1
Module D	Using the Airbrush	1
Module D	Using the Power equipment w/a compressor	2
Module E	Surface Preparation	2
Module F	Wheel Surface Painting	2
Module G	Light Scratch and Polishing	1
Module H	Sanding Techniques	1
Module I	Storage Tips	.5
Module J	Problem Solving and Troubleshooting	.5

Lecture Modules		
Module K	The Alloy Wheel Repair System Fixed and Mobile Options	.5
Module L	Estimating Guidelines	1
Module M	Marketing and Advertising	.5
Module O	Career Development	1
	Total	**16**

Alloy Wheel Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Alloy Wheel Repair

Students will review the Alloy Wheel instructional manual and discuss the components included within the wheel system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Alloy Wheel Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the wheel system is designed to repair.

Module C: Mixing Paint System

Students will learn how to use the various paint toners. They will examine the importance of safety when using the chemicals and components included in the wheel system.

Module E: Using the Air Brush

Students will learn how to use the Air Brush when applying small quantities of paint to wheel and small scratches.

Module G: Using the Power equipment w/ Compressor

Students will learn the appropriate use of the Power equipment which includes grinders and sanders.

Module H: Surface Preparation

Students will learn how to properly prep your wheel before beginning all repairs. This will include; cleaning, buffing, patching and sanding.

Module I: Wheel Surfacing

Students will learn blending, clear-coating, sanding techniques, and painting techniques for completion of a wheel repair.

Module J: Light Scratch and Polishing

Students will learn how to polish and finish a wheel repair using the required equipment and techniques.

Module K: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module L: Storage Tips

Students will learn various tips on storage, maintenance, and good habits of a wheel repair technician.

Module N: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during wheel repairs.

Module O: The Alloy Wheel Repair System Mobile and Shop Options

The students will learn about the mobile and shop options within the alloy wheel repair system. They will also learn to use the different components for each option.

Module P: Estimating Guidelines

Students will learn how to estimate the cost of a minor wheel repair.

Module Q: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module R: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

TR #3
Total Recon #3

Program Description:
The package includes the following systems:

- Paintless Dent Repair 160
- Windshield Repair 8
- Odor Removal 8
- Interior Repair 24
- Alloy Wheel Repair 24

This training and tool package is a compilation of five different systems that are bundled into one program titled Total Recon.

Our TOTAL RECON Package will do just that! Total Reconditioning of a vehicle by a trained technician. By offering more than just one reconditioning service, you will be providing your customers with a variety of different services for enhancing the cosmetic appearance of their vehicle, thus increasing revenue and servicing of all your customers' needs in one service visit. We call it the One-Stop-Shop Advantage!

Program Objectives:
The objective of the Total Recon #3 program is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will have the knowledge to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting, properly estimate and repair a wide variety of paint damage, perform a various range of wheel repairs, skilled in repairing all types of interior/upholstery damage including seats, carpets, panels, dashboards, headliners, etc., skilled in repairing various types of windshield damage, correct principles in odor removal of a vehicle. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, it is recommended for all individuals to continue his/her hands-on portion of this course at home or on-the-job.

Occupational Objectives:
Depending on the graduate's individual skill level, they may be qualified for an entry-level to intermediate position with any business offering Total Automobile Reconditioning. They may also be prepared to perform entry-level total automotive reconditioning repairs for customers in their own business.

This is a 212-hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 27 days.

INSTRUCTION MODULES
Classroom Instruction with textbooks

Paintless Dent Repair 160	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	10
Module H	Locating the Tip of the Tool	18
Module I	Removing High Points	20
Module J	Removing Low Spots	20
Module K	Removing Dents	34
Module L	Types of Dents	4
Module M	Finishing the Dent	12
Module N	Wet Sanding Techniques	2.5
Module O	Access	10
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	10
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**160**

PDR 160 Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process

Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Used During Training

Students will learn which tools and accessories are used during their PDR training course.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include, rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc.. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required in removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent

Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

INTERIOR REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Interior Repair	1
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting		
Module B	Vinyl Repair	3.5
Module C	Leather Repair	3.5
Module D	Leather Restoration	3.5
Module E	Plastic Repair	3.5
Module F	Velour Repair	3.5
Module G	Color Matching	3.5
Lecture Modules		
Module H	Estimating Guidelines	.5
Module I	Marketing and Advertising	.5
Module J	Career Development	1
	Total	**24**

Interior Repair Curriculum Outline:

Module A: Introduction to Interior Repair

Students will learn about the components in the interior repair system that they will be using during the interior repair and restoration course and review the Material Safety Data Sheet to ensure proper safety.

Module B: Vinyl Repair

Students will learn the process of repairing the damage on vinyl material. The process includes preparing the surface, hot graining techniques, use of the heat gun, dyeing, and repair techniques.

Module C: Leather Repair

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module D: Leather Restoration

Students will examine the different types of leather, leather preparation, dyeing, crack and abrasion repair.

Module E: Plastic Repair

Students will learn the steps required for repairing damage in plastic interiors such as, dashboards, console pads, arm rests, etc. They will learn to repair small cracks and holes, replace missing pieces in the plastic, hand-stitching and back-stitching techniques.

Module F: Velour Repair

Students will learn about the different kinds of velour, repair techniques, synthetic and natural fiber repair techniques, dyeing fabric, and the steps involved from preparation to finishing the repair.

Module G: Color Matching

Students will learn about colors in all aspects, from the different kinds of color, using the color wheel, mixing colors, Nix color database and matching color techniques.

Module H: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly assess the cost for any interior damage for repair/restoration.

Module I: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module J: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

WINDSHIELD REPAIR	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Windshield Repair	2
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module B	The Repair Process	1.5
Module C	Repairing A Crack	1.5
Module D	Applying Resin to Cracks	.5

Module E	Curing the Crack	.5
Module F	Polishing the Repair	.5
Lecture Modules		
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	Total	**8.5**

Windshield Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Windshield Repair

Students will learn the following during the introduction to windshield repair: the history of windshield repair, windshield repair system components, review the instructional video and manual, examine basic windshield construction, and discuss the overview of the repair process in relation to the various types of windshield damage, i.e., bull's-eye, star-breaks, combination breaks, daisy breaks, short/long cracks, and headlight damage. Students will also learn the safety measures and equipment necessary to perform safe windshield repairs.

Module B: The Repair Process

Students will learn the entire repair process step by step for bull's eye, star breaks, and combination breaks. These steps include preparing the chip, drilling techniques, applying the mounting bracket, loading the resin, injecting the resin, applying heat, inspecting the repair, applying finish resin, curing the resin, polishing the repair.

Module C: Repairing a Crack

Students will learn the steps involved when repairing any length of a cracked windshield. They will also learn about the ideal conditions in conducting this type of repair.

Module D: Applying Resin to Cracks

Students will learn the appropriate steps involved when applying resin inside of a cracked windshield.

Module E: Curing the Crack

Students will learn the steps needed to cure the crack once it has been repaired.

Module F: Polishing the Repair

Students will learn how to use the necessary tools and perform the required steps to properly polish a windshield repair.

Module G: Estimating Guidelines

Students will learn how to estimate the cost of windshield damage for both retail and wholesale business.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

ODOR REMOVAL	Lecture Modules	Contact Hours
Module A	Introduction and Safety Measures for Odor Removal	.50
Module B	Equipment Overview	.50
Hands-on Modules The following modules listed below are conducted with hands-on training. Which will enable the student to excel more rapidly once he/she enters a natural setting		
Module C	Identifying Source of Odor	.25

Module D	Cleaning/Disinfecting	.25
Module E	Fogging Techniques	.25
Module F	Equipment Maintenance	.25
Lecture Modules		
Module G	Estimating Guidelines	.5
Module H	Advertising and Marketing	.5
Module I	Career Development	1
	Total	**4**

Odor Removal Curriculum Outline:

Module A: Introduction and Safety Measures for Odor Removal

Students will learn the purpose, advantages, and an overview of the odor removal process. They will also review the manual, which is provided to them as a reference tool. They will also review the Material Safety Data Sheets (MSDS) to ensure proper safety and disposal methods.

Module B: Equipment Overview

Students will learn the principles of the odor removal equipment, equipment specifications, proper product selection, advantages, and deodorization tips.

Module C: Identifying Source of Odor

Students will learn the proper techniques required for identifying most vehicle odor sources.

Module D: Cleaning/Disinfecting

Students will examine the proper steps involved when cleaning and disinfecting a vehicle once the odor removal process has been completed.

Module E: Fogging Techniques

Students will learn the methods and most effective ways to perform the odor removal process.

Module F: Equipment Maintenance

Students will learn the proper maintenance and storage methods required to maintain an optimal functioning odor removal unit.

Module G: Estimating Guidelines

Students will examine the appropriate techniques necessary to properly estimate the cost of a vehicle odor removal.

Module H: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module I: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Alloy Wheel Repair	Lecture Modules	Total Hours
Module A	Introduction and Safety Measures for Wheel Repair	1
Module B	Demonstration of Wheel Repair	1
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module C	Mixing Paint System	1

Module D	Using the Airbrush	1
Module D	Using the Power equipment w/a compressor	2
Module E	Surface Preparation	2
Module F	Wheel Surface Painting	2
Module G	Light Scratch and Polishing	1
Module H	Sanding Techniques	1
Module I	Storage Tips	.5
Module J	Problem Solving and Troubleshooting	.5
Lecture Modules		
Module K	The Alloy Wheel Repair System Fixed and Mobile Options	.5
Module L	Estimating Guidelines	1
Module M	Marketing and Advertising	.5
Module O	Career Development	1
	Total	**16**

Alloy Wheel Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Alloy Wheel Repair

Students will review the Alloy Wheel instructional manual and discuss the components included within the wheel system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Alloy Wheel Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the wheel system is designed to repair.

Module C: Mixing Paint System

Students will learn how to use the various paint toners. They will examine the importance of safety when using the chemicals and components included in the wheel system.

Module E: Using the Air Brush

Students will learn how to use the Air Brush when applying small quantities of paint to wheel and small scratches.

Module G: Using the Power equipment w/ Compressor

Students will learn the appropriate use of the Power equipment which includes grinders and sanders.

Module H: Surface Preparation

Students will learn how to properly prep your wheel before beginning all repairs. This will include; cleaning, buffing, patching and sanding.

Module I: Wheel Surfacing

Students will learn blending, clear-coating, sanding techniques, and painting techniques for completion of a wheel repair.

Module J: Light Scratch and Polishing

Students will learn how to polish and finish a wheel repair using the required equipment and techniques.

Module K: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module L: Storage Tips

Students will learn various tips on storage, maintenance, and good habits of a wheel repair technician.

Module N: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during wheel repairs.

Module O: The Alloy Wheel Repair System Mobile and Shop Options

The students will learn about the mobile and shop options within the alloy wheel repair system. They will also learn to use the different components for each option.

Module P: Estimating Guidelines

Students will learn how to estimate the cost of a minor wheel repair.

Module Q: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module R: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Paint and Dent Recon

Program Description:
The package includes the following systems:

- Paintless Dent Repair 160
- Paint Repair 40

This training and tool package is a compilation of two different courses that are bundled into one program titled Paint/Dent Recon 200.

Our Paint/Dent Recon Package will make you proficient in the two top Automotive Reconditioning services. By offering more than just one reconditioning service, you will be providing your customers with a variety of services for enhancing the cosmetic appearance of their vehicle, thus increasing revenue and servicing of all your customers' needs in one service visit. We call it the One-Stop-Shop Advantage!

Program Objectives:
The objective of the Paint/Dent Recon 200 program is to provide intensive training to an individual who has the goal to advance their PDR skills to a Collision level and be able to completely finish the damage with prep and paint repair as well take on paint jobs on their own. Graduates will have the knowledge to properly access and remove a variety of advanced dents with a variety of different levels of damage without sanding, filling, or painting, but if there is paint damage you will have the skill set to repair and paint. As well as properly estimate and repair a wide variety of paint damage, perform a various range of paint repairs, repair minor paint chips, scratches and nicks on a vehicle. Students will also receive on-going technical support by phone. There are no prerequisites for this course. However, it is recommended for all individuals to continue his/her hands-on portion of this course at home or on-the-job.

Occupational Objectives:
Graduates will be qualified for intermediate level positions with any business offering Paint and Dent Repair. They will also be prepared to perform intermediate to advanced level Paintless Dent Repairs and Paint Repairs for customers or for their own business.

The 200-hour program has classes that commence each Monday. Students must contact their customer service care representative for class schedule and availability. 8 hours a day for 20 days.

INSTRUCTION MODULES
Classroom Instruction with textbooks

Paintless Dent Repair 160	Lecture Modules	Clock Hours
Module A	Introduction to Paintless Dent Repair	2
Module B	Demonstration of PDR Process	1
Module C	Metal Characteristics	.5
Module D	Items Used During Training	.5
Module E	The PDR Tool Set	1
Module F	PDR Accessories	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module G	Positioning and Reading the Light	10
Module H	Locating the Tip of the Tool	18
Module I	Removing High Points	20
Module J	Removing Low Spots	20
Module K	Removing Dents	34
Module L	Types of Dents	4
Module M	Finishing the Dent	12
Module N	Wet Sanding Techniques	2.5
Module O	Access	10
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	10
	Lecture Modules	
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	Total	**160**

PDR 160 Curriculum Outline:

Module A: Introduction to Paintless Dent Repair

Students will review the PDR manual along with watching the instructional video. They will learn the history, the advantages and benefits of PDR within the automotive industry. They will also examine the vital importance of the success formula to becoming a dent technician.

Module B: Demonstration of PDR Process

Students will observe while the instructor demonstrates the PDR process.

Module C: Metal Characteristics

Students will learn about the different types of vehicle metal, including the theory of metal, and when metal is incapable of withstanding a paintless dent repair, i.e., the dent is too deep and has stretched the metal, broken paint.

Module D: Items Used During Training

Students will learn which tools and accessories are used during their PDR training course.

Module E: The PDR Tool Set

Students will learn and examine the PDR tool set required for a beginning technician. These tools include, rods, flat bars, super skinnies, window tools, pistol grips, super tools, and screw-on tools, etc.. Each PDR tool is designed for specific purposes, and students will understand that knowing the purpose of each tool is an on-going learning process.

Module F: The PDR Accessories

Students will learn about the functions and necessity of the variety of dent repair accessory items required for successful dent repair.

Module G: Positioning and Reading the Light

Students will learn and understand that a tremendous part of success in PDR depends on the student's ability to "read" the light. Therefore, students will learn the specific techniques required in positioning and reading the light.

Module H: Locating the Tip of the Tool

Prior to performing dent repair, students must successfully learn how locate the tip of the tool they will be using to repair the dent. The success rate of this module varies per individual. Locating the tip of the tool is vital for the success of dent repair. Students will utilize various items in order to optimize their individual results, i.e., the light, hoodstand, dent tool, s-hook, etc. The students will be given special exercises and procedures in locating the tip of the tool.

Module I: Removing High Points

High points are the result of exerting upward pressure from the bottom-side of the metal. The result is an outward protrusion of the metal, a high point. Dent technicians do not want this to happen. Therefore, students will learn the proper techniques in avoiding a high point from occurring, as well as learning the techniques necessary to remove the high point.

Module J: Removing Low Spots

Low spots are the result of pressure being applied from the topside of the metal surface in a downward direction. The metal then stretches, causing a small depression. Students will learn the proper techniques involved removing low spots by properly using the dent hammer and tap down.

Module K: Removing Dents

Students will learn how to remove dents by following specific techniques and guidelines illustrated for them in a diagram that is provided to each student. Removing dents of any size is a process, which takes constant practice, patience, and focus.

Module L: Types of Dents

Students will learn and examine the various types of dents and learn how to apply the techniques required in removing each type of dent. The different types of dents include different sizes, shapes, and creases.

Module M: Finishing the Dent

Students will learn and examine the refined techniques necessary to finalize a dent repair.

Module N: Wet Sanding Techniques

Students will learn the advantages, techniques, and proper supplies utilized when conducting wet sanding to the areas where dent repair has been performed. Students will notice as their skill level progresses, the less they will rely on wet sanding techniques.

Module O: Access

Students will examine the many techniques and situations necessary to successfully accessing any dent on a vehicle. They will also learn to utilize the various components throughout a vehicle for leverage in order to maximize dent access and success of repair.

Module P: Drilling & Plugging Techniques

Students will learn how to properly use the drill and plugs. They will learn when it is absolutely necessary for drilling and understand that drilling is done only when there is no other alternative.

Module Q: Working in Different Environments

Students will examine which equipment is most appropriate to use when conducting dent repair in direct sunlight, outdoors, and indoors. Unique lighting systems and specific positioning techniques are required to successfully complete dent repair in these different environments.

Module R: Problem Solving Techniques

Students will learn how to assess a potential problem and how to approach solving the problem in the most effective possible way.

Module S: Estimating Techniques

Students will learn how to estimate the cost of a paintless dent repair for all types of business.

Module T: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module U: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Smart Paint Repair	Lecture Modules	Clock Hours
Module A	Introduction and Safety Measures for Paint Repair	1
Module B	Demonstration of Paint Repair	1
Module C	Introduction to the Chip King System	1
Module D	Demonstration of the Chip King System	.5
Hands-on Modules The following modules listed below are conducted with hands-on training. This will enable the student to excel more rapidly once he/she enters a natural setting.		
Module E	Mixing Paint System	2.5
Module F	Using the Flow Pencil	2
Module G	Using the Air Brush	3
Module H	Using the touch-up Gun	4
Module I	Surface Preparation	5
Module J	Bumper/Panel Painting	6

Module K	Light Scratch and Polishing	2
Module L	Sanding Techniques	2
Module M	Painting Tips	4
Module N	Chip King Process	3
Module O	Problem Solving and Troubleshooting	.5
	Lecture Modules	
Module P	The Paint System Fixed and Mobile Options	.5
Module Q	Estimating Guidelines	.5
Module R	Marketing and Advertising	.5
Module S	Career Development	1
	Total	**40**

Smart Paint Repair Curriculum Outline:

Module A: Introduction and Safety Measures for Paint Repair

Students will review the Paint Repair instructional manual and discuss the components included within the paint repair system. Students will learn the importance of the Safety Data Sheets (SDS), including how to read the SDS, and receive detailed training on each of the chemical products, proper disposal methods, and safety measures.

Module B: Demonstration of the Paint Repair System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the paint repair system are designed to repair.

Module C: Introduction to the Chip King System

Students will review the Chip King instructional manual along with watching the instructional video.

Module D: Demonstration of the Chip King System

Students will observe a demonstration conducted by the instructor in addition to understanding the types of damage that the Chip King system is designed to repair.

Module E: Mixing Paint System

Students will learn how to use the color matching software and books, use of and reading the paint software and laptop computer, mixing paint, understanding the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system.

Module F: Using the Flow Pencil

Students will learn how to use the flow pencil when applying small quantities of paint to chips and small scratches.

Module G: Using the Air Brush

Students will learn the appropriate use of the air brush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module H: Using the Touch-up Gun

Students will learn the appropriate use of the airbrush, which includes small, medium, and large numbers of small chips, bare spots, and small repair areas. It can also be used for pin stripping and fine detail and touch-up work.

Module I: Surface Preparation

Students will learn how to use the paint touch-up gun for larger repairs, up to whole vehicle panels.

Module J: Bumper/Panel Painting

Students will learn blending, clear-coating, European blackening, sanding techniques, and painting techniques for completion of a bumper/panel repair.

Module K: Light Scratch and Polishing

Students will learn how to polish and finish a paint repair using the required equipment and techniques.

Module L: Sanding Techniques

Students will learn the many levels of sand-paper grits and the appropriate situation to use each.

Module M: Painting Tips

Students will learn various tips on storage, maintenance, and good habits of a paint repair technician.

Module N: Chip King Process

Students will learn the Chip King process and each tool necessary to perform minor paint repairs.

Module O: Problem Solving and Troubleshooting

Students will learn how to prepare for and solve problems that may happen during paint repairs.

Module P: The Paint System Mobile and Shop Options

The students will learn about the mobile and shop options within the Smart Paint Repair system. They will also learn to use the different components for each option.

Module Q: Estimating Guidelines

Students will learn how to estimate the cost of a minor paint repair.

Module R: Marketing and Advertising

Students will learn a wide range of advertising and marketing techniques designed to allow students to earn new business.

Module S: Career Development

Students will focus on developing a positive mental attitude, verbal communication skills, and interview techniques, which will help them to further their career.

Total Recon Package

Program Description:
The package includes the following systems:

Paintless Dent Repair 160 - refer to pg. 15 for Instruction Module and pg. 17 & 18 for Curriculum Outline
Auto Detailing 40 – refer to pg. 41 for Instruction Module and pg. 42 for Curriculum Outline
Window Tinting – refer to pg. 38 for Instruction Module and pg. 39 & 40 for Curriculum Outline
Chip King – refer to page 32 for Instruction Module and pg. 32 & 33 for Curriculum Outline

This training and tool package is a compilation of four different systems that are bundled into one program titled Total Recon Package.

Our TOTAL RECON Package will do just that! Total Reconditioning of a vehicle by a trained technician. By offering more than just one reconditioning service, you will be providing your customers with a variety of different services for enhancing the cosmetic appearance of their vehicle, thus increasing revenue and servicing of all your customers' needs in one service visit. We call it the One-Stop-Shop Advantage!

Program Objectives:
The objective of the Total Recon Package program is to provide intensive training to an individual who has the goal to continue their hands-on training at home or on-the-job upon graduation. Graduates will have the knowledge to properly access and remove door dings and minor dents from a vehicle without sanding, filling, or painting, properly estimate and repair minor paint chips, scratches and nicks on a vehicle, properly estimate and detail a vehicle from start to finish a vehicle and will be able to properly apply and remove film on all types of glass and windows. They will also receive on-going technical support by phone. There are no prerequisites for this course. However, it is recommended for all individuals to continue his/her hands-on portion of this course at home or on-the-job.

Occupational Objectives:
Depending on the graduate's individual skill level, they may be qualified for an entry-level to intermediate position with any business offering Total Automobile Reconditioning. They may also be prepared to perform entry-level total automotive reconditioning repairs for customers in their own business.

This is a 224-hour course and classes commence each Monday. Students must contact their account representative for class schedule and availability. 8 hours a day for 28 days.

NOTICE OF BUYERS / STUDENT'S RIGHT TO CANCEL
REFUND RIGHTS AND RIGHT TO CANCEL:

STUDENT'S RIGHT TO CANCEL AND REFUND

1. You have the right to cancel this agreement for educational service, any equipment or other goods and services during the cancellation period. Cancellation is equal to 3 business days or midnight of the 3rd day of the 3rd class you attend. If your training program is over 50 days, then your cancellation period is 5 business days or midnight of the 5th day of the 5th class you attend. Business day means a day on which you were scheduled to attend a class. Cancellation occurs when you give written notice of cancellation to the School Director, at School address shown on the first page of this enrollment document. You can do this by mail, in person, by FAX or email. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice should be presented on the attached Notice of Cancellation Form. If you cancel this agreement DKTI will refund any money that is owed to you or the sponsoring party within 30 days after your notice is received. Registration fee of $75.00 is non-refundable. When applicable, flight costs are assumable by the student in the event of cancellation or withdrawal. (Whether or not the student was initially responsible for the flight costs) If a student is rejected for training or if a course is canceled, the student or sponsoring party will receive a refund of all monies paid.

2. If the DKTI has given you any equipment, uniforms, manuals, or videos, you must return them to the school within 30 days following the date of your notice of cancellation. If you fail to return any of these items in new and used condition within this 30-day period, DKTI may retain that portion of payment paid by you or a sponsoring party and deduct the cost from any refund that may be due. Also, if you choose to keep any of these items and if there is a balance due to DKTI, you must make this payment within 30 days of your written cancellation or you must make arrangements with the School Director for payment. Once you pay for your equipment or other items, they are yours to keep without further obligation.

3. You have the right to withdraw from School at any time. If you withdraw from the course of instruction after the cancellation period as in Part l., The DKTI will remit a refund less the registration fee of $75.00 within 30 days following your withdrawal. You are obligated to pay only for educational services rendered and unreturned equipment, uniforms, manuals, or videos. The refund shall be based on the cost per hour times the hours scheduled prior to withdraw less the registration fee and the costs for any unreturned items. When, applicable, flight costs are also assumable by the student in the event of cancellation or withdrawal (Whether or not the student was initially responsible for the flight costs). If you fail to return the equipment or other suited items within the 30-day period in *new*/unused condition The DKTI Will retain the costs. If the amount you have paid is more than the amount that you owe, then a refund will be made within 30 days of withdrawal. If the amount that you owe is more than the amount that you paid, than you will have to make arrangements to pay the amount still owed.

4. Hypothetical Refund Example: Assume you, upon enrollment in a 40-hour course, pay $3,925 for tuition, $75.00 for registration (non-refundable) and $2,000 for equipment / supplies, and then withdraw at the scheduled 20-hour point (50%) without returning the equipment and supplies. $3,925 Tuition + $75.00 Registration + 2,000 Equipment = $6,000 ($3,925 divided by 40 hours = $98.13 per/hour of instruction) $6,000 Total Cost - $2,000 Equipment - $98.13 x 20 hours scheduled attendance ($1,963) = $1,963 Refund. (Additional weeks are discounted and will be refunded accordingly) $2000.00 Tuition per additional week = $50.00 per hour and there for would refund any additional weeks at $50.00 per hour.

5. For the purpose of determining the amount you owe, you shall be deemed to have withdrawn from the course when any of the following occurs: (a) You notify School of your withdrawal or the actual date of withdrawal; (b) School terminates your enrollment; if you fail to attend classes for a three-week period without approval; (d) You fail to return from a leave of absence. In this case, the date of withdrawal shall be deemed to be the last date of attendance.

6. If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender. Any remaining refund amount will first be used to repay any student financial assistance programs from which you received benefits, to the extent of benefits received. Any remaining amount will be paid to you. If you have received federal student financial aid funds, you (the student) is entitled to a refund of moneys not paid from federal student financial aid program funds.
If you default on a federal or state loan, both the following may occur:

(1) The federal or state government or a loan guarantee agency may act against the student, including garnishing an income tax refund; and
(2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid. (Ed. Code 94911(g) (1), (2)

Tuition and Fee Policy

Tuition and registration fees are payable in advance prior to commencing classes. Tuition must be paid in full or payment plan agreed to, prior to commencing classes for student to be classified as a graduate and eligible to receive a certificate and placement assistance.

Course Title	Registration Fee	Tuition and Equipment	Total Cost
Paintless Dent Repair 480	$75	$23,925	$24,000
Paintless Dent Repair 200	$75	$14,925	$15,000
Paintless Dent Repair 160	$75	$12,925	$13,000
Paintless Dent Repair 120	$75	$10,925	$11,000
Paintless Dent Repair 80	$75	$8,925	$9,000
Paintless Dent Repair 40	$75	$6,925	$7,000
Windshield Repair 8	$75	$1425	$1,500
Window Tinting 16	$75	$4,925	$5,000
Interior Repair 24	$75	$5,925	$6,000
Odor Removal 4	$75	$925	$1000
Auto Detailing 40	$75	$4,925	$5,000
Chip King 8	$75	$4,925	$6,000
Smart Paint Repair 40	$75	$11,925	$12,000
Alloy Wheel Repair 16	$75	$5,925	$6,000
Recon Package#1 160	$75	$34,925	$35,000
Recon Package#2 264	$75	$39,925	$40,000
Recon Package#3 212	$75	$24,425	$24,500
Paint & Dent Recon#4 200	$75	$19,925	$20,000

Example of possible charges for a PDR40 course. Examples with 0.00 will vary per situation.

TOTAL CHARGES:

Tuition $_____
4495.00

Registration Fee $_____
75.00

Shipping & Handling $_____
0.00

Equipment $_____
1430.00

Airfare $_____
0.00

Hotel $_____
0.00

Tax (if applicable) $_____
0.00

STRF (non-refundable fee) $_____
0.00

TOTAL FEES **$**_____
6000.00

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:
$6000.00

Due upon Registration (20% Max) $_____
1200.00

(THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT)

Due Date: $_____
0.00

Due Date $_____
0.00

Last Due Date (Full Balance) 1/1/18 $_____
4800.00

Additional training beyond the scope of the courses will be charged $ 112.38 per hour.

The total cost of each course includes the training, average equipment costs (varies, dependent on tools purchased), registration fee, tax, and shipping. Individual costs may vary depending on the tool package, additional equipment purchased, travel and/or housing. If a student would like a refund, the tools / equipment must be returned to The DKTI in brand new, unused condition. Tool systems are given to the students once payment in full, has been received by the DKTI. Registration fee of $75.00 is non-refundable. When applicable, flight costs are assumable by the student in the event of cancellation or withdrawal. (Whether or not the student was initially responsible for the flight costs)

FINANCIAL AID AND ASSISTANCE:

DKTI is proud to offer student loan options for all customers. For further details on a private loan, please contact the corporate office at 1-800-304-3464.

We also work with some very beneficial Federal and State Funding agencies; injured workers (Vocational Rehabilitation), displaced/laid-off workers (Workforce Investment Act), Vocational Rehabilitation for Veterans (Veterans Affair) and The Department of Veterans Affair for Veteran Benefits.

We take great pride in assisting any and all students who believe they may be eligible for these federal or state, financial aid programs. DKTI's policy in providing assistance with any financial aid; we do an initial interview with a student whom believes they may be eligible for the above mentioned financial aid programs. We will reach out to a current counselor or a contact you may already be working with and discuss with them who we are and the students educational intentions, with our institution. If a student believes they may be eligible for one of these programs, but has not spoken with anyone yet, we can advise you of what steps to take and who to contact. For our in-house financial aid assistance, please contact Cher O'Neil- 1-800-304-3464.

Classroom Rules

The Ding King Training Institute, Inc. is a drug and alcohol free campus. This applies to training sites and transportation provided by DKTI. Students or staff found using these substances will be subject to termination.

PLEASE:

Extend common courtesy to your fellow classmates, employees and visitors at DKTI.

Ask lots of questions, everyone learns more with lots of interaction.

Report all absences to your instructor. (800) 304-3464

Report any injury to your Instructor or the Site Supervisor immediately!

Utilize safety equipment provided at all times.

If you see a hazard or potential danger, notify your Instructor or the Site Supervisor immediately to resolve the danger.

Students should remain in class unless on break, or if your Instructor has given you permission to leave the class.

Utilize your break times for personal business, restroom breaks, smoking, etc.

Clean up after yourself in the classroom and at mealtime.

Keep a positive attitude! "BE HAPPY"!

Be a team player.

If you have a concern with training, a staff member or student, work with your Instructor or the Site Supervisor to resolve the issue.

Share your ideas or suggestions about your training, our services, or business; we are glad to hear about it.

Most of all…
"HAVE A GREAT TIME AND LEARN, LEARN, LEARN"!