

# THE DING KING TRAINING INSTITUTE, INC.

# ***DKTI***

## TRAINING CATALOG

CALIFORNIA CAMPUS\*

01.01.2023 – 12.31.2024

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 Recon

### ***CLASS LOCATIONS:***

Campus Location & Administrative Office:

**Costa Mesa, California**

3186 Airway Ave. Suite L

Costa Mesa, CA 92626

[www.TheDingKing.com](http://www.TheDingKing.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. Ste. L, Costa Mesa, CA 92626 has received approval to operate from The Bureau for Private Postsecondary Education. The Bureau has determined that the private institutions operational plan satisfies the minimum standards and the approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

The Ding King Training Institute is a private institution and is approved to operate by the Bureau for Private Post-Secondary Education

Made available the institutions Annual Report, School Performance Fact Sheet, The School Catalog and Student Brochures.

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  
1747 N. Market Blvd., Suite 225 Sacramento, CA 95834  
P.O. Box 980818, West Sacramento, CA 95798-0818  
P (916) 574-8900 F (916) 263-1897 [www.bppe.ca.gov](http://www.bppe.ca.gov)**

# Administration

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<b>Corporate Office &amp; Costa Mesa Campus</b>
<i>3186 Airway Ave. Suite L</i>
<i>Costa Mesa, CA 92626</i>
<i>(714) 754-0070</i>
<i>(800) 304-3464</i>

## Administrative Faculty & Staff

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<i>Todd Sudeck</i>	<i>Owner/Chief Financial Officer/ Director of Sales</i>	<i>BA Speech Communications Sales and Marketing</i>
<i>Michelle Scher</i>	<i>School Director/ Student Liaison</i>	<i>Business Development OC College 1996-1998 28 Years in Management and Customer Service</i>
<i>Cher Murchison-Oneil</i>	<i>Admissions Director Vocational Rehabilitation, WIA, VA Specialist</i>	<i>32 Years Sales Management and Customer Service</i>
<i>Mike Boone</i>	<i>Sales and Student Care Representative</i>	<i>30 Years Sales and Management</i>
<i>Liza Sudeck</i>	<i>Sales Bilingual Student Consultant</i>	<i>30 Years Sales and Customer Service</i>

## Instructional Staff

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<b>Instructor Name</b>	<b>Expertise</b>	<b>Instructor Name</b>	<b>Expertise</b>
<i><b>James Ramirez</b> Ding King Graduate 1999 23 years Automotive Reconditioning Instructor</i>	<i>Paintless Dent Repair Paint Repair Interior Repair Windshield Repair Odor Removal Auto Detail Chip Magic Alloy Wheel Repair</i>	<i><b>Lee Roth</b> Ding King Graduate 2008 15 years Automotive Reconditioning</i>	<i>Paint Repair Paintless Dent Repair Auto Detail</i>
<i><b>Tim Ortale</b> 25-year business owner 22-years Tint installer and instructor</i>	<i>Window Tinting</i>	<i><b>Salvador Vargas</b> Ding King Graduate 2000 Paintless Dent Repair Instructor 15 years</i>	<i>Paintless Dent Repair</i>

# Mission Statement

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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 innovative and well-planned training lessons that will educate and inspire 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's need.

**The Ding King Training Institute, Inc. Does not have a pending petition in bankruptcy, we are not operating as a debtor in possession, has not filed a petition within the preceding 5 years and has not had a petition in bankruptcy filed against them within the preceding five years that resulted in a reorganization under Chapter 1 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)**

**The Ding King Training Institute, Inc. is not accredited by an accrediting agency.**

**Students enrolled in an unaccredited institution may still be eligible for financial aid programs.**

**For further information on the financial aid programs that we work with, please refer to the following websites:**

**Military Financial-Aid Services**

**U.S. Department of Veterans Affairs <https://www.va.gov/>**

**Displaced and Laid-off Workers**

**WIA Information and Tools, Employment & Training Administration ... <https://www.doleta.gov/usworkforce/wia/act.cfm>**

**Injured Workers**

**Am I Eligible for Vocational Rehabilitation Services - VRED - California ...**

**[www.dor.ca.gov/VRED/Am-I-Eligible-4-VR-Services.html](http://www.dor.ca.gov/VRED/Am-I-Eligible-4-VR-Services.html)**



## 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 2023 and 2024 school year:

### 2023

#### HOLIDAYS WE WILL BE CLOSED FOR

NEW YEARS DAY, JANUARY 1ST  
MEMORIAL DAY, MAY 29TH  
FOURTH OF JULY, JULY 4TH  
LABOR DAY, SEPTEMBER 4TH  
THANKSGIVING, NOVEMBER 23RD  
CHRISTMAS DAY, DECEMBER 25TH

<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
2	6	6	3	1	5
9	13	13	10	8	12
16	20	20	17	15	19
23	27	27	24	22	26
30				29	
<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
3	7	4	2	6	4
10	14	11	9	13	11
17	21	18	16	20	18
24	28	25	23	27	25
31			30		

### 2024

#### HOLIDAYS WE WILL BE CLOSED FOR:

NEW YEARS DAY, JANUARY 1ST  
MEMORIAL DAY, MAY 27TH  
FOURTH OF JULY, JULY 4TH  
LABOR DAY, SEPTEMBER 2ND  
THANKSGIVING, NOVEMBER 28TH  
CHRISTMAS DAY, DECEMBER 25TH

<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
1	5	4	1	6	3
8	12	11	8	13	10
15	19	18	15	20	17
22	26	25	22	27	24
29			29		
<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
1	5	2	7	4	2
8	12	9	14	11	9
15	19	16	21	18	16
22	26	30	28	25	23
29					30

#### CLASS BREAKS ARE AS FOLLOWS

**PAINTLESS DENT REPAIR- FIRST 3 DAYS BREAK EVERY HOUR FOR 5-10 MINUTES (EYE BREAKS) AND 1 HOUR FOR LUNCH, AT NOON. AFTER 3 DAYS EVERY 1 ½- 2 HOURS, WILL BREAK 5-10 MINUTES FOR EYE BREAKS AND 1 HOUR FOR LUNCH, AT NOON. ALL OTHER COURSES BREAK AT NOON FOR 1 HR. LUNCH AND CAN TAKE TWO 10 MIN. BREAKS THROUGHOUT THE DAY AS NEEDED.**

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

**\*STUDENT CATALOGS ARE UPDATED EVERY 2 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

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

## **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 your vehicle locked at all times.

## **Student Facility Library And Lounge**

The Ding King Training Facility is 3000 square feet and is equipped with several different training stations as well as a very comfortable student lounge and library. The lounge is furnished with comfortable couches, a flat screen TV, conference/dining table, water dispenser, vending machine, refrigerator, snack basket, coffee station and restrooms equipped with handicapped safety rails.

The student library is furnished with a computer and printer for student use, a selection of automotive books, magazines, a suggested links and website notebook, notepads, pens, folders, as well as binders of example business logos, stationary, t-shirts, etc. The library and lounge are always open to students during school hours. M-F 7am to 5pm. Students have access without permission and no fee. All books, magazines and example binders are school property and not for check-out. Everything can be photocopied if desired. Notebooks, pens and copy paper are free for enrolled students as well as the snack basket contents, coffee and water.

### **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, 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 worktable 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 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 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, a 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 like heat guns, fogging machines, tint rolls, variety of car scents, knives, spray bottles and more.

## **Holidays And Emergency Closure**

DKTi is closed on the following holidays: 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 lifestyles and or limitations.

## **On-Going Technical Support By Phone**

Technical support by phone is available to all graduate students, forever.

## **Referral Services: Housing And Medical**

**Housing** New DKTI applicants who reside outside of the area may request information about local accommodations available during 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. The hotel is within walking distance of campus, approximately 1 mile. The approximate cost of the hotel is \$108.00 per night and weekly rates fluctuate depending on arrival and departure dates.

**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 module. 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 Can Not And Does Not Guarantee Employment**

Los Angeles, CA, San Diego, CA, Orange County, CA, Orlando, FL. and Springfield Missouri 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: 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 to assist in successful employment.

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

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. In order to enhance the employment potential of each graduate, the Placement Services Department should be notified of the results of each interview and when a job is offered and/or accepted.
4. 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.
5. 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.
6. 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**

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## **Admissions Policy**

Programs of training offered by DKTI are open for regular enrollment to men and women who need to possess a High School Diploma or the equivalent or will be required to take an Ability to Benefit Test. All 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. DKTI uses the ACTT Ability to Benefit Test, English Language Skills Assessment-CELSA and Spanish Language Skills Assessment-LPAT-S Ability to Benefit Test. 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 the start date.

## **English As A Second Language Instruction And Spanish Instruction**

DKTI does require international applicants to submit a TOEFL score of 80 or above. The TOEFL Test is administered at ETS authorized testing centers throughout the U.S. and abroad. You can prepare for the test and search for a location at **[www.vz.ereg.ets.org](http://www.vz.ereg.ets.org)**.

For International students seeking student visa information, The Ding King does not provide these services, but DKTI will vouch for student status and assist with any visa paperwork necessary, at no additional charge.

## **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 opportunities and the process of enrollment. can be done via email, fax or in person. Upon arrival at the school, the applicant will complete an application covering their personal, educational, and employment history, and the area of occupational interest. After Diplomas or equivalent and ATB Testing is complete the applicant will be given a school catalog, school performance fact sheet, course manuals, and a copy of Buyers/Student Rights.

If an applicant lives outside the area, or in another state, an admissions representative will email 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 students' schedule for enrollment. Upon enrollment, the student will need to be present at the main campus location on their first day of class to complete the enrollment process and orientation.

## **Policy Of Documentation Of Students Denied Admission**

If for any reason a student is denied enrollment, all student information is kept in a log with initial admission paperwork and reasons for denial. All log records are kept for a period of one year.

## **Satisfactory Progress**

Students' progress is monitored daily. 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 attendance reports are made available to counselors and/or a veteran's representative at all times.

Some examples of unsatisfactory progress: a student who will not follow direction, will not complete projects, 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 actions. There will be a warning only given at this time. If this happens a second time it will be grounds for dismissal from course.

Students are made aware of their daily progress reports and are able to discuss them with their student rep. or their instructor if they choose.

## **Attendance Policy**

It is important that the school keeps 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 in 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) in order to be considered doing "Satisfactory Attendance Progress" 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 between excused or unexcused absences and any time missed can and should be made up, in order to complete and graduate at 80% attendance rate.

### **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 the 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 Administrative Office the basis of the request, expected return date and the initial date of request with the student's signature. This does not automatically reflect the school's approval. 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 NOT approved, 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 and resume training without paying any additional tuition. Students requesting a Leave of Absences must understand that upon return, a revised course completion date will be established, which will delay their graduation date. Remember, A LEAVE OF ABSENCE DELAYS YOUR OPPORTUNITY TO BEGIN YOUR NEW CAREER.

### **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. Students 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 the 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 students must have their financial package current. 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, may be required to have their readmission request approved by the school director and/or the instructor.

### **Student Records**

The Family Right and Privacy Act of 1974 prohibits 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 and the transcripts are maintained indefinitely. The student record retention period is five years from the student's completion/withdrawal date. 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. The student must first notify the admissions office and the student services department 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 80% of the entire course duration.
- The student is able to demonstrate for the instructor the core fundamental techniques taught during the course and the student needs be able to complete repairs satisfactory for the instructor.
- Exit Competency levels must be at 80% or greater for your overall score.
- All fees and payments are complete.

There is not a final test, examination, internship or externship that determines eligibility of a graduation certificate. There is a final question and answer form that is discussed aloud with your class to ensure everyone has all correct information/answers upon exit. As well as an overall Competency Level Reached, of your entire Curriculum(s).

### **Standards For Student Achievement**

DKTI has several standards for our student's achievement.

- Our instructors are the best in the industry with several years of experience and are required to obtain 12 Hours of Annual Continued Education. DKTI Instructors are always adding to their skill set and knowledge so they can add to

their instruction.

- Our facility is State of the Art in this industry. Our students are always learning with the best tools and equipment available. All students have their own equipment throughout their training and have a host of upgraded items they can experiment with. Our Campus is always clean, safe and spacious.
- We assess progress at the 25%-mark, 50%- mark and at the 75%- mark. This always leads the student and the instructor to work as a team to build up each student's possible weaknesses and gives the instructors the opportunity to praise the work thus far. Builds Self-Esteem and Confidence.
- We understand that our students give a lot to be here, and, in some cases, they are starting new careers to build a better future. We give every effort to help prepare students for what is to come in this industry, after graduation. We continue our efforts even after our students have graduated and, in some cases, we hire within. Our phone lines are always open to graduates for technical support.
- Our Curriculums for all programs are always being updated and upgraded so our students are always receiving the best and updated information in the industry.

### **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. Closed Toed Shoes.

### **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 machines, 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 auto shop 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. Fighting (physical or verbal)
16. 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 or 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 workplace of sexually suggestive objects or pictures.
8. Conduct of comments consistently targeted 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 or are the subject of sexual harassment or 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 and 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.

### **Probation Policy:**

**ACADEMIC:** Academic probation occurs when you have fallen below a 60% Competency Level and are not on track to graduate. This is usually the result of attendance or staying focused in class. If this happens your instructor will write up a probation form and you will have 7-14 days (depending on time left till graduation) to get your grades and or attendance on track. If this is something that is not corrected it will be grounds for dismissal.

**DISCIPLINARY:** Disciplinary probation occurs when a student shows unacceptable behaviors, which can include but are not limited to: inappropriate behavior toward others or in the presence of others, Misuse of equipment or school property, Discrimination or Harassment, and Attendance. This will result in immediate action, which is probation. The student will have 5 days to show they have corrected their actions, or this will be grounds for immediate dismissal.

### **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**  
**1747 North Market Blvd, Suite 225, Sacramento, CA 95834**  
**P.O. Box 980818, West Sacramento, CA 95798-0818**  
**P (916)574-8900 F (916) 263-1897 [www.bppe.ca.gov](http://www.bppe.ca.gov)**

### **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.

### **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, the number of hours in class per program, name of our school and signature of instructor.

### **Drug Free Campus**

The DTKI 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.

### **Faculty Standards**

All DTKI Staff Members are employed after meeting our very high standards. All Staff members go through an intensive interview process and background check. DTKI 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.

## **Notice Concerning Transferability Of Credits And Credentials Earned At Our Institution**

“The transferability of credits you earn at The Ding King is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in \_\_\_\_\_ is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending DKTI to determine if your certificate will transfer. DKTI does not award credit for prior experiential learning. **The Ding King Training Institute has not entered into an articulation or transfer agreement with any college or university that provides for the transfer of credits earned in any program of instruction.**

## **Student Tuition Recovery Fund:**

“The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

### **California Private Postsecondary Education Act of 2009**

“You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog: “It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

# **PDR 120, PDR160 & PDR480**

## **Paintless Dent Repair**

### **Program Description:**

PDR is a highly skilled process in which 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 processes 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 these longer PDR programs, a PDR technician can repair minor and intermediate 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 causes 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 from 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 (in most cases) 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, 160 & PDR480 courses are to provide the maximum hands-on and over the shoulder intensive training to an individual who has the goal to continue their training at home or on-the-job upon graduation but is looking to speed up the learning curve by longer over the shoulder training. Graduates will be able to properly access and remove door dings, pressure dents as well as intermediate dents like creases, roof rails and baseball size 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 in 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, entry-level, and selective complex work.

The 120-hour course, 160 and the 480-hour course have classes that commence each Monday. Students must contact their customer care representative for class schedule and availability. PDR120 is 8 hours a day for 15 days or 4 hours a day for 30 days. PDR160 is 8 hours a day for 20 days or 4 hours a day for 40 days. PDR-480 is 8 hours a day for 60 days or 4 hours a day for 120 days. SOC CODE# 49-3021

### **Educational Objectives:**

The objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining basic and advanced skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively in this field and gain entry level to intermediate employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner, Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Paintless Dent Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>Paintless Dent Repair 120 Classroom Instruction with textbooks</b>		<b>CLOCK HOURS</b>
<b>Lecture Modules</b>		
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
<b>Hands-on Modules</b>		
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	10
Module I	Removing High Points	10
Module J	Removing Low Spots	10
Module K	Removing Dents	29
Module L	Types of Dents	2
Module M	Finishing the Dent	10
Module N	Wet Sanding Techniques	2.5
Module O	Access	15
Module P	Drilling & Plugging Techniques	1.5
Module Q	Working in Different Environments	10
Module R	Problem Solving Techniques	2
<b>Lecture Modules</b>		
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
<b>TOTAL CLOCK HOURS</b>		<b>120</b>

<b>PDR 160 Instruction Modules Classroom Instruction with textbooks</b>		<b>CLOCK HOURS</b>
<b>Lecture Modules</b>		
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	.5
Module F	PDR Accessories	.5
<b>Hands-on Modules</b>		
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	Pre-Exercise Setup	.5
Module H	Positioning and Reading the LED Mobile Light	5
Module I	Light & Reflection / Low and High Point Identification	5
Module J	Locating the Tip of the Tool	18
Module K	Scanning	2
Module L	Removing High Points	16
Module M	Removing Low Spots	20
Module N	Removing Dents	34
Module O	Types of Dents	4
Module P	Finishing the Dent	19
Module Q	Wet Sanding Techniques	2.5
Module R	Access	10
Module S	Drilling & Plugging Techniques	1.5
Module T	Working in Different Environments	10
Module U	Problem Solving Techniques	10
<b>Lecture Modules</b>		
Module V	Estimating Techniques	1
Module W	Marketing and Advertising	.5
Module X	Career Development	1
<b>TOTAL CLOCK HOURS</b>		<b>160</b>

<b>PDR 200 Instruction Modules Classroom Instruction with textbooks</b>		<b>CLOCK HOURS</b>
<b>Lecture Modules</b>		
Module A	Introduction to Paintless Dent Repair Adv. 1	1
Module B	Demonstration of PDR Process Adv. 1	1
Module C	Metal Characteristics Adv. 1	.5
Module D	Items Used During Training Adv. 1	.5
Module E	The PDR Tool Set Adv. 1	.5
Module F	PDR Accessories Adv. 1	.5
<b>Hands-on Modules</b>		
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 a Shop Light	6
Module H	Locating the Tip of the Tool with a Shop Light	8
Module I	Large Circles Explanation	2
Module J	Removing High and Low Points with a Shop Light	8
Module K	Proper Order of Operation	2
Module L	Proper Tool Control	5
Module M	Recognizing Reflection	4

Module N	Open Panel Repairs	10
Module O	Braced Areas – Shallow Nickel, Dime, Quarter Ding Removal	10
Module P	Usage, Explanation, Demo and Hands-on use of Different Tool Tips	7
Module Q	Crease Dent Repair	10
Module R	Softball Sized Dent Repair	10
Module S	Body Line Dent Repair	13
Module T	Leverage and Access	6
Module U	Introduction and Usage of Flat Bars	4
Module V	Glue Pulling, Various Pulling Devices, Tab Selection and Glue Selection	10
Module W	Finishing, Cleaning, Fine Tuning and Cross Checking the Repair	6
Module X	R and I Vehicle Set-Up (In-Depth)	6
Module Y	Aluminum Panel Repair	6
Module Z	Blending Techniques	6
Module AA	Brace Ding Repair on Side Panels	8
Module AB	Wet Sanding and Polishing Techniques	4
Module AC	Working in Different Environments	2
Module AD	Correcting Repeat Mistakes	5
Module AE	Developing Speed	8
Module AF	Deep Dents on Aluminum	12
Module AG	Utilizing Heat During Repairs	6
<b>Lecture Modules</b>		
Module AH	Invoicing	4
Module AI	Getting the Account	4
Module	Insurance	4
<b>TOTAL CLOCK HOURS</b>		<b>200</b>

<b>PDR 480 Instruction Modules Classroom Instruction with textbooks</b>		<b>Clock Hours</b>
<b>Lecture Modules</b>		
Module A	Introduction to Paintless Dent Repair (Advanced)	2
Module B	Demonstration of PDR Process (Advanced)	1
Module C	Metal Characteristics (Advanced)	.5
Module D	Items Used During Training (Advanced)	.5
Module E	The PDR Advanced Tool Set	1
Module F	PDR Advanced Accessories	1
<b>Hands-on Modules</b>		
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 Reflector Board	18
Module H	Locating the Tip of the Tool with The Reflector Board	17
Module I	Small Circles Video and Explanation	2
Module J	Dots Video and Explanation	2
Module K	Removing High Points with the Reflector Board	25
Module L	Removing Low Points with the Reflector Board	25

Module M	Removing Dents with the Reflector Board	25
Module N	Types of Advanced / Large Dents (Collision)	20
Module O	Finishing Advanced / Large Dents	30
Module P	Advanced Scanning / Cross Checking	30
Module Q	Correcting Repeat Mistakes	30
Module R	Wet Sanding and Buffing Large Areas	20
Module S	Accessing High End and Electric Cars	15
Module T	Advanced Access with R & I	5
Module U	Working with Upgraded Accessories	23
Module V	Body Lines, Over Sized and Extreme Creases – Hot Box	20
Module W	On the Job Training – Wholesale vs Retail (On Campus)	30
Module X	Electric Car Safety Introduction	5
Module Y	Aluminum Advanced – Aluminum Hot Box	10
Module Z	Paint Correction	25
Module AA	Developing Speed	45
Module AB	Deep Dents on Aluminum	10
Module AC	Utilizing Heat During Repairs	10
<b>Lecture Modules</b>		
Module AD	Social Media	5
Module AE	Estimating High End and Electric Cars	5
Module AF	Marketing and Advertising to Select Clientele	5
Module AG	Options for Building your Business	5
Module AH	Invoicing	4
Module AI	Getting the Account	4
Module AJ	Insurance	4
<b>TOTAL CLOCK HOURS</b>		<b>480</b>

## **Curriculum Outline and Instruction**

### **Paintless Dent Repair 120:**

#### **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 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 to 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 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, they will rely on wet sanding techniques less frequently.

**Module O: Access**

Students will examine the many techniques and situations necessary to successfully access 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.

**Paintless Dent Repair 160:****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.

**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 and the “flow of metal”.

**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.

**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: Pre-Exercise Setup**

Students will learn the steps for proper setup and preparation to achieve optimal repairs.

**Module H: Positioning and Reading the Light**

Students will learn and understand how to properly “read” the light to be able to see the damage.

**Module I: Light & Reflection / Low & High Spot Identification**

Students will learn proper light placement for optimal damage identification.

**Module J: Locating the Tip of the Tool**

Prior to performing dent repair, students must successfully learn how to locate the tip of the tool they will be using to repair the dent.

**Module K: Scanning**

Students will learn how to use the light to scan for high & low within the damaged area.

**Module L: 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 M: 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 N: 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 O: 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 P: Finishing the Dent**

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

**Module Q: 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 R: Access**

Students will examine the many techniques and situations necessary to successfully access 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 S: 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 T: 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 U: 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 V: Estimating Techniques**

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

**Module W: Marketing and Advertising**

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

**Module X: 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.

## **Paintless Dent Repair 200:**

### **Module A: Introduction to Paintless Dent Repair Adv. 1**

Students will learn the comparison advantages to PDR versus the conventional body shop techniques.

### **Module B: Demonstration of PDR Process Adv. 1**

The instructor will demonstrate larger dent advanced techniques.

### **Module C: Various Metal Characteristics Adv. 1**

Students will learn the theory of metal, and how to determine if a dent is too deep or stretched.

### **Module D: Items Used During Training Adv. 1**

Students will learn about tool used for advanced and more complex dents.

### **Module E: The PDR Tool Set Adv. 1**

Students will have an in-depth discussion with regard to understanding each tools use and functionality.

### **Module F: The PDR Accessories Adv. 1**

Students will learn and use accessories that facilitate repairing advanced damage.

### **Module G: Positioning and Reading the Shop Light Adv. 1**

Students will be taught to reposition the shop light for use with advanced techniques.

### **Module H: Locating the Tip of the Tool with a Shop Light**

Students will learn to find their tool tip with a hail shop light.

### **Module I: Large Circle Explanation**

Students will use the large circle exercise to find their tool tip.

### **Module J: Removing High and Low Points with a Shop Light**

Students will use the large circle exercise to hone in their skill in finding the tool tip and properly tap down high points and remove low spots utilizing the shop light.

### **Module K: Proper Order of Operation**

Students will learn the 3 phases of dent repair and steps within.

### **Module L: Proper Tool Control**

Students will learn vice exercises and how to control the pressure needed for dent repair.

### **Module M: Recognizing Reflections**

Students will continue to practice “Reading” reflections with the dent light.

### **Module N: Open Panel Repairs**

Students will be working on dents in large open area panels.

### **Module O: Braced Areas – Shallow, Nickel, Dime and Quarter Sized Ding Removal**

Students will be working on dents that are in a braced and obstructed area.

### **Module P: Usage, Explanation of Different Tool Tips**

Instructor will demonstrate and discuss different tool tips and student will practice these techniques.

**Module Q: Crease Dent Repair**

Students will learn how to repair creases.

**Module R: Softball Sized Dent Repair**

Students will start working on larger dents up to softball sizes.

**Module S: Body Line Dent Repair**

Students will learn the proper steps for a body line dent.

**Module T: Leverage and Access**

Discussing and exercises regarding different types of leverage and access points.

**Module U: Introduction and Usage of Flat Bars**

Instructor will demonstrate and introduce the flat bar tool to students.

**Module V: Glue Pulling, Various Pulling Devices, Tab Selection and Glue Selection**

Very in-depth discussion and demonstration on all aspects of glue pulling systems.

**Module W: Finishing, Cleaning, Fine Tuning and Cross Checking the Repair**

Students will work on the final phase of a dent “the finish” including cross checking.

**Module X: R and I Vehicle Set-Up (In-Depth)**

Students will learn about R and I to gain better access for repairs.

**Module Y: Aluminum Panel Repair**

Instructor will introduce aluminum panel. Students will start practicing on these panels.

**Module Z: Blending Techniques**

Instructor will demonstrate proper techniques for metal blending using special hammers.

**Module AA: Brace Ding Repairs on Side Panels**

Students will use their “brace” area training and adapt it to the side panels.

**Module AB: Wet Sanding and Polishing Techniques**

Students will learn proper techniques for wet sanding and polishing.

**Module AC: Working in Different Environments**

Students will learn important aspects of different working environments. i.e., outside

**Module AD: Correcting Repeat Mistakes**

Instructor will work with students to correct common repetitive mistakes.

**Module AE: Developing Speed**

Students will learn tips and tricks to help increase their speed within repairs.

**Module AF: Deep Dents on Aluminum**

Students will learn how to work on deeper/stretched dents in aluminum panels.

**Module AG: Utilizing Heat During Repairs**

Instructor will introduce and explain the use of heat in repairs.

**Module AH: Invoicing**

Discussion and exercises on the proper way to invoice.

**Module AI: Getting the Account**

Students will learn ways to practice with instructors on techniques for gaining work and accounts.

**Module AJ: Insurance**

Students will have a discussion regarding different insurance needs and how to work with insurance companies with customers.

**Paintless Dent Repair 480:**

**Module A: Introduction to Paintless Dent Repair (Advanced)**

Students will learn how to convey the advantages of PDR to Retail consumers.

**Module B: Demonstration of PDR Process (Advanced)**

Students will watch the Instructor show an advanced very complex dent demonstration.

**Module C: Metal Characteristics (Advanced)**

Students will learn advanced “metal mapping”.

**Module D: Items Used During Training (Advanced)**

Students will learn about collision style PDR tools.

**Module E: The PDR Advanced Tool Set**

Students will learn the advancement in tools along with understanding the different metals that the tools are made from.

**Module F: PDR Advanced Accessories**

Students will be taught the differences between accessories and accessories used for advanced techniques.

**Module G: Positioning and Reading the Reflector Board**

Students will learn the use of a reflector board.

**Module H: Locating the Tip of the Tool with a Reflector Board**

Students will learn to find their tool tip in a very complex damage with a reflector board.

**Module I: Small Circles Video and Explanation**

Instructor will demonstrate the exercised in the small circle video.

**Module J: Dots Video and Explanation**

Instructor will demonstrate the exercised in the dots video.

**Module K: Removing High Points with a Reflector Board**

Students will learn to remove high spots with a reflector board.

**Module L: Removing Low Points with a Reflector Board**

Students will learn to remove low spots within a reflector board.

**Module M: Removing Dents with a Reflector Board**

Students will learn to repair various types of dents with a reflector board.

**Module N: Types of Advanced / Large Dents (Collision)**

Instructor will demonstrate and show exercises to students for large “collision” size dents.

**Module O: Finishing Advanced / Large Dents**

Students will learn proper steps for finishing large and complex damage.

**Module P: Advanced Scanning / Cross Checking**

Students will learn advanced techniques for cross checking and scanning large areas.

**Module Q: Correcting Repeat Mistakes**

Instructor will work with students to correct common repetitive mistakes.

**Module R: Wet Sanding and Buffing Large Areas**

Students will learn to wet sand and polish large full panels.

**Module S: Accessing High End and Electric Cars**

Students will learn proper techniques and safety measures for working on High End, Exotic and Electric vehicles.

**Module T: Advanced Access with R and I**

Students will learn specialized advanced R and I techniques.

**Module U: Working with Upgraded Accessories**

Students will utilize a wide variety of upgraded accessories.

**Module V: Body Lines, Over Sized and Extreme Creases – Hot Box**

Students will learn the use of a heat induction unit for working on complex damage.

**Module W: On the Job Training – Wholesale vs Retail (On Campus)**

Students will learn to work on wholesale and retail vehicles with Instructor.

**Module X: Electric Car Safety Information**

Instructor will introduce and explain the safety information and precautions when working on electric vehicles.

**Module Y: Aluminum Advanced – Aluminum Hot Box**

Students will learn the proper use of a heat induction unit on aluminum.

**Module Z: Paint Correction**

Students will learn how to polish for paint correction.

**Module AA: Developing Speed**

Students will learn tips and tricks to help increase their speed within repairs.

**Module AB: Deep Dents on Aluminum**

Students will learn how to work on deeper / stretched dents in aluminum panels.

**Module AC: Utilizing Heat During Repairs**

Instructor will introduce and explain the use of heat in repairs.

**Module AD: Social Media**

Instructor and students will have a social media marketing seminar.

**Module AE: Estimating High End and Electric Cars**

Students will learn how to properly estimate damage to exotic and electric vehicles.

**Module AF:                   Marketing and Advertising to Select Clientele**

Students will learn how to market to specific demographics.

**Module AG:                   Options for Building your Business**

Students will participate in a lecture seminar on “How to build & grow your business”.

**Module AH:                   Invoicing**

Discussion and example exercise to learn the proper way to invoice.

**Module AI:                   Getting the Account**

Students will learn ways to practice with instructors on techniques for gaining work and accounts.

**Module AJ:                   Insurance**

Students will have a discussion regarding different insurance needs and how to work with insurance companies with customers.



# **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, 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 causes 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.

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 SOC CODE# 49-3021

### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study, the graduate student should be able to function effectively and gain entry level employment in the field of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician, Mobile Business Owner, Service Drive attendee, Paintless Dent Repair Manager, instructor, supervisor, director or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Paintless Dent Repair does not require licensure in this State.** It is suggested that all

technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>PDR 80</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module T	Estimating Techniques	1
Module U	Marketing and Advertising	.5
Module V	Career Development	1
	<b>Total</b>	<b>80</b>

### **Curriculum Outline and Instruction:**

#### **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 to 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 access 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, 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 causes 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, it is recommended for all individuals 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. SOC CODE# 49-3021

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.

### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Paintless Dent Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

## **Instruction Module:**

<b>PDR 40</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	<b>Total</b>	<b>40</b>

## **Curriculum Outline and Instruction:**

### **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 to 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 access 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.



# Smart Paint Repair

## **Program 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, and we will customize your chemical and equipment package to accommodate your specific needs. Additionally, all DK SMART Paint Repair Systems are AQMD Legal and utilize 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 deliver 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'll 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 2 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. SOC CODE# 49-3021

## **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service

Drive Paintless Dent Repair Manager, instructor, supervisor, director or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Smart Paint Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

## **You'll Learn to Correct**

- Paint Chips
- Key Scratches
- Euro Blackout
- Bumper Scuffs
- 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:**

<b>Smart Paint Repair</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b>		
The following modules listed below are conducted with hands-on training.		
Module E	Color Matching and Mixing Paint	2.5
Module F	Introduction to all components of your Paint Repair Kit	2
Module G	Using the Air Brush	3
Module H	Using the HVLP Mini Jet 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 Process	3
Module O	Problem Solving and Troubleshooting	.5
<b>Lecture Modules</b>		
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
	<b>Total</b>	<b>40</b>

## **Curriculum Outline and Instruction:**

### **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 Material Safety Data Sheets (MSDS), including how to read the MSDS, 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 Color Retrieval Software, 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 Color Retrieval Software is updated four times a year and contains all the MSDS information and safety data sheets for all PPG's paint chemicals and toners. This software operates on a laptop computer, which is included in all our paint repair packages. Using our new Color Retrieval Software and the Envirobase Line of PPG's paint will provide superior color matches and reduce your odds of redo's. In addition to less time and fewer re-do's, another major savings will be less material needed.

Students will learn how to color match using computers, mix paint, and understand the digital scale. They will also examine the importance of safety when using the chemicals and components included in the paint system.

## **Module F: Introduction to Your Paint Repair Kit**

Students will be introduced to all of their Paint Repair Components.

## **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 Mini Jet Spray Gun**

Students will learn the appropriate use of the Paint Gun, which includes tearing down and put together, cleaning, dials, how to hold, spray techniques and spray out cards.

## **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 experienced 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 chips, scratch, and nick repairs for customers for their own business. SOC CODE# 49-3021

### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation.

**\*The field of Chip Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>Chip King</b>	<b>Classroom Instruction with textbook</b>	<b>Clock Hours</b>
Module A	Introduction to the Chip King System	1
Module B	Demonstration of the Chip King system	1
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		

Module E	Estimating Guidelines	.5
Module F	Marketing and Advertising	.5
Module G	Career Development	1
	<b>Total</b>	<b>8</b>

## **Curriculum Outline and Instruction:**

### **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 in 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. SOC CODE# 49-3021

#### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Interior Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

#### **Instruction Module:**

<b>Interior Repair</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Interior Repair	1
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module H	Estimating Guidelines	.5
Module I	Marketing and Advertising	.5
Module J	Career Development	1
	<b>Total</b>	<b>24</b>

### **Curriculum Outline and Instruction:**

#### **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 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, 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. SOC CODE# 49-3022

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 day or 4 hours a day for 2 days.

#### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service

Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Windshield Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>Windshield Repair</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Windshield Repair	2
<b>Hands-on Modules</b> 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

<b>Lecture Modules</b>		
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	<b>Total</b>	<b>8.5</b>

### **Curriculum Outline and Instruction:**

#### **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 the environment's heat and glare, which helps keep the interior and passenger's cooler. Window tint films provide ultraviolet ray protection, which protects the skin from harmful sunrays. 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. SOC CODE# 49-3022

**Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service

Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

This is a 16-hour course and classes are Monday through Friday 7-4 a.m. 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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Window Tinting does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>Window Tinting</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Window Tinting	.5
Module B	Film Variation	.5
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module M	Mobile vs. Shop Operations	.5
Module N	Estimating Guidelines	.5
Module O	Marketing and Advertising	.5
Module P	Career Development	1
	<b>Total</b>	<b>16</b>

### **Curriculum Outline and Instruction:**

#### **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. SOC CODE# 49-3021

### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Automotive Detailing. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Auto Detail Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Auto Detail Technician, whether that's working for someone or for yourself, Mobile Business Owner, Service Drive, Auto Detail Manager, Instructor or Supervisor.

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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation.

**\*The field of Auto Detailing does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

### **Instruction Module:**

<b>Auto Detailing</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Auto Detailing	1
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
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
<b>Total</b>		<b>40</b>



## **Curriculum Outline and Instruction:**

### **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 Material Safety Data Sheets (MSDS), including how to read the MSDS, 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.

### **Module 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. SOC CODE# 49-3021

## **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Odor Removal. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Odor Removal. Normal progression should move him/her to positions such as mobile or store front business owner for Odor Removal (which goes hand in hand with Auto Detail), (body shop, car dealer or car wash), Odor Removal Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director, or school owner.

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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Odor Removal does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.

## **Instruction Module:**

Odor Removal	Classroom Instruction with textbooks	Clock Hours
Module A	Introduction and Safety Measures for Odor Removal	.25
Module B	Equipment Overview	.25
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module G	Estimating Guidelines	.5
Module H	Advertising and Marketing	.5
Module I	Career Development	1
<b>Total</b>		<b>4</b>

## **Curriculum Outline and Instruction:**

### **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 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. SOC CODE# 49-3021

## **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Paintless Dent Repair. Upon completion of the course of study the graduate student should be able to function effectively and gain entry level employment in the area of Paintless Dent Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for Paintless Dent Repair Technician (body shop, car dealer or car wash), PDR Technician Mobile Business Owner, Service Drive Paintless Dent Repair Manager, instructor, supervisor, director or school owner.

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.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Alloy Wheel Repair does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTi classes.

## **Instruction Modules:**

<b>Alloy Wheel Repair</b>	<b>Classroom Instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Wheel Repair	1
Module B	Demonstration of Wheel Repair	1
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		

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
	<b>Total</b>	<b>16</b>

## **Curriculum Outline and Instruction:**

### **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 Material Safety Data Sheets (MSDS), including how to read the MSDS, 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 the 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.

## **Educational Objectives**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Automotive Reconditioning. Upon completion of the program of study the graduate student should be able to function effectively and gain entry level employment in the area of Automotive Reconditioning Technician, Paintless Dent Repair Technician, Alloy Wheel Repair Technician, Windshield Repair Technician and Odor Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for any or all services as an Automotive Reconditioning Technician (body shop, car dealer or car wash), Any or all services as a Mobile Business Owner, Services at a car lot, Service Drive technician, Manager of other technicians in any or all services, instructor for any or all services, or an instructor.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation.

**\*The field of Total Recon #1 does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTI classes.



**Instruction Module:**

<b>Smart Paint Repair</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b> 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
<b>Lecture Modules</b>		
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
	<b>Total</b>	<b>40</b>

<b>PDR40</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b> 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
<b>Lecture Modules</b>		
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	<b>Total</b>	<b>40</b>

<b>Windshield Repair</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Windshield Repair	2
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	<b>Total</b>	<b>8.5</b>

## **Curriculum Outline and Instruction:**

### **Smart Paint Repair:**

#### **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.

### **Paintless Dent Repair:**

#### **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:**

### **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 an 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**

Paintless Dent Repair	Classroom instruction with textbooks	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
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	<b>Total</b>	<b>160</b>

<b>Smart Paint Repair</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
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
	<b>Total</b>	<b>40</b>



<b>Interior Repair</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Interior Repair	1
<b>Hands-on Modules</b> 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
<b>Lecture Modules</b>		
Module H	Estimating Guidelines	.5
Module I	Marketing and Advertising	.5
Module J	Career Development	1
	<b>Total</b>	<b>24</b>

<b>Windshield Repair</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Windshield Repair	2
<b>Hands-on Modules</b> 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
<b>Lecture Modules</b>		
Module G	Estimating Guidelines	.5
Module H	Marketing and Advertising	.5
Module I	Career Development	1
	<b>Total</b>	<b>8.5</b>

<b>Odor Removal</b>	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
Module A	Introduction and Safety Measures for Odor Removal	.50
Module B	Equipment Overview	.50
<b>Hands-on Modules</b> 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
<b>Lecture Modules</b>		
Module G	Estimating Guidelines	.5
Module H	Advertising and Marketing	.5
Module I	Career Development	1
	<b>Total</b>	<b>4</b>

Alloy Wheel Repair	<b>Classroom instruction with textbooks</b>	<b>Clock Hours</b>
Module A	<b>Introduction and Safety Measures for Wheel Repair</b>	<b>1</b>
Module B	<b>Demonstration of Wheel Repair</b>	<b>1</b>
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
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
	<b>Total</b>	<b>16</b>

## **Curriculum Outline and Instruction:**

### **Paintless Dent Repair:**

#### **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:****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:**

**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:****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:**

**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:**

**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 Package 212

### **Program Description:**

The package includes the following systems:

- Paintless Dent Repair 160 - refer to pg. 21-22 for Instruction Module and pg. 26-27 for Curriculum Outline
- Alloy Wheel Repair 16 – refer to pg. 45 for Instruction Module and pg. 46 for Curriculum Outline
- Windshield Repair 8 – refer to pg. 37 for Instruction Module and pg. 37 for Curriculum Outline
- Odor Removal 4 – refer to page 43 for Instruction Module and pg. 44 for Curriculum Outline
- Interior Repair 24 – refer to page 34 for Instruction Module and pg. 35 for Curriculum Outline

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. The field of Total Recon does not require licensure in this State.

### **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. SOC CODE# 49-3021 and 49-3022

### **Educational Objectives:**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic skills to become employable in the field of Automotive Reconditioning. Upon completion of the program of study the graduate student should be able to function effectively and gain entry level employment in the area of Automotive Recon. Technician, Paintless

Dent Repair Technician, Alloy Wheel Repair Technician, Windshield Repair Technician and Odor Repair Technician. Normal progression should move him/her to positions such as mobile or store front business owner for any or all services as a Technician (body shop, car dealer or car wash), Any or all services as a Mobile Business Owner, Services at a car lot, Service Drive technician, Manager of other technicians in any or all services, instructor for any or all services, or an instructor.

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 20 days.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation. **\*The field of Total Recon #3 does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTi classes.

# 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.

## **Educational Objectives**

Our objective is to provide each enrolled student with a high-quality program, in an environment conducive to attaining all the basic and in-depth skills to become employable in the field of Paint and Dent Repair and Paint Repair. Upon completion of the course of study the graduate student should be able to function highly effectively and gain intermediate to advanced level employment in the area of Paintless Dent Repair and Paint Technician. Normal progression should move him/her to positions such as mobile or store front business owner for both types of technicians (body shop, car dealer or car wash), Mobile Business Owner, Service Drive Repair Manager, instructor, supervisor, director or school owner.

Gaining your Graduation Certificate is dependent upon an 80% attendance rate and 80% Competency Level at final evaluation.

**\*The field of Paint & Dent #4 does not require licensure in this State.** It is suggested that all technicians obtain a Garage Keepers Insurance Policy. Your instructors will guide you on this, in all your DKTi classes.

**Instruction Module:**

<b>Paintless Dent Repair 160</b>	<b><u>Classroom Instruction with textbooks</u></b>	<b>Clock Hours</b>
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
<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
Module S	Estimating Techniques	1
Module T	Marketing and Advertising	.5
Module U	Career Development	1
	<b>Total</b>	<b>160</b>

<b>Smart Paint Repair</b>	<b><u>Classroom Instruction with textbooks</u></b>	<b>Clock Hours</b>
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

<b>Hands-on Modules</b>		
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
<b>Lecture Modules</b>		
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
	<b>Total</b>	<b>40</b>

### **Curriculum Outline and Instruction:**

#### **Paintless Dent Repair 160:**

##### **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 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 to 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 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, they will rely on wet sanding techniques less frequently.

#### **Module O: Access**

Students will examine the many techniques and situations necessary to successfully access 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**

**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.

## 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 3<sup>rd</sup> day of the 3<sup>rd</sup> class you attend. If your training program is over 50 days, then your cancellation period is 5 business days or midnight of the 5<sup>th</sup> day of the 5<sup>th</sup> 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: 3186 Airway Ave. Suite L Costa Mesa, CA 92626 [www.TheDingKing.com](http://www.TheDingKing.com). You can do this by mail, in person, or email. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. A Notice of Cancellation Form is included in each student "Welcome Packet" at the time of enrollment and can be filled out, signed and delivered to The School Director for immediate processing. 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. The 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 un-used condition within this 30-day period, DKTi may retain that portion of payment paid by you or a sponsoring party, (unless other arrangements have been made) 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 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 1., 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 sent within 30 days of withdrawal. If the amount that you owe is more than the amount that you paid, then you will have to make arrangements to pay the amount still owed.

Withdraw occurs when you give written notice of Withdraw to the School Director, at the school address: 3186 Airway Ave. Suite L Costa Mesa, CA 92626 [www.TheDingKing.com](http://www.TheDingKing.com) Attn: School Director. You can do this by mail, in person, or email. The notice of cancellation, if mailed, is effective at postmark date. When the School Director receives the notice, it will be immediately processed.

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 therefore 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) are entitled to a refund of money 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))

(3) If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal financial aid funds.

7. IMPORTANT NOTICES FOR STUDENT AND SPONSOR:

#1 all documents referred to in this agreement form are integral to this Agreement Form.

#2 if you are not a resident of California or are a client of a third-party organization, you are not eligible to participate in STRF.

#3 students attending this School who are a client of a public or private agency or organization that pays all of the student's tuition and fees, is not liable for the cost of tuition, equipment or supplies, fees or for any other costs associated with the educational services provided. If Student withdraws or cancels, tuition, fees and other charges shall be refunded to the Sponsoring organization as per the contract and /or agreement between the school and the Sponsoring organization; no refunds will be made to the student.

#4 Notice concerning transferability of credits and credentials earned at our institution, can be found in your student catalog that you were provided as well as pg. 4 #13 on this enrollment document.

## 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	\$1,425	\$1,500
Window Tinting 16	\$75	\$4,925	\$5,000
Interior Repair 24	\$75	\$5,925	\$6,000
Odor Removal 4	\$75	\$925	\$1,000
Auto Detailing 40	\$75	\$4,925	\$5,000
Smart Paint Repair 40	\$75	\$11,925	\$12,000
Alloy Wheel Repair 16	\$75	\$5,925	\$6,000
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.**

<b>TOTAL CHARGES:</b>			
Tuition	\$ 4495.00	Due upon Registration (20% Max)	\$ 1200.00
Registration Fee	\$ 75.00	<b>(THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT)</b>	
Shipping & Handling	\$ 0.00	Due Date:	\$ 0.00
Equipment	\$ 1430.00	Due Date	\$ 0.00
Airfare	\$ 0.00	Last Due Date (Full Balance) 1/1/18	\$ 4800.00
Hotel	\$ 0.00	Additional training beyond the scope of the courses will be charged \$112.38 per hour.	
Tax (if applicable)	\$ 0.00		
STRF (non-refundable fee)	\$ 0.00		
<b>TOTAL FEES</b>	<b>\$ 6000.00</b>		
<b>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM:</b>			
<b>\$6000.00</b>			

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, the need for 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.

The registration fee of \$10.00 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 works with these very beneficial Federal and State Funding agencies; injured workers (Vocational Rehabilitation), displaced/laid-off workers (Workforce Investment Act) and Vocational Rehabilitation for Veterans (Veterans Affairs).

We take great pride in assisting all students who believe they may be eligible for these federal or state financial aid programs. DKTI's policy is providing assistance with any financial aid; we do an initial interview with a student who believes they may be eligible for the above-mentioned financial aid programs. We reach out to a current counselor or a contact you may already be working with. We will discuss with them who we are and the students' educational intentions, with our institute. 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. Please refer to page 3 for a list of financial aid websites. For our in-house financial aid assistance, please contact Cher Oneil@ 714-884-3325 or Michelle Scher@ 657-900-2068



## Classroom Rules

The Ding King Training Institute, Inc. is a drug and alcohol-free campus. This applies to all areas of our training sites. 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 that is provided, always.

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.  
School Director- Michelle Scher

### Most of all...

**"HAVE A GREAT TIME AND LEARN, LEARN, LEARN"!**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at, 1747 N. Market Blvd., Suite 225 Sacramento, CA 95834, P.O. Box 980818 West Sacramento, CA 95798-0818. PH (888) 370-7589 or (916) 574-8900 Or by fax (916) 263-1897.  
[www.bppe.ca.gov](http://www.bppe.ca.gov)

A student or member of the public may file a complaint about this institution with the BPPE by calling (888) 370 - 7589 toll free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov)