Career Readiness Indicator Questionnaire

This questionnaire is designed to help guide the process for review of a Career Readiness Indicator (CRI). It is the responsibility of the local education agency proposing the addition of the CRI to gather the information and submit it to Josh Laney, Assistant Director for Workforce Development. Answers should be as concise as possible. Information should be submitted as a completed packet, not piecemeal. Additional information may be included at the discretion of the applying agency if it might be pertinent to the evaluation process.

Contact information for person filling out questionnaire
Agency: ALSDE          Email: ckenney@alsde.edu      Phone number: 2-9112  Date of submittal:

Why do we want this CRI?
1. What industry is asking for the CRI? (List multiple if applicable.)
   a. Automotive Service Industry, Dealers and privately owned
2. What companies within the industry are requesting this CRI? (Attach letters of request on company letterhead.) Numerous, see attachments
3. What entity, company, or testing agency is the “owner” of the CRI? (Who determines what it takes to earn the CRI?) Provide contact numbers, names, websites, or other info for inquiries.
   a. Automotive Service Excellence (ASE), Tom Richardson, 205-410-8716.
   http://www.asestudentcertification.com/
4. For what career technical program(s) is the CRI being requested?
   a. Automotive Service, Diesel, Collision Repair

How does one actually get the CRI?
5. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.)
   a. 540 hours, accomplishing 192 tasks
6. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?)
   a. Pass a written examination
7. Is there a minimum age requirement for gaining the CRI?
   a. No, however the certification is only lasts for 2 years and is non-renewable, it should lead to full ASE certification.
8. Are students required to be graduates before earning the CRI?
   a. NO
9. Are there minimum pre-requisite course requirements for earning the CRI?
   a. No, this certification should be used to gain entry level employment, or post-secondary credit while working toward full certification which requires 2 years of experience, or 1 year of education (high school or college) plus 1 year experience which may be obtained while in High school AYES program.
10. What equipment is required to train for this CRI? (Only list items which are different than what would be found on the standard equipment list for the program.)
    a. all equipment listed on equipment list
11. Does the earning of the CRI require the student to have computer access for the testing?
    a. yes

Rev: 7/27/15
How much does it cost and what resources are required?

12. What is the cost of the exam for earning this CRI?
   a. $30 per student, student in Auto may earn 10 CRI’s for one fee. All students will have 1 retake at no cost, must be during next testing window.

13. Is there a practice test available from the CRI issuer or from other parties? There are sample test questions available at:
   a. If yes, does the practice test have a cost in addition to the actual exam and if so, how much? NA
   b. Can rights to the practice material be purchased once or is there a recurring fee? NA

14. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.)
   a. The proctor may be a school administrative staff member or current or retired faculty member, but may not be a faculty member currently teaching motor vehicle technology. Students may not be proctors.

15. Is special certification or licensure required for a teacher to administer the CRI? NO
   a. If yes, what is the cost for gaining the appropriate licensure? NA
   b. Is this a one-time or recurring fee? NA

16. Is site, facility, or equipment certification required for administering the CRI?
   The program must be NATEF accredited, renewal every 5 years.
   a. If yes, what costs are included?
   b. Is this a one-time or recurring fee?

<table>
<thead>
<tr>
<th>Effective 7/2013</th>
<th>Automobile/Truck/Collision Initial</th>
<th>Renewal of Accreditation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation Documents</td>
<td>$0—available on website</td>
<td>$0—available on website</td>
</tr>
<tr>
<td>Application Fee</td>
<td>$850.00</td>
<td>$750.00</td>
</tr>
<tr>
<td>$425 for additional programs at each site</td>
<td>$375 for additional programs at each site</td>
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</tr>
<tr>
<td>On-Site Evaluation Team Manuals ($65 each)</td>
<td>Included in application fee</td>
<td>Included in application fee</td>
</tr>
<tr>
<td>Honorarium for the ETL $250 per day (paid directly to the ETL)</td>
<td>$500.00</td>
<td>$250.00</td>
</tr>
<tr>
<td>Estimated expenses for the ETL (paid directly to the ETL)</td>
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<td>$150.00</td>
</tr>
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</table>
NATIONAL INSTITUTE FOR AUTOMOTIVE SERVICE EXCELLENCE

Test Dates:
Fall: August 15, 2015 - January 31, 2016
Spring: March 15, 2016 - June 15, 2016

Take the First Step in an automotive career –
ASE Student Certification!

ASE Student Certification offers students in CTE Programs a credential to demonstrate their knowledge proficiency to prospective employers. ASE Student Certification offers the following benefits:

- Available to all students in CTE Automotive programs
- Delivered via Internet at the School
- Tests proctored by school staff
- Results are available immediately
- No work experience requirement
- Certification valid for two years

ASE Student Certification tests are similar to higher-level ASE certification tests and are developed using the same techniques. Designed specifically for an individual nearing the end of formal automotive studies. ASE Student Certification offers an industry-recognized credential to jump start careers.

ASE Student Certification Tests are available for the following areas:

**Automotive**
- Brakes
- Suspension & Steering
- Electrical/Electronic Systems
- Engine Performance
- Engine Repair
- Automatic Transmissions/Transaxles
- Manual Drivetrains
- Heating & Air Conditioning
- Maintenance & Light Repair
- Automobile Service Technology

**Collision Repair**
- Painting & Refinishing
- Non-Structural Repair
- Structural Repair
- Mechanical & Electrical

**Medium/Heavy Truck**
- Diesel Engines
- Brakes
- Suspension & Steering
- Electrical/Electronic Systems

For more information, visit www.asestudentcertification.com
January 28, 2014

To Whom It May Concern:

We, General Motors Company, support ASE and the ASE Industry Education Alliance’s efforts to identify, train and employ students in the automotive industry.

The national portable stackable ASE student certification is an important tool in fulfilling the Alliance’s goal. The student certification was developed by representatives from all segments of the automotive industry and was developed using the same rigor as ASE’s journeyman technician certifications.

We are committed to working with the Alliance to make sure our service and repair facilities are aware of the student certification and the value as well as importance of it in the hiring process.

Regards,

Michael R. Durkin
Director, Dealer Service and Warranty Operations
We support ASE and the ASE Industry Education Alliance's efforts to identify, train and employ students in the automotive industry. The national portable stackable ASE student certification is an important tool in fulfilling the Alliance's goal. The student certification was developed by representatives from all segments of the automotive industry and was developed using the same rigor as ASE's journeyman technician and parts specialists certifications. We are committed to working with the Alliance to make sure our industry automotive, truck and parts service and repair facilities are aware of the student certification and the value as well as importance of it in the hiring process.

Name

Mike Phillips, VP Training

Company

NAPA AUTO PARTS

1/28/14
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Name ____________________________

Company ____________________________

NISSAN NORTH AMERICA, INC.
National Headquarters
One Nissan Way
Franklin, TN 37067
GETTING STARTED
AN OVERVIEW FOR SCHOOLS NEW TO THE ASE STUDENT CERTIFICATION PROGRAM

For more detailed program information, please visit www.ASEStudentCertification.com. On the site, you can find a User Manual that shows graphically supported step-by-step instructions for using the online system, important test dates, answers to frequently asked questions, technical information about the tests, sample questions and more.

Step 1 – Submit the ASE Student Certification Order Form
The order form can be downloaded from the home page -- www.ASEStudentCertification.com. The order form identifies the person who will serve as the school’s Site Administrator, specifies the order amount, provides payment information, and serves as a signed agreement by the school to uphold the testing policies and procedures. Instructions for submission are included on the form.

Step 2 – Order Is Processed By NATEF And School’s Site Administrator Is Created
Orders are normally processed by NATEF staff within one business day. Failure to sign the order form or to include all required information will delay order fulfillment.

If the Site Administrator identified on the order form is a new user to the system, the system will automatically send them a New User e-mail with initial login instructions (e.g. username, temporary password). Additionally, a separate email will be sent to the Site Administrator to confirm the order's dollar amount. The school's account balance is displayed on both the Site Administrator’s and Instructor’s respective home pages (dashboard) and adjusted accordingly as tests are assigned or new orders are posted.

Step 3 – New User E-mail (For School Staff/Non-students Only)
As mentioned in the previous step, newly created users will receive a New User email with initial login instructions. Additionally, they will receive a separate email to confirm which user role they have been assigned (e.g. Site Administrator, Instructor, or Proctor).

Step 4 – Site Administrator Maintains Instructor List
The school's Site Administrator adds a New User to the system and assigns them the Instructor role.

Step 5 – Instructor Builds Rosters and Assigns Tests
Instructors must log in and build rosters for the current academic year. This is where tests are assigned and student initial login information is generated and displayed. Please see the User Manual for further information.

Step 6 – Add A Test Proctor
The school's Site Administrator adds a New User to the system and assigns them the Proctor role. The proctor must be a school administrative staff member or current or retired faculty member, but may not be a faculty member currently teaching motor vehicle technology. Students may not be proctors.
Step 7 – Coordinating Testing Schedule With The Proctor
Tests may be added or modified anytime during the published test windows. Details of the actual test dates and times are coordinated between the Instructor and Proctor.

Step 8 – Proctor Authenticates The Tests
The proctor is responsible for verifying the student's identity, enabling the computer-based test for the student, and ensuring general oversight of the student during the testing session.

Step 9 – Student Login
For initial login, students will be required to enter their first and last name as it appears on the instructor's roster, along with a "Roster-Key" that was generated and displayed on that roster. During their initial login, the student establishes a password, edits their user name, and completes their student profile. Please see the User Manual for more details.

Step 10 – View Results And Print Certificates
Most tests are scored instantly and results can be viewed and printed by the student and their instructor. Certificates can be viewed and printed by the instructor only. Tests that are offered for the first time are scored until two to three weeks after the close of the test window.
TESTING POLICIES FOR THE
ASE STUDENT CERTIFICATION TESTS

The Automotive Youth Educational Systems (AYES), the National Automotive Technicians Education Foundation (NATEF) and SkillsUSA have partnered to offer the ASE Student Certification tests for use by schools to evaluate students nearing completion of their automotive studies. The tests are developed and delivered by the National Institute for Automotive Service Excellence (ASE).

For the Certification Tests to effectively measure the student's knowledge, they must be uniformly and securely administered. Therefore, both the instructors who schedule the tests and the proctors who administer them must strictly follow all program procedures.

Testing Dates and Times – The Certification Tests may be administered during the published testing windows only. During the testing window, tests can be scheduled for any time of the day that a proctor is available for supervision.

Testing Environment – The Certification Tests may be offered on any computer that meets the minimum technical and security requirements. The computer must be located in a computer lab or other appropriate testing location that provides for monitoring by the proctor, reasonable shielding from others, freedom from distractions, and comfort for the examinee.

Proctors – The proctor may be a school administrative staff member or current or retired faculty member, but may not be a faculty member currently teaching motor vehicle technology. Students may not be proctors.

Proctor's Responsibility – The proctor is responsible for verifying the student's identity, enabling the computer-based test for the student, and providing general oversight of the student during the testing session. This includes ensuring that there is no cheating of any kind, including giving or receiving help, using books or notes, etc.

Accommodations - Students with special needs (i.e. students with Individual Education Plans) may receive reasonable accommodations for their special needs provided that those accommodations do not compromise test integrity.

Retests – Retests for completed tests are not allowed during the same testing window. Students who are unsuccessful in achieving a passing grade, or those who wish to improve their score, may not reattempt the same exam until a later testing window.

Instructor Level Access – Instructors are given unique password access to the testing platform for registering students and monitoring their progress. Instructors may not share their access information with students and must take reasonable precautions to safeguard their password at all times. Instructors are not allowed to view the tests at any time.

Cancellation of Scores – ASE reserves the right to cancel any test score and/or bar participation in the ASE Student Certification testing program if ASE has reason to question the validity of a test score. Misconduct at the testing session, multiple test attempts by one student in a test window, and prior access by instructors to test forms can all compromise test validity.

Good And Reasonable Effort – ASE considers each school participating in the ASE Student Certification Program to be an active partner in the test delivery process. As such, ASE expects all school staff involved in the testing program to exercise good and reasonable effort to maintain the integrity of the testing program.

User Name – All non-student users must use a valid email address as their user name.

Effective 1/1/2009
Be it known that

JOHN DOE

is hereby awarded ASE Student Certification in the area of:

AUTOMOBILE

ENGINE PERFORMANCE

NATEF SAMPLE HS

JOHN SMITH
Instructor of Record

Timothy A. Zilke, ASE President

JULY 4, 2013
Test Date

JULY 4, 2015
Expiration Date

I certify that this test was administered in accordance with the Testing Policies and Procedures in effect at the time of test administration.

This ASE student certification was authenticated and printed by the aforementioned school and is NOT equivalent to the ASE certification earned by experienced automotive professionals.

Developed by ASE in partnership with

ASE | YES | ASE NATEF | SkillsUSA
GETTING TECH-NICAL

- Hiring Techs in a Competitive Market
- The Five Ds of Online Parts Shoppers
- Body Shop KPIs
- We Need More Technicians (...Or Do We?)
THE ROI OF ASE

SEVEN THINGS YOU DON’T KNOW ABOUT

THE INDUSTRY’S LARGEST TECHNICIAN CERTIFICATION PROGRAM

BY TONY MOLLA

What’s the value to your business?

• Improved KPI’s
• Reduced turnover
• Reduced comebacks
• Higher CSI and retention
• Public trust & recognition
• Hallmark of top performers
• Training effectiveness assessment
• Technician recognition

2013 study of over 5,000 technicians

ASE-certified vs uncertified

• Total parts & labor sales – over 38% higher
• Productivity – 18% greater
• Tenure (retention) – over 300% higher

Finding New Talent

If you’re concerned about finding qualified Technicians, you may not know that ASE can help. ASE certification establishes a multi-level career path for individuals entering the field and experienced Technicians looking to move up and/or demonstrate their knowledge to prospective employers.
Considering ASE certification as part of the hiring process can help managers identify the best candidates for the job and the ASE Student Certification can help in qualifying an entry-level Technician fresh out of a Career and Technology Education Program. Looking for a maintenance Technician? The Maintenance and Light repair certification provides an appropriate measurement of the knowledge necessary to perform basic maintenance services, which constitutes the bulk of all work being done in shops today.

When it comes to prospecting for new talent, having a direct connection to your local Career and Technology Training programs can give your operation a leg up on the competition. Did you know that ASE can help make those connections through the ASE Industry Education Alliance? In fact, you can get involved with the Alliance school-to-work process and offer internships for the best and brightest students in your area. It’s a great way to identify young talent and evaluate their potential for development. Many dealerships, both large and small, have found this an excellent resource for finding new Technicians and others with the basic knowledge and skills you need to build them into outstanding Service Advisors or Parts Specialists.

Overcoming Fear
When talking with dealers who have ASE certification as part of their business model, one might expect that their biggest challenge in getting their Technicians certified was training, but it’s not -- it’s fear. Although many Technicians are perfectly capable of achieving ASE certification through the training and experience they already possess, they’re afraid of failure. You may not know that ASE has several free online tools available to address this fear and help Technicians better prepare to take and pass the ASE tests.

First-timers can take a “test drive” of the computer-based process and view recorded videos and test preparation webinars so they know exactly what to expect. There are even inexpensive practice tests available that can build confidence by showing they know a lot more than they may think they do. In fact, some of the best preparation and training is already available through the manufacturer training process that most (if not all) attend through their dealership.

The Numbers
All of this is great, but what’s the bottom line benefit of having your Technicians ASE-certified? Did you know that ASE has data from over nine years of studies...
showing solid KPI improvements? The data shows a quantitative and qualitative difference between those Techs with ASE certification vs. those without, with a clear correlation between the number of ASE certifications held and higher results in all areas surveyed. Moreover, independent research indicates that taking a test, like an ASE exam, does more than document how much someone knows. Testing, especially multiple-choice testing like ASE, appears to help people retain what they’ve learned and better apply it on the job. In other words, the simple act of preparing for a credentialing exam can enhance on-the-job performance.

The findings were consistent in all of the research over time and the results suggest that ASE-certified technicians were more thorough in identifying needed repairs and more efficient in performing those services. But you may not know that perhaps the most significant finding was the dramatic difference in tenure of ASE-certified Technicians — a critical factor given the high cost of recruitment and training, coupled with the growing difficulty in finding qualified Service personnel.

Clearly, ASE-certified Technicians perform better as a group than their non-certified peers. But are they actually made better by going through the process of testing and becoming certified? Recent psychometric research says the answer is “yes.” A number of studies have shown that taking a test on learned material facilitates later memory of that information. Two randomly equivalent groups of students spend a certain period of time learning the same material. Group A then takes a test on the material, while Group B continues to study and review the material. If tested again on the material days and even months later, Group A consistently shows significantly better retention of the material. It appears that taking a test somehow “cements” the knowledge into long-term memory. This “testing effect” is now well-documented and research is continuing in order to better explain the details of it.
At least one study showed that multiple-choice questions, like those used on ASE tests, work better than direct recall questions such as fill-in-the-blank. It's believed that working through the analysis of why wrong answers are wrong is helpful in making the material more thoroughly understood and remembered. All of this tells us that, although not specifically studied with ASE, we know that a test not only demonstrates knowledge, but the test itself can help learners to later remember and better apply the material on the job.

A researcher at Virginia Tech conducted an independent study in 2006 on the effectiveness of ASE certification as his doctoral thesis. The title of his thesis was "Does Automotive Service Excellence (ASE) Certification Enhance Job Performance of Automotive Service Technicians?" He concluded that there are strong arguments in favor of ASE:

- "Technicians who possessed ASE certification performed better on the job and had more positive perceptions of their profession than their non-certified counterparts."
- "Knowledge and experience gained while obtaining ASE certification enhanced a technician's job knowledge."
- "The lower level of customer complaints directed at certified Technicians, in contrast to the higher level of complaints filed against non-certified technicians, may be attributed to increased levels of professional knowledge and experience obtained while completing the requirements for certification."
- "Knowledge gained preparing for the exams can be directly applied to the Service bay. More productivity and fewer "comebacks" are the result."
- "For the employee, ASE certification offers the opportunity to prove to themselves and others that they are among the top in their professional peer group. Certification reflects achievement and demonstrates a commitment to the automotive Service and repair profession."

It demonstrates the 'can do' attitude of an individual who is secure in his or her ability and is more than happy to prove it."

We believe that ASE is most effective when it's a part of a larger culture of respect for Technicians, recognizing them as accomplished professionals, valuing and rewarding good work, and valuing and rewarding ASE certifications and educational achievements. The feeling of achievement and pride in ASE is enhanced in that kind of environment and that kind of environment is, in turn, enhanced by ASE. And those are the most productive shops.

Tony Molit is the Vice President of Communications for the National Institute for Automotive Service Excellence (ASE) in Lewisburg, VA. With over 35 years experience in the automotive Service industry, Tony has held positions at all levels, including Technician, dealership Service Manager, Parts Store Manager, new car Sales and Automotive Technical Editor, writing Service manuals for the Chilton Book Company. He has authored more than a dozen technical and car care manuals for both professional technicians and consumers.