Service Technician Apprentice  
Role Description

The Service Technician Apprentice role exists to develop safe, capable, and professional automotive service technicians through a structured combination of on-the-job training (OJT), related technical instruction (RTI), and mentored supervision.

This is a learning-first position, not a production role. The apprentice is expected to progressively build technical skill, judgment, and professionalism over the full term of the registered apprenticeship.

## Program Overview

* Program Length: 18-24 months
* Program Type: Registered Apprenticeship
* Training Model: Paid employment + structured training
* Oversight: Mentor, Foreperson, and Service Management

Progression is based on safety, demonstrated competency, and professionalism,   
not time alone.

## Apprentice Responsibilities

1. **Safety & Compliance (Non-Negotiable)**

* Follow all dealership, OEM, and regulatory safety requirements
* Use required personal protective equipment (PPE) at all times
* Perform only tasks approved by the assigned mentor or manager
* Stop work and report unsafe conditions immediately
* Comply with EV/HEV and high-voltage safety rules

1. **Learning & Skill Development**

* Actively participate in all assigned on-the-job training activities
* Follow the structured progression outlined in the apprenticeship plan
* Practice skills repeatedly until competence is demonstrated
* Ask questions and seek clarification when instructions are unclear
* Admit errors or misunderstandings immediately
* Accept coaching and feedback without defensiveness

1. **Professional Conduct**

* Maintain punctual, reliable attendance
* Communicate respectfully
* Represent the dealership professionally at all times
* Maintain a positive, learning-oriented attitude
* Follow shop rules, procedures, and behavioral standards

1. **Quality & Work Standards**

* Follow dealership and OEM repair procedures and specifications
* Perform work methodically and accurately
* Complete inspections and documentation honestly and thoroughly
* Verify work before presenting it for review
* Never rush, shortcut, or conceal mistakes

1. **Documentation & Program Compliance**

* Accurately log OJT hours as required
* Complete all required RTI
* Maintain training records and evaluations
* Participate in scheduled reviews and assessments
* Accurate documentation is a condition of participation in a registered program.

## What the Apprentice Is NOT Responsible For

The apprentice is not expected to:

* Perform unsupervised or unauthorized repairs
* Meet full technician productivity standards
* Diagnose complex issues independently early in the program
* Replace or override mentor decisions
* Work beyond approved scope to meet production pressure

## Required Qualifications

* Minimum age as required by registration and labor laws
* High school diploma or equivalent (or actively pursuing, if permitted)
* Basic mechanical aptitude or interest in technical work
* Ability to follow instructions and safety rules
* Physical ability to perform required tasks (standing, lifting, bending)

## Required Behaviors & Attributes

* Safety-conscious
* Coachable and open to feedback
* Reliable and accountable
* Willing to start at an entry level
* Persistent through learning challenges
* Honest about mistakes and limitations

## Training & Supervision Structure

* Assigned to a qualified mentor
* Task exposure approved by mentor and foreperson
* Work reviewed regularly for safety and quality
* Formal evaluations at defined intervals (e.g., 30/60/90 days, quarterly)

## Performance Evaluation Criteria

Apprentice performance is evaluated based on:

* Safety compliance
* Skill progression against the training plan
* Quality of work and inspections
* Professional behavior and attitude
* Attendance and reliability
* Completion of OJT and RTI requirements

## Compensation & Progression

* Paid position with structured wage progression
* Wage increases tied to milestones and competency
* Advancement based on demonstrated readiness

## Program Completion & Outcomes

Upon successful completion of the apprenticeship, the apprentice may:

* Achieve junior technician status
* Transition into a full-service technician role
* Pursue advanced OEM training or certifications

Completion is contingent upon meeting all training, performance, and   
documentation requirements.

## Apprentice Acknowledgment

I understand that this role is a professional learning position with specific expectations for safety, conduct, and accountability.

Apprentice Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

## Reminder

This apprenticeship is an opportunity to build a career, not just learn a job. Those who   
succeed do so by taking safety seriously, accepting feedback, and committing fully to the learning process.

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