Apprenticeship Evaluation

This evaluation is intended to help automotive dealerships consistently assess the overall health, effectiveness, and long-term viability of a service technician apprenticeship program. The goal of evaluation is not to assign blame or simply meet compliance requirements.   
Instead, it is designed to:

* Identify program elements that are working well and should be preserved
* Detect risks early, before they lead to failure, burnout, or attrition
* Confirm that the program is developing capable technicians, not just generating activity
* Drive continuous improvement for apprentices, mentors, and dealership leadership

This tool should be used in conjunction with other data sources (e.g., apprentice surveys, competency achievement, mentor feedback notes, safety and quality reports, observations of other technicians, etc.).

Use the scale below to score each item. It is recommended that key stakeholders (executive sponsor, fixed ops director, service manager, foreperson, mentor, etc.) score the program individually, then meet to reach consensus. Spend your meeting time discussing scores on which there is disagreement.

Once the scores are finalized, acknowledge the areas where the program excels and identify areas that require improvement. Determine the actions needed to improve, assign owners to each action, and note when they should be reviewed.

Scoring Scale (per item):

**1** = Not in place/High risk  
**2** = Inconsistent/Weak  
**3** = Adequate/Functional  
**4** = Strong/Consistent  
**5** = Best practice/Embedded

Score honestly. Inflated scores hide risk.

**SECTION 1: APPRENTICE EXPERIENCE & PROGRESSION** (Score 1-5 each)

\_\_\_\_\_ Apprentices understand role expectations and progression criteria   
\_\_\_\_\_ Onboarding milestones (30/60/90) are completed on time   
\_\_\_\_\_ Skill progression follows a defined plan, not ad hoc work   
\_\_\_\_\_ Apprentices feel safe asking questions and admitting mistakes   
\_\_\_\_\_ OJT and RTI hours are logged accurately and consistently

**Section 1 Score:** \_\_\_\_\_\_ /25

**SECTION 2: MENTOR EFFECTIVENESS & SUSTAINABILITY** (Score 1-5 each)

\_\_\_\_\_ Mentors have a good rapport with apprentices  
\_\_\_\_\_ Mentor role and authority are clearly defined and respected   
\_\_\_\_\_ Mentor/apprentice time is protected  
\_\_\_\_\_ Mentors provide regular, constructive feedback   
\_\_\_\_\_ Mentors feel supported by leadership

**Section 2 Score:** \_\_\_\_\_\_ /25

**SECTION 3: SAFETY & QUALITY OUTCOMES** (Score 1-5 each)

\_\_\_\_\_ Safety training is completed before task exposure   
\_\_\_\_\_ Safety violations are addressed immediately   
\_\_\_\_\_ Apprentice-involved comebacks are tracked and reviewed   
\_\_\_\_\_ Warranty and MPI standards are consistently met   
\_\_\_\_\_ Quality expectations override speed pressure

**Section 3 Score:** \_\_\_\_\_\_ /25

**SECTION 4: LEADERSHIP & OPERATIONAL SUPPORT** (Score 1-5 each)

\_\_\_\_\_ Executive sponsor is visible and engaged   
\_\_\_\_\_ Mentors are backed when slowing production   
\_\_\_\_\_ Dispatch and advisors respect apprentice restrictions   
\_\_\_\_\_ Escalation paths are clear and used early   
\_\_\_\_\_ Leadership messaging is consistent

**Section 4 Score:** \_\_\_\_\_\_ /25

**SECTION 5: PROGRAM STRUCTURE & COMPLIANCE** (Score 1-5 each)

\_\_\_\_\_ Program documentation is current and accessible   
\_\_\_\_\_ Competency matrix is defined and followed   
\_\_\_\_\_ Wage progression aligns with skill milestones   
\_\_\_\_\_ Reviews and evaluations are documented consistently   
\_\_\_\_\_ Program meets registered apprenticeship requirements

**Section 5 Score:** \_\_\_\_\_\_ /25

**OVERALL PROGRAM SCORE**

**Sections 1-5:** \_\_\_\_\_\_ /125

**SCORE INTERPRETATION**

* **113 – 125 | Best Practice**  
  Program is strong, scalable, and sustainable.
* **88 – 112 | Stable but Watch**  
  Program is functional but at risk under pressure.
* **63 – 87 | High Risk**  
  Program weaknesses require corrective action.
* **Below 63 | Unsustainable**  
  Program is likely failing or will fail without intervention.

**FOLLOW-UP ACTIONS**

Top 3 Risks Identified:

|  |  |  |
| --- | --- | --- |
| **Risk** | **Owner** | **Review Date** |
|  |  |  |
| 2. |  |  |
| 3. |  |  |

**NOTE:** This checklist is not a report card—it is a **decision-making tool**.

* Low scores are not failure. Ignoring them is.
* Evaluate honestly. Act deliberately. Reassess regularly.

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