THE PROGRAM

Purpose:

America's workplace is changing. Emerging technological advances continually increase productivity, competition and innovation in today's global economy. To meet tomorrow's challenges, Cat dealers have partnered with SJDC and use the proprietary ThinkBIG curriculum to turn out high-performing technicians ready to fill productive roles in industry and society.

Structure:

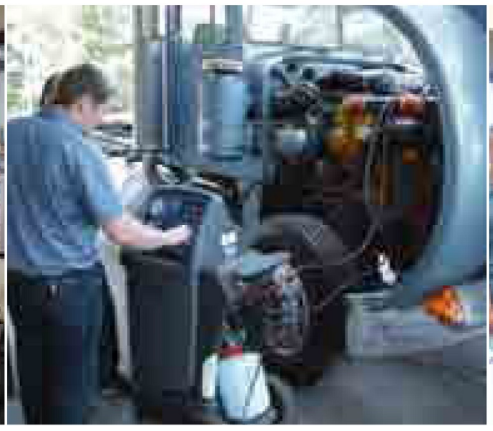
During the first two years of the program, students spend about half their time (five 9-week periods) at Delta College in technical and academic course work. The remaining time (four 8-12 week internships) is spent at sponsoring dealer work sites in paid on-the-job training (OJT). Specific objectives have been developed so that each internship period is closely aligned with educational courses to reinforce learning in real-world situations. When the A.S. degree is completed, apprentices are employed full-time as dealer technicians for an additional two years, completing their OJT requirements for the journey-level certificate.

Curriculum:

Caterpillar-authored technical training on Cat equipment includes some of the latest developments in engine and power train repair as well as hydraulic and electronic system diagnostics. Required general education courses provide students with the background necessary for effective communication and interpersonal skill development. Courses include Mathematics, Composition and Technical Writing, Business Ethics, and others (see Delta College catalog for specifics).

On-the-Job Training:

The paid OJT phase of the program allows students to apply what they've learned in the classroom and lab sessions in a "real world" setting. Apprentices also become familiar with the dealership environment, its organizational structure and the skills expected of a professional service technician. The paid OJT phase can also help students pay for their education while receiving valuable work experience.



REQUIREMENTS

Applicants must:

- Be at least 18 years of age by the first internship period.
- Have a high school diploma, General Education Development (GED) certificate, a California High School Proficiency (CHSP) certificate or an Associate or higher degree.
- Submit an official transcript from the qualifying agency listed above.
- Meet SJDC and Caterpillar dealer admission and academic requirements.
- Be sponsored by a participating Caterpillar dealer.
- Have a valid California driver's license and maintain a clean driving record.
- Submit to a pre-employment drug test and physical examination if required by the dealer sponsor.
- Submit to a background check.
- Demonstrate commitment to the industry and profession.

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APPLICATION PROCEDURE

- Submit an appropriate dealer application for employment or sponsorship to a participating Caterpillar dealer. The application must include all required supporting documents:
  - Three letters of reference — one from a teacher, one from a current or previous employer, counselor or school administrator and one from a person of your choice.
  - An essay at least 250 words in length describing why you want a career in the Diesel/Heavy Equipment industry.
  - A resume describing related school and career activities, leadership roles and work experience.
  - Official transcript(s) from high school, college or university. GED or CHSP certificates are acceptable.
- Complete the SJDC academic assessment/placement tests with reading level II, writing level III and math level III and two semesters of HS Algebra or equivalent, with a grade of C or higher.
- Have on file an SJDC application form (available at www.deltacollege.edu).
- Complete the Wiesen Mechanical Aptitude Test with an acceptable score.

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SELECTION PROCESS

Each dealer selects apprentices from a pool of eligible applicants established during the recruiting and/or hiring process. Eligible applicants are interviewed to evaluate their skill sets and abilities and to determine if they meet the necessary requirements to successfully complete the program and perform the duties of a technician. Successful candidates are granted conditional acceptance to the program pending completion of required pre-employment screenings. Dealers notify SJDC of their intent to sponsor successful candidates in the Caterpillar Dealer Service Technician program.

A mandatory orientation is provided at the college for new students prior to the beginning of the fall term.

A program handbook is given to each student containing the program's policies and procedures. This handbook serves as a guide to follow in order to maintain good standing in the program. Specific requirements for attendance, absences, student conduct, grievances and other policies are addressed in the handbook. Students in the Caterpillar Dealer Service Technician program are responsible for reading and adhering to the requirements in the handbook.

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RESPONSIBILITIES

Student:

- Maintain a Caterpillar dealer sponsorship throughout the program.
- Meet the internship expectations of their sponsoring dealer.
- Participate in all required learning activities at scheduled times.
- Maintain acceptable academic standards and adhere to SJDC academic policies.
- Meet dealer employment standards.
- Be responsible for program costs – books, fees, housing, etc., excluding tuition.
- Wear work uniforms, safety glasses and other required/recommended personal safety equipment during class labs and dealer OJT.
- Maintain OJT records and skill objectives.

Delta College:

- Provide qualified faculty and adequate facilities dedicated to the Cat Dealer Service Technician program.
- Provide advisement for students of the program.
- Maintain up-to-date tools and equipment.
- Award an Associate of Science degree to program graduates.
- Inform sponsoring dealers of students' progress.
- Assist dealers with student selection and recruiting.
- Conduct student visitations during OJT periods.

Caterpillar Dealers:

- Recruit, interview and select candidates.
- Provide a program coordinator to monitor student progress.
- Provide paid OJT to supplement student instruction.
- Provide student uniforms.
- Assist the college in obtaining equipment, supplies and training aids.
- Participate in advisory committee meetings.
- Evaluate apprentices every six months for upgrade.
- Advise SJDC and Joint Apprenticeship and Training Council (JATC) of concerns or changes in an apprentice's status at the dealership.
- Provide apprentices a loaner tool set for use during the four Internship periods.

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INTERNSHIPS

Internship Objectives:

Upon completion of each nine week phase of classroom instruction at SJDC, apprentices complete a period of OJT at their sponsoring dealer lasting eight weeks and earning 4 units of college credit. A list of objectives is provided for each OJT period that corresponds to the preceding semester's learning objectives. The list includes key activities the apprentice should experience during OJT at their sponsoring dealer. A signature and date check-off for each objective will serve as the record of completion and ensures that appropriate instruction/ experience has been successfully achieved.

Program Handbook:

The handbook consists of:

- Dealer information.
- Contact information for the dealer, the school and the JATC.
- The objectives for each OJT period.
- State-required OJT records.
- Service reporting materials to record daily accomplishments.

The handbook provides apprentices with a record of their learning accomplishments and is part of the final course credit for the OJT period. It may be used by dealer management and the dealer program coordinator to assess the learning experiences of the apprentice and will ensure that the OJT objectives have been satisfied.

Recording daily activities helps keep track of learning experiences during each OJT period. Record keeping may include a summary of activities, equipment and/or tooling used, systems worked with, people contacted, training received/completed and other significant events related to the OJT period. Regular, complete and timely dealer service reports are also required and should be considered another tool to record events that occur during OJT.

Internship Visitations:

An SJDC instructor will visit each apprentice at their work site during OJT periods to check on the completion of learning objectives and areas of needed improvement. The instructor will assign up to four units of college credit for each OJT period based on evaluations, dealer visits, required term papers and the student's logbook.

Internship Evaluations:

Each apprentice will receive at least one formal evaluation by a supervisor during each OJT period. Mentor evaluations, when appropriate, will also be considered. Apprentices will complete a dealer evaluation at the end of each OJT period.

Program Coordinators:

Dealer program coordinators will ensure that all apprentices have the opportunity to meet program objectives and that all are progressing at an acceptable rate. Program coordinators may have input in evaluations and will act as liaisons between the program instructors and the dealership regarding all OJT issues.

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