

**Issued: June 26, 2017**

**Program: Automotive Glass Technician**

**To:** ITA Training Providers  
Articulation Chair  
System Liaison Person  
School Districts

**Subject:** **Automotive Glass Technician Program Update (Apprenticeship Pathway)**

**OPSN No.:** **OPSN 2017 013**

**Effective Date:** January 1, 2018

**Summary of Change:** Please be advised that a new Program Outline has been posted to the Industry Training Authority (ITA) website.

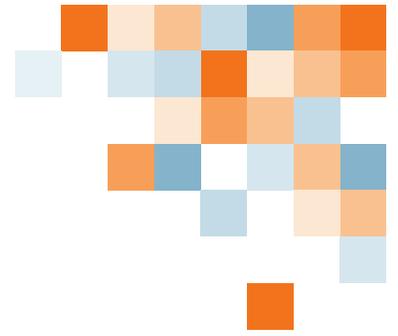
**Rationale:** At the request of industry, a Program Review was conducted to revise the Program Outline to align it to current industry practices.

**Details:** An Automotive Glass Technician Program Review was conducted in December 2016 to align the ITA Automotive Glass Technician Program to current industry standards. The review process also resulted in changes to the program standards as follows:

- An **increase** in the duration of **technical training** from 60 hours to 90 hours
- A **decrease** in the duration of **work-based training** from 5,280 hours to 3,510 hours

**Note:** Please see OPSN 2017-015 for details of changes to the Challenge Pathway.

The new Program Outline has been posted on the [Automotive Glass Technician](#) page of the ITA website under **Program Updates**. An exam weighting chart for the **current** exam can also be found under Program Updates. This will be replaced with the exam weighting chart for the **new** exam, when it is launched in January.



**Attachments:** *Automotive Glass Technician Program Outline Review Details*  
This attachment provides details of the revisions made to the Automotive Glass Technician Program Outline during the review process.

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### Automotive Glass Technician (AGT) Program Outline Review Details

**Overall:** The Occupational Analysis Charts (OACs) for AGT have been restructured to align to the glass portion of the National Occupational Analysis chart for Motor Vehicle Body Repairer. New competencies and content were added to reflect changes in technology and practices in the trade. Therefore, all of the competencies have been renamed and restructured. This chart shows the finalized competencies for the revised AGT program.

	Current AGT (2009)		Revised AGT (2017)	Description of Changes
<b>Line A</b>	<b>SAFETY, CARE AND USE OF AUTOMOTIVE GLASS TOOLS</b>	<b>Line A</b>	<b>PERFORM SAFETY-RELATED FUNCTIONS</b>	
A1	Identify personal protective equipment	A1	Use personal protective equipment (PPE) and safety equipment	Achievement criteria added
		A2	Maintain safe work environment	New competency
		A3	Adhere to requirements of federal vehicle safety standards	New competency
A2	Identify specialty tools	B1	Use tools and equipment	Achievement criteria added
A3	Explain when specialty tools are required			
A4	Explain the safe use of specialty tools			
		B2	Use setting and lifting equipment	New competency; achievement criteria added
		B3	Use supplies	New competency
<b>Line B</b>	<b>VEHICLE PROTECTION</b>	<b>Line D</b>	<b>PREPARE VEHICLE</b>	
		D2	Remove contaminants	New competency; achievement criteria added
B1	Identify protective equipment and procedures	D3	Protect undamaged areas	Achievement criteria added
B2	Explain protective equipment			
B3	Identify vehicle paint	G3	Prepare surfaces for bonding	Achievement criteria added
<b>Line C</b>	<b>DAMAGE ASSESSMENT</b>			
		C1	Communicate with others	New competency
		C2	Interpret technical information	New content, especially DTCs and more NAGS; achievement criteria added



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	Current AGT (2009)		Revised AGT (2017)	Description of Changes
C1	Explain damage assessment	C3	Contribute to preparation of estimates and supplements	Enhanced; achievement criteria added
		C4	Organize parts, materials and work areas	Enhanced; achievement criteria added
C2	Introduce specialty glass features and applications			Competency spread across Line F
<b>Line D</b>	<b>REMOVAL PROCEDURES</b>			
D1	Explain pre inspection procedure	C3	Contribute to preparation of estimates and supplements	Enhanced; achievement criteria added
D2	Explain hardware and trim	F1	Remove components	Achievement criteria added
D3	Explain hardware and trim removal			
D4	Explain windshield removal procedures	G2	Remove bonded glass/materials	Achievement criteria added
D5	Explain removal procedures for back glass	G1	Remove non-bonded glass/materials	Achievement criteria added
D6	Explain removal procedures for side glass			
<b>Line E</b>	<b>INSTALLATION PROCEDURES</b>			
E1	Explain windshield installation	G3	Prepare surfaces for bonding	New competency; achievement criteria added
		G7	Install bonded glass/materials	Achievement criteria added
E2	Explain side glass installation	G6	Install non-bonded glass/material	Achievement criteria added
E3	Explain back glass installation			
E4	Describe hardware and trim installation	F2	Install components	Achievement criteria added
E5	Explain specialty glass installation procedures			
<b>Line F</b>	<b>SUPPLEMENTAL RESTRAINT SYSTEM</b>			
F1	Explain airbag systems	D1	Identify supplemental restraint systems	
<b>Line G</b>	<b>WINDSHIELD REPAIR</b>	<b>Line E</b>	<b>PERFORM WINDSHIELD REPAIR</b>	
G1	Explain windshield repair methods	E1	Prepare surface for repair	Achievement criteria added
G2	Discuss windshield repair equipment	E2	Repair laminated glass	



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<b>Line H</b>	<b>TEMPLATE PREPARATION</b>			
H1	Discuss template procedures for laminated glass	G4	Fabricate template	Achievement criteria added
H2	Discuss template procedures for tempered glass	G5	Cut glass/material	
H3	Discuss template procedures for automotive mirrors			
<b>Line I</b>	<b>TROUBLESHOOTING PROCEDURES</b> 15%	<b>Line F</b>	<b>REMOVE, REPAIR AND INSTALL COMPONENTS</b>	
I1	Explain troubleshooting, power and heated laminated glass	I2	Diagnose glass-related issues	
I2	Explain diagnosing and repairing water leaks	I1	Diagnose water leaks	
		<b>Line H</b>	<b>PREPARE VEHICLE FOR DELIVERY</b>	
		H1	Verify system calibration	New competency; New technology
		H2	Perform final inspection	New competency