



PERSONAL RECORD BOOK

Auto Body and Collision Technician



This is your Record Book!

DO NOT SUBMIT TO THE ITA

This is not required to achieve certification

- **It is a record of your progress towards achieving certification in the trade**
- **It provides a record of your experience**
- **It is your responsibility to keep it up-to-date**
- **Take it with you if you change employers**

Note: Employers and supervisors are not responsible for keeping your Record Book up-to-date. They are responsible for sign-off of hours and sign-off of competencies once you have achieved the required level of skills and knowledge.

APPRENTICE IDENTIFICATION

Trade: AUTO BODY AND COLLISION TECHNICIAN

Legal First Name:		Legal Last Name:	
Suite Number:	Street Number and Name:		
City:		Province:	Postal Code:
Telephone Number:		Email Address:	

Work Safely!

A safe work attitude contributes to an accident free environment. Accident prevention and safe working conditions are the responsibility of both employers and employees.

Wear the required personal protective equipment, follow safe work practices and follow all safety regulations applicable to specific job activities.

Employer's responsibilities:

- Provide and maintain safety equipment and protective devices
- Ensure proper safe work clothing is worn
- Enforce safe work procedures
- Provide safeguards for machinery, equipment and tools
- Observe all accident prevention regulations
- Train employees in safe use and operation of equipment

Employee's responsibilities:

- Work in accordance with the safety regulations pertaining to job environment
- Work in such a way as not to endanger themselves or fellow workers.

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EMPLOYER INFORMATION

Originating Employer

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyman 1:	*TWID #:
	Phone:
	Email:
Supervisor/Journeyman 2:	TWID #:
	Phone:
	Email:

***TWID # – Trade Worker Identification Number**

If you have more than one employer during your apprenticeship, record the information for subsequent employers on the following page(s).

If your job ends or you change employers...

Before leaving your place of employment:

- Update Workplace Hours through a [Work-Based Training Hours form](#) for the current reporting period and get signoff by your employer.
- Update Record of Competencies with your supervisor.
- Confirm with your employer that your workplace hours have been reported to ITA, and if possible get a copy of all Work-Based Training Hours reports submitted.
- Notify the ITA of the change in your employment by submitting an [Apprentice and Sponsor Registration form](#) with your new employer.

When re-employed...

You must be registered with your new employer before submitting any work-based training hours to the ITA.

Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

Subsequent Employers

Start Date:	End Date:
Employer:	
Contact Person:	
Address:	Phone:
	Email:
	Fax:
Supervisor/Journeyperson 1:	TWID #:
	Phone:
	Email:
Supervisor/Journeyperson 2:	TWID #:
	Phone:
	Email:

WORKPLACE HOURS

Instructions

Make an entry in this section each time your hours are reported to the ITA.

1. Get a copy of the *Workplace Hours Report* from your employer.
2. Fill in the dates of the reporting period and the hours reported.
3. Enter your employer name, address and phone number.
4. Keep your Record Book in a safe place.

Workplace Hours

Workplace hours must be submitted to the ITA by your employer on a regular basis. Your hours should be reported at least every six months; however, every three months is preferred.

At the beginning of your apprenticeship discuss the frequency of reporting with your employer.

Keeping Workplace hours up-to-date in your Record Book gives you the tools to better manage your apprenticeship. It provides you with the opportunity to:

- Follow up with your employer each reporting period to ensure your hours are reported on a regular basis.
- Discuss your progress with your direct supervisor/journeyperson on a regular basis.

RECORD OF COMPETENCIES

Instructions

The Record of Competencies is filled out and signed-off by the journeyperson supervising your work.

1. Know what skills are expected at each level of the program.
2. Ask the journeyperson to sign off on the competency when you have acquired the skills and are able to perform the task without supervision.
3. If the journeyperson agrees that you have the required skills, he/she will:
 - Record the date that the competency was achieved
 - Sign off on the competency
 - Enter his/her Trades Worker Identification Number (TWID #)

What is a Record of Competencies?

The Record of Competencies lists all competencies you should be knowledgeable in prior to receiving your certification. Keeping this section up to date will allow you to track your progress towards certification and demonstrate proficiency in the skills within the scope of your trade. Completion of the entire program should result in you becoming a skilled and knowledgeable journeyperson.

- Refer to this section periodically to ensure you are getting the work experience you need.
- Use the competencies as a guide to ensure work tasks are assigned so that you acquire the skills and knowledge required to be successful in the trade.

Review the Record of Competencies on a regular basis with your direct supervisor/journeyperson to ensure they have been completed.

Program Outline

The Program Outline provides detailed information on the scope of knowledge and skills expected at each level of the program, further defining the competencies listed in the Record Book. The Program Outline is a great resource for developing a training plan.

Download from: <https://www.itabc.ca/program/auto-body-and-collision-technician>

Apprenticeship Toolkit

For general information on apprenticeship and tips for navigating the apprenticeship system in BC visit ITA's website to learn about the [apprenticeship basics](#).

COMMON CORE LEVEL 1

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/auto-body-and-collision-technician>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE A: PERFORM SAFETY-RELATED FUNCTIONS

- ☐ DESCRIBE SAFETY EQUIPMENT

LINE B: USE TOOLS AND EQUIPMENT

- ☐ DESCRIBE THE USE OF HAND TOOLS FOR COLLISION AND REFINISHING
- ☐ DESCRIBE THE USE OF POWER TOOLS FOR COLLISION AND REFINISHING
- ☐ DESCRIBE OPERATION AND MAINTENANCE OF SPRAY BOOTHS
- ☐ DESCRIBE SHOP EQUIPMENT FOR COLLISION AND REFINISHING
- ☐ DESCRIBE THE MAINTENANCE OF SHOP EQUIPMENT FOR COLLISION AND REFINISHING

LINE C: USE WELDING EQUIPMENT

- ☐ DESCRIBE THE MAINTENANCE OF WELDING EQUIPMENT

LINE D: ORGANIZE WORK AND USE DOCUMENTATION

- ☐ INTERPRET SPECIFICATIONS AND PROCEDURES
- ☐ DESCRIBE REPAIR PROCESS AND TIMELINES

LINE F: REMOVE AND INSTALL VEHICLE COMPONENTS

- ☐ IDENTIFY VEHICLE COMPONENTS

LINE G: PREPARE SURFACE

- ☐ IDENTIFY SUBSTRATE CONDITION
- ☐ DESCRIBE PAINT REMOVAL TECHNIQUES

LINE K: REMOVE, REPAIR AND INSTALL METAL PANELS AND COMPONENTS

- ☐ IDENTIFY TYPES OF BODY/FRAME CONSTRUCTION
- ☐ DESCRIBE CHARACTERISTICS OF MILD (LOW-CARBON/LOW-ALLOY) STEEL
- ☐ IDENTIFY TYPES OF SHEET METAL DAMAGE

LINE L: REMOVE, REPAIR AND INSTALL PLASTIC AND COMPOSITE PANELS AND COMPONENTS

- ☐ DESCRIBE AND IDENTIFY PLASTICS AND DAMAGE
- ☐ DESCRIBE REMOVAL OF PLASTIC PANEL
- ☐ DESCRIBE THE METHODS OF PANEL INSTALLATION

LINE M: DETAIL EXTERIOR

- ☐ DESCRIBE THE POST-REFINISH DETAILING PROCESS
- ☐ DESCRIBE EXTERIOR VEHICLE CLEANING
- ☐ DESCRIBE INTERIOR VEHICLE CLEANING

PRACTICAL

LINE A: PERFORM SAFETY-RELATED FUNCTIONS

- ☐ MAINTAIN SAFE WORK ENVIRONMENT
- ☐ USE PPE

LINE B: USE TOOLS AND EQUIPMENT

- ☐ USE LIFTING EQUIPMENT
- ☐ MAINTAIN SPRAY EQUIPMENT
- ☐ USE PAINT MANUFACTURERS' EQUIPMENT
- ☐ OPERATE DRYING AND CURING EQUIPMENT

LINE C: USE WELDING EQUIPMENT

- ☐ USE CUTTING AND HEATING EQUIPMENT
- ☐ PERFORM WELDS ON 22-GAUGE STEEL IN FLAT POSITION, INCLUDING:
 - ☐ BUTT WELD WITHOUT BACKING
 - ☐ LAP WELD
 - ☐ PLUG WELD

LINE D: ORGANIZE WORK AND USE DOCUMENTATION

- ☐ ORGANIZE PARTS, MATERIALS AND WORK AREA WITH CLOSE SUPERVISION
- ☐ USE PAINT MANUFACTURERS' SOFTWARE
- ☐ PERFORM INSPECTIONS OF COATINGS
- ☐ INSPECT BODY REPAIRS
- ☐ COMMUNICATE WITH TECHNICIANS

LINE E: USE COMMUNICATION AND MENTORING TECHNIQUES

- ☐ USE COMMUNICATION TECHNIQUES

LINE F: REMOVE AND INSTALL VEHICLE COMPONENTS

- ☐ REMOVE TRIM AND HARDWARE
- ☐ REMOVE DECALS AND STRIPING
- ☐ INSTALL TRIM AND ACCESSORIES
- ☐ APPLY DECALS AND STRIPING

LINE G: PREPARE SURFACE

- ☐ CLEAN SURFACE
- ☐ USE MASKING TECHNIQUES FOR PRIMER
- ☐ SAND SURFACE

LINE H: USE REPAIR MATERIALS AND EQUIPMENT

- ☐ MIX BODY FILLERS
- ☐ MIX UNDERCOATS
- ☐ OPERATE A SPRAY BOOTH
- ☐ SET UP AND USE SPRAY GUNS FOR APPLICATION OF COATINGS
- ☐ APPLY BODY FILLERS
- ☐ APPLY UNDERCOATS

LINE I: APPLY REFINISHING MATERIALS

- ☐ MIX REFINISHING MATERIALS, INCLUDING SEALERS, PRIMER SEALERS, SINGLE-STAGE, AND BASE COAT/CLEAR COAT
- ☐ APPLY PRIMER SEALERS
- ☐ APPLY SINGLE-STAGE PAINT
- ☐ APPLY BASE COAT/CLEAR COAT FINISH

LINE K: REMOVE, REPAIR AND INSTALL METAL PANELS AND COMPONENTS

- ☐ **PREPARE PANEL FOR REPAIR**
- ☐ **REMOVE MECHANICALLY-FASTENED PANEL**
- ☐ **REPAIR COSMETIC SHEET METAL DAMAGE**
- ☐ **PERFORM METAL PANEL ALIGNMENT**

LINE L: REMOVE, REPAIR AND INSTALL PLASTIC AND COMPOSITE PANELS AND COMPONENTS

- ☐ **PREPARE PLASTIC PANEL FOR REPAIR**
- ☐ **PERFORM PLASTIC REPAIRS**

LINE M: DETAIL EXTERIOR

- ☐ **POLISH PANEL**

Supervisor Signature

NOTES FROM LEVEL 1

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LEVEL 2

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/auto-body-and-collision-technician>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE B: USE TOOLS AND EQUIPMENT

- ☐ DESCRIBE SPECIALTY LIFTS
- ☐ DESCRIBE RECYCLING MACHINES

LINE C: USE WELDING EQUIPMENT

- ☐ DESCRIBE THE MAINTENANCE OF WELDING EQUIPMENT FOR NON-FERROUS PROCESSES

LINE H: USE REPAIR MATERIALS AND EQUIPMENT

- ☐ DESCRIBE PREPARATION OF SPRAY BOOTH

LINE I: APPLY REFINISHING MATERIALS

- ☐ DESCRIBE SINGLE-STAGE PAINT
- ☐ DESCRIBE APPLYING AND BLENDING BASE COAT/CLEAR COAT AND MULTISTAGE PAINT
- ☐ DESCRIBE COLOUR THEORY AND ADJUSTMENT

LINE J: PERFORM POST-REFINISHING FUNCTIONS

- ☐ RECOGNIZE SURFACE IMPERFECTIONS
- ☐ DESCRIBE CORRECTING SURFACE IMPERFECTIONS

LINE K: REMOVE, REPAIR AND INSTALL METAL PANELS AND COMPONENTS

- ☐ DESCRIBE ADVANCED STEEL AND NON-FERROUS METALS
- ☐ DESCRIBE DAMAGE ANALYSIS

LINE L: REMOVE, REPAIR AND INSTALL PLASTIC AND COMPOSITE PANELS AND COMPONENTS

- ☐ DESCRIBE COMPOSITES
- ☐ DESCRIBE COMPOSITES DAMAGE
- ☐ DESCRIBE THE REMOVAL OF COMPOSITE PANELS
- ☐ DESCRIBE COMPOSITE REPAIRS
- ☐ DESCRIBE THE METHODS FOR NON-STRUCTURAL COMPOSITE PANEL INSTALLATION

LINE O: APPLY CORROSION PROTECTION AND SOUND DEADENING MATERIALS

- ☐ DESCRIBE SOUND DEADENERS

LINE R: REMOVE, INSTALL AND REPAIR STRUCTURAL AND LAMINATED GLASS

- ☐ DESCRIBE REMOVAL OF LAMINATED, STRUCTURAL GLASS
- ☐ DESCRIBE INSTALLATION OF LAMINATED, STRUCTURAL GLASS
- ☐ DESCRIBE REPAIR OF LAMINATED GLASS

LINE S: REMOVE AND INSTALL NON-STRUCTURAL GLASS

- ☐ DESCRIBE THE INSTALLATION NON-STRUCTURAL GLASS

LINE W: REPAIR AND REPLACE INTERIOR COMPONENTS

- ☐ DESCRIBE REMOVAL AND REPAIR OF INTERIOR COMPONENTS
- ☐ DESCRIBE INSTALLATION OF INTERIOR COMPONENTS

PRACTICAL

LINE B: USE TOOLS AND EQUIPMENT

- ☐ LIFT AND MOUNT VEHICLE TO INSTALL ANCHORING EQUIPMENT
- ☐ MAINTAIN MIXING SYSTEMS AND ROOM

LINE C: USE WELDING EQUIPMENT

- ☐ PERFORM A LAP WELD AND A PLUG WELD ON ALUMINUM

LINE D: ORGANIZE WORK AND USE DOCUMENTATION

- ☐ ORGANIZE PARTS, MATERIALS AND WORK AREA WITH MINIMAL SUPERVISION
- ☐ PREPARE REPAIR PLAN

LINE H: USE REPAIR MATERIALS AND EQUIPMENT

- ☐ SET UP SPRAY GUN AND COMPONENTS
- ☐ VERIFY AND TROUBLESHOOT SPRAY PATTERN PROBLEMS

LINE I: APPLY REFINISHING MATERIALS

- ☐ MIX REFINISHING MATERIALS, INCLUDING SEALERS, PRIMER SEALERS, SINGLE-STAGE, AND BASE COAT/CLEAR COAT
- ☐ SELECT AND APPLY PRIMER SEALERS

LINE K: REMOVE, REPAIR AND INSTALL METAL PANELS AND COMPONENTS

- ☐ REPAIR COMPLEX SHEET METAL DAMAGE
- ☐ REPAIR ALUMINUM DAMAGE
- ☐ INSTALL DOOR SKIN

LINE L: REMOVE, REPAIR AND INSTALL PLASTIC AND COMPOSITE PANELS AND COMPONENTS

- ☐ **PREPARE COMPOSITE (SMC) PANELS**

LINE O: APPLY CORROSION PROTECTION AND SOUND DEADENING MATERIALS

- ☐ **APPLY CORROSION PROTECTION**
- ☐ **APPLY SEAM SEALERS**

LINE S: REMOVE AND INSTALL NON-STRUCTURAL GLASS

- ☐ **REMOVE NON-STRUCTURAL GLASS**

Supervisor Signature

NOTES FROM LEVEL 2

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LEVEL 3

IMPORTANT!

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Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE B: USE TOOLS AND EQUIPMENT

- ☐ DESCRIBE THE MAINTANENCE OF MEASURING SYSTEMS

LINE P: PREPARE FOR STRUCTURAL REPAIR

- ☐ IDENTIFY TYPES AND PATTERNS OF DAMAGE
- ☐ DESCRIBE UNIBODY COMPONENTS
- ☐ DESCRIBE REMOVAL CONSIDERATIONS

LINE Q: REMOVE, REPAIR AND INSTALL STRUCTURAL COMPONENTS

- ☐ DESCRIBE REPAIRING STRUCTURAL COMPONENTS
- ☐ DESCRIBE PROCEDURES FOR STRUCTURAL PANELS REMOVAL

LINE T: DEACTIVATE AND REACTIVATE ALTERNATE-FUEL SYSTEMS

- ☐ DESCRIBE DEACTIVATING ALTERNATE FUEL SYSTEMS
- ☐ DESCRIBE REACTIVATING ALTERNATE FUEL SYSTEMS

LINE U: REMOVE AND INSTALL MECHANICAL COMPONENTS

- ☐ IDENTIFY FUNDAMENTALS OF HEATING AND COOLING SYSTEMS AND COMPONENTS
- ☐ IDENTIFY FUNDAMENTALS OF POWERTRAIN SYSTEMS AND COMPONENTS
- ☐ DESCRIBE REMOVAL OF MECHANICAL COMPONENTS
- ☐ DESCRIBE INSTALLATION OF MECHANICAL COMPONENTS

LINE V: REMOVE, REPAIR AND INSTALL ELECTRICAL AND ELECTRONIC COMPONENTS

- ☐ IDENTIFY FUNDAMENTALS OF ELECTRICAL SYSTEMS AND COMPONENTS
- ☐ DESCRIBE REMOVAL OF ELECTRICAL COMPONENTS
- ☐ DESCRIBE INSTALLATION OF ELECTRICAL COMPONENTS
- ☐ DESCRIBE ELECTRONIC COMPONENTS

LINE X: SERVICE SUPPLEMENTAL RESTRAINT SYSTEMS (SRS)

- ☐ DESCRIBE SERVICING SEAT BELT RESTRAINT SYSTEMS
- ☐ DESCRIBE SERVICING AIR BAGS AND RELATED COMPONENTS

PRACTICAL

LINE B: USE TOOLS AND EQUIPMENT

- ☐ MAINTAIN DIAGNOSTIC EQUIPMENT
- ☐ PERFORM PRE-SCAN AND POST-SCAN OF VEHICLE

LINE C: USE WELDING EQUIPMENT

- ☐ PERFORM VARIOUS WELDS, INCLUDING:
 - ☐ SQUEEZE-TYPE RESISTANCE SPOT WELD (STRSW)
 - ☐ VERTICAL BUTT WELD ON STEEL USING GMAW/MIG
 - ☐ VERTICAL LAP WELD ON STEEL USING GMAW/MIG
- ☐ PERFORM MIG BRAZING

LINE D: ORGANIZE WORK AND USE DOCUMENTATION

- ☐ CREATE AN ESTIMATE AND SUPPLEMENT

LINE N: PERFORM FINAL INSPECTIONS

- ☐ PERFORM FINAL OPERATIONAL CHECKS

LINE P: PREPARE FOR STRUCTURAL REPAIR

- ☐ PERFORM A UNIBODY VEHICLE SET UP FOR ANCHORING

LINE Q: REMOVE, REPAIR AND INSTALL STRUCTURAL COMPONENTS

- ☐ PERFORM WELDED-ON BODY PANEL SECTIONING

LINE T: DEACTIVATE AND REACTIVATE ALTERNATE-FUEL SYSTEMS

- ☐ FOLLOW SAFETY PROCEDURES FOR ALTERNATE FUEL SYSTEMS

LINE V: REMOVE, REPAIR AND INSTALL ELECTRICAL AND ELECTRONIC COMPONENTS

- ☐ REPAIR DAMAGED WIRES AND PROTECTIVE COVERINGS
- ☐ SERVICE LOW-VOLTAGE BATTERY

LINE X: SERVICE SUPPLEMENTAL RESTRAINT SYSTEMS (SRS)

- ☐ FOLLOW SAFETY PROCEDURES AROUND AIR BAGS

Supervisor Signature

NOTES FROM LEVEL 3

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LEVEL 4

IMPORTANT!

Download the Program Outline!

<https://www.itabc.ca/program/auto-body-and-collision-technician>

Read the competency tables

Some competencies are taught in many levels

For detailed information about that competency, go to the Program Outline

THEORY

LINE B: USE TOOLS AND EQUIPMENT

- ☐ DESCRIBE MAINTAINING FRAME PULLING EQUIPMENT

LINE P: PREPARE FOR STRUCTURAL REPAIR

- ☐ DESCRIBE REMOVING AND HANDLING COMPONENTS FOR ACCESS

LINE Q: REMOVE, REPAIR AND INSTALL STRUCTURAL COMPONENTS

- ☐ DESCRIBE PULLING TECHNIQUES

LINE U: REMOVE AND INSTALL MECHANICAL COMPONENTS

- ☐ IDENTIFY FUNDAMENTALS OF STEERING, SUSPENSION AND BRAKING SYSTEMS

LINE V: REMOVE, REPAIR AND INSTALL ELECTRICAL AND ELECTRONIC COMPONENTS

- ☐ DESCRIBE SERVICING ADVANCED ELECTRONIC COMPONENTS

PRACTICAL

LINE D: ORGANIZE WORK AND USE DOCUMENTATION

- ☐ CREATE SUPPLEMENTS AND SUBLETS

LINE E: USE COMMUNICATION AND MENTORING TECHNIQUES

- ☐ USE MENTORING TECHNIQUES

LINE N: PERFORM FINAL INSPECTIONS

- ☐ PERFORM QUALITY CONTROL

LINE P: PREPARE FOR STRUCTURAL REPAIR

- ☐ PERFORM MEASUREMENTS, INCLUDING 3D MEASURING
- ☐ PREPARE A DAMAGE ANALYSIS REPORT
- ☐ PERFORM VEHICLE SET UP FOR CONVENTIONAL FRAME REPAIR

LINE Q: REMOVE, REPAIR AND INSTALL STRUCTURAL COMPONENTS

- ☐ PERFORM STRUCTURAL SECTIONING

LINE U: REMOVE AND INSTALL MECHANICAL COMPONENTS

- ☐ REMOVE STEERING, SUSPENSION AND BRAKING SYSTEMS
- ☐ INSTALL STEERING, SUSPENSION AND BRAKING SYSTEMS

Supervisor Signature

NOTES FROM LEVEL 4

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MISSING COMPETENCIES?

To develop the best journey person possible employers should attempt to provide training in all competencies for the trade. This is not always possible.

If your employer is unable to provide training in any competency required for your trade, note that competency below.

Competencies listed here will remain unsigned until your employer can provide training in that area or until you find an alternate way to gain the experience needed.

Competency:	Date:
Reason:	
Alternate plan:	

Competency:	Date:
Reason:	
Alternate plan:	

TECHNICAL TRAINING

Instructions

Keep a record of each level of technical training completed.

Common Core Level 1

Date Completed:	Training Provider:
Mark:	Instructor:

Level 2

Date Completed:	Training Provider:
Mark:	Instructor:

Level 3

Date Completed:	Training Provider:
Mark:	Instructor:

Level 4

Date Completed:	Training Provider:
Mark:	Instructor:

COMPLETION REQUIREMENTS

Instructions

Keep a record of each program completion requirement achieved.

AUTO BODY AND COLLISION TECHNICIAN

- ☐ Automotive Collision and Refinishing Common Core Level 1 - Technical Training
- ☐ Level 2 - Technical Training
- ☐ Level 3 - Technical Training
- ☐ Level 4 - Technical Training

- ☐ 6,450 Work-Based Training Hours

- ☐ ITA Interprovincial Red Seal examination
- ☐ Recommendation for Certification signed by sponsor

Note: After all other completion requirements have been met, ITA sends a Recommendation for Certification form to the sponsor requesting signoff.

CERTIFICATIONS

Instructions

Keep a record of the credentials and endorsements you have earned, including the certification number and date of issue.

CREDENTIAL EARNED	NUMBER	DATE OF ISSUE

If you have any questions, please contact ITA Customer Service at customerservice@itabc.ca 778-328-8700 or toll free (within BC) at 1-800-660-6011