Workforce Learning Summit Innovation or Best Practice

Fayetteville Technical Community College

Associate in Collision Repair Industry Technology

This is truly an industry-focused, profession-centered, education-to-employment program that will produce “work ready” graduates. It will provide multiple avenues to success, targeting high school and community college students, unemployed workers, workers currently in the field but lacking certifications in the latest technologies, as well as transitioning military. It is a unique opportunity involving higher education, workforce and economic development, the automotive collision repair and refinishing career field, plus the auto insurance industry.

DETAILS

It began with a need, that started a conversation, that turned into a meeting, that formed partnerships, that grew into a training program, that will lead to high-tech skills and multiple avenues to employment. We needed additional programs and employment opportunities for our transitioning veterans and that began the dialogue that involved our college, Fort Bragg and our workforce and economic developers. They connected with the Automotive Collision Repair industry and the multiple employment paths related to that industry. Key players in the industry were members of the NCBCE (North Carolina Business Committee for Education) and they connected with the leadership there and the I-CAR (Inter-Industry Conference on Auto Collision Repair) for training input. That increased outreach to additional partners in the Automotive Collision Repair industry and meetings that culminated in the training program.

Key players were:

Sue Breckenridge, Executive Director, North Carolina Business Committee for Education (NCBCE)
Paul Gage, former Nationwide Insurance representative; current I-CAR Director, FTCC
Steve McGlothlin, VP for Business Development, Gerber Collision and Glass
Russ Rogerson, Executive VP, Economic Development Alliance of Fayetteville & Cumberland County
Rodney Anderson, MG (US Army Ret), LDR Consulting; Member, Workforce Development Board
William McMillian, Transition Services Manager, Fort Bragg ACAP Center
Bryan Robinson, PPG Coatings; I-CAR; Nationwide; Cumberland County Schools;
Fayetteville Technical Community College; and the Collision Repair Education Foundation

Implementation began in December 2013.

Partner Type(s):
- Business/Industry (direct involvement)
- Economic Development
- Workforce Development Board
- Public Schools
Impact/Outcomes
The project is too new to have measureable impact, however we highly anticipate the results to redefine collision repair industry education across the nation.

Funding Source(s)
FTCC has invested $3 million for the building purchase and ongoing renovation, and is seeking additional funding; several hundred thousand dollars of equipment and other in-kind donations have been made from the industry partners, many handled through the Collision Repair Education Foundation. More defined budget contributions will be available later.

REFLECTIONS

Innovation or Best Practice
This project has created a new pathway for education and industry to work together to solve skills gap issues within industry by training and developing human resource and logistical solutions based on the curriculum/certifications required by the industry. This program allows each player to work within their strengths; industry defines the need and curriculum/certification requirements while education develops and delivers the training.

Lessons Learned
People within industry may want to help make a difference in education but do not know how to get involved or assume the need is always financial. Educators are not well versed on the needs of industry and therefore can not meet those needs through curriculum. When you bring all the right players to the table and they can all see how the puzzle goes together, unique solutions are able to be created through teamwork and public/private resource.

Scalability
This strategy is scalable and can be applied to all major industry sectors. NCWorks can extend the bounds of Align4NCWorks and exercise the reach of the North Carolina Business Committee for Education (NCBCE), the NCCCS and other existing entities to connect with all national industry skills certification organizations. NCWorks can partner with those that have had significant technology changes resulting in skill gaps in their fields. Then industry and educators can take immediate action to develop programs on those industries that have already clearly defined their skill gaps, and simultaneously facilitate deeper review of those industry sectors that have not clearly defined their skill gaps and training needs for future projects.

RESOURCES

Workforce Learning Summit Presenters
Paul Gage, I-CAR Director, Fayetteville Technical Community College
Steve Mc Glothlin, Vice President of Business Development, Gerber Collision and Glass

For Further Information
Paul Gage, I-CAR Director, Fayetteville Technical Community College
Email: gagep@faytechcc.edu
Phone: 910.678.9845