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To: DDG Headquarters and Branches	Category: Program/Promotion
From: Jeff Spitzer, Product Service and Training	Line(s): All

Subject: Expansion of Training Network for ACDelco TSS Participants (TSEP/ASEP)

Description

To help improve the level of support for educational programs provided by both GM and ACDelco, the current ACDelco Technical Service Education Program (TSEP) has recently been combined with the GM Automotive Service Educational Program (ASEP). This change will offer TSS participants additional opportunities to benefit their shops, as well as benefit future technicians.

Effective Date

Immediately

General Information

TSEP was created to support the automotive industry's need for trained technicians. In the constant pursuit to provide superior customer service, technicians who can fix it right the first time, ACDelco recognized that its ultimate success for the future will be determined by quality-trained technicians today. The program was designed to produce well-trained, customer-oriented "entry-level" service technicians for the largest segment of the automotive repair industry, the independent service centers.

TSS participants, working with select community colleges throughout the country, offered a two-year automotive training program, alternating ACDelco college instruction with automotive work experience. This program allowed the students to get real worklife experience and earn money to help offset some of the college cost. In addition, the TSEP graduate received a certificate of completion with the option for an associate degree in Automotive Technology and an opportunity for full-time employment.

These same great benefits are still being offered with ASEP; however, TSS participants will now benefit from:

- The ability to sponsor prospective ASEP students
- An expanded network of training locations—TSS participants can now sponsor students at 68 locations across the U.S.

Continued →

General Information - Continued

ASEP is a two-year associate degree program, which alternates between attending college and automotive work experience at the TSS location in 8-12 week blocks. Curriculum includes automotive courses in all eight ASE areas, specializing in GM product, as well as general academic courses. Upon graduation, the student will receive credit for ACDelco/GM courses.

TSS locations sponsoring a student must agree to pay the student an hourly wage while working at the service center, provide a mentor for the student to work with and provide the student with similar benefits as the other TSS employed technicians.

The goal of ASEP is to offer the youth of today an opportunity for a rich and rewarding career in the automotive field and offer TSS participants the opportunity to do something rewarding for not only the students but also themselves.

More information about this program can be obtained by logging onto www.acdelcotechconnect.com. Simply select the Total Service Support tab, go to Employee Retention and choose ASEP.

If you have a TSS participant that is interested in sponsoring an ASEP student, please have them contact the nearest sponsoring school at 800-828-6860. A listing of school locations is available on the web site.