



2020-2021 SCHOOL CATALOG

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Ma·trix / 'mātriks

noun: **matrix**; plural noun: **matrices**

1. an environment or material in which something develops; a surrounding medium or structure.
2. a specific mold in which something is cast or shaped

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Introduction to MTI

Matrix Trade Institute (MTI) is a post-secondary vocational trade school. The program offerings are 20-week certificate programs based on National Automotive Technical Education Foundation (NATEF)/Automotive Service Excellence (ASE) standards in the following areas: Automotive Maintenance, Light Repair (MLR) and Efficiency, Collision Repair and Refinish Efficiency (CRR), and Service Advisor/Concierge Training (SAC). MTI's unique approach focuses on teaching students the necessary entry-level skills required to be both effective and efficient immediately upon entering the workforce, thus maximizing income potential and opportunity for employment advancement. Job placement assistance will prioritize matching the right students with the right employers to promote long-term success and career growth. Whether prospective students are choosing an initial career path or transitioning careers, MTI will provide the necessary tools, skills and attitude to help students forge their own futures and achieve immediate and lasting success.

State of Ohio Certificate of Registration:

4170002

Location:

MTI is located off I-271 and Chagrin Boulevard, in Beachwood, accessible and central to all Northeast Ohio. Classes are held in over 12,000 square feet of facilities. The classroom, instructional laboratory facility, and student center comprise the educational environment available to students.

Business Office Hours:

Monday - Friday (excluding holidays)
9:00 a.m. to 5:00 p.m.

State Licensure:

Ohio State Board of Career Colleges and Schools – Registration No. 2144

Admissions

Entrance Requirements:

- High School Diploma or GED
- Completion of an on-line application at MatrixTradeInstitute.com
- Personal Interview with an MTI admissions representative
- Completion of a basic mechanical aptitude test at time of interview
- Paid application fee of \$50
- Attendance at admissions open house and hands-on assessment
- Background check upon receipt of application fee

MTI is a selective program. Applicants will be chosen based on the evaluation of their ability to successfully complete the program. Not all applicants will be accepted.

Admissions (continued)

Registration/Orientation:

Registration for classes will be accepted through the week prior to the start of the first class. Orientation will be scheduled during the week prior to the first class of the session. Orientation acquaints students with MTI's policies and standards, services for assisting students, curriculum and grading standards, and assistance with completion of required forms and documents. The following dates are the registration deadlines for each defined term:

- Spring 2020 – April 4, 2020
- Summer 2020 – June 5, 2020
- Fall 2020 – August 28, 2020
- Winter 2020 – October 30, 2020

Special Needs:

MTI's intent is to provide students with equal access to the essential course content and to mitigate any impact of a disability on the student's learning and/or academic performance without compromising course or program integrity. Students with disabilities should educate themselves on the physical job requirements before proceeding with training at MTI.

Refund Policy

If a student is not accepted into the training program, all uniform and book fees paid by the student shall be refunded. Refunds for tuition, books, training material, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1

MTI's MLR and CRR Efficiency programs are conducted in two academic sessions. SAC is conducted in one academic session.

Fees and Tuition Refund Policy If Withdrawal Occurs	MTI will Retain	MTI will Refund
Before the first class and after the 5-day cancellation	\$50 (Application Fee)	100% of Tuition Paid and Fees (except Application Fee)
Before the session is 15% complete	25% of Tuition and all Fees	75% of Tuition Paid
After the session is 15% complete but before the session is 25% complete	50% of Tuition and all Fees	50% of Tuition Paid
After the session is 25% complete but before the session is 40% complete	75% of Tuition and all Fees	25% of Tuition Paid
After the session is 40% complete	100% of Tuition and all Fees	0%

The school shall make the appropriate refund within thirty (30) days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

Refund Policy (continued)

Any student who is expelled from MTI will be notified by certified mail or hand delivered notification (signature required) stating the reason for the expulsion and the effective date. A copy of the notification shall be retained in the student's file. MTI shall send the refund, in accordance with the Ohio Administrative Code referred to above, of any monies collected, minus any applicable fees or monies owed, within thirty (30) calendar days after the:

- (a) Date of cancellation by student of his/her enrollment; or
- (b) Date of termination by MTI of the enrollment of a student; or
- (c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
- (d) Last day of attendance of a student, or whichever is applicable.

Attendance Policy

Student attendance is evaluated by instructors each morning or evening during attendance taking. Due to the intensive nature of MTI's training, excessive student absences will not be tolerated. Attendance is critical, both in individual learning and to potential employers, and MTI expects its students to attend school every day of class. MTI understands that student absences may occur for extenuating circumstances. The following are examples of excused absences and require a phone call or email prior to the designated start time to the appropriate instructor or other designated MTI school official:

- Signed doctor's excuse
- Death in the family
- Documented evidence of family or personal challenges
- Military deployment
- Strict religious observances

Tardy/Early Leave Policy:

Unexcused tardiness and early departures are recorded in fifteen (15) minute increments and are added to the total hours of absence for the course.

Cumulative/Consecutive Absences and Tardiness:

MTI students must maintain an attendance level of 90% or better for each term of the program. In cases where students miss multiple excused days, MTI will attempt to accommodate the student by allowing make-up work in addition to providing a verbal warning concerning lack of attendance. In the event a student is not satisfactorily progressing toward program completion, or has multiple unexcused absences and tardiness, MTI reserves the right to remove the student from the program. Prior to removal, a verbal warning and discussion regarding the student's lack of attendance will be held and documented in the student's file. Should the student be removed from the program, refunds will follow the Refund Policy.

Make-Up Work:

MTI allows students to finish assignments and make-up missed class hours. Missed lab work may require arrangements to be made with an instructor on a case-by-case basis. However, this cannot be guaranteed, therefore attendance is crucial.

Attendance Policy (continued)

Withdrawal/Drop Policy:

Withdrawal occurs when the student gives written notice of withdrawal to the School Director. Notice can be mailed, hand delivered or emailed. The written notice of cancellation, if sent by mail, is effective on the postmark date, properly addressed with prepaid postage. If a refund is due to the student, the Refund Policy will apply. Students may be considered for re-enrollment only after being reviewed by the School Director or designee. Students who re-enroll will be required to use the current catalog's programs, tuition and fees then in effect.

Removal from the Program

Termination:

MTI reserves the right to remove students from the program. Such terminations can be enforced at the discretion of the school for a variety of reasons including unsatisfactory work, lack of attendance or disciplinary issues such as theft, cheating, illegal drug use, or ill-advised behavior. Students who are terminated from the program and whose appeal is denied cannot re-enroll at MTI.

Appeal of Termination:

A student has the right to appeal his/her removal from the program. An appeal must be in writing and fully describe why the student feels the action should be reversed. Appeals must be submitted within five (5) days to the School Director or designee. Appeals received, with complete supporting documentation, will be reviewed by the School within ten (10) days. The student will be notified of the School Director's decision in writing. It is the responsibility of parties to make every effort to resolve their differences between themselves and informally. Students may attempt to resolve their differences informally by consulting the School Director. However, the School Director's decision may not be appealed and shall be final and binding.

Program Descriptions

Automotive Maintenance, Light Repair and Efficiency

Length in weeks:	20
Length in hours:	600
Day Class:	M-F 8:00 a.m. – 1:00 p.m.
Night Class:	M-F 4:00 p.m. – 9:00 p.m.

*****Certificate of Completion awarded to graduating students***

Competencies Expected from this Program:

MTI graduates will enter the automotive repair field with the knowledge and ability to perform the following functions both effectively and efficiently:

- Oil and filter changes
- Brake repairs
- Steering and suspension repairs
- Alignment and tire repairs
- Basic electrical repairs
- Heating, ventilation and air conditioning repairs
- Vehicle fluid services
- Understand pace and efficiency required in today's advanced service facilities
- Vehicle inspections
- Quoting repairs
- Repair order analysis

Equipment Used in this Program:

- | | |
|--|---|
| • Post Hoists | • AC (Air Conditioning) Service station |
| • Alignment Machines | • Tire Changer |
| • Brake Lathe | • Tire Repair Kit |
| • Cooling System Pressure Tester | • Battery Charger |
| • Compression testers | • Battery/Starting/Charging System Tester |
| • Oil pressure tester | • Coolant Hydrometer |
| • Computer Lab with Simulated Trainers | • Oxygen Acetylene Torch |
| • Tire Balancer | • Strut Compressor |
| | • Shop Press |

Entry-Level Job Descriptions:

MTI graduates can expect to excel as entry-level auto technicians and will be able to effectively and efficiently perform all tasks related to MTI's MLR and Efficiency curriculum. This efficiency-based skillset applies to many manufacturing, repair and industrial professions in addition to auto repair shops.

Program Descriptions (continued)

Automotive Maintenance, Light Repair and Efficiency (continued)

Career Opportunities:

After successful completion of this program, MTI graduates will be prepared to excel and meet the growing demand for skilled technicians in the automotive and other trade industries as defined below:

- Automotive Repair Facilities
- Auto Dealerships
- Tune-Up Facilities
- Corporate / In-house repair facilities
- Public Transportation companies/facilities
- Manufacturing companies

Collision Repair and Refinish Efficiency

Length in weeks:	20
Length in hours:	600
Day Class:	M-F 8:00 a.m. – 1:00 p.m.
Night Class:	M-F 4:00 p.m. – 9:00 p.m.

*****Certificate of Completion awarded to graduating students***

Competencies Expected from this Program:

MTI graduates will enter the automotive collision repair field with the knowledge and ability to perform the following functions both effectively and efficiently:

- Damage analysis
- Vehicle disassembly / reassembly
- Repair planning / blue printing
- Basic estimating / parts ordering
- Panel replacement / panel repair
- Metal finishing / body filling and finishing
- Plastic repair / plastic welding
- Mig welding (steel wire, bronze wire, aluminum wire) / cutting and joining panels
- Paint preparation of body panels (steel, aluminum, plastic, composite)
- Paint color matching
- Paint application (primer, sealer, base coat, tri-coat clear coat)
- Spray gun usage and maintenance
- Paint finishing (color sanding, compounding, polishing)
- Final detailing for delivery
- Understanding of the necessary pace and efficiency required in today's advanced collision centers

Program Descriptions (continued)

Collision Repair and Refinish Efficiency (continued)

Equipment Used in this Program:

- Post Hoists
- Drive on Scissor Lifts
- Floor Jacks
- Tire Changer
- Tire Balancer
- Computer Lab with Simulated Trainers
- AC (Air Conditioning) Service station
- Oxygen Acetylene Torch
- Mig Welders (Steel, Bronze, Aluminum)
- Plastic Nitrogen Welder
- DA Sanders / Grinders
- Paint Booth
- Paint Mixing system / Computerized Scale
- Color Camera (Spectrophotometer)
- Spray Guns
- Buffer/Polisher

Entry-Level Job Descriptions:

MTI graduates can expect to excel as entry-level autobody / paint technicians and will be able to effectively and efficiently perform all tasks related to MTI's CRR Efficiency curriculum. This efficiency-based skillset applies to many manufacturing, repair and industrial professions in addition to auto collision repair shops.

Career Opportunities:

After successful completion of this program, MTI graduates will be prepared to excel and meet the growing demand for skilled body and paint technicians in the collision repair and other trade industries as defined below:

- Collision Repair Facilities
- Auto Dealerships
- Automotive Painting Facilities
- Corporate / Fleet In-house repair facilities
- Public Transportation companies/facilities
- Mobile Body and Repair Companies

Service Advisor/Concierge Training

Length in weeks: 5
 Length in hours: 100
 Day Class: M-F 1:00 p.m. – 5:00 p.m.

*****Certificate of Completion awarded to graduating students***

Program Descriptions (continued)

Service Advisor/Concierge Training (continued)

Competencies Expected from this Program:

MTI graduates will enter the automotive service advisor/concierge field with the knowledge and ability to perform the following functions both effectively and efficiently:

- Management structure, roles and functions in a service/maintenance operation. Meeting, greeting and communicating with customers and co-workers
- Assessing customer needs and vehicle service requirements. Time management, gathering info and setting expectations
- Preparing repair orders, both internal and external. Understanding Data Management System (DMS) and proper documentation of Concerns, Causes and Corrections
- Understanding mechanical systems: Engine lubrication, cooling system, filters, fuel and ignition system, batteries, starting and charging systems, belt and fluid systems, steering and suspension systems, tires
- Quoting work using labor guides, parts ordering systems and properly understanding tech diagnosis
- Scheduling and setting accurate customer expectations
- Technician efficiency and detailed communication skills
- Concern resolution, location work
- Video presentation/role playing: Meeting/greeting, vehicle assessment, closing and objection handling, vehicle delivery
- Vehicle delivery and CSI preparation
- Customer Route sheet, Vehicle symptom worksheet
- End of day process and next day preparation

Equipment Used in this Program:

- Autosoft® Dealer Management System
- Mobile phone camera video
- Standard vehicle maintenance components- demonstration only (ie. engine oil, filters, brake, steering, tire, alignment machines, fluid transfer equipment, belts, hoses etc.)

Entry-Level Job Descriptions:

MTI graduates can expect to excel as a service advisor for a repair facility. The service advisor position is the key component in communicating with customers. MTI's curriculum is designed to prepare potential advisors to manage and perform the daily tasks of scheduling, quoting repairs, communicating with technicians and customers, and operating a dealer management system. These skills will be complemented with a technical understanding of vehicle operations and repair methods.

Program Descriptions (continued)

Service Advisor/Concierge Training (continued)

Career Opportunities:

After successful completion of this program, MTI graduates will be prepared to meet the growing demand for knowledgeable advisors in the automotive repair industry as defined below:

- Automotive dealerships
- Truck dealerships
- Fleet service centers
- Independent service centers
- Corporate/In-house repair facilities
- Tire and repair centers

Grading Policy

Classroom/Hands-on Training:

MTI students must successfully complete required course work that tests their knowledge of each individual classroom course in the curriculum. Once students have completed the classroom theory and fundamental coursework in each module, they will then proceed to the hands-on application of each course in the lab. Each task will be visually assessed by an instructor who is a subject matter expert. Students are assessed using pass-fail methodology. Students will not be permitted to move onto hands-on training unless they have passed the classroom/online portion of the subject matter.

Scoring and Tracking:

- ***Subject Matter Theory*** - Retention and completion of all classroom theory and exercises will be tracked using Electude® automotive e-learning solutions that allows instructors to assign, create, manage and grade exercises, lessons and tasks. Students can complete assignments from any location on almost any online device. In order to earn a passing grade on the classroom/theory portion of each module, a student must achieve a minimum score of 70%, which is tracked and recorded within Electude®.
- ***Hands-on Training*** - Students will be required to complete all assigned hands-on tasks and be visually assessed by instructor subject matter experts. The following grading scale will be used to assess competency of the hands-on training.
 - Skilled - Can perform the job independently without assistance
 - Adequate - Limited supervision or assistance may be required
 - Limited - Additional repetition and experience required to develop skill
 - Students must achieve the "Skilled" level in order to pass the hands-on portion of each module.

Grading Policy (continued)

Unsatisfactory Progress Probationary Period:

After the third (3rd) week in Session 1 of the program, students who have not demonstrated the required work, attitude or basic proficiency required to successfully complete the program will be placed on a one (1) week probationary period, which runs through week four (4). If students have not shown progress by this time they will be removed from the program for unsatisfactory progress. Applicable fees will be refunded per the Tuition Refund Policy.

Re-entrance for Students Dismissed for Unsatisfactory Progress:

Students dismissed for unsatisfactory progress may reapply for subsequent terms but are not guaranteed re-admittance into the program.

Course Descriptions

Automotive Maintenance, Light Repair and Efficiency

MTI-101 Introduction to Shop Safety, Tools and Equipment:

45 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will begin with shop safety practices and procedures. MTI students will learn about personal protection equipment, clothing, evacuation routes and fire extinguishers. They will have a profound understanding of shop cleanliness and the impact it will have on their work environment and productivity. We will continue our discussion identifying tools and equipment and their maintenance and safety precautions and selecting the right tool for the job.

MTI-102 Electrical and Electronic System Technology:

122 Clock Hours (Electronic Learning/Lecture/Shop Training)

Fundamentals of Electrical Lab will be used to teach proper wiring repair, soldering and system diagnosis. Vehicles will be “bugged” with faults for a student to apply those skills in live-shop simulation.

- Basic electrical theory
- Electrical measurement
- Circuits: Ohm’s and Watt’s Laws
- Electrical troubleshooting
- Battery, Starting and Charging systems
- Lighting and Safety systems
- Electronic Components

Prerequisite: MTI-101

Course Descriptions (continued)

Automotive Maintenance, Light Repair and Efficiency (continued)

MTI-103 Engine Performance and Repair:

124 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will outline basic engine mechanical operation and performance overview. We will discuss engine lubrication, cooling and intake/exhaust systems, engine leak detection and repair.

- General engine/mechanical
- Cylinder head and valve train
- Lubrication and cooling
- General maintenance

Prerequisite: MTI-101, MTI-102

MTI-104 Steering and Suspension:

97 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will identify proper inspection and evaluation of a vehicle's tires, steering system, and suspension. Students will perform tire repairs and replacements, alignments and steering/suspension component replacement. Also included will be best road-test practices and their importance.

- Wheels and tires
- Suspension
- Steering systems and wheel alignment

Prerequisite: MTI-101, MTI-102, MTI-103

MTI-105 Brake System Technology:

77 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course teaches principles and procedures to perform repairs on vehicle braking systems. Training will include proper use of brake lathes and related equipment by performing brake services on actual in-service vehicles.

- Brake theory
- Hydraulic and power assist
- Disc and Drum brakes
- Antilock brakes, Traction Control and Stability Control Theory

Prerequisite: MTI-101, MTI-102, MTI-103, MTI-104

MTI-106 HVAC Technology:

57 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will cover the basic principles of heating, ventilation and air conditioning (AC). Students will measure temperatures, identify airflow restrictions and service cabin filter systems. Students will be introduced to the climate controls and their related components and services.

- R-134 A Safety, evac and recharge

Prerequisite: MTI-101

Course Descriptions (continued)

Automotive Maintenance, Light Repair and Efficiency (continued)

MTI-107 Automatic and Manual Transmission and Transaxle:

78 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course teaches the principles of operation for automatic and manual transmissions and component overview.

- Auto and manual transmission theory
- Clutch, drive shaft and universal joint theory
- Differential theory
- Maintenance
- Fluid exchange

Prerequisite: MTI-101

Collision Repair and Refinish Efficiency

MTI-201 Introduction to Shop Safety, Tools and Equipment:

13 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will begin with shop safety practices and procedures. MTI students will learn about personal protection equipment, clothing, evacuation routes and fire extinguishers. They will have a profound understanding of shop cleanliness and the impact it will have on their work environment and productivity. We will continue our discussion identifying tools and equipment and their maintenance and safety precautions and selecting the right tool for the job.

MTI-202 Damage Analysis:

57 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will outline basic non-structural damage analysis. We will discuss gathering of information about the direction and impact of the damage up front, as well as the complete disassembly, organization of and marking of all damaged components.

- Positioning vehicle for damage analysis
- Determination of impact point, direction and severity
- Visual inspection and measuring of suspension and steering components
- Complete disassembly of all damaged parts

Prerequisite: MTI-201

Course Descriptions (continued)

Collision Repair and Refinish Efficiency (continued)

MTI-203 Estimating, Vehicle Construction and Parts Identification, Customer Relations and Sales Skills:
39 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course focuses on the estimate process including identifying components to be repaired, parts identification and sourcing along with computerized estimate creation. We will also help develop customer communications skills including good explanations about the estimate contents and claims handling process.

- Identification of necessary parts for repair
- Accurate documentation of damages including photos
- Accurate parts selection and estimate writing
- Conveying easily understandable explanation of repair needs and process for customers

Prerequisite: MTI-201, MTI-202

MTI-204 Non-Structural Analysis and Damage Repair:
206 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course will train students to review damage reports or estimates to help create an accurate repair plan. After a vehicle has been cleaned, a complete tear down (disassembly) of the vehicle's damaged components and structurally damaged areas is done. Parts are labeled and organized for storage. Metal finishing and filler finishing is completed on parts to be repaired. Plastic and composite parts to be repaired are finished for paint.

- Complete vehicle damage tear down and organization
- Parts organization for repairable vs replace
- Metal repairs and filler finishing
- Plastic and composite repairs and finishing

Prerequisite: MTI-201, MTI-202, MTI-203

MTI-205 Welding, Cutting and Joining:
69 Clock Hours (Electronic Learning/Lecture/Shop Training)

This course teaches proper mig welding of various substrates including steel, aluminum and plastic. Wire types taught include steel, silicon bronze and aluminum. Nitrogen plastic welding is also taught. Proper sectioning techniques include joints such as lap, sleeve and butt. Proper wire selection, heat, speed and gun angle are explained as well as trouble shooting and correction of common mig welding issues.

- Steel mig welding – lap joints, sleeve joints and butt joints
- Silicon bronze – low heat seam welding for thin gauge and high strength steels
- Aluminum welding of structural components and panel cracks
- Plastic identification and welding techniques for bumpers and other plastic components

Prerequisite: MTI-201, MTI-202, MTI-203, MTI-204

Course Descriptions (continued)

Collision Repair and Refinish Efficiency (continued)

MTI-206 Painting and Refinishing – Surface Preparation, Spray Gun and Related Equipment Operation:
68 Clock Hours (Electronic Learning/Lecture/Shop Training)

These first of two sections teach the critical paint preparation process starting with pre-washing the vehicle, followed by cleaning again with solvent cleaners such wax and grease removers or water base/alcohol specialty cleaners. Proper sanding of various types of refinish repairs are taught including complete panel, partial panel and color blend panels. Special prep techniques for plastics and composites are covered. Efficient clean masking techniques are taught to ensure speed and finish quality. Spray gun handling and maintenance are covered in this section along with basic paint booth operation and function.

- Proper pre-cleaning process for successful paint prep
- Efficient masking techniques – Plastic sheeting, foam door gap tape, reverse/roll tape method, spray mask
- Specific sanding techniques and process for all refinish job types and substrates
- Spray gun operation and proper maintenance for productivity
- Paint booth basic cycles, operations and required maintenance

Prerequisite: MTI-201

MTI-206A Painting and Refinishing – Paint Mixing, Matching and Applying, Paint Defects Causes and Cures, Final Detail:

128 Clock Hours (Electronic Learning/Lecture/Shop Training)

The second paint section includes the complete process of accurate color code identification followed using the best selection tools available to select and mix the preliminary color for match verification. Our process teaches the application of basic color theory and tinting techniques used in conjunction with color spray out test panels which are compared to panels being color matched. This section includes training of all necessary spray application techniques such as primer application, sealer, base coat, tri-coat mid coat, color blending and clear coat. A complete description of paint defects and the causes/fixes are covered. The final detail process is covered in depth including color sanding of clear coat to remove defects, compounding and polishing. Final detail and vehicle clean up delivery prepare the final steps in the painting and refinishing section.

- Color code identification and color tool usage for preliminary color selection using color theory
- Spray out color verification and tinting process
- Complete application techniques by stage
- Common paint defect descriptions, causes and cures
- Final paint/clear coat defect removal, compounding/polishing
- Final detail / vehicle delivery prep process

Prerequisite: MTI-201, MTI 206

Course Descriptions (continued)

Collision Repair and Refinish Efficiency (continued)

MTI-207 “M-TIME” (Matrix Trade Institute Measures Efficiency) Training and Testing:

20 Clock Hours (Timed Efficiency Training)

This advanced portion of MTI’s curriculum introduces the necessary techniques essential in maximizing earning potential and sustaining a lucrative and successful career. This is MTI’s “secret sauce”. Time is money in the repair industry. “M-TIME” will be immersed within all program courses. However, during the final weeks of the program, students will practice and refine their efficiency skills against the clock in a competitive environment in which repair times will be measured. Students will learn proficiencies in:

- Efficiency techniques and goal setting strategies
- Accurate repair blueprint creation, estimate reading and interpretation
- Repair plan creation and implementation
- Parts and materials organization
- Communication skills

Service Advisor/Concierge Training

MTI-301 Service Advisor / Concierge Training:

100 Clock Hours (Lecture/Shop Training)

This course begins by covering the service lane process of meeting, greeting and communicating effectively with service customers. The training provides a detailed explanation of mechanical systems on today’s vehicles. The systems and components include; engine lubrication, cooling system, filters, fuel and ignition, battery, starting, charging, drive belt, transmission, brake, power steering, windshield washer and wiper blades, steering and suspension, tires, alignment, exhaust, differential and axles. The knowledge gained through role playing exercises, helps establish technician communications and create a more accurate assessment of repairs. The advanced portion of this curriculum will introduce the Matrix Trade Institute Measures Efficiency training (“M-TIME”). This portion of MTI’s curriculum includes the necessary techniques essential in maximizing earning potential and sustaining a lucrative and successful career. Students will gain:

- Strong basic automotive technical understanding
- Proper use of data management system to quote, schedule and close repair orders
- Excellent customer communication skills
- Ability to set accurate customer expectations
- Efficient and detailed Technician communication skills
- Use of technology to aid in communication, sales and customer service

Course Descriptions (continued)

Transferability of Credits:

The transferability of credits earned at MTI is at the complete discretion of an institution to which a student may seek to transfer. Acceptance of the certificate earned at MTI is also at the discretion of the institution to which a student may seek to transfer.

Prospective students seeking to enroll in MTI with previous related education and/or work experience must consult with the Director of Admissions to determine if the related education or work experience can be applied towards MTI's certificate programs.

Program Costs

Tuition and Fees:

	<u>Automotive Maintenance, Light Repair and Efficiency</u>	<u>Collision Repair and Refinish Efficiency</u>	<u>Service Advisor / Concierge Training</u>
<u>Fees</u>			
Application Fee	\$ 50.00	\$ 50.00	\$ 50.00
Learning Materials	250.00	250.00	250.00
Uniforms	200.00	200.00	-
Total Fees	500.00	500.00	300.00
<u>Tuition</u>			
Session 1 Tuition	8,000.00	8,000.00	9,000.00
Session 2 Tuition	8,000.00	8,000.00	-
Total Tuition	16,000.00	16,000.00	9,000.00
<u>Total Program Cost</u>	\$ 16,500.00	\$ 16,500.00	\$ 9,300.00

All Fees are due prior to the start of Session 1. Tuition for each Session is due and payable prior to the start of classes for each Session.

Tuition and fee charges are subject to change at the discretion of MTI. Any tuition or fee increases will become effective for the school term following student notification of the increase.

Learning Materials:

The cost of all course material, including online training access and certification testing, is included in the learning materials fees.

Electronic equipment may be borrowed for a period of up to twenty (20) weeks. All electronic equipment is to be returned on the last day of class. Any student who signs out an electronic device is fully responsible for that device if lost, stolen, or damaged. All devices will be assessed upon return to ensure they are in good working order. Those who fail to return a working power/supply/charging unit will have a fee of \$50 added to their tuition balance. Those who fail to return a working Chromebook will have a fee of \$215 added to their tuition balance.

Program Costs (continued)

Tools and Equipment:

As part of MTI's commitment to our students' strong foundation and initial career placement, each MLR and CRR Efficiency graduate will receive a starter tool set at the time of graduation. Students who do not successfully complete the programs will not be able to keep the tool kits. The tool kits may not be modified or traded in for its cash value. Candidates for graduation must have a zero-tuition balance and be in good academic and attendance standing with MTI, unless otherwise determined by the School Director. Any theft or intentional destruction of school property will be prosecuted immediately and shall result in immediate removal from the program.

Collection on Delinquent Accounts:

Students who withdraw or are suspended/terminated with tuition or other fees due to MTI are requested to immediately arrange payment at the time of withdrawal. MTI will attempt to secure payment within one month. Should the amount due remain unpaid for a period of thirty (30) days after the student leaves MTI, the account may be submitted to a collection agency. Any collection agency fees will be the responsibility of the student. In the event of a disputed account, both the student and MTI agree to use binding arbitration and the final decision will be made by the sole arbitrator.

Acceptable Forms of Payment:

MTI accepts payments in the form of cash, money order, personal check, debit and credit card (Visa, MasterCard and American Express) for its services.

Check Policy:

In the event a student submits a check that is returned by the bank, MTI will charge a \$35.00 service charge in addition to seeking immediate payment of the original amount in either cash or certified check.

Graduation Requirements

All MTI students must meet the following standards of academic achievement and successful course completion. For success in their chosen career, the school places equal emphasis on both grades and a student's attendance in the classroom and hands-on lab environment. Each student enrolled at MTI must:

- Pass each course of instruction both in the classroom and lab.
- Maintain an attendance level of 90% or better for each session of the program.

Students meeting both the minimum requirements for Grades and Attendance, as determined at the end of each module by the instructor, will be making satisfactory academic progress and be eligible for graduation providing all required coursework is completed on time and the student is in good financial standing with MTI.

Academic Standards

Maximum Class Size:

Class size is limited to provide adequate personal instruction in both classroom and lab and to allow access to special tools and equipment. The maximum student-to-teacher ratio is 12:1 for each program. If any class exceeds twelve (12) students, MTI will provide an additional instructor so that the maximum stated 12:1 student-to-teacher ratio is maintained.

Dress Code:

MTI maintains a professional dress code for all students for reasons of safety as well as meeting industry standards for professionalism. To best prepare students for the industry, the following standards apply:

- All students must wear approved apparel provided or sold by MTI
- Shirts must be kept clean, mended and tucked in
- All “hoodies” (i.e., hooded jackets / garments) are prohibited unless specifically allowed otherwise by MTI
- Unless a student is wearing an MTI uniform sweater or a jacket front zippered or buttoned, an MTI T-shirt or MTI button down shirt with collar must be the outermost layer of garment
- Black work pants are to be clean and without holes of any kind
- Pants are to be worn at the waistline and supported with a black belt (sagging pants are not allowed on campus)
- No pants frayed in the cuff are allowed on campus (pants cannot drag on the ground and should fit neatly over boots)
- Black belts must be worn with the MTI uniform (designer belts with studs or beads are not allowed)
- Multicolored pants, cut-offs, shorts, jogging clothes, military clothes, bib overalls, baggy clothing or clothing with large, extended pockets are not permitted while attending class and lab
- Male students must be clean-shaven or keep beards and mustaches neatly trimmed
- Only baseball type caps featuring an MTI logo, or an MTI approved sponsor/partner are permitted and must be worn with the bill facing forward while on campus (do-rags, bandanas, visors, skullcaps or pantyhose-type caps are prohibited)
- During winter months, a knit skull cap featuring an MTI logo or MTI approved sponsor/partner may be worn when lab area temperatures fall consistently below 70 degrees
- Students must wear black leather work shoes or boots (preferably steel-toed) of a traditional work boot/shoe style; work shoes or boots must be tightly laced and tongue-in
- Determination and compliance with the dress code policy is at the sole discretion of MTI management.

Rules of Conduct:

Students enrolled at MTI are expected to behave in a professional manner that shows respect for instructors and colleagues. Students are expected to complete and submit all in-class and homework assignments in a timely fashion. Students may be dismissed for disruptive behavior, insubordination, violation of safety rules, or any behavior that impedes the education or safety of other students. Examples of disruptive behavior include, but are not limited to, cheating, aggression towards other students/instructors/staff, vulgar language, theft and destruction of school property. Any use of drugs, narcotics or other controlled substances or any evidence of intoxication during school hours is seen as grounds for dismissal. Drinking, or illegal use of drugs on or off campus, may result in suspension or termination. Illegal conduct off campus could also result in suspension or termination.

Academic Standards (continued)

Illegal Drugs/Alcohol:

MTI supports a Drug/Alcohol Free Environment and will not allow the unlawful possession, use, or distribution of illicit drugs and alcohol on its property, or as a part of its officially sponsored off-campus activities. Violation will result in MTI taking appropriate action, which could include termination.

Weapons Policy:

Weapons of any kind, whether carried open or concealed, shall not be allowed on any MTI property or at any MTI sponsored event. This is regardless of the student having a federal or state weapons permit.

Mace or pepper spray is allowable under the policy but may not be used or possessed in such a way that violates this or other MTI policies.

Any member of the campus community who observes an individual possessing, transferring, selling or using a weapon, and who reasonably believes that the individual has not been specifically authorized by MTI has an obligation to report immediately to the Director of Campus Operations.

Weapons Policy Exemptions:

Law Enforcement - This policy does not apply to law enforcement personnel or peace officers who are carrying the weapon in performance of their duties.

Props – Due to the risk of being identified as a real weapon, any item which looks like a weapon in appearance and is utilized for any purpose on any MTI property must be reported and approved by the Director of Campus Operations prior to being used for any activity.

Individuals seeking an exception must submit in advance a written request to the Director of Campus Operations. The written request will be reviewed with appropriate staff members and the Director of Campus Operations will respond to the request in writing.

Nondiscrimination Policy:

Admission to, employment by, and promotion within MTI is based on merit, and there is to be no discrimination by race, color, creed, religion, sex, or national origin except under special circumstances where sex, age, medical condition or handicap constitutes either an occupational limitation or a limitation in participation in the program offered. This non-discrimination policy extends to all educational policies, admission policies and other School policies.

Career Placement

While MTI cannot guarantee job placement, salary, title or position to a student, they will assist their new graduates in finding related jobs and entry-level employment in the students' chosen industries by:

- Developing and maintaining employer contacts
- Collecting and reporting placement and salary statistics
- Providing job search training
- Providing resume preparation instruction, review and assistance
- Posting job postings at MTI
- Providing job counseling for students by appointment
- Providing mentoring programs
- Arranging on-campus employer recruitment
- Providing internship opportunities where available

Employment Verification:

MTI reserves the right to verify employment of its graduates and gather the following information: Graduate's job title, job duties, salary, skills required, employment start and termination date if applicable, and determine if the graduate is working in the field related to his/her program of study.

Complaint or Grievance Procedure

All student complaints should be first directed to the school personnel involved via email. If no resolution is imminent, or a student is uncomfortable approaching the school personnel involved, a written complaint shall be submitted via email to the Director of the school. Complaints will receive a response via email within seven (7) business days. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student has the right to file a complaint with the Ohio State Board of Career Colleges and Schools. Students must contact the state board for further details. All grievances to the Ohio State Board of Career Colleges and Schools shall be submitted directly to:

Ohio State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

(614) 466-2752

(614) 466-2219 FAX

(877) 275-4219 Toll Free



2020 ACADEMIC CALENDAR

Orientation Dates**
 Class Start Dates**

ORIENTATION DATES		
MLR	CRR	SAC
4/29	7/8	7/15
7/1	9/23	8/26
9/23	11/18	10/7
11/18		11/11

START DATES		
MLR	CRR	SAC
5/4	7/13	7/20
7/6	9/28	8/31
9/28	11/30	10/12
11/30		11/16

HOLIDAYS

Observed by MTI staff and students on these days. Holidays shown in **bold**.

New Year's Day	1/1
MLK Day	1/20
Memorial Day	5/25
Independence Day	7/3
Labor Day	9/7
Thanksgiving Break	11/26 -11/27
Christmas Break	12/24 - 12/25
New Year's Eve	12/31

**Class Start Dates are subject to change or cancellation at the discretion of the Campus Director

JANUARY 2020						
S	M	T	W	R	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2020						
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16	17	18	19	20	21	22
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MARCH 2020						
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APRIL 2020						
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MAY 2020						
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31						

JUNE 2020						
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JULY 2020						
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AUGUST 2020						
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SEPTEMBER 2020						
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OCTOBER 2020						
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NOVEMBER 2020						
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DECEMBER 2020						
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20	21	22	23	24	25	26
27	28	29	30	31		



2021 ACADEMIC CALENDAR

Orientation Dates**
 Class Start Dates**

ORIENTATION DATES

MLR	CRR	SAC
2/24	2/24	1/6
4/21	4/21	2/17
7/21	7/21	3/31
9/15	9/15	5/12
		6/23
		8/4
		9/22
		11/10

START DATES

MLR	CRR	SAC
3/1	3/1	1/11
4/26	4/26	2/22
7/26	7/26	4/5
9/20	9/20	5/17
		6/28
		8/9
		10/4
		11/15

HOLIDAYS

Observed by MTI staff and students on these days. Holidays shown in **bold**.

New Year's Day	1/1
MLK Day	1/18
Memorial Day	5/31
Independence Day	7/5
Labor Day	9/6
Thanksgiving Break	11/25 -11/26
Christmas Eve	12/24
New Year's Eve	12/31

**Class Start Dates are subject to change or cancellation at the discretion of the Campus Director

JANUARY 2021

S	M	T	W	R	F	S
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31						

FEBRUARY 2021

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21	22	23	24	25	26	27
28						

MARCH 2021

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APRIL 2021

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MAY 2021

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JUNE 2021

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JULY 2021

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AUGUST 2021

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29	30	31				

SEPTEMBER 2021

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OCTOBER 2021

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31						

NOVEMBER 2021

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DECEMBER 2021

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Faculty and Staff

Dustin M. Peugeot, Co-Founder

Dustin has 24 years of experience working with some of the top automotive manufacturers and dealers in the United States in Detroit, Chicago, Indianapolis and Cleveland. Upon graduation with a degree in journalism from the University of Alabama, he rose to the level of Senior Partner with one of world's largest automotive marketing firms. From there, he transitioned to the retail side of the automotive business and escalated from a Director of Marketing position, through Sales Management, General Management and then to C-Level Management in charge of Personnel and Operations for over 500 employees and eight franchises. Dustin's perspective and experience in recruiting, educating and training employees is ingrained in MTI's mission to produce effective, efficient job-ready graduates, and has been the core of his success at every level. He has a unique understanding of what is necessary to succeed in any industry and is passionate about identifying and developing talent at all levels. He is recognized as a driven leader specializing in recruiting, team building, organizational development and efficiency with a proven ability to impact business in a positive way. In an industry where new technology and constant change capture the headlines, Dustin's focus remains fixed on the core philosophy that people make the difference, thus his transition into the education/training field. MTI provides an opportunity to help fill the country's growing trade-skills gap by recruiting and training the next generation of efficient technicians who are so heavily demanded in industry today. He has served on the Board of Directors for the Northeast Ohio Ford Dealers Association, a member of the Greater Cleveland Automotive Dealers Association and is a current Board of Directors Member for the Cleveland Boys and Girls Club. Dustin's experience and network provide a unique advantage for MTI students by giving them opportunities to work for the industry's best employers upon graduation.

Richard A. Blum, Co-Founder

Rick brings 25 years of invaluable experience and success in every single facet of the automotive service operations and repair industry. His resume is THE model for opportunity and advancement achievable for an automotive technician. Having excelled at every interval of his career, and a product of a vocational trade school education himself, Rick has performed at the highest level for the industry's top brands including Firestone, Buick, GMC, Toyota, Chevrolet and Ford. His efficiency formula has made him a top producer as a technician, Master technician, GM Certified technician, Service Manager and Service Director. Rick's unique ability to identify efficiencies, passion for improving processes and sharing his knowledge catapulted him into management where he consistently improved the productivity of every entry-level and veteran technician under his supervision. Rick's winning perspective on recruiting, training and time management are the core fundamentals of MTI's curriculum and are the formula for achieving maximum earning potential as a technician. His advancement through each level of automotive repair and management offer MTI student's perspective beyond the traditional scope for those who aspire to it. His trademarked M-TIME efficiency formula is proven to make technicians, both in the automotive field and beyond, more effective, which leads to earning more on an hourly, daily, annual and career basis.

Faculty and Staff (continued)

Tracy Macek, Director of Campus Operations

Tracy is a hands-on leader committed to developing, mentoring, and coaching students and staff in both personal and professional endeavors. She has 25 years of marketing and leadership practice with over 10 years in Higher Education. Her passion centers on a student first philosophy to ensure individuals can leverage education and training to enhance their lives. She understands the needs of students in both the online and classroom settings, having been both student and faculty. During her seven years of college instruction, she was recognized for outstanding performance in the classroom based on Student End of Course Surveys. She brings this dedication to MTI as the Director of Campus Operations. In today's economy, seven out of ten jobs are in the technical trades with the demand for entry level technicians exceeding current supply. Tracy understands this demand and has experience working in the trade school setting ensuring career development and placement opportunities. Her and her husband also own a local welding and fabrication shop and have done work for Ford and General Motors. This experience enhances her dedication to an industry with growing demand that can be met through education and training.

William Whitman, Director of Admissions

For nearly 20 years, Bill Whitman has dedicated his life to helping others achieve their dreams by helping them pursue post-secondary education opportunities from small privately-owned schools to the largest institutions in the industry. From Baran Institute of Technology, Universal Technical Institute, and Ohio Technical College, his experience ranges from being an Admissions Representative, to Assistant Director of Admissions and Director of Training for new Admissions Representatives. Bill's motto: "If you help enough people reach their goals, you'll reach your own goals naturally." This type of servant leadership is evident every day in the energy and enthusiasm he brings to everything he does and his total focus of always doing what is in the best interest of the student. As the Director of Admissions, Bill cites Matrix Trade Institute's "learn to earn" philosophy, employer partnerships, accelerated hands-on efficiency training with tools in a textbook-free environment as the disruption he knew the industry needed and is excited to be a part of. Bill looks forward to many years of continued employment-based career outcomes for the students and families he represents daily.