



AKZONOBEL TRAINING PROSPECTUS 2009





TRAINING DATES 2009

Course	Date of Course
START TO FINISH	February 23 rd 24 th 25 th June 22 nd 23 rd 24 th September 15 th 16 th 17 th October 26 th 27 th 28 th
PERFECT BLEND PARTS I & II	February 2 nd 3 rd 4 th 5 th May 11 th 12 th 13 th 14 th October 12 th 13 th 14 th 15 th
PERFECT BLEND PART III	November 23 rd 24 th
PROBLEM PREVENTION	April 20 th 21 st November 16 th 17 th
RAPID REPAIR	June 1 st 2 nd December 7 th 8 th
PAINTING PLASTIC	November 9 th 10 th
COLOUR PART I & II	March 16 th 17 th 18 th June 8 th 9 th 10 th October 5 th 6 th 7 th
ATA Assessment Technician\Senior	January 12 th 13 th February 12 th 13 th 26 th 27 th March 19 th 20 th 30 th 31 st April 23 rd 24 th May 19 th 20 th June 4 th 5 th 25 th 26 th July 13 th 14 th 28 th 29 th August 11 th 12 th September 22 nd 23 rd October 8 th 9 th 29 th 30 th November 5 th 6 th 26 th 27 th December 10 th 11 th 21 st 22 nd



TRAINING COSTS 2009

(Prices are exclusive of VAT)

FOUR DAY COURSE PLAN	COST
Perfect Blend (Parts I & II)	£714
Colour Course	£714

THREE DAY COURSE PLAN	COST
Start To Finish	£548

TWO DAY COURSE PLAN	COST
Problem Prevention	£375
Perfect Blend (Part III)	£375
Rapid Repair	£375
Painting Plastic	£375
QRS	£375

ATA	£325
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All prices exclude VAT





VENUE

**Akzo Nobel Coatings Ltd
136 Milton Park
Abingdon
Oxfordshire
OX14 4SB
Tel: 01235 442 156
Fax: 01235 442 160**

Contact

Lyndsey Shaw - UK Technical Training Administrator

ACCOMMODATION

Please find below a list of local hotels with varying prices to suit all budgets:

Four Pillars Hotel	01235 553 456
Milton Hill House Hotel	01235 825 717
Greensands/ Mather House B&B	01235 833 338
The Premier Inn, Abingdon	08701 977 014

***Please note that all hotel booking and costs are the responsibility of the delegate.**





START TO FINISH

Course Description:

The teaching modules and methods, used during this course will be, slides, video and products presentation, they will be combined with hands-on sessions. Delegates will be able at the end of the course to evaluate the total repair system.

Course Objectives:

At the end of this course, delegates will be able to:

- ◆ Identify the most efficient and effective sanding system to meet the highest standards.
- ◆ Explain the need to have different primer systems.
- ◆ Describe the features of Akzo Nobel primer and fillers.
- ◆ Meet warranty systems according to motor manufacturers.

Modules contained in this Course:

- ◆ Introduction to the Akzo Nobel Organisation
- ◆ Recognition of substrates
- ◆ Degreasing
- ◆ Sensible sanding systems
- ◆ Polyester body filler
- ◆ Primers
- ◆ Fillers
- ◆ System for galvanised
- ◆ Topcoat (AUTOCRYL PLUS LV – AUTOWAVE MM/Clear)
- ◆ Health & Safety

Delegate Profile:

For all sprayers, foremen, bodyshop managers, wholesalers and representatives.

Duration:	Three Days
Number of Delegates:	Six
Course Code:	S.T.F.

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for relevant NVQ.





PROBLEM PREVENTION

Course Objectives:

Participants learn to identify areas where specific application errors can occur, and how to prevent these potential errors, thus minimising costly re-works and increasing both the short term and long term customer satisfaction.

Modules contained in the Course:

- ◆ O.E. and refinish systems on cars
- ◆ Background on application of paint systems
- ◆ Risks during the repair process
- ◆ Explanation of application errors
- ◆ Analysing causes of the errors
- ◆ In-depth analysis of the four most problematic areas experienced in the UK

Delegate Profile:

Bodyshop managers, car sprayers and preppers experienced with Akzo Nobel Car Refinish products.

Duration: Two Days
Number of Delegates: Six
Course Code: P.P.

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





PERFECT BLEND PARTS I & II

Course Description:

This course is divided into an AUTOCRYL PLUS LV session (2 days) and the AUTOWAVE MM /Clear session (2 days). In both sessions there is an equal balance of theory and practical work using presentations, discussions and hands-on sessions to ensure delegates achieve their goal.

Course Objectives:

At the end of this course delegates will be able to:

- ◆ Understand the technical details of AUTOCRYL PLUS LV and AUTOWAVE MM and Clearcoat
- ◆ Carry out procedures to produce a successful fade out/spot repair in AUTOWAVE MM - metallic/mica/solid colours.
- ◆ Carry out procedures to produce a successful fade out/spot repair in AUTOCRYL PLUS LV and Clearcoats.

Modules contained in this Course:

Part One (2 days)	Part Two (2 days)
<ul style="list-style-type: none">◆ Recognition of substrates◆ Sensible sanding systems◆ Degreasing◆ AUTOCRYL PLUS LV◆ Hardeners, Thinners and Additives◆ Fade out technique◆ Polishing◆ Plastic parts (option)◆ Equipment (HVLP)	<ul style="list-style-type: none">◆ Review part one◆ AUTOWAVE MM (metallic/solid/mica)◆ Clearcoats◆ Polishing◆ Plastic parts (option)◆ Equipment (HVLP)

Delegate Profile:

Car sprayers with a basic knowledge of Akzo Nobel products but who need to perfect their fade out techniques.

Duration: Four Days (2 x 2 Days)

Number of Delegates: Six

Course Code: P.B.

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





PERFECT BLEND PART III

(Specialist Finishes)

Course Description:

This course combines an equal balance of theory and practical sessions. During the course delegates will have the opportunity to raise any specific concerns they have regarding the subjects covered.

Course Objectives:

At the end of this course delegates will be able to:

- ◆ Explain the difference between two stage and three stage pearl finishes.
- ◆ Describe the correct method for applying three stage pearl and/or tinted Clearcoat solid systems.
- ◆ State the reason why a specific method is used for repairing these specialist finishes.
- ◆ Illustrate the way to achieve the correct colour match when repairing specialist finishes.
- ◆ Successfully undertake the repair of a three stage pearl and/or tinted Clearcoat system by using the three-stage method.

Modules contained in this Course:

- ◆ Pearls Coats/Tinted Clears

Delegates Profile:

- ◆ Experienced sprayers with a sound knowledge of Akzo Nobel products and systems.
- ◆ Have successfully attended the Perfect Blend Parts I and II course.

Duration: Two Days
Number of Delegates: Six
Course Code: S.F.

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





COLOUR COURSE

Goals of this Course:

Delegates learn to achieve a perfect colour match between the original car colour and the repair, using a minimum of time and materials.

Course Description:

During this course it will become evident that analysing the nature of a colour difference is essential in order to achieve a perfect match. By knowing how to analyse, and knowing the characteristics of our mixing colours, one is able to tint a colour within a minimum amount of time. In the practical part of the course, this theory is put into practice, as well as the application techniques that may influence colour accuracy.

Practice is in general, the best way to exercise what has been taught. Therefore the course is divided into two sessions, Part One for solid colours and Part Two for metallic colours.

Modules contained within this Course:

- ◆ Theory on vision and colour
- ◆ Colour accuracy
- ◆ Mixing colour characteristics general
- ◆ Colour documentation

Optional Modules:

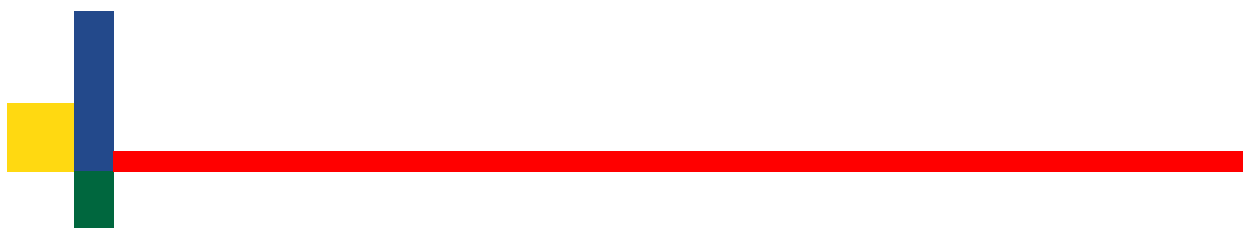
Mix-it scale introduction
Hints on pearls

Delegate Profile:

Every car sprayer or colour matcher with average experience, and who is frequently engaged in colour matching activities and has had no previous colour training with Akzo Nobel.

Duration: Four days
Number of Delegates: Six
Course Code: CTW

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





Rapid Repair

Goals of this Course:

At the end of this course delegates will be able to

- ◆ Assess repair methods, which will meet motor manufacturers requirements.
- ◆ Carry out procedures to produce a successful rapid repair.

Course Description:

This course will teach delegates to carry out an effective local repair with the minimum disturbance to the original paint finish. During this course the emphasis will be on the practical execution with theoretical support.

Modules contained in this Course:

- ◆ Repair method assessments
- ◆ Selection of materials and equipment
- ◆ Local colour repairs
- ◆ Local Basecoat, Clearcoat repairs
- ◆ Blending techniques
- ◆ Polishing techniques

Delegates Profile:

- ◆ Experienced sprayer with a sound knowledge of Akzo Nobel products.
- ◆ Have successfully attended the Perfect Blend I and II course.

Duration: Two days
Number of Delegates: Six
Course Code: SR

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





PAINTING PLASTIC

Goals of this Course:

At the end of this course the delegate will be able to:

- ◆ Identify the various types of plastic, which are used in the car refinish industry.
- ◆ Understand the technical detail of the product used to paint plastic parts.
- ◆ State the reasons why specific paint systems are used for repairing plastic.
- ◆ Successfully undertake the paint process for plastic parts.

Course Description:

This course combines a combination of theory and practice to give the delegate the opportunity to discuss and apply paint systems on plastic parts which will be met in everyday practice.

Modules contained in this Course:

- ◆ Health and Safety
- ◆ Plastic - what is it and why is it used?
- ◆ Plastic types and characteristics
- ◆ The importance of preparation
- ◆ Priming system and paint processes
- ◆ Use of appropriate additives

Delegate Profile:

Experienced sprayers with a sound knowledge of Akzo Nobel (Sikkens) Car Refinish products and who are frequently involved with painting plastic parts.

Duration:	Two Days
Number of Delegates:	Six
Course Code:	PPP

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





QRS (Quality Repair Systems)

Course Description:

This course is designed for Bodyshop owners, Foreman, Quality Controllers and Car Refinish Technical Staff who may be required to implement or advise quality repair checks at various stages of vehicle repair.

Course Goals:

- ◆ To be able to recognise errors
- ◆ To be able to set up a quality control system to avoid the errors shown within the course
- ◆ To implement this quality system in the bodyshop including the number and specific moments of the quality checks and the items to be checked

Modules contained in the Course:

- ◆ The Quality Repair System
- ◆ Problem Prevention
- ◆ Bodyshop Profitability

Delegate Profile:

Goal Dependent

- ◆ Preppers and sprayers and Car Refinish Technical Staff
- ◆ Workshop Foreman and Car Refinish Technical Staff
- ◆ Workshop Foreman, Quality Controllers and Car Refinish Technical Staff

Duration: Two Days

Number of Delegates: Six

Course Code: QRS

NVQ Successful completion of this course will provide the delegate with a certificate for certain elements, which can be used to underpin knowledge required for the relevant NVQ.





SELLING THE ESTIMATE

Goals of this Course:

Assist delegates to sell their business more effectively to prospective customers and thereby increase the conversion of estimates and generation of new business.

Modules contained in this Course:

- ◆ The major influences on car owner choice of bodyshop
- ◆ The image your business portrays
- ◆ Getting the correct image
- ◆ Identifying customer needs
- ◆ The selling process
- ◆ Selling your business offer more effectively
- ◆ Closing the sale
- ◆ Preparing an estimating procedure
- ◆ Dealing with the Insurance Company

Delegate Profile:

Any staff who are responsible for, or involved in, the estimating process and influencing the successful conversion of estimates or the generation of new business.

Procedure:

The course will be informal with a great deal of delegate participation, discussing their own application of concepts in their own business.

Duration:	One Day
Number of Delegates:	Ten
Course Code:	S.E.





A to Z TRAINING

Goals of this Course:

The Akzo Nobel A to Z training course is a comprehensive 2 year programme split over a number of modules designed to equip managers in the industry with the skills and knowledge required to run a profitable business.

Modules contained in this Course:

- ◆ The responsibilities and rolls of management
- ◆ Communication skills
- ◆ Team leading, organisation and control
- ◆ Productivity measures
- ◆ Estimating
- ◆ Process controls
- ◆ Customer care
- ◆ Marketing
- ◆ Finance
- ◆ Strategy planning

Delegate Profile:

Bodyshop managers

Procedure:

The course will be informal with a great deal of delegate participation, discussing their own application of concepts in their own business.

Duration: Split over 2 years

Number of Delegates: 8





ATA (Automotive Technician Accreditation)

Course Description:

Carry out full day assessment covering 6 modules

5 practical modules

1 theory module

Successful delegates will ATA Accreditation

Modules Available:

- ◆ Paint Technician Level
- ◆ Paint Senior Technician Level
- ◆

Delegate Profile:

- ◆ Paint Technician
- ◆ Workshop controller with relevant industry experience
- ◆ Bodyshop Management with relevant industry experience
- ◆

Duration: One Day

Number of Delegates: 3

Course Code: ATA

