

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Adult and Career Education

BULLETIN NO. 72 (Rev.)
December 17, 1999

ATTACHMENT A

EMPLOYMENT PREPARATION CENTERS—AUTOMOTIVE DEPARTMENT
GUIDELINES

POLICIES AND PROCEDURES

1. All instructors who are engaged in shop sales activities must receive a copy of Bulletin No. 72 (Rev.) Regional Occupational Center and Skills Center Shop Sales, Division of Adult and Career Education, revised December 17, 1999. Each teacher will sign a written acknowledgment indicating receipt of the items mentioned above, and these acknowledgments must be maintained in the center's files.
2. It is the responsibility of the instructor to select work for his/her shop and to determine that the work accepted is appropriate for the class. There shall be no vehicles accepted for restoration as class projects unless authorized by the department Coordinator or Supervisor. In the selection of customer repair jobs, the instructor is to review the established customer "job bank" or "waiting list" for appropriate work and to ensure that each customer receives equity in the selection of repair jobs to be considered. There shall be no vehicle allowed to be towed-in unless authorized by the department Coordinator or Supervisor.

Instructors/office personnel shall compare vehicle registration slips and drivers' licenses to confirm ownership and current registration. Vehicles with expired registration slips and those brought in by other than the registered owner (or an immediate family member living at the same address) must be rejected.

3. A work order will be written for all work to be performed on vehicles at the employment preparation center. Work orders provide the District with an audit trail that will be defensible in the event of an audit or legal action. Fees collected for work done on customers' vehicles provide funds for instructional materials and projects that could not otherwise be provided. A District Waiver of Liability must be signed and Dated by the owner/immediate family member of the vehicle before any work is allowed to be started on the vehicle.

4. The instructor/office personnel is to ensure that a properly written estimate is given and that materials are properly ordered and recorded on the work order along with the cost of materials and incidental fees. The instructor is also responsible for the quality of work performed by his/her students and is expected to personally supervise, inspect, and road test work done by students. Each employment center should develop and establish guidelines for road testing vehicles. In short, the instructor is responsible for the operation of a business-like program including, maintaining a clean safe environment and practicing good customer relation skills.

ESTIMATES

1. A written estimate shall be provided to each customer for work to be performed. An established estimate form will be used.
2. If the customer accepts the estimate and the vehicle is admitted for work, the vehicle must remain until the job is completed unless other arrangements are made beforehand with the instructor.

INITIATION OF WORK ORDERS

1. If the project is accepted, the customer will present the written estimate form to the Finance Office. This form must show the estimated cost and the instructor's signature or initials.
2. The Finance Office will initiate a customer work order ensuring that customer information is complete, and a deposit of 75 percent of the estimate is received. The Finance Office will note the amount of the instructor's estimate on all copies of the work order. The goldenrod copy will be given to the customer, along with the receipt for his/her deposit and the instructor's estimate form. On Saturdays and in the evening, work orders may be initiated by the administrator in charge.
3. The remaining copies of the work order (white, yellow, pink and hard copy) will be returned to the instructor. The instructor will request that the customer remove all items of value such as tools, stereos, amplifiers, etc. from the vehicle. If the customer insists on leaving items in the vehicle, he/she must be reminded of the waiver releasing the District and the center of any liability for the damage or loss of these valuables. A suggested check-off list is shown below:
 - ◆ Trunk—spare tire, tools, lug wrench
 - ◆ Exterior—hub caps, side-view mirrors, fog lights
 - ◆ Interior—exterior stereo tape deck, speakers, floor mats, personal items of value
 - ◆ Damage sheet

4. The instructor will secure the hard copy of the work order or similar document to the inside of the windshield of the vehicle, in plain view. The repair order (white, yellow, and pink, and hard copy if not used) will be placed in the work order rack that is maintained in a secure location. The instructor will ensure that the keys to vehicles are properly tagged and secured whenever the vehicle is not actually under repair.
5. The instructor will contact the customer if the cost is determined to exceed the authorized estimate. Work will stop until the customer provides written or verbal authorization on the revised estimate. The instructor will note the revised estimate on the work order along with the date and time of the customer's approval.
6. No work order will be voided without the approval of the Finance Office. If voided, all copies of the work order must be returned to the Finance Office.

DISTRIBUTION OF WORK ORDER COPIES

1. White: Accounting copy--Serves as a record of work in progress.
2. Yellow: Customer's copy--Given to customer after final payment is made.
3. Pink: Instructor's copy--Serves as a file copy after work has been completed.
4. Goldenrod: Customer's copy--Serves as a receipt of deposit and copy of estimate.
5. Hard Copy: Work copy (see item #4 on previous page) It will be collected and filed by the instructor after the job is completed. This record may be used for student grading purposes.

COMPLETION OF WORK ORDER

1. When the repair job is completed, the instructor will include a description of all work performed and ensure that all charges and invoice numbers are recorded on the white, yellow, and pink copies of the work order. The instructor/Finance Office will total the charges, including sales tax, and the instructor will sign off the work order as completed.
2. Under no circumstances will a vehicle be released to the customer until all outstanding charges have been paid. This provision includes work done for all customers, including staff and students.
3. The instructor or the customer will present the completed work order (white, yellow, and pink copies) to the Finance Office for final payment and processing.

4. When the customer has paid all charges, the Finance Office will retain the white copy of the work order, issue the yellow copy to the customer marked "Paid in Full" and return the pink copy to the instructor
5. The vehicle will only be released by the instructor when the customer shows him/her the yellow "Paid in Full" copy of the work order.
6. The instructor shall maintain copies of repair orders for a period of five years.
7. Repair problems which require a job to be redone need a new work order to be cross-referenced to the original work order number.
8. No refunds of fees paid by customers will be made from shop sales funds unless approved by the Coordinator, and the Finance Office.

SHOP SALES PURCHASES – PARTS AND INCIDENTAL FEES

1. An incidental or material fee (maximum of \$20.00) must be charged to all customers.
2. Parts and materials for work orders in progress may be ordered by the instructor or his/her designee from vendors authorized by the center. The instructor will ensure that the suppliers indicate the work order number on all related invoices.
3. If the Finance Office is to order parts or materials for shop sales, a Request for Purchase Order will be completed by the instructor and submitted to the Finance Office. All sales receipts, invoices, and credit memos must be turned in to the Finance Office. The instructor will ensure that the customer work order number appears on all invoices charged to that particular work order.
4. Customers will be allowed to furnish parts only in unique situations and with the instructor's prior approval. This approval will be noted on the work order.

CLASS DEMONSTRATIONS

1. The instructor must approve the acceptance of any vehicle submitted to the automotive compound to be used for demonstration purposes.
2. A LAUSD approved demonstration work permit, signed by the instructor, must be placed on the windshield of the vehicle.
3. Repairs made on demonstration vehicles must be related to the appropriate subject matter being taught in the specific class.
4. If parts are required, an appropriate work order must be initiated.

METHOD OF PAYMENT

1. A deposit of not less than 75 percent of the estimate is due on initiating the work order; the entire remaining balance is due before the vehicle is released.
2. Instructors are not to accept payment of any kind or handle money from students or customers.
3. Final payments for completed work orders by the evening and Saturday classes must be paid in the administrative office if the Finance Office is closed.

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Adult and Career Education

AUTOMOTIVE VEHICLE PERMIT

Repair Order No. _____ Date Received _____ Class _____

Vehicle Make and Model _____ License No. _____

Customers Name _____

Expected Finish Date _____ Instructor _____

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Adult and Career Education
AUTOMOTIVE CLASS DEMONSTRATION PERMIT

Student/Customer _____ Address _____ Phone _____

Year _____ Make _____ Model _____ License _____

Registered Owner (if different than above) _____ Address _____

Type of Demonstration _____

I hereby order the above demonstration be made with the understanding that such activity will be done as a class demonstration by the instructor and/or trainees. In consideration whereof, I agree that neither the School's Student Body, nor any trainee or employee of said Student Body, nor the Los Angeles Board of Education, nor the Los Angeles Unified School District, nor any of its officers, agents or employees shall be held responsible or liable for any loss or damage that may occur to your vehicle, regardless of cause, or for any defective parts and/or repairs, or damage resulting therefrom, whether caused by negligence or otherwise.

When demonstration is complete, the vehicle will be released from the Automotive Department only after the demonstration permit is surrendered to the instructor. No vehicles will be release during lunch periods or after the Automotive Department is closed.

If the vehicle needs parts for a repair, a regular WORK ORDER will be filled out and a 75% cash deposit of the estimated price of parts will be required. THE BILL MUST BE PAID IN FULL WITH CASH ONLY BEFORE THE VEHICLE CAN BE RELEASED.

Customer/Student Signature _____ Date _____

Instructor _____ Date _____

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Adult and Career Education
AUTOMOTIVE DAMAGE
SHEET

Please use the damage sheet below to show any damage or missing parts on the customers vehicle.

Remarks: _____

PRIOR BODY DAMAGE

