



HOT AIR

NEWSLETTER

2nd Issue 2001

of the Vehicle Airconditioning Specialists of Australasia May 2001

National Secretariat: VASA ABN 39 063 969 783 PO Box 2204 Southport Queensland 4215

FILE THIS ISSUE OF HOT AIR IN YOUR VASA FOLDER

Hot Air is printed with the generous assistance of

FORANE Refrigerants

by



Inside...

The speaker line-up

P2-3-4

The Trade Show

Exhibitors

P5-8-11-12



VASA abandons the external warranty program in favour of in-house education...p5

The hydrocarbon update..see what the OEM's say ..p6

Sponsor pages 7-8-9

Member profile Grant Hand VASA trainer and educator P10-11

If you want to catch the next wave - you'd better be in Sydney on June 13

Surf the Seas of CHANGE

Top Speakers Top Tours

The question of whether VASA could become a brand name in Australian and New Zealand automotive aftermarket in its own right, will be addressed by the "Surf the Seas of Change" keynote speaker Bruce Haddon.



Proudly Sponsored by



Bruce will not only start the debate with a very confronting style of presentation at the start of the main plenary session on the Saturday of convention, but will then stay on and chair the entire plenary session, conducting mini-interviews and giving summaries as he goes.

It's a radically different approach, but as convention chair Tony Heat says, "There's a ton of information to impart on Saturday, so we intend to make it as interesting and fast moving as possible so that delegates will really feel they

Top Workshops Top Socials

have learnt a lot from this session. There's a total of eight speakers with a couple of extra interviews just for fun."



Holden's Peter Roberts - keynote speaker



NRMA's Bob Hudson Keynote speaker

Top Speaker Line-up

Business Development

Bruce Haddon has been called a perceptive thinker, with a keen ability to spot a trend. He has already developed some interesting theories about the future for VASA member workshops.



This is the man who wrote and directed the international business press campaign for giant Dutch bank ABN AMRO and created highly successful international brand names including Caltex Starmart.

He has composed hundreds of advertising jingles for famous brands Norsca, Coke and Streets. He joined speakers from 16 countries at the World Innovation and Strategy Conference where his presentation on corporate creativity received academic acclaim.

He holds a masters degree in Management from Macquarie University and has been called as a witness to two government inquiries. A winner of advertising creativity awards, he is in demand as a speaker on creative thinking skills and brand innovation.

OEM Technology

Peter Roberts is an engineering graduate from Monash University in Melbourne and has

undertaken various roles with in the Holden Engineering Department. As Manager of the HVAC & Powertrain Cooling Group at Holden, Peter and his Group are currently responsible for the design, development and validation of vehicle heating, air-conditioning and engine cooling systems for most of the range of vehicles produced by General Motors in the Asia Pacific Region.

In recent years the Group have worked on projects for GM India, GM Thailand and a GM joint venture in China as well as the more commonly known local Holden products – primarily Commodore and Statesman and some joint work with GM Opel on the new Barina and Astra.



Peter has been elected a member of the GM Global Thermal Council reflecting Holden's growing international focus. This international role provides the opportunity to be up to date with leading thermal system research around the world and occasionally to demonstrate that Australian ideas and technology can be world class.

In his talk to the VASA conference group Peter plans to briefly review the automotive HVAC development process including design objectives, performance aims and system assembly requirements and then to outline some of the different world technologies that may be used in future vehicles.

Industry Trends

Bob Hudson has been employed continuously in the motor industry for the past 45 years.

He began in new car dealerships as an apprentice mechanic, qualified tradesman, tester,



warranty claims officer, workshop foreman, service adviser and assistant service manager.

In 1972, Bob joined the NRMA Technical Department as a Vehicle Inspections Engineer and soon after was transferred to the Technical Advisory Department as Advisory and Disputes Engineer.

He became NRMA Vehicle Evaluation Engineer in 1979, a position he still holds.

Bob is responsible for testing and evaluation of new motor vehicles on behalf of the NRMA and writing reports on new vehicles.

He was a judge on Australia's Best Cars awards, which were expanded last year to include all the Motoring Associations of Australia except the AANT.

He is a licensed automotive engineer and full member of the Institute of Automotive Mechanical Engineers.

He loves all forms of motor sport, classic sports cars and currently owns a 1970 MG B and a 1953 MG TD.

He admits to having driven most things on four wheels, from go-karts to Porsches, to a 700 HP Sprintcar.

He has ridden with Peter Brock, Jim Richards, Dick Johnson, Larry Perkins, Roland Asch (Mercedes works driver at Hockenheim), Carlos Sainz, Ed Ordynski, and Rick and Neal Bates.

Training

Judy Warrington is Educational Manager of the Automotive Program at the Douglas Mawson Institute of TAFE in Adelaide.

Now a highly qualified educator who was nominated in 1999 for Australian National Woman of the Year in the non traditional workforce, Judy gained her teaching qualifications via distance learning. This has made her a strong advocate of the recognition of the current competency process as a method of gaining qualifications.



Judy was invited to manage the Automotive Program in DMI in 1996 because it was recognised that the section required significant change management in order to compete in an open training market.

She is responsible for 40 staff and a budget of \$3 million. Her main job is to deliver the educational products of the DMI in the

home state as well as nationally and internationally. The sections she administers has 1200 students.

While Judy hasn't always worked in the automotive area, she's practicing what she preaches by currently undertaking a Diploma in Automotive Management.

She is already a Member of the Institute of the Motor Industry in the Pacific Region, holds a Certificate IV Automotive Retail Service and Repair and Management, a Certificate IV in Workplace Training, a Diploma of Teaching (Further Education) and an Associate Diploma in Adult & Further Education.

She was recognised with a 2000 Quality endorsement from the International Institute of the Automotive Industry, the first Australian automotive organisation to be so recognised.

Judy was a leading presenter at the 2000 Automotive National Showcase on implementation of the Automotive Retail, Service and Repair Training Package and was guest presenter at TMP.WORLDWIDE in 2001 (Women and Image in the Workforce & Staff Selection).

She serves on many national and educational committees and working groups, including the National Automotive Reference Group undertaking a review of the automotive retail service and repair training package.

As part of her personal development program, Judy has studied management skills, staff selection and training in equal opportunity and sexual harassment.

Grant Hand



Grant Hand began his career as an apprentice motor mechanic in a country dealership in the Mallee. He worked on everything from lawnmowers to agricultural and earthmoving equipment.

Today, Grant is the cornerstone of all VASA training and at convention, he will lead the delegates through the new and exciting Certificate IV and Diploma from the Douglas Mawson Institute of Technology. **(This issue of Hot Air profiles Grant Hand)**

Business Development

John Jeffrey is CEO of the I.C.S. Consulting Group and Managing Director of International Computer Service Pty Ltd based in Brisbane.

He is founding partner and shareholder in Auto Service Manager, a handbook service software which went on to become Australia's No 1 automotive software (Automate) and John was the Number 1 dealer for 12 years.

His understanding of the needs of the automotive industry comes from close contact at the coalface of the industry.



He is a former national sales and marketing manager of the auto electrical parts group, the Ingram Corporation, former A.B.S. Brake and Clutch franchisee, and former owner of Parts Brokers in Archerfield Queensland.

For diversity, John is also a former NSW sales manager and branch manager of Yates Seed.

He was also owned Lorime Fleet Maintenance service centre for 15 years.

Continued next page

John is a pending Telstra Partner for Internet, ADSL, Cable and ISDN Installations, and is currently Peach Business Software Distributor for Queensland and program adviser.

He is Tradesman Business Software Consultant in the automotive industry and is a training and support centre for Windows Basic and Advanced courses.

John has lectured at many seminars for IT and general automotive marketing and business development and possesses many certificates in sales and marketing and automotive studies.

Industry Updates

AFCAM, the Association of Fluorocarbon Consumers and Manufacturers is the peak industry association representing the Australian Fluorocarbon Industry. Since inception in 1987, AFCAM has played a positive role in informing Australian industry of the need for ozone protection, developing and encouraging positive strategies to achieve this goal.

AFCAM has been a consistent supporter of VASA policies and the two organisations share many common goals.

Steve Anderson has been the Executive Director of AFCAM since it was founded.

Since that time Steve has been involved in refrigerant issues across most industries, but has a particularly close involvement with the vehicle industry.



Steve notes that when the ozone issue was in its early days, there were suggestions from some quarters that vehicle air-conditioning

should be done away with altogether.

"I remember a heated debate, where some were arguing for the re-introduction of quarter-vent windows and flat, fold-down windscreens like Model T Fords.

"The whole issue finally died when one official observed that such innovations would increase the vehicle's fuel consumption and environmental impact enormously" Steve notes.

"The vehicle air-conditioning industry has come an enormous way over the past fifteen years, and has made very significant improvements in its environmental performance. We now know that is a process that will continue, offering new challenges for vehicle airconditioning professionals."

According to Steve, organisations such as VASA are critical to the industry's future. "AFCAM has formed a very successful partnership with VASA, and together we will be undertaking some very exciting projects in the near future."



Michael Bennett is general manager of Refrigerant Reclaim Australia. He has worked in the field of industrial gases for the past 20 years.

Since he started in the industry, he has seen major shifts in attitudes across the entire air conditioning and refrigeration sector. He has always been

intrigued by the idea of bringing environmental issues into the day to day world of business. He believes factoring environmental considerations into business decision-making is sound economics.

RRA operates in the realm of industrial ecology. Its prime objective is to reduce the emission of refrigerants to atmosphere and thereby reduce this industry's impact on the environment.

Using sophisticated facilities in Melbourne, RRA's mission is to maximise the recovery, reclamation or destruction of targeted refrigerants, thus playing a significant role in minimising the impact of these refrigerants on the atmosphere.

Go to www.vasa.org.au to find out the latest detail on the convention program

If you are a member in the Sydney region, please help your convention and VASA by inviting other air conditioning, auto elects and radiator workshop operators to the VASA trade show - tell them it's free and there are big prizes to be won. The VASA convention is open to all and you can book a full registration or just separate functions.

Underwritten warranty to be abandoned in favour of new VASA guidelines and better education

VASA directors have abandoned the year-old VASA Warranty Program, underwritten by FD & W Holdings Pty Ltd, in favour of an in-house program to educate members on warranty issues and streamline the management of warranty.

The original warranty program has failed. Despite the directors' best endeavours to try to bring in a system which would not only remove the warranty hassles from workshops, but also act as a marketing tool, they acknowledge that most VASA members went cold on the idea, partly through cost or complication.

FD & W Holdings were working with VASA directors on another

internet-based program, of which the main features were that it would be a self funded, self managed warranty fund, with on-line print-outs and no limit on the number of warranties issued. The cost would have been \$1,000 per year plus \$50 a month.

However, after hearing two presentations from the company, president Mark Mitchell and Corporate Affairs Consultant Ken Newton reported to the Board that there was little point in pursuing this type of program because of the negative feedback from members.

The directors believe that the average VASA workshop still needs better workshop practices in the handling of warranty, and that's where VASA can

begin to offer better management solutions.

Considering VASA's emphasis on training, it would be possible to produce a new set of VASA warranty guidelines which are easy to read and which spells out clearly the relationship between training and product knowledge and management of complaints and warranty. Also tied up in this is better relations which VASA can foster, between members and wholesalers and manufacturers for future management of warranty issues so as to limit the customer fall-out and the anguish usually associated with these things.

The Directors, in an emergency email session, have supported this plan.



THE TRADE SHOW EXHIBITORS

J & N Bish Auto Air

CONTACT DETAILS:

3/32 Leighton Place

Horsnby 2077

Phone: (02) 9482-1511

Fax: (02) 9477-7360

CONTACT AT SHOW:

John Bish

ON DISPLAY: Red Dot and MPS Ultra violet lamps. 19th year as a wholesaler of auto air equipment. Featuring the new Red Dot wall units at the VASA show, for trucks, agricultural and mining machinery. Also have the new light weight state of the art carbon fibre unit canopies.

OEX

CONTACT DETAILS:

93-99 Lambeck Drive

Tullamarine 3043

Phone: 1800 786-604

Fax: 1800 186-605

CONTACT AT SHOW:

Michael Walsh

ON DISPLAY: Red Dot, ERG oil, mix of receiver driers, fittings and equipment, Mastercool tools and equipment New product updates which haven't made the catalogue will be on display, with a lot of emphasis on the new synthetic POA oils. We'll have Delphi and Sanden compressors, Idemitsu PAG oils and some of our own remanufactured compressors.

Mobile Car Air Pty Ltd

CONTACT DETAILS:

8/185 Port Hacking Road

Miranda 2228

Phone (02) 9522-6111

Fax (02) 9522-7138

CONTACT AT SHOW:

Jeff Green

ON DISPLAY:

Mobile Car Air franchise sys-

tems and a unique line of Canadian-made system flushers and leak stops. Mobile Car Air will use the VASA trade show to launch its new franchise system for workshops combined with two mobile workshops. In addition, there will be a line of Canadian products including an aerosol can of system flush - unique products to Australia.

Jayair Automotive Air conditioning Parts

CONTACT DETAILS:

22-28 Lexton Road

Box Hill 3128

Phone: 03 98967333

Fax 03 98904043

CONTACT AT SHOW:

Andrew Kavanagh

ON DISPLAY:

Top brands Denso, Delphi, Visteon and the Jayair e-catalogue.

CONTINUED ON PAGE 8

OEM position on hydrocarbons is quite clear

The Federal chamber of Automotive Industries, representing the vehicle manufacturer has strongly recommended to the NSW government, that it retain the existing legislation that prohibits the use of hydrocarbons in vehicle airconditioning systems.

Their submission last December said, "Airconditioning systems require that part of the system is inside the passenger compartment, usually under the dash, and as such it is industry policy, world wide, that refrigerants used in vehicle airconditioning systems be non flammable.

"When the automotive industry, on a global basis phased out R12 freon to protect the ozone layer, a number of possible replacement refrigerants were tested - a hydrofluorocarbon HFC134a was chosen as the replacement for R12. HFC134a is non flammable.

"Globally, the automotive industry is now working on a replacement for HFC 134a which is a Greenhouse gas. However, leakage is very small and the impact minimal.

"A hydrocarbon - in this case a mixture of propane and butane (LPG) is a flammable gas, and is used in a number of vehicles as a replacement for petrol. When conversions are carried out LPG is stored in an approved container, and LPG lines do not enter the passenger compartment. This is not a problem and is fully supported by vehicle manufacturers. Ford, in fact, produce a LPG Falcon.

"However, the use of a hydro-

carbon in a vehicle's airconditioning system is in our view dangerous. Piping, carrying LPG enters the passenger compartment and should a leakage occur, a flammable mixture is present. This could lead to a fire or explosion.

"Whilst those who wish to use hydrocarbon gases as a replacement refrigerant argue that the chances of a fire or explosion are very low, they do exist and in our view unnecessary.

"A second issue is that we have designed vehicle airconditioning systems to operate with a proven gas and the appropriate lubricant.

"Durability and performance testing has proven the system. This has not been done with hydrocarbons."

NSW CODE STALEMATE

The New South Wales working party responsible for drafting the initial code for dealing with flammable refrigerants in vehicles has ended in stalemate.

VASA, represented on the working party by committeeman Jeff Green in Sydney, has lodged a submission with the government expressing concern and frustration over the entire process. Other organisations on the body have joined with VASA in this protest.

The process has produced a draft code, which VASA and others believe will never get off the ground.

Meanwhile in both South Australia and Victoria, VASA is maintaining pressure on government authorities to have them legislate to control the use of hydrocarbon gas as a refrigerant and to ban it from use in vehicle systems not meant for them.

The Today Tonight show in South Australia recently ran a damning report against hydrocarbon gas used in this way.

Dangerous Gas Alert

(Reprinted with the kind permission of the Motor Repair Industry Council of New South Wales)

A repairer narrowly escaped death recently when the gas used in the air conditioning unit of a tractor he was working on ignited, seriously burning his hands.

Using hydrocarbon based gas in air conditioning units is banned in New South Wales, but not in Victoria where the tractor had been recharged.

"The system was not labelled and the fittings used made me think that it had R134 refrigerant in it", the 'lucky-to-be-alive' repairer said.

This incident is currently under WorkCover investigation and highlights the danger of hydrocarbon based refrigerant. It's a strong argument to keep the ban on such refrigerants in place.

SA & NT members have their say

VASA members from South Australia and Northern Territory met in informal session in early May to discuss issues of concern to their industry.

In an update on the South Australian government's feeble attempts to draft a code for the use of hydrocarbons in vehicle air conditioning systems, South Australian members (who see more of this practice than most), reported that the use of hydrocarbon refrigerants is creating problems with compressor failures and leakage and this is occurring more frequently.

More technicians are becoming reluctant to use it and it is creating a bad experience for the customer. **It was thought that flammable use will eventually run its course.**

It was generally agreed that the VASA logo requires more public exposure and awareness. Grant Hand said glossy fliers were planned to be handed to or placed in vehicles to promote VASA and its policies.

David Jackson proposed that a mirror hanger card with all relevant information be used and kept in the vehicle.

A group advertisement in the yellow pages was brought up once again, but this time seemed to generate more interest. It would be under "air conditioning repairers", displaying a prominent VASA logo listing all members with address and phone number. The ad may be sponsored by members and subsidised by a leading supplier.

How sure are you that the product which you fit meets the vehicle manufacturer's specification?

With the complexities of automotive technology, Calsonic Australia is becoming increasingly concerned at the number of non-genuine products on the market which purport to be the same as the genuine product.



The danger is that if the repairer fits a non-genuine product and the vehicle fails and it can be shown that the fitted product did not meet the vehicle manufacturer's specification, then under the consumer protection act, the repairer is liable

for the damage and the consequential damages.

In the past, all that we needed to consider in a condenser was: does the product fit (or can I make it fit); does it condense sufficiently to cool the cabin down adequately?

Today the requirements are very different. We must consider if the fin pitch is to within 2 tenths of a millimetre and that the fin louvre angle must be within plus/minus 2 degrees of angle.

These are just a couple of factors which have a major effect not only on the condenser but on the performance of the engine cooling.

The internal tube section must match the original, as this affects the refrigerant pressure drop. The number of refrigerant passes and the spacing of these passes is critical to the condensing of the refrigerant and hence the performance of the compressor.

Typically, to design and develop a condenser, radiator and motor fan shroud for today's vehicle takes a development team two years and costs around \$1m.

Just to validate a condenser and assure that it meets the vehicle manufacturer's requirements and interfaces with the other vehicle systems can cost \$100,000. The only way to perform these tests is in the actual vehicle.

At Calsonic Australia, we pride ourselves on knowing that every product we sell has been tested back to back with the original manufacturer's product and performs at least as good if not better under all test conditions.

Could your supplier of condensers provide you with actual test data, which shows that the condenser meets the customer specification, because if you were to find yourself being sued for damages, this may be your only way out.

Calsonic understand the need to be competitive in all areas such as price, delivery and quality and in conjunction with our distributors are committed to providing the OE and the repair industry with not only the best package available but piece of mind knowing that the Calsonic products provides you with confidence and no risk.

2001 Convention sponsor



JAYAIR ON THE MOVE



JAYAIR is proud to be the major name sponsor for "Surf the Seas of Change".

VASA, through its annual convention and training programs contributes to the continued advancement and education of its members. This year is focused at ensuring members keep abreast of rapid technology changes in automotive engineering.

In keeping with the "Surf the Seas of Change" theme the past 12 months has also seen many changes at JAYAIR. March 17 saw the opening of the new home of JAYAIR located beside the existing building in Lexton Road, Box Hill. This purpose built modern and efficient complex utilises the latest in warehouse and administration technology and is designed to facilitate the swift despatch of goods.

A new trade parts entry opens to a modern sales department incorporating the latest in telephone call handling and messaging. A queuing system utilises visual and audible monitoring to ensure each incoming call is swiftly transferred to the first available operator. Minimising "on hold time" is particularly important to our customers, especially in the busy summer months.

At JAYAIR we believe that with so many changes occurring within our industry it is important

to work closely with the OE manufacturers. That is why we are so excited about adding another string to our bow. Whilst we are already agents for Calsonic, Delphi and Visteon components we now welcome Denso to the team. JAYAIR is now recognised as the official distributor of Denso product. Those hard to find compressors, condensers and evaporator cores may now only be a phone call away.

Our long awaited Climate Control Catalogue will soon be available. The 2001 edition will comprise over 500 pages with hundreds of new part Nos, updated illustrations and photographs. In the meantime don't forget to log on to www.jayair.com.au and visit us online for all your airconditioning needs.

Finally don't forget to come and say hello to all our friendly sales staff on the JAYAIR stand at the VASA 2001 Convention. This year we will have plenty of interactive entertainment and heaps of give aways.

SEE YOU ALL THERE!!



2001 Convention sponsor



THE TRADE SHOW EXHIBITORS

(CONTINUED FROM P5)

Jayair are the major sponsor of the Sydney 2001 convention and will be out in force, with four display booths and a huge collection of their product range. Jayair have recently moved into a new office and warehouse complex that provides over 100,000 square feet of facilities and 60 full time staff dedicated to providing the very best range of product and knowledge to the airconditioning aftermarket.

Atofina Forane Refrigerants

CONTACT DETAILS:

5 Colquhoun Street
Silverwater DC 6309

Phone: 02 9684 3232

Fax: 02 9684 3200

CONTACT AT SHOW:

Carl Heslop

ON DISPLAY:

The latest in HFC Refrigerants Atofina is the world's largest producer of CFC alternatives sold under the trade name Forane. Atofina operates the largest distribution facility in the southern hemisphere at Rose Hill in Sydney and is the leading supplier of "non flammable" gas to the Australian HVAC and refrigeration markets.

CONTINUED ON PAGE 11



Sanden International (Australia) has been servicing the Australian air conditioning industry since 1978.

During this time we have been a major supplier to three of our four OEM's whilst at the same time supporting the aftermarket. Our operations have witnessed growth within our industry supplying compressors, air-conditioning systems whilst at the same time supporting the commercial refrigeration industry with vending machines, freezers and refrigerated showcases.

We have constantly strived to follow our corporate philosophy of being close to our customers, and as such Sanden is pleased for the sixth year in a row to be a major supporter of VASA.

2001 Convention sponsor



During this time of technical change it is our aim to keep up to date with the latest technology by ensuring you are fully equipped to handle the systems of tomorrow.

We will continue to expand our business and undertake new challenges towards the 21st



Century, whilst enforcing our fundamental objective of preserving the world's environment.

We, at Sanden, aim to be an excellent company and a responsible corporate citizen. We will work amicably and steadily with our associates and partners in business and in society.

Above all, we will strive to meet the requirements of our cus-

tomers. Our corporate motto is "Let us develop with wisdom and prosper in harmony".

FORANE®

ATOFINA is the new name of Elf Atochem and is the chemical branch of the TotalFinaElf group which is one of the world's largest oil companies.

ATOFINA has combined sales of Euro 17.4 billion in petrochemicals, plastics, intermediates, performance polymers and specialties. The company has over 70,000 employees on five continents and is the fifth largest chemical group worldwide.

ATOFINA is a leading producer of refrigerant fluids and markets the FORANE® range of CFC substitutes, both interim and HFC gases, in Australia and throughout the world.



The Company has R&D in France, USA and Japan with production plants in Europe, China, the USA and South America. The Company has had an involvement in the Australian Refrigerants market for over 50 years.

ATOFINA is the leading supplier of "non flammable" refrigerants to the Australian HVAC & Refrigeration Industries and is a leading supplier of non flammable gases to the Foam, Solvent and Aerosol markets.

"We see enormous long term benefits in a cooperative approach to industry training through organisations

such as VASA," said Carl Heslop, Business Development Manager for FORANE® in the region.

"We will continue to support and work with VASA at this level because we can see that the organisation represents a significant industry voice among the professionals.

"Their stance as a training organisation deserves this support. ATOFINA's cooperative arrangements with VASA are totally in line with other programs we support, such as the "train the trainer" programs for the HVAC through TAFE in New South Wales" he added.

For more information please contact:

Carl.heslop@atofina.com.au

Phone: 02 9684 3232

Fax: 02 9684 3200



2001 Convention sponsor

There's no nudes like good nudes

Director Tony Heat sent a cutting from a Sydney paper about a young woman who is taking on a workshop (no, not one of our members) as well as the Repair Industry Council over a calendar of naked women hanging on the workshop wall.

There's a lesson here for all workshops. It's NOT ON.

Regardless of the outcome of the Sydney case, you don't need to be too bright to know that offensive material is no longer tolerated in any public area or staff area.

So the message for VASA members is – take a little tour around the workshop and make sure any offensive material is taken down or you might have your own day in court and it won't be pleasant.

VASA MEMBER PROFILE

Educator Grant Hand took the words out of Galileo's mouth when he (often) says, "You cannot teach a man anything; you can only help him find it within himself."

This is the underlying theory behind VASA's training products including the RTP (Registered Technicians Program), the Face to Face training sessions and the recently introduced Certificate IV and Diploma.

The RTP is the annual series of technical bulletins and questionnaires developed by VASA under Grant's guidance.

VASA's training regime, in which the RTP is compulsory for all service centre members, is designed to help workshop technicians help themselves. VASA's training has predominantly been in technical assistance but now encompasses management training.

Grant's (and VASA's) pet hate are those members of VASA who attempt to take the easy way out and phone Grant, or a



VASA executive member every time they are confronted with a diagnostic, management or marketing problem.

VASA encourages information sharing among members and there is ample scope for this on the VASA website. It is not reasonable for members to tap into the knowledge of volunteer executive members when there are plenty of avenues available



An animated Grant in typical workshop form.

for training and information sharing.

"Members must become their own problem solvers. That's what the training products are all about. As an example, some may scoff at the early RTPs because they thought they were too basic, but unless everyone has a clear understanding of the basics, they cannot be expected to have the disciplines and the knowledge to solve the bigger issues," said Grant.

VASA's relationship with Grant, and by association his employer, the Douglas Mawson Institute of TAFE in South Australia, goes back almost to VASA's foundations in 1993.



It was always intended that VASA would be an organisation where knowledge would be shared and where training

would underpin an identified need for stronger professionalism in an industry where the goalposts were changing rapidly.

The technology of the modern car defies the mechanical logic of the garage workers of a quarter of a century ago. The car is more computer than it is mechanical moving parts. A knowledge of electronics is what keeps the modern car on the road – not just a grease and oil change.

"We all face added business pressures now because of extreme competition in the market, therefore professional management and marketing has become as important to the running of a workshop as a knowledge of what's under the bonnet," adds Grant.

VASA president Mark Mitchell says VASA is indeed fortunate to have such a qualified relationship to manage its technical and management training agenda.

"Not only is Grant an accomplished trainer in automotive subjects, but he has the backing and resources of one of Australia's leading automotive institutes at DMI," said Mark.

Continued next page

From previous page

Grant began his career as an apprentice motor mechanic in a country dealership in the Mallee. He worked on everything from lawnmowers to agricultural and earthmoving equipment.

He moved to Adelaide for his Post Trade (Advanced Trade) Certificate and continued to the Technicians Certificate.

Then followed his Diploma of Teaching – Adult Education at University of SA during which he took on full time employment with TAFE School of Automotive Engineering in 1986.

He earned his Bachelor of Education in 1990, and began Post Graduate subjects the following year. He was an Accredited Board Member of University of SA in 1990 – 92 for Diploma, Bachelor and Masters in Education.

Grant is a member of the Ozone Protection Advisory Committee in the formulation of R12 regulations which includes accreditation, exemption, educational products and code of practice formulation.

At the Douglas Mawson Institute his roles changed from Apprentice Training and Advanced Certificate Training (night school) to Fee for Service Coordinator in early 1990's. Fee for Service is specialist training – the development of courses for industry to suit their specific needs principally in air conditioning, electrical, and electronics.

Fee for Service Training has included projects such as

Australian National Rail – Locomotive Air Conditioning; Santos – Air Conditioning Training, Electrical, Electronics, Management Systems, Large Industrial Engine Training, Field Gas Combustion; Electricity Trust of SA - Leigh Creek Air Conditioning, Electrical, Electronics; General Motors - Product Training, New Model release information etc.

GRANT CONSOLIDATES THE LINK BETWEEN VASA AND DMI

The relationship between VASA and DMI has progressed from a training "link" to a substantial partnership in recent times.

A Memorandum of Understanding has been signed by the two parties and this is the basis for a unique arrangement with VASA acting as an agent for DMI across Australia and New Zealand for the Certificate IV and Diploma in automotive.

For the past few years, Grant has been working on the development of learning materials for both certificate levels knowing it would be an essential element for all professional technicians and service / repair businesses in the future.

VASA members now have the best of both worlds. They can access technical (Fee for Service) type training to suit their needs and have access to recognised advanced certificate courses for which Grant is primarily responsible.

CPS Australia

CONTACT DETAILS:

Unit 3 2 Barrpowell Road
Welland SA 5007
Phone: 08 83407055
Fax: 08 83407033
CONTACT AT SHOW:
Brett Spicer

ON DISPLAY:

Electronic test equipment, tube tools and specialised fittings, recovery and recharge equipment. CPS has elevated its status in Australia to a wholly owned Australian distribution office out of Adelaide. We'll be



THE TRADE SHOW EXHIBITORS

(Continued from P 8)

Douglas Mawson Institute of TAFE, South Australia

CONTACT DETAILS:

Croydon Campus, Goodall
Avenue Croydon Park SA 5008
Phont: 08 8204 0843
Fax: 08 8243 0802

CONTACT AT SHOW:

Judy Warrington and Grant Hand
ON DISPLAY:

Certificate IV and Diploma,
Automotive Retail, Service and
Repair. DMI is recognised as one
of Australia's leading trainers in
automotive.

SCA Australia Pty Ltd

CONTACT DETAILS:

47 High Street Southport Qld
4215

Phone: 1800 628 133

Fax: 07 5532 8602

CONTACT AT SHOW:

Robert Houston

ON DISPLAY:

Unicla compressors, Yokogawa,
Yellow Jacket and Refrigerant
Technologies products. Featured
at the show will be the new prod-
ucts from Yokogawa, the H10X
Pro leak detector and the
GA500+ gas identifier.

Sanden International

CONTACT DETAILS:

54 Allingham Street Bankstown
2200

Phone 02 9791 0999

Fax 02 9791 9029

CONTACT AT SHOW:

Mark Padwick and Paul O'Shea

ON DISPLAY:

Sanden will be showing its new age
technology variable compressors as
well as plate and fin evaporators and
sub-cool condensers.

showing products from the CPS
company of America a company
which manufactured specialised
equipment for the past 30 years
for both automotive and com-
mercial refrigeration applica-
tions.

CONTINUED ON PAGE 12

VASA READY REFERENCE DIRECTORY 2001

DIRECTORS

	<u>Phone</u>	<u>Fax</u>	<u>Email</u>
Mark Mitchell (President)	07 5532 8133	07 5532 8602	supercool@onthenet.com.au
Glen Watkinson (Vice President)	08 8347 1155	08 8268 8048	glen@caraire.com.au
John Blanchard (Treasurer)	03 9896 7360	03 9890 0061	johnb@melbautoair.com.au
Tony Heat (Director)	02 9949 5188	02 9949 4243	cartersewell@tpg.com.au
Barry Rogers (Director)	64 9 573 3392	64 9 573 3395	auckautoair@clear.net.nz

SECRETARIAT, CORPORATE AFFAIRS, EDITORIAL AND WEBSITE CONSULTANTS

Ken Newton	07 5526 3044	07 5526 3404	secretary@vasa.org.au
Olwen Williams			

(PLEASE NOTE: THE BALANCE OF THE EXECUTIVE COMMITTEES ARE AVAILABLE ON THE VASA WEBSITE)

Calsonic Australia Pty Ltd

CONTACT DETAILS:
578 Plummer Street Port
Melbourne 3207

Phone: 03 9646 7322

Fax: 03 9644 7339

CONTACT AT SHOW:

Bob Cartwright

ON DISPLAY:

Educational trade booth - educating the repairers in the finer points of our products and the repairers educating us on the problems which they continually face. We will be presented in the trade show using the theme "The Genuine OE Supplier to the Vehicle Manufacturers".

Actrol Parts

CONTACT DETAILS:
19 King Street Blackburn
3130

Phone: 03 9894 1033

Fax: 03 9894 3378

CONTACT AT SHOW:

Wayne Weatherall (02
97498383

ON DISPLAY:

Javac recovery units and evacuation units, both with upgraded models. Gauges from Repco and fittings and hoses.

Auckland Auto Air

CONTACT DETAILS:
6 Clemow Drive Mt
Wellington Panmure
New Zealand
Phone: +64 9 573 3392



THE TRADE SHOW EXHIBITORS

Fax: +64 9 573 3395

Email

parts@autoair.co.nz.

CONTACT AT SHOW:

Roger Brown - Parts
Manager

ON DISPLAY:

Refrigerant Identifiers. Compressors, Unicla, reconditioned automotive and coach. Automotive Air conditioning components Transport Refrigeration. Car air conditioning - servicing and new installations. Truck refrigeration - sales of new units and service. Bus and coach air conditioning - sales and servicing and air conditioning parts warehouse distribution.

International Computer Service

CONTACT DETAILS:
Suite 12/39 Market Street
Woollongong NSW 2500

Phone: 02 42265760

CONTACT AT SHOW:

Eddy Trevisan

PRODUCTS ON DISPLAY:

Computer services and software programs related to the automotive industry.

VASA:

CONTACT AT SHOW:

Ken Newton

Glen and Christine
Watkinson (Singapore
Fling specialists)

ON DISPLAY:

VASA information, joining kits, shirts, decals and badges, hats. Special display from Singapore Visitors Bureau for next year's Singapore Fling.

ALSO AT THE SHOW

Orica/Ineos Fluor

BOC Gases

(Information not to hand at time of going to press. See full details on the VASA website)

Remember, this upcoming Convention in Sydney will be the last in Australia or New Zealand until 2003.

If you don't have time to attend the entire convention, register for part of the convention or just some of the social activities.

You can attend the Trade Show, free of charge, any time on the Friday or Saturday, 15 and 16 June, 2001

www.vasa.org.au

The information in this newsletter is supplied by the executive, members and affiliate bodies in USA and Europe. VASA maintains a high standard of editorial and technical content, but can accept no responsibility for the accuracy of the statements made nor the technical information provided. If in doubt about any issue, contact an appropriate committee chairman or a member of the Executive.