

Date: 05 December 2016
 Dealer code: 1655
 Dealership: West Way Wolverhampton



**** Please Note FY16 Knowledge Retention Assessment eLearning for all roles are not yet available****

SERVICE ADVISOR			STATUS			INITIAL CRITERIA															ANNUAL CRITERIA																		
			F2F	VCT	eLearn	Personal Development Plan			eLearning												Annual F2F	Annual eLearning																	
Pin	First name	Last Name	Completed / Booked all F2F Criteria	Completed / Booked all VCT Criteria	Completed all available eLearning	Service Advisor Training Needs Analysis	Nissan Service 1	Nissan Service 2	Nissan Products and Systems VCT: The Art of Communicating Value	MY16 LEAF	e-NV200	Nissan Technologies	Nissan Service Core	Nissan Service Core - Assessment	Your Nissan Customer Promise	Warranty After Sales Procedures – European Claim Flow	Warranty After Sales Procedures – Technical Goodwill Process	Warranty Introduction 1 – Warranty Fundamentals	Warranty Introduction 2 – Warranty Package	Warranty Pre Sales Procedures 1 – Vehicle Arrival and Storage	Warranty Pre Sales Procedures 2 – Vehicle Preparation	Warranty Pre Sales Procedures 3 – Vehicle Administration	Warranty Pre Sales Procedures 4 – Vehicle Handover	Nissan Service 3	NSSW e-Learning	Introducing NP300 Navara	Get the Most out of NP300 Navara Part 1: Power train	Get the most out of NP300 Navara Part 2: Chassis, Body & Safety	Get the most out of NP300 Navara Part 3: Electrical	Quality: Mindfulness at Work	Quality: Service Appointment	Quality: Service Greeting and Consulting	Quality: Service Vehicle Delivery	Service NSW: Customer Quality in Action	All New Micra Part 1	FY16 Service Advisor Knowledge			
230443	Aimee	Lote	No	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

			STATUS		INITIAL CRITERIA								ANNUAL CRITERIA												
TECHNICIAN			F2F	eLearn	Induction	eLearning							Annual eLearning												
			Completed / Booked all F2F Criteria	Completed all available eLearning	Technician Induction	Nissan ESM	Consult III plus Basic Operation	Nissan X-Trail Part 1	Nissan X-Trail Part 2	Nissan X-Trail Part 3	Basic Electrics	Wiring Diagrams	NSSW e-Learning	Pulsar Technical Part 1	Pulsar Technical Part 2	Pulsar Technical Part 3	CAN Fundamentals 1-8	Introducing NP300 Navara	Get the Most out of NP300 Navara Part 1: Power train	Get the most out of NP300 Navara Part 2: Chassis, Body & Safety	Get the most out of NP300 Navara Part 3: Electrical	Servicing NP300 Navara	Diagnosing NP300 Navara	Service NSW: Customer Quality in Action	FY16 Technician Knowledge Retention Assessment (Coming Soon)
Pin	First name	Last Name																							
224598	David	Butler	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
218167	Andrew	Edmonds	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
232515	Richard	Dainty	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
232516	Gareth	Powick	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
232517	John	Seivwright	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

			STATUS		INITIAL CRITERIA											ANNUAL CRITERIA										
MASTER TECHNICIAN			F2F	Assess	Assessment		eLearning						F2F	Annual eLearning												
Pin	First name	Last Name	Completed / Booked all F2F Criteria	Completed all available eLearning	Technician Induction	MT Assessment Pre Req	Vehicle Electrics Standard	MT Assessment	Consult III plus Basic Operation	Nissan ESM	Pulsar Technical Part 1	Pulsar Technical Part 2	Pulsar Technical Part 3	Basic Electrics	Wiring Diagrams	CAN Fundamentals 1-8	Master Technician Annual Update Training FY16	NSSW e-Learning	Introducing NP300 Navara	Get the Most out of NP300 Navara Part 1: Power train	Get the most out of NP300 Navara Part 2: Chassis, Body & Safety	Get the most out of NP300 Navara Part 3: Electrical	Servicing NP200 Navara	Diagnosing NP300 Navara	Service NSW: Customer Quality in Action	FY16 Master Technician Knowledge Retention Assessment
231332	David	Hayes	Yes	No	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
223890	Tadeusz	Kessler	Yes	Yes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗

✓	Complete
✗	Required
•	Booked