

Date: 05 December 2016  
 Dealer code: 1533  
 Dealership: West Way Southampton



**\*\* 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 Care	Nissan Service Care - Assessment	You+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 NSSW: Customer Quality	All New Micra Part 1	FY16 Service Advisor Knowledge			
215618	Alan	Rawe	Yes	Yes	No	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
226410	Bob	Phillips	No	Yes	No	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
232537	Kim	Nicholson	No	No	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	Servicing NSSW: Customer Quality in Action	FY16 Technician Knowledge Retention Assessment (Coming Soon)
Pin	First name	Last Name																							
227104	Luke	Tranter	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
231474	Callum	Smith	No	No	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
211124	Alan	Burns	Yes	No	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
205859	Nick	Tustin	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
226408	Lee	Hebb	Yes	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 NP300 Navara	Diagnosing NP300 Navara	Servize NSSW: Customer Quality in Action	FY16 Master Technician Knowledge
215858	Chris	Witt	No	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
112577	Paul	Tebbit	No	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗

✓	Complete
✗	Required
•	Booked