

Date: 05 December 2016
 Dealer code: 1651
 Dealership: West Way Stourbridge



**** 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	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-Sale Procedures 1 – Vehicle Arrival and Storage	Warranty Pre-Sale Procedures 2 – Vehicle Preparation	Warranty Pre-Sale Procedures 3 – Vehicle Administration	Warranty Pre-Sale 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		
221881	Tracey	Cox	Yes	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
222133	Chris	Noble	Yes	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
232469	James	Stevenson	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	Service NSW: Customer Quality in Action	FY16 Technician Knowledge Retention Assessment (Coming Soon)	
Pin	First name	Last Name																								
231597	Thomas	Ganner	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
201036	Ian	Kimp	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
231598	Norbert	Szebenyi	Yes	No	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
231599	Miles	Gardner	Yes	No	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
220609	Lee	Arthurs	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
201037	Malcolm	Giddins	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
201847	Andrew	Mason	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 NP200 Navara	Diagnosing NP300 Navara	Service NSW: Customer Quality in Action	FY16 Master Technician Knowledge Retention Assessment
220832	Gary	Watts	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗
112989	Paul	Round	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗

✓	Complete
✗	Required
•	Booked