Date: 05 December 2016
Dealer code: 1883
Dealership: West Way Altrincham

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

SERVICE ADVISOR

			STATUS			INITIAL CRITERIA – Personal Development Plan / eLearning																									ANNUAL CRITERIA – Annual eLearning														
Pin	First name	Last Name	F2F Completed/Booked all F2F Criteria	VCT Completed/Booked all VCT Criteria	eLearn 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	Annual F2F 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 in Action	All New Micra Part 1	FY16 Service Advisor Knowledge Retention Assessment (Coming
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229987	Mark	Shaw	No	No	No	✗	✗	✗	✗	✗	✗	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗
220287	Steve	Trennery	No	No	No	✓	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗
232625	Bill	Beisty	No	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗

TECHNICIAN

			STATUS		Induction	INITIAL CRITERIA – eLearning								ANNUAL CRITERIA – Annual eLearning											
Pin	First name	Last Name	F2F Completed/Booked all F2F Criteria	eLearn 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 NSSW: Customer Quality in Action	FY16 Technician Knowledge Retention Assessment (Coming Soon)
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230025	Brian	Lyle	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✗
230022	Grant	Dowd	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗
229986	Chris	Ashton	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗
231305	David	Aitken	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗

MASTER TECHNICIAN

			STATUS		INITIAL CRITERIA – Assessment / eLearning													ANNUAL CRITERIA – F2F / Annual eLearning									
Pin	First name	Last Name	F2F Completed/Booked all F2F Criteria	Assess 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	Service NSSW: Customer Quality in Action	FY16 Master Technician Knowledge Retention Assessment (Coming Soon)
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226756	Stewart	Bates	Yes	Yes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗
230611	Nigel	Hughes	No	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗	✗

Key:

✓	Complete
✗	Required
•	Booked