

Date: 05 December 2016
 Dealer code: 1650
 Dealership: West Way Birmingham



**** 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 NSSW: Customer Quality in Action	All New Micra Part 1	FY16 Service Advisor Knowledge			
226044	Kuljit	Cohan	Yes	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

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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 NSSW: Customer Quality in Action	FY16 Master Technician Knowledge Retention Assessment		
210260	Andy	Cooper	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
205407	Robert	Wiggins	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗

✓	Complete
✗	Required
•	Booked