

Date: 05 December 2016
 Dealer code: 1692
 Dealership: West Way Stockport



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

			STATUS			INITIAL CRITERIA														ANNUAL CRITERIA																				
SERVICE ADVISOR			F2F	VCT	eLearn	Personal Development Plan				eLearning										Annual F2F	Annual eLearning																			
			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 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	All New Micra Part 1	FY16 Service Advisor Knowledge			
Pin	First name	Last Name	Yes	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
227341	Charlotte	Dodd	Yes	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
227343	Alan	Spragg	No	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
232380	Salma	Begum	No	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
232576	Andrew	Hesmondhalgh	No	No	No	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗

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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	NSW 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																							
112283	Paul	Moore	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
213581	Peter	Ward	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
220349	Darryl	Warren	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
228968	Anton	Appleton	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
230058	Gerard	Seel	Yes	No	✓	✗	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
227998	Mike	Delaney	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
211160	Bob	Shaw	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗
232579	Kane	Szolysek	No	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	NSW 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 NSW: Customer Quality in Action	FY16 Master Technician Knowledge
220015	Stuart	Whittaker	Yes	No	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗

✓	Complete
✗	Required
•	Booked