a NISSAN academy

**** 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 in Action	All New Micra Part 1	FY16 Service Advisor Knowledge Retention Assessment (Coming)
231731	Jonathan	Geary	No	Yes	No	✔	✔	✗	✔	✔	✗	✔	✗	✔	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✔	✗
225157	Daryl	Webb	No	No	No	✔	✔	✔	✔	✗	✗	✔	✗	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✔	✗

TECHNICIAN

			STATUS		Induction	INITIAL CRITERIA								ANNUAL CRITERIA												
			F2F	eLearn		eLearning								Annual eLearning												
Pin	First name	Last Name	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 NSSW: Customer Quality in Action	FY16 Technician Knowledge Retention Assessment (Coming Soon)
222834	Stephen	Poulton	Yes	No	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✗	✗
115037	Andrew	Millis	Yes	No	✔	✔	✔	✗	✗	✔	✗	✔	✗	✗	✗	✔	✗	✗	✗	✗	✗	✗	✔	✗	✗
226117	Craig	Neaves	Yes	No	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✗	✗	✗	✗	✗	✔	✔	✗	✗
232567	Ryan	Bailey	Yes	No	✔	✗	✗	✔	✔	✔	✗	✗	✔	✗	✗	✗	✗	✔	✗	✗	✗	✔	✔	✗	✗
232568	Adam	Evans	Yes	No	•	✗	✗	✗	✗	✗	✔	✗	✗	✗	✗	✗	✔	✔	✔	✔	✔	✔	✔	✗	✗

MASTER TECHNICIAN

			STATUS		Assessment	INITIAL CRITERIA											F2F	ANNUAL CRITERIA								
			F2F	Assess				eLearning										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	Service NSSW: Customer Quality in Action	FY16 Master Technician Knowledge Retention Assessment (Coming Soon)
222274	Steven	Kay	Yes	Yes	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✗
212349	David	Howell	Yes	Yes	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✗

Key:

✔	Complete
✗	Required
•	Booked