| Course Name | Course ID | Start Date | Completion Date |
|---|---|---|---|
| Asking Questions | SVC19-002 | 03/17/2022 | 03/17/2022 |
| Identifying iPhone | B01-002 | 12/01/2021 | 01/12/2022 |
| Turning Off Activation Lock for Mac | B02-016 | 03/17/2022 | 03/22/2022 |
| iPhone 11, iPhone 11 Pro, and iPhone 11 Pro Max Overview | PQ-064 | 03/03/2022 | 03/23/2022 |
| Transferring Data with Mac Computers with Apple Silicon | N03-002 | 03/17/2022 | 03/24/2022 |
| Onsite Repair Service for iPhone 2021 | N01-002 | 03/23/2022 | 06/26/2022 |
| iOS 15 and iPadOS 15 Features | M06-008 | 02/16/2022 | 03/20/2022 |
| Onboarding for Apple Premium Partners | F01-001 | 06/06/2022 | 01/07/2023 |
| Shipping Lithium Batteries (2022) | G01-009 | 02/11/2022 | 02/14/2022 |
| Educational Opportunities | SVC19-005 | 03/17/2022 | 03/19/2022 |
| Documenting Interactions | B00-004 | 12/01/2021 | 12/03/2021 |

| Course Name | Course ID | Start Date | Completion Date |
|---|---|---|---|
| Mac Troubleshooting | B02-011 | 03/17/2022 | 03/22/2022 |
| macOS Security | M10-004 | 03/17/2022 | 03/22/2022 |
| GSX Navigation | F00-022 | 09/30/2021 | 11/14/2021 |
| Finding Resources in GSX | F00-024 | 09/30/2021 | 11/30/2021 |
| Troubleshooting iPhone, iPad, and iPod touch with Diagnostics | H01-005 | 02/16/2022 | 03/19/2022 |
| Troubleshooting iPhone Issues | M06-007 | 12/01/2021 | 02/03/2022 |
| Shipping Damaged, Defective, or Recalled Lithium Batteries (2022) | G01-012 | 02/14/2022 | 02/14/2022 |
| Repairing the TrueDepth Camera in iPhone | N05-002 | 03/03/2022 | 03/14/2022 |
| Troubleshooting iPhone X Models | C04-001 | 03/23/2022 | 04/23/2022 |
| Apple Internal Resources | B00-001 | 12/01/2021 | 12/01/2021 |
| Riding Transit with Apple Pay | B01-010 | 12/01/2021 | 02/07/2022 |
| System Configuration using AST 2 | H01-002 | 02/16/2022 | 03/14/2022 |
| Responsibility (Compliance) Part Two | F02-010 | 12/12/2022 | 12/12/2022 |
| Postrepair Diagnostics for iPhone | H01-004 | 11/17/2021 | 01/31/2022 |

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|---|---|---|---|
| Supporting iOS 16 Features | M06-010 | 11/03/2022 | 12/05/2022 |
| Apple Watch Overview and Troubleshooting | M01-008 | 12/05/2022 | 12/05/2022 |
| iPhone Display Adhesive Product Qualification | PQ-053 | 02/16/2022 | 03/08/2022 |
| Documenting Customer Interactions | SVC19-007 | 03/17/2022 | 03/20/2022 |
| Partnering with the Customer | SVC19-006 | 03/17/2022 | 03/20/2022 |
| Providing Solutions | SVC19-004 | 03/17/2022 | 03/20/2022 |
| iPhone VMI | B01-003 | 12/01/2021 | 01/17/2022 |
| iPhone 8 and iPhone 8 Plus Repair | C03-003 | 03/19/2022 | 03/21/2022 |
| Servicing iPhone 11 Pro and iPhone 11 Pro Max | PQ-065 | 03/03/2022 | 03/23/2022 |
| Servicing Expanded Batteries in iPhone | B01-024 | 12/01/2021 | 02/11/2022 |
| Managing Repairs in GSX | F00-028 | 09/30/2021 | 11/14/2021 |
| The Channel Member Code of Conduct | F04-002 | 10/11/2021 | 12/12/2022 |
| The iPhone Rear System | N05-001 | 03/23/2022 | 04/24/2022 |

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| ESD Prevention (2021) | B00-017 | 12/01/2021 | 12/09/2021 |
| Troubleshooting ASU and System Configuration Issues | PQ-060 | 03/17/2022 | 03/23/2022 |
| Apple's Privacy Policy | B00-003 | 12/01/2021 | 12/01/2021 |
| iPhone Repairs | B01-022 | 12/01/2021 | 02/07/2022 |
| Configuring macOS | M10-003 | 03/17/2022 | 03/21/2022 |
| Recovery and Repair for Mac Computers with Apple Silicon | N03-004 | 03/17/2022 | 03/24/2022 |
| GSX Settings | F00-023 | 09/30/2021 | 06/11/2022 |
| GSX Worklists | F00-027 | 09/30/2021 | 06/12/2022 |
| Responsibility (Compliance) Part One | F02-009 | 12/12/2022 | 12/12/2022 |
| The Foundations of Mac Computers with Apple Silicon | N03-001 | 03/17/2022 | 03/24/2022 |
| Troubleshooting Mac Computers with Apple Silicon | N03-003 | 03/17/2022 | 03/24/2022 |
| Surface Transport of Lithium Batteries (2022) | G01-010 | 02/14/2022 | 02/14/2022 |
| Servicing iPhone SE (2nd and 3rd generation) | C06-004 | 03/19/2022 | 03/21/2022 |

Learning History

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|---|---|---|---|
| New Product Training | C16-003 | 10/08/2022 | 10/08/2022 |
| Basel Convention Requirements for EMEA Region | 9L0-G61 | 12/12/2022 | 12/14/2022 |
| Using iPhone Service Guides | B01-004 | 12/01/2021 | 01/17/2022 |
| iPhone 8 and iPhone 8 Plus Certification | C03-004 | 03/19/2022 | 03/21/2022 |
| Troubleshooting iPhone 7 and iPhone 7 Plus | C02-001 | 03/23/2022 | 03/29/2022 |
| iPhone 5 and iPhone SE Models Repair | C00-003 | 12/01/2021 | 03/03/2022 |
| Apple Public Resources | B00-002 | 12/01/2021 | 12/01/2021 |
| Air Transport of Lithium Batteries (2022) | G01-011 | 02/14/2022 | 02/14/2022 |
| Removing iPhone Batteries That Have Broken Tabs | B01-027 | 09/29/2021 | 03/08/2022 |
| macOS Ventura Quick Reference | M10-012 | 11/02/2022 | 11/02/2022 |
| Data Transfer for Macs with the Apple T2 Security Chip | PQ-049 | 03/17/2022 | 03/23/2022 |
| Overview of Apple T2 Security Chip | PQ-058 | 03/17/2022 | 03/22/2022 |
| Repairing Macs with the Apple T2 Security Chip | PQ-059 | 03/17/2022 | 03/23/2022 |

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|---|---|---|---|
| Apple T2 Security Chip Training Assessment | PQ-061 | 03/17/2022 | 03/24/2022 |
| Apple Pay | B00-014 | 12/01/2021 | 01/06/2022 |
| Troubleshooting iPhone 8 and iPhone 8 Plus | C03-001 | 03/23/2022 | 04/19/2022 |
| Servicing iPhone 11 | PQ-066 | 03/03/2022 | 03/14/2022 |
| iPhone 5 and iPhone SE Models Certification | C00-004 | 12/01/2021 | 03/03/2022 |
| Supporting Apple ID | M06-004 | 03/23/2022 | 04/24/2022 |
| Diagnostic Foundations | H04-001 | 11/04/2021 | 11/23/2021 |
| Activating an eSIM on iPhone During Service | N00-004 | 03/22/2022 | 03/23/2022 |
| Interpersonal Skills | SVC19-003 | 03/17/2022 | 03/19/2022 |
| Troubleshooting iPhone 5 and iPhone SE Models | C00-001 | 12/01/2021 | 03/01/2022 |
| Troubleshooting iPhone 6 Models | C01-001 | 03/23/2022 | 03/26/2022 |
| Systematic Troubleshooting Theory | B00-011 | 12/01/2021 | 12/10/2021 |
| Disable Activation Lock for iPhone | B01-021 | 11/04/2021 | 11/14/2021 |

| Course Name | Course ID | Start Date | Completion Date |
|---|---|---|---|
| iCloud Foundations | M06-005 | 11/04/2021 | 11/16/2021 |
| Setting Up macOS | M10-002 | 03/17/2022 | 03/21/2022 |
| Welcome to the New GSX | F00-021 | 09/30/2021 | 11/03/2021 |
| Customer Data Privacy (2022) | N02-006 | 02/11/2022 | 02/11/2022 |
| Servicing iPhone 14 and iPhone 14 Plus | C15-001 | 10/08/2022 | 10/08/2022 |
| Installing and Configuring macOS Ventura | M10-011 | 11/02/2022 | 11/02/2022 |