

WAM Daily Training Duties

Quick Reference Guide



This tool is intended to outline the specific training responsibilities and expectations for the Workflow Assistant Manager as they facilitate the interactions between Service Area Trainers and Trainees.

Start of Shift

- Review the following reports and documents:
 - Service Area Training Plan Board (At start of week, print the Mentorship Planning Report).
 - Review schedule and CREW Time ABV Report to determine scheduled time overlap for Trainee and Service Area Trainer.
- Upon arrival of Service Area Trainer and Trainee, consult the Service Area Training Plan Board with the employees to determine status of previous shift's learning and continue predetermined action plan.
 - Proceed to the most applicable from the following options:
 - Connect Trainee with Service Area Trainer for continued hands-on application.
 - Instruct Trainee to continue next eLearning module in DTU.

During Workday

- Once Trainee has completed eLearning course, ensure Practice Observation is printed from the [DTU Learning Path](#) KC page.
- Connect Trainee to Service Area Trainer.
- Inform Service Area Trainer of what Trainee completed and ensure clarity on the current learning objectives.
- Monitor work being done in service bays, including interactions of Service Area Trainer and Trainee.
- As needed, coach and guide the Service Area Trainer as current learning objectives are demonstrated and practiced while ensuring Trainee sustains execution of previously learned processes.
- Ensure the Trainee begins all vehicles, working on any task in which they have completed the eLearning coursework and the necessary practice. For all other tasks, ensure Service Area Trainer is taking over to perform the work while Trainee continues to observe it in action.
- Once Service Area Trainer has completed adequate demonstrations and practice with Trainee, instruct the Trainee to complete the next eLearning course.
- Through discussions with Service Area Trainer and Trainee, perform observations for certifications as soon as the Trainee can speak to and demonstrate the Best Practice for each process.

Shift Closing

- Complete "Daily Download" with Service Area Trainer and Trainee - See [Daily Download QRG](#).
- Oversee Trainee as they update the Service Area Training Plan Board and check off completed items on the Mentorship Planning Report.