



This guide provides you with the framework for teaching each course to a new employee. It also offers recommendations on timing and practice reps.

Each course within DTU follows a similar path to certification:

- Course Completion** - Engage with and learn foundational concepts in the learning module.
- Discussion** - Discuss critical Safety and Quality components of the process.
- Demonstration** – Trainer demonstrates proper techniques to the employee.
- Practice Activities** - Provide the employee with enough practice reps to create proficiency.
- Certification** - Provide the employee with a final observation to confirm their expertise in a process or area.

Use this guide to plan the development of an employee in the Service Coordinator Program:

Course	Estimated Module Time	# of Demonstrations	# of Practice Activities	Requirements for Certification
<u>Service Benediction</u>	15 Minutes	2	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
<u>Pulling Vehicles Out</u>	20 Minutes	2	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
<u>Customers Pulling Vehicles Out</u>	10 Minutes	2	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
<u>Assembly Inspections for Service Coordinator</u>	15 Minutes	2	0	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
<u>Service Area Workflow Advanced</u>	20 Minutes	4	5	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
<u>Service Coordinator Expectations</u>	Course includes a video			