

This guide provides the framework for teaching courses to new employees. It also offers recommendations on timing and practice reps. Use this guide to plan the development of an employee in the Service Tech Program.

**Each DTU course follows a similar path to certification:**

- **Course Completion** - Engage and learn foundational concepts in the learning module.
- **Discussion** - Discuss critical Safety and Quality components of the process.
- **Demonstration** – Trainer demonstrates the 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.

Course	Estimated Module Time	# of Demon-strations	# of Practice Activities	Requirements for Certification
<a href="#">Service Tech Introduction</a>	30 Minutes	1	N/A	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
<a href="#">Working Around Moving Vehicles</a>	30 Minutes	3	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">Assembly Inspections for Service Techs</a>	15 Minutes	1	N/A	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">Removing the Assembly</a>	20 Minutes	7	5	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
<a href="#">Changing Tires</a>	20 Minutes	7	16	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">TPMS Rebuild &amp; Installation</a>	30 Minutes	4	4	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">Inflating Tires</a>	30 Minutes	10	8	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">Balancing Basics</a>	30 Minutes	6	5	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
<a href="#">Lowering Vehicle Basics</a>	15 Minutes	4	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
<a href="#">Installing the Assembly</a>	25 Minutes	4	9	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
Vehicle Basics	15 minutes	N/A	N/A	<input type="checkbox"/> eLearning
<a href="#">Raising Vehicle Basics</a>	20 minutes	3	3	<input type="checkbox"/> eLearning <input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
<a href="#">Servicing Steel Sidewall Tires</a>	15 Minutes	2	3	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
<a href="#">Repairing the Injury</a>	30 Minutes	5	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment <input type="checkbox"/> Observation
<a href="#">Service Area Workflow Basics</a>	25 Minutes	5	5	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
Introduction to DTMS	5 Minutes	N/A	N/A	<input type="checkbox"/> eLearning
Case for Trust	15 Minutes	N/A	N/A	<input type="checkbox"/> eLearning