

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