

4-Session Virtual Service Tech Training (VSTT) FAQs

Q How do I know if my store can participate in Training?

A All stores are able to participate in Virtual Service Tech Training (VSTT).

Q When is the best time to enroll my employees?

A Contact your Regional Office for dates/times of training, as they are responsible for enrollment.

Q What is the Store Manager's role in VSTT?

A ● Ensuring the student is scheduled in KD 18 / CREW Time and on time for each training session.
● Ensuring the student is assigned a Coach for each session so they can perform demonstrations and supervised practices.

Note: When building your schedule, make sure you also schedule time for a Coach to work with the student.

Q How much additional time should be scheduled for the student and the Coach?

A In addition to class time, students will require approximately two hours after each session, and the Coach at least one hour.

Q What is covered in this training? Does it include New Hire as well as Service Tech?

A If a student completes all 4 sessions of training, they will only be taught Service Tech Training modules included in DTU. The store is responsible for the New Hire Training.

Additionally, the training does not include the final observations required for the student to be certified as a Service Tech.

Q Do the employees in training need to complete anything in DTU prior to training?

A New Hire Training needs to be completed prior to enrolling in VSTT.

Q Where do I find specific information (e.g. Webex Link, etc.) the student will need to participate in the class?

A For the Webex Link, that will be accessible via the students DTU. Please reference the *How to Access Virtual Training Materials* document located on the **DTU Virtual Academy** KC page for step by step instructions.

Q Do Managers key in their new employee's training hours?

A No, training is completed using regular store hours.

Q What are the responsibilities of the Coach after each class?

A a. A Coach must engage with the employee after each session. See the course material for each Service Tech lesson posted on the **DTU Virtual Academy** KC page.

 b. The Coach must discuss critical components of all processes regarding Safety and Quality, demonstrate proper techniques, and provide the employee with the time needed to practice enough reps to create a level of proficiency that adds value to the store.

 c. The final goal is to work with the student until they become proficient on each topic. Once proficiency is gained, an observation should be performed and recorded in the LMS.

Q Is there something that shows what the store is responsible for each day of training?

A Yes. You can refer to the **4-Session Service Tech Training Program** section on the **DTU Virtual Academy** KC page for daily responsibilities.

Q When will my new employee be updated in DTU to reflection completion in the Service Tech Training?

A At the end of each training session, the Training Managers will record learning on the courses covered in that session. This does not include any observations. The student will be recorded as 'Pass' for Virtual Service Tech Training after the last session of the training is completed and only if they have attended all 4 sessions.

Q What if the employee is not available for one or more sessions of VSTT?

A They cannot miss the first session of training, if they do, they will not be able to continue with the training, and the store will need to work with their Regional Office Manager/Admins to get reenrolled. If they are in attendance for the first session but miss any other day(s) after that, the store is then responsible for the training topics from the sessions the student missed. Please reference the **4-Session Service Tech Training Program** section on the **DTU Virtual Academy** KC page for daily responsibilities.

Q Who should inform if an employee is going to be absent for training?

A If the student knows they will not be in a future session, they can inform the Trainer(s) by using the chat box within Webex during training. Otherwise, they need to let their Regional Office know.
