



## 2-Day Virtual Crew Chief Training (VCCT) FAQs

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

**A** All open stores are able to participate in the Virtual Crew Chief training (VCCT).

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**Q When is the cut off time to enroll my employee in class?**

**A** Enrollment can be done up to 30 minutes before the start of class, assuming the class size cap of 28 students has not already been met.

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**Q What is the Store Manager's role in the Virtual Crew Chief Training?**

**A** Enroll the student for both days through the LMS. See the “DTU Learning - Register for Virtual/Instructor-Led Classes QRG” found on the DTU Virtual Academy Crew Chief Page.

Ensure the student is scheduled in KD18/CREW Time and on time for each training day.

Ensure the student is assigned a Coach for each day so the student can perform demonstrations and supervised practice.

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

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**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 each day; the Coach will require at least 1 hour.

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**Q What is covered in this training?**

**A** If a student completes both days of Training, they will be taught Crew Chief modules included in DTU.

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

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

**A** New Hire and Service Tech programs must be completed.



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

**A**   Please reference the “How to Access Virtual Training Class Materials” document located on the DTU Virtual Academy page on the KC for step-by-step instructions.

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

**A**   No, training is completed using regular store hours.

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

**A**   The Coach must engage with the employee after each day's lesson. See the course material for each Crew Chief lesson posted on the DTU Virtual Academy KC Page.

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.

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.

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**Q   When will my employee be updated in DTU to reflect completion in the training and Crew Chief courses?**

**A**   At the end of each training day, the Training Managers will record learning for the courses covered that day. This does not include the observation. The student will be recorded as 'Pass' for Virtual Crew Chief training at the end of the training for that day.

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