



MTS FSE MODULAR TRAINING



FSE Modular Training Overview

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Overview

- » In this module we will cover an overview of modular training
 - What is modular training?
 - Who takes it?
 - How does it work?

What is modular training?

- » Modular training is an approach to training that breaks up topics into logical groups that build on each other towards different skills

- » You can think of it like courses at a university:
 - Each course covers a different topic
 - Each course has a list of prerequisite courses that must be completed first
 - A collection of specific courses builds to a degree
 - Many different degrees share some of the same common courses

- » With MTS FSE Modular Training:
 - Courses are Modules
 - Degrees are Skills



FSE Training Redesigned – For Those Familiar With The Old “Core Training” method

Old Paradigm : Core Training

- » 2 Month Long General Course
- » Group Training
- » Classroom Lectures
- » Single Training Location
- » Limited Hands-On Activity
- » FSE attends once

New FSEs attend a two month lecture-style class with a group of other new FSEs to learn required base content.

New Paradigm: Modular Training

- » Module Based Content
- » Personalized Training
- » No More Classroom – Self Study
- » Regional Training Centers
- » Heavy Lab Focus
- » FSE attends throughout career

New FSEs assigned a custom set of modules designed to quickly get them productive based on the needs of their area, then advance over time.

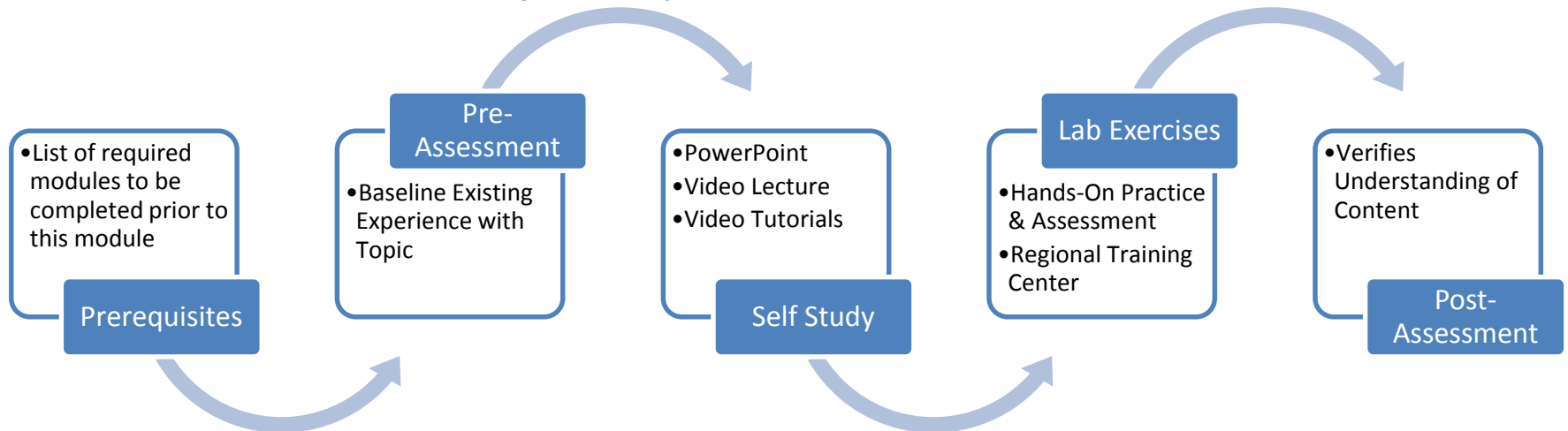


Terminology Clarification

- » **There is no longer the concept of “Core Training”.**
 - FSEs are no longer sent to a general “crash course” on every product.
 - Instead, the FSE is given targeted and purposeful training directed at helping them quickly learn specific new skills that they can immediately put into practice.

Modules (Courses)

» Each module covers a logical subject and follows the same pattern:



» Examples:

- Hydraulic Oil
- Hydraulic Power Unit
- Accumulators
- Grips
- Routine Maintenance - Controller



Skills (Degrees)

- » A skill is a service activity that a FSE has proven to be proficient at.

- » Skills are divided into categories.
 - Routine Maintenance
 - Installation
 - Calibration
 - Repair
 - Delivering customer training / instruction

- » Skills are either product specific or system level.

- » A FSE is granted a skill by a manager when a FSE has demonstrated proficiency to a trainer or certified mentor.



Modules Lead To Skills

Each Skill from the FSE Skill Matrix has a required set of modules

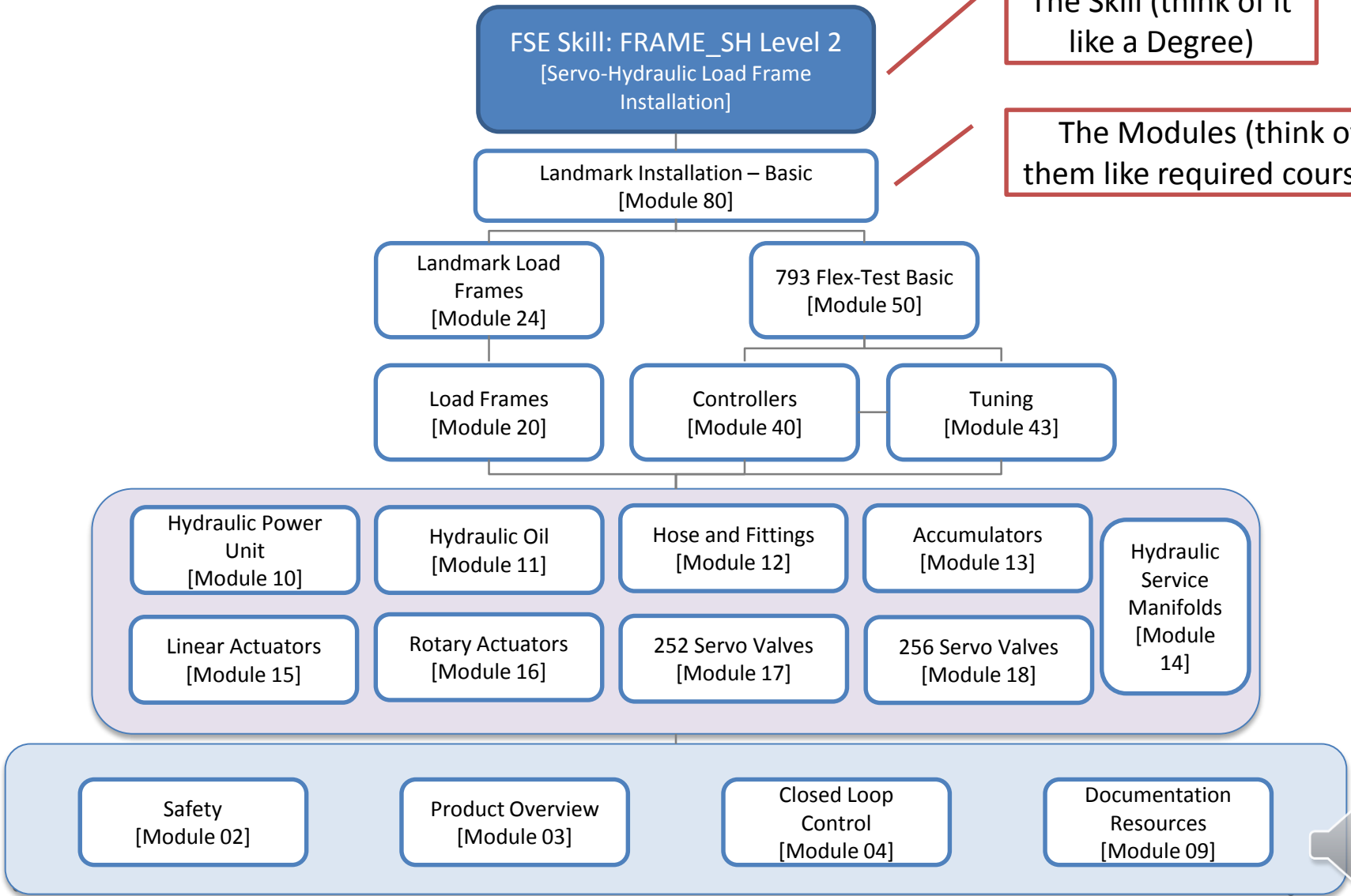
1. A manager identifies the need for a FSE to obtain a new skill
2. The FSE then takes the required set of modules
3. The manager uses the various assessments and feedback from trainers / mentors and comfort level to decide to credit the FSE with the new skill
 - The new skill is input into the scheduling system by the Manager
 - FSE is now available to be scheduled solo for the newly acquired skill



An Example: Each Skill has a required set of modules

The Skill (think of it like a Degree)

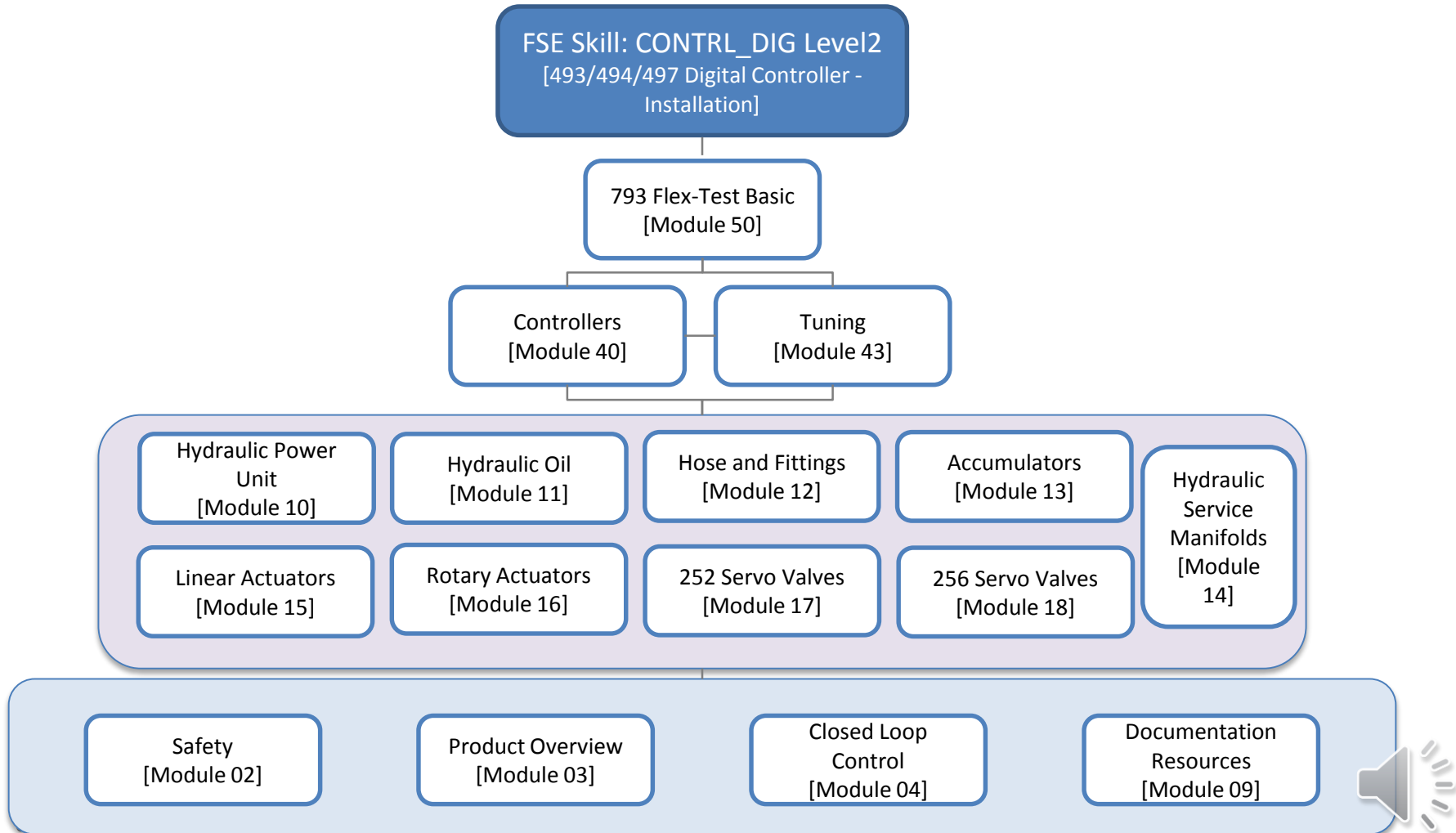
The Modules (think of them like required courses)



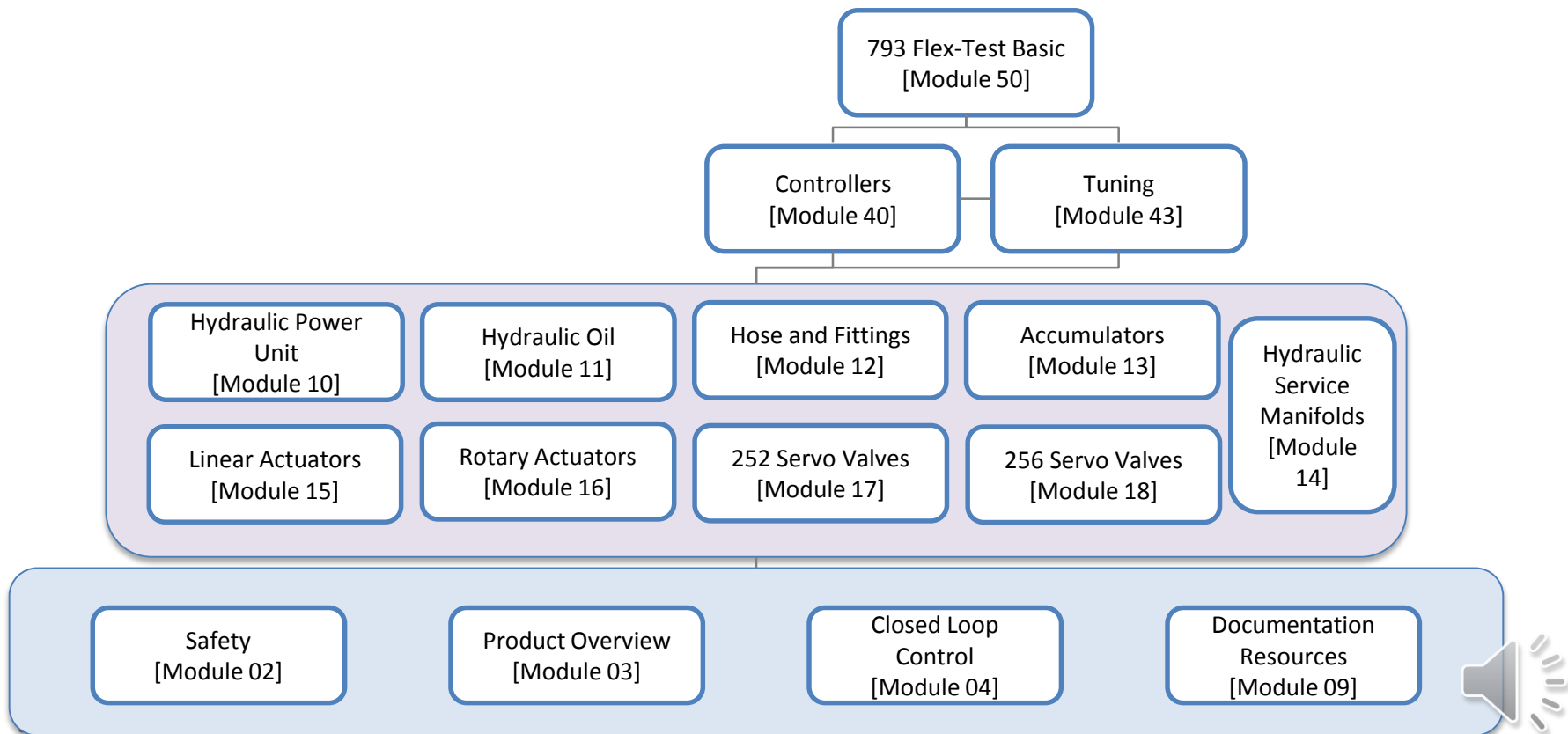
Another Example

1. First the FSE is trained for **493/494/497 Digital Controller – Installation**
2. 3 months later, the FSE is trained for **Servo-Hydraulic Load Frame - Installation**

Example: Initially train for “493/494/497 Digital Controller – Installation”

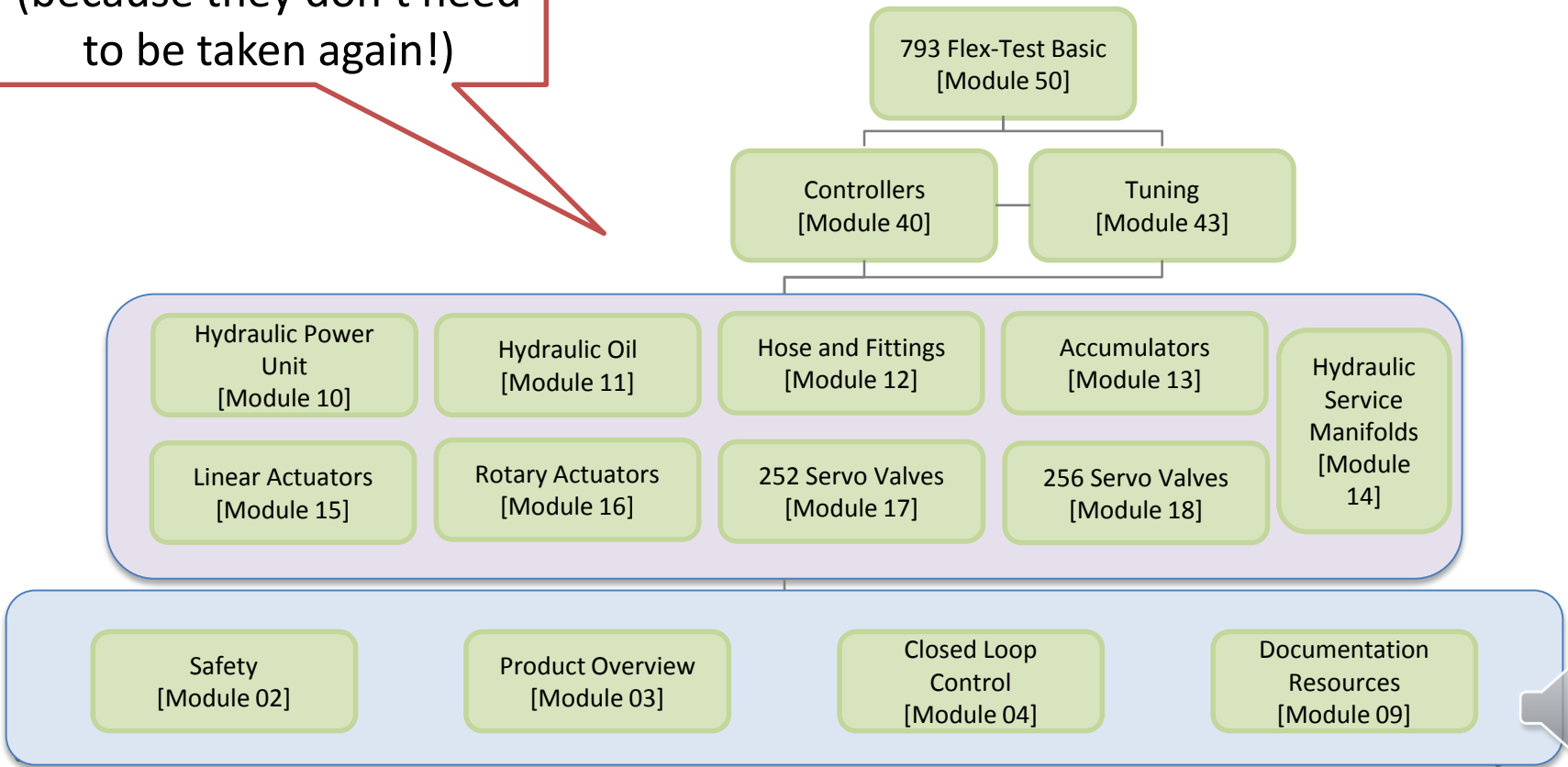


Example: Next train for “Servo-Hydraulic Load Frame Installation”



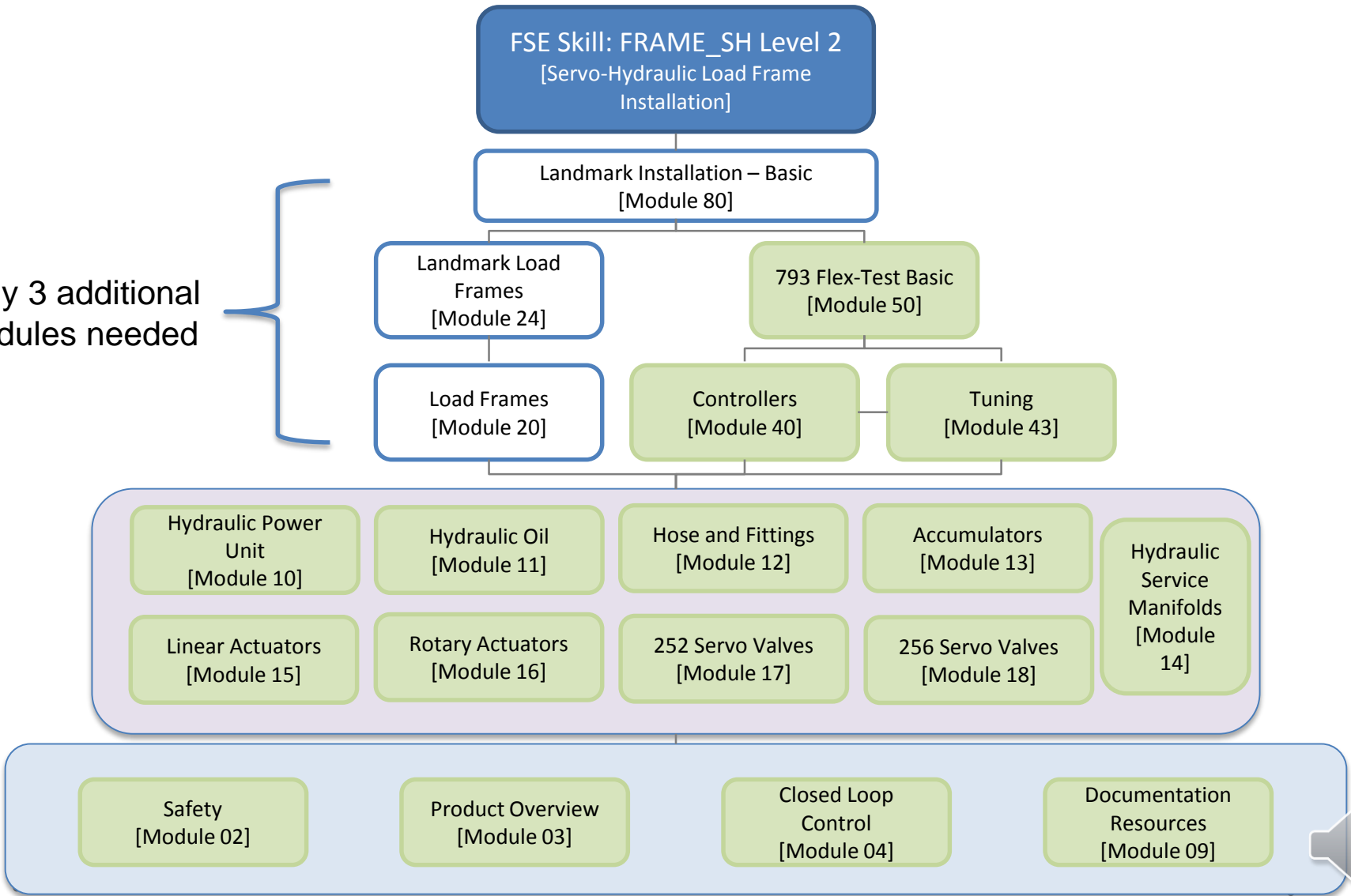
Example: Next train for “Servo-Hydraulic Load Frame Installation”

We mark the completed modules green (because they don't need to be taken again!)



Example: Next train for “Servo-Hydraulic Load Frame Installation”

Only 3 additional modules needed



What are the advantages of Modular Training?

- » It allows training to easily be targeted towards specific learning goals
 - Because each skill has a defined list of modules that build up to that skill, we can quickly define what training should occur in order to learn a new skill

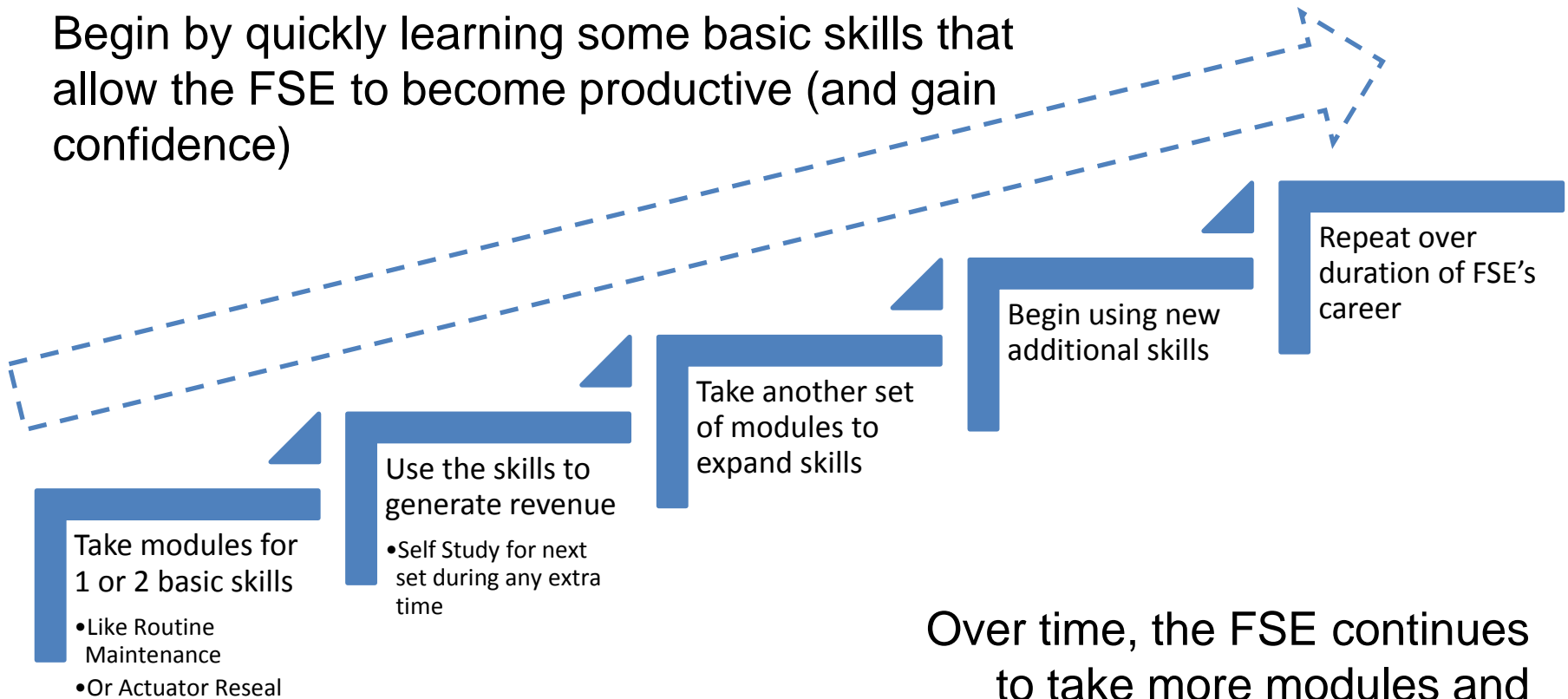
- » It can be personalized
 - Instead of all FSEs learning the same things (despite the needs for each FSE being different), training can be targeted based on the FSE and the needs for their area

- » It allows for incremental learning
 - Modules build on each other with defined skills along the way. It becomes easy to quickly learn a couple of real skills, put them into practice, then build on that base to the next set of skills, and so on throughout a career.



Incremental Learning Approach

Begin by quickly learning some basic skills that allow the FSE to become productive (and gain confidence)



Over time, the FSE continues to take more modules and expand the work they can perform

Advantages:

- Retain more by learning, doing, mastering, learning more, doing, mastering, repeat
- More quickly become productive



Who takes modular training?

- » Most all FSEs!
 - Unlike our legacy Core Training, Modular Training applies to all FSEs – both new and experienced

- » Anytime a FSE wants/needs to expand their skillset, Modular Training is assigned
 - As available of course

- » New Modules will be released as new products are launched
 - FSEs will be assigned training on these new products through our Modular Training system
 - Training doesn't need to happen at product launch – it can happen in a just-in-time fashion as the new products actually hit the field in specific areas



How does it work?



MTS FSE MODULAR TRAINING

How does it work?

1. FSE's Manager decides to train FSE on one or more new Skills
 - Realizes there is a need for the FSE to expand their skills
 - Common reasons: New product being released, new customer needs in the area, changes in workload mix, new FSE, etc



How does it work?

2. FSE's Manager talks to regional Training Coordinator

- There is at least one Training Coordinator in each region (US, Europe, Asia)
- Training Coordinators are like University enrollment coordinators
- Training Coordinator will discuss with the FSE's Manager and agree on the plan and timing (working through things like lab availability)



How does it work?

3. Training Coordinator creates a training plan in the FSE Modular Training system
 - Selects the skill(s) desired by the FSE's manager
 - Activates the training plan



Create Training Plan

Design a training plan for a FSE. For new FSEs, begin by selecting a minimal set of skills that you can use to have the FSE become productive. You can then later assign additional skills with further training to expand what they can do.

* Required

Skill Selection

What skills would you like the FSE to learn for this stage of training? *

It is best to pick only a few to start and build on it over time by later planning for additional skills.

- Basic Mechanical Repair - Repair [MECH_BAS-Level 4]
- 493/494/497 Digital Controller - Installation [CONTRL_DIG-Level 2]
- 407 Controller - Installation [CONTRL_ANA_407-Level 2]
- 458/490 Analog Controller - Installation [CONTROL_458_490-Level 2]
- Software - TestSuite-MPE - Installation [SW_TEST_MPE-Level 2]
- HPU - 505 Series G1 Series - Routine Maintenance [HPU_505_G1-Level 1]
- HPU - 505 Series - Routine Maintenance [HPU_505-Level 1]
- HPU - 506 Series - Routine Maintenance [HPU_506-Level 1]
- 493/494/497 Digital Controller - Routine Maintenance [CONTRL_DIG-Level 1]
- 407 Controller - Routine Maintenance [CONTRL_ANA_407-Level 1]
- 458/490 Analog Controller - Routine Maintenance [CONTROL_458_490-Level 1]
- Routine Maintenance - Generic - Routine Maintenance [RM_GEN-Level 1]
- Servo-Hydraulic Load Frame - Routine Maintenance [FRAME_SH-Level 1]
- Electro-Mechanical Load Frame - Basic/Legacy - Routine Maintenance [FRAME_EM_BAS-Level 1]
- Servo-Hydraulic Load Frame - Installation [FRAME_SH-Level 2]
- Force Calibration- MTS Standard - MTS Unaccredited Calibration [FORCE_CAL-Level 1]
- Displacement Calibration - MTS Unaccredited Calibration [DISPL_CAL-Level 1]
- CONTROLLER DIGITAL CALIBRATION - MTS METHOD CALIBRATION [CONTRL_DIG_CAL-Level 1]

Submit



How does it work?

4. Training System emails the FSE with a link to the online Training Plan
 - The FSE's Manager and Training Coordinator are cc'd
 - The Training Plan is a live updating website
 - As sections are completed, it updates live to reflect the progress

FSE Individual Training Plan

Obi-Wan Kenobi
FSE Student
obiwan.kenobi@mts.com

Andrew Frenz
Training Coordinator
andrew.frenz@mts.com

SUMMARY

An individual training plan has been developed for you by your manager and training coordinator. Your training plan is designed to expand your skills into important new areas and advanced levels.

CURRENT STAGE

[Step 1: Pre-Assessment](#)

Take evaluations to establish baseline of existing knowledge

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SKILLS GOAL

Your manager has determined that they want to help you achieve the following set of new skills. This training plan will help you achieve these by taking you through a series of modules that build on top of each other to cover these skills.

	Skill Code	Level	Full Name
<input type="checkbox"/>	HPU_505_G1	1	HPU - 505 Series G1 Series - Routine Maintenance
<input type="checkbox"/>	HPU_505	1	HPU - 505 Series - Routine Maintenance
<input type="checkbox"/>	HPU_506	1	HPU - 506 Series - Routine Maintenance

SKILLS

A skill is a calibration process, field service process, product specific or system level experience that a Field Service Engineer has proved to be efficient and/or certified by a trainer/mentor and Service manager. After achieving a skill it will be entered into the skills matrix and you will now be eligible to be scheduled for this type of work.

REFERENCES

You can find additional assistance and directions [here](#).



How does it work?

5. The FSE takes any assigned Pre-Assessments
 - Clicks on the “Click Here” link next to each module
 - Pre-Assessment opens in a new window
 - It may require you to login.
 - » For MTS users, use your MTS email and password
 - » For BPs, use your Echo login credentials
 - The Pre-Assessment simply gauges what you know before the module. It is expected that you will mark “I don’t know” for most questions! Don’t worry – there is nothing wrong with that!

Step 1: Pre-Assessment

The first step is to complete a set of pre-assessments. This is simply used to baseline your existing knowledge of the various topics. It is expected that you may not know most answers yet.

Instructions

For each topic below, please complete the pre-assessment by clicking on the link and answering all of the questions.

	Mod #	Pre-Assessment Topic	Link
<input type="checkbox"/>	2	Safety	Click Here
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here





02 Safety - Knowledge Assessment

* Required

Which of the following safety equipment is required at all times when performing service activities? *

- Safety Glasses
- Hearing Protection
- Hard Hat
- All of the above
- I don't now

When lifting heavy objects you should always: *

- Bend over and lift with your back
- Move item close to your body and lift with your legs
- Avoid using a fork truck to prevent damage to equipment
- All of the above



Step 1: Pre-Assessment

The first step is to complete a set of pre-assessments. This is simply used to baseline your existing knowledge of the various topics. It is expected that you may not know most answers yet.

Instructions

For each topic below, please complete the pre-assessment by clicking on the link and answering all of the questions.

	Mod #	Pre-Assessment Topic	Link
<input checked="" type="checkbox"/>	2	Safety	May 4, 2015 12:47:34 PM CDT
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here

How does it work?

6. The FSE reviews the Self Study content
 - Clicks on the “Click Here” link next to each module
 - Self Study content opens in a new window
 - It may require you to login:
 - » For MTS users, use your MTS email and password
 - » For BPs, use your Echo login credentials
 - FSE makes sure to diligently review and study all of the material
 - FSE marks each module complete with the “Self Study Complete” button on the Self Study content page

Step 2: Self Study

A collection of module courses have been selected for you as prerequisites to the skills goals defined in this training plan. These are administered through self-study.

Instructions

For each module course below, please diligently study the course material for each module by clicking the corresponding link. Each link will take you to a collection of study material which may include self-study presentations, video lectures, or video tutorials.

	Mod #	Module Topic	Link
<input type="checkbox"/>	2	Safety	Click Here
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here
<input type="checkbox"/>	11	Hydraulic Oil	Click Here
<input type="checkbox"/>	71	Routine Maintenance - Template	Click Here
<input type="checkbox"/>	72	Routine Maintenance - Fluid Care	Click Here
<input type="checkbox"/>	73	Routine Maintenance - HPU	Click Here



Mark complete once finished.

Ask A Question if you have one.

Step 2: Self Study

A collection of module courses have been selected for you as prerequisites to the skills goals defined in this training plan.

Your Training plan will automatically update

	Mod #	Module Topic	Link
<input checked="" type="checkbox"/>	2	Safety	May 4, 2015 12:51:39 PM CDT
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here
<input type="checkbox"/>	11	Hydraulic Oil	Click Here
<input type="checkbox"/>	71	Routine Maintenance - Template	Click Here
<input type="checkbox"/>	72	Routine Maintenance - Fluid Care	Click Here
<input type="checkbox"/>	73	Routine Maintenance - HPU	Click Here

The screenshot shows the MTS ECHO interface. At the top, there are navigation buttons: 'Download PDF', 'Ask A Question', 'Self Study Complete', and 'Full Screen'. The main content area displays a slide titled 'Safety Guidelines' with the following text:

Safety Guidelines

- » The crush zone is the area between the actuator and load cell. Keep all fingers and hands safely clear. This area is shown in the picture to the right indicated by the yellow caution sign.
- » The Emergency Stop is designed to remove the hydraulic pressure from a system by causing the hydraulic power unit (HPU) stop.
 - Know where all the "Emergency Stop Buttons" are located so that you can stop the system quickly in an emergency.
 - HPU
 - Load frame
 - Controller

There are two images: one showing a hydraulic system with a yellow caution sign, and another showing a control panel with a red emergency stop button. A caption below the second image reads: "Emergency Stop Button located in photo, top right red round button. This is on a typical Hydraulic Power Unit." At the bottom of the slide, it says "4/20/2015" and "Page 7". Navigation arrows at the bottom indicate "7 of 17" slides.

Review the Study Material (slides, video, links, etc)

How does it work?

7. The Training Coordinator is notified that the FSE is ready for the Laboratory Exercises
 - Training Coordinator reserves laboratory time on appropriate equipment for the FSE at a training center
 - Training Coordinator also arranges for a trainer to oversee the laboratory exercises




Sun 5/3/2015 7:19 PM
mts.fse.training@gmail.com
FSE Training - Student Ready For Lab

To: afrenz7@gmail.com
Cc: Frenz, Andrew

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

MTS FSE Training F



Obi-Wan is ready for the lab exercises

Mr. Andrew,

Obi-Wan Kenobi has completed all of the self study content assigned to them. They are now ready to attend a regional training center to perform the hands-on lab exercises.

You can view the required training exercises and trainer evaluations here:

[View Trainer Lab Eval →](#)

Please go ahead and reserve the appropriate equipment for the student at a regional training center and work with them to plan the travel to the center. Please also schedule a trainer to be available during the lab exercises and send them the above link so they can complete the lab evaluations.



How does it work?

8. The FSE completes the Laboratory Exercises
 - Travels to the regional training center
 - Clicks on the “Click Here” link next to each module
 - Laboratory Exercise opens in a new window
 - It may require you to login:
 - » For MTS users, use your MTS email and password
 - » For BPs, use your Echo login credentials
 - FSE completes the steps of each exercise as a trainer assists and oversees

Step 3: Laboratory Exercises

The most important part of training is putting the content you learn into practice through hands-on exercises in a training lab. Most laboratories are designed to get you experience doing the tasks that you will eventually do in the field at a customer site.

Instructions

Your training coordinator will schedule lab time for you to complete the laboratory exercises for each module. Please come to the training lab prepared to complete the exercises.

	Mod #	Module Topic	Exercise
<input type="checkbox"/>	2	Safety	Click Here
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here
<input type="checkbox"/>	11	Hydraulic Oil	Click Here
<input type="checkbox"/>	71	Routine Maintenance - Template	Click Here
<input type="checkbox"/>	72	Routine Maintenance - Fluid Care	Click Here
<input type="checkbox"/>	73	Routine Maintenance - HPU	Click Here





Step 3: Laboratory Exercises

The most important part of training is putting the content you learn into practice through hands-on exercises in a training lab. Most laboratories are equipped with the tools and equipment you will need to do the tasks that you will be performing on the job site.

Instruction

Your training instructor will provide you with the necessary information to complete the lab exercises. Please come to the training lab to complete the lab exercises.

Lab marked complete once trainer eval submitted (see next step)

	Mod #	Module Topic	Exercise
<input checked="" type="checkbox"/>	2	Safety	May 4, 2015 12:51:39 PM CDT
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here
<input type="checkbox"/>	11	Hydraulic Oil	Click Here
<input type="checkbox"/>	71	Routine Maintenance - Template	Click Here
<input type="checkbox"/>	72	Routine Maintenance - Fluid Care	Click Here
<input type="checkbox"/>	73	Routine Maintenance - HPU	Click Here

Safety – Lab Exercises

Exercise 1	Point out to your instructor any crush points on a load frame system <ul style="list-style-type: none"> Identify any areas that are not safe to place any body parts without following appropriate safety procedures.
Exercise 2	Demonstrate to your instructor the proper use of a lock out and hasp on an HPU
Exercise 3	Demonstrate to your instructor the proper use of a ball valve lock out
Exercise 4	Identify any accumulators in the lab and the type of gas used to charge them.
Exercise 5	Demonstrate the proper way to look for high pressure pin hole oil leaks.



Lab Exercises

- » The Lab Exercises for each module are directed at doing the “things that FSEs actually do in the field”
 - Focused on the actual revenue generating tasks that pertain to each module subject

- » The advantages are that a FSE can practice and get hands-on experience doing the actual tasks in a safer training environment before first doing it at a customer’s site

How does it work?

9. The Trainer evaluates the FSE on the Laboratory Exercises
 - Training Coordinator forwards email with lab evaluation links to Trainer
 - Trainer observes lab exercises and submits feedback to the manager on how well the FSE was able to perform the lab exercises
 - Once the Trainer Lab Eval is submitted for a particular lab exercises, that exercise is marked complete in the FSE's Training Plan. The post-assessment for that module is unlocked and made available at that time as well.

Overall Feedback



What steps did they struggle with?

Please describe what part they had trouble with.

None

Did they use appropriate safety procedures? *

If not, please comment on what they missed.

Yes

Other:

How would you rate the student's proficiency on this exercise? *

<https://static2.mtsecho.com/docs/dreyfus-novice-expert-scale.pdf>

	Novice	Beginner	Competent	Proficient	Expert
Student's Proficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

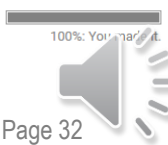
Overall comments for the FSE's manager? *

Recommended follow-up action, overall observations, any other comments, etc

The FSE knew exactly how to perform each task. It was clear that they came prepared and that the video tutorials really helped them know what to do.

« Back

Submit



100% Your mark

How does it work?

10. The FSE takes any assigned Post-Assessments
 - Clicks on the “Click Here” link next to each module
 - Post-Assessment opens in a new window
 - It may require you to login.
 - » For MTS users, use your MTS email and password
 - » For BPs, use your Echo login credentials
 - The Post-Assessment gauges what you have learned through the self study and laboratory exercises. There is no passing grade, but there are correct and incorrect answers. Your manager will get the results and use to determine the next steps.
 - The FSE has now completed the training!

Step 4: Post-Assessment

After completing each lab exercise, the corresponding post-assessment will become available. This is used to gauge your learned and retained knowledge of the various topics.

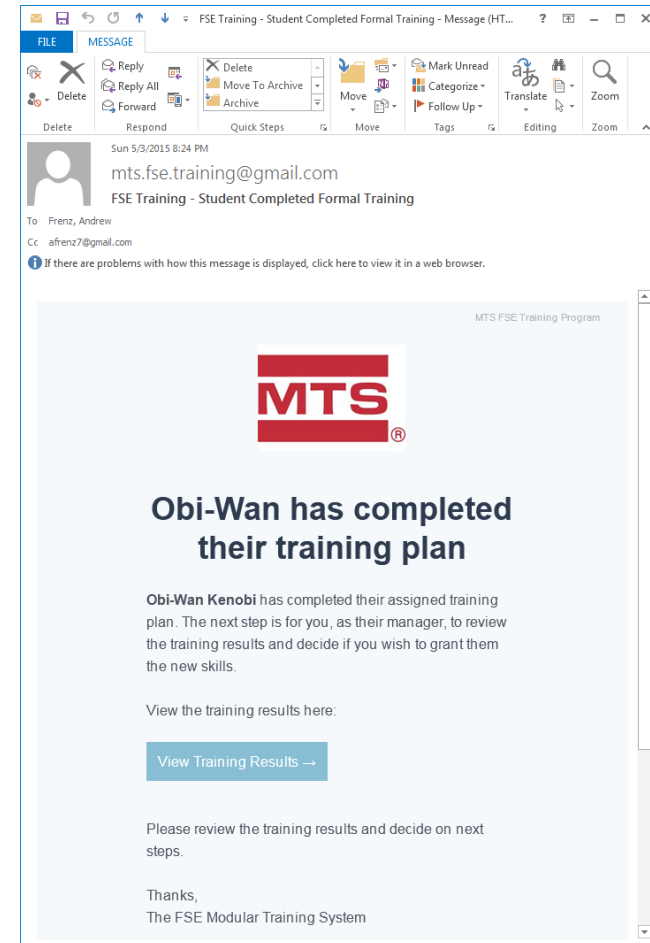
Instructions

For each topic below, please complete the post-assessment by clicking on the link and answering all of the questions. Do not refer to your self study material - we want to know what knowledge you have retained.

	Mod #	Post-Assessment Topic	Link
<input type="checkbox"/>	2	Safety	Click Here
<input type="checkbox"/>	3	Product Overview	Click Here
<input type="checkbox"/>	4	Closed Loop Control	Click Here
<input type="checkbox"/>	9	Documentation Resources	Click Here
<input type="checkbox"/>	10	Hydraulic Power Unit	Click Here

How does it work?

11. The FSE's Manager receives a Feedback Packet
 - Online webpage showing a summary of all completed modules
 - Manager can drill into any particular section to see the details (like particular questions answered incorrectly, etc)





FSE Modular Training Manager Feedback Packet

Obi-Wan Kenobi
FSE Student
obiwan.kenobi@mts.com

Andrew Frenz
Training Coordinator
andrew.frenz@mts.com

Directions - Manager Action Required
Review the Knowledge Assessment and Lab Evaluation results and decide if you wish to immediately grant the new skills. You may optionally require a mentorship first. Record your decision below.

Trained Skills

Skill Code	Level	Name	Require Mentorship	Grant Skill
HPU_505_G1	1	HPU - 505 Series G1 Series - Routine Maintenance		Granted
HPU_505	1	HPU - 505 Series - Routine Maintenance	Mentor Assigned	Click Here
HPU_506	1	HPU - 506 Series - Routine Maintenance	Optional	Click Here

Summary

Mod #	Name	Pre Assessment	Post Assessment	Lab Evaluation
02	Safety	9 / 10	9 / 10	Competent
03	Product Overview	8 / 10	10 / 10	Proficient
04	Closed Loop Control	3 / 15	15 / 15	Expert
09	Documentation Resources	1 / 10	6 / 10	Novice

FILE MESSAGE

Reply, Reply All, Forward, Delete, Move To, Archive, Delete, Respond, Quick St

Sun 5/3/2015 8:24 PM

mts.fse.training@gr
FSE Training - Student Co

To: Frenz, Andrew
Cc: afrenz7@gmail.com

If there are problems with how this message is d

Obi-Wan
their

Obi-Wan Kenobi h
plan. The next step
the training results
the new skills.

View the training re

[View Training Re](#)

Please review the t
steps.

Thanks,
The FSE Modular T



FSE Knowledge Assessment

09 - Documentation Resources

Obi-Wan Kenobi
FSE Student
obiwan.kenobi@mts.com

Mr. Andrew Frenz
Training Coordinator
andrew.frenz@mts.com

Type: Post-Assessment
This gauges the student's knowledge of the module subject **after** completing the module.

6 / 10
Correct

Question	Student's Answer	Grading	Correct Answer
What is the MTS part number for the RJ-50 modular connector used to manufacture the Load Cell cable assembly part number 057-099-209?	100-145-083	Correct	
What is the torque for the 3/8 – 16 adjuster bolt on a 249.12 swivel part number 472770-02?	25 LB-FT	Correct	
What is the distance between the centers of the 2 columns which the crosshead is attached to on a 318.10 load frame? The crosshead is the part the load cell is attached to. Use drawing P/N 501163-01.	21.00 Inches	Wrong	23.50 Inches
What is the return filter element part number for a 505.30 HPU?	010-053-349	Correct	
How many 50 Foot Load Cell cables (057-099-209) were	3	Wrong	4

Manager can understand the details behind each score

Training Feedback Packet

Directions - Manager Action Review the Knowledge Assessment and decide if you wish to immediately require a mentor or may optionally require a mentor below.

Requirement	Required
505 Series G1 Series - Routine Maintenance	
505 Series - Routine Maintenance	Mentor
506 Series - Routine Maintenance	

	Pre Assessment	Post Assessment
	9 / 10	9 / 10
	8 / 10	10 / 10
	3 / 15	15 / 15
	1 / 10	6 / 10

supplied with order US1.49992?		
Anyone can download standard	True	Correct



How does it work?

12. FSE's Manager optionally assigns a mentor or grants the skill

- For each skill on the training plan, the manager decides based on the feedback and his own judgement if the FSE is ready to perform the skill solo
 - » If so, managers clicks appropriate link to grant the skill in the training system (and follows up by granting in scheduling system too)
 - » If not, manager clicks appropriate link to assign a mentor for a period of time until the mentor reports that the FSE is ready to do the skill on their own.

FSE Modular Training

Manager Feedback Packet

Obi-Wan Kenobi
FSE Student
obiwan.kenobi@mts.com

Andrew Frenz
Training Coordinator
andrew.frenz@mts.com

Directions - Manager Action Required
Review the Knowledge Assessment and decide if you wish to immediately grant the skill. You may optionally require a mentorship first, as shown below.

Skill Code	Skill Name	Require Mentorship	Grant Skill
HPU_505_G1		[]	Granted
HPU_505	HPU - 505 Series - Routine Maintenance	Mentor Assigned	Click Here
HPU_506	HPU - 506 Series - Routine Maintenance	Optional	Click Here

Manager grants skill after Mentorship complete

Manager may optionally assign a mentor if they determine the FSE is not ready for solo work.

Manager clicks here to grant the skill!

FSE Mentorship

- » A manager may optionally decide to require mentorship validation prior to granting a new skill
 - Not required
 - Manager's decision on a case-by-case basis

- » For accredited skills (calibration), mentorship is required before the skill is acquired

- » In a mentorship: Mentor accompanies FSE on site
 - **FSE performs the work for the skill/skills practiced in the lab as the mentor watches and monitors**
 - The Mentor teaches and reinforces the customer experience part of the job
 - If needed, Mentor reinforces material to aid in the training progress.
 - Mentor reviews new FSE's progress with Manager weekly



How does it work?

13. This round of training is complete!
 - The Training Plan updates to show all skills marked complete
 - The FSE will now be able to scheduled for the jobs requiring the new skills that they have just achieved!
 - When the FSE is assigned additional skills to train for in the future, the system will automatically remember that they have completed the individual modules under this plan

FSE Individual Training Plan

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SUMMARY

An individual training plan has been developed for you by your manager and training coordinator. Your training plan is designed to expand your skills into important new areas and advanced levels.

CURRENT STAGE

[Fully Complete](#)

All skills have been achieved and this plan is fully complete!

SKILLS GOAL

Your manager has determined that they want to help you achieve the following set of new skills. This training plan will help you achieve these by taking you through a series of modules that build on top of each other to cover these skills.

	Skill Code	Level	Full Name
<input checked="" type="checkbox"/>	HPU_505_G1	1	HPU - 505 Series G1 Series - Routine Maintenance
<input checked="" type="checkbox"/>	HPU_505	1	HPU - 505 Series - Routine Maintenance
<input checked="" type="checkbox"/>	HPU_506	1	HPU - 506 Series - Routine Maintenance

SKILLS

A skill is a calibration process, field service process, product specific or system level experience that a Field Service Engineer has proved to be efficient and/or certified by a trainer/mentor and Service manager. After achieving a skill it will be entered into the skills matrix and you will now be eligible to be scheduled for this type of work.

REFERENCES

You can find additional assistance and directions [here](#).



Summary

- » New FSE Modular Training Program
 - Replaces Core Training

- » Learned
 - What is modular training?
 - Who takes it?
 - How does it work?

- » Any questions?
 - Ask using the “Ask A Question” button above

