



The Transcript

Edition - 2020 Q1

Training News

Graduates

In December 2019, MCI Academy graduated the first customer Master Technician. Evan McIntire of Quick's Bus completed all the Technician Level programs and both Specialist Diploma programs. Congratulations Evan!!! And congratulations to Quick's Bus for understanding the value of investing in your staff to maintain your coaches at the highest level possible.



Recruiting and Retention

Need to recruit and retain quality technicians? Use the MCI Academy training programs to attract new talent and keep those quality technicians by using MCI Academy training programs to increase their skills and value to your company. A characteristic of a quality technician is the desire to expand their knowledge and earn certificates and designations. Feed this desire by sending them to the MCI Academy.

Awards

In November of 2018, MCI Academy was awarded the ASE Grand Excellence in Training Award for the third year in a row beating out companies such as Bridgestone, AC Delco, General Motors and Raytheon. No training program has ever won this prestigious award two times in a row let alone three times in a row before MCI Academy.



Course Highlights

MDSS Calibration Training (PIN2) – Course 12.603.1

If you have a coach with Motorcoach Dynamic Suspension System (MDSS), there may come a time when a Height Sensor needs to be replaced. When this occurs, the Height Sensors must be recalibrated. To perform this recalibration, you must have Meritor Toolbox software and a Personal Identification Number (PIN2). A PIN2 can only be obtained after completing training conducted by Wabco. This training is available in the LMS under course 12.603.1 MDSS Wabco PIN 2. Once the course is completed, a request is sent to Wabco to issue a PIN. Once the PIN is received from Wabco, the letter is sent to the student who will have to sign the letter and return to MCI Academy. An LMS report is run every two weeks to see who had completed the course. If you need the PIN sooner, request MCI Academy to expedite the process. Normally Wabco issues a PIN within a week but sometimes it can take longer. The PIN can only come from Wabco. Each Technician has to have their own PIN since it links the Technician to any changes that are made.

Amerex Fire Suppression System Inspection Qualification Training – Course 07.601.2

Did you know that if you have an Amerex Fire Suppression System in your coach, it must be inspected and serviced at a specific interval by a Qualified Technician who has completed special training? Failure to perform and document these required inspections can release Amerex from any responsibility if their system fails to disperse if needed. Up until now, this training could only be received from an Amerex trainer. After a lot of work with Alan Fulton at Amerex, this Qualification can now be achieved by completing LMS Course 07.601.2 Amerex Fire Suppression System Inspection Qualification. Amerex will be receiving quarterly reports from the LMS to track who has completed the training to update their records. If you have not been inspecting your systems, have your Technicians complete this course and get your inspection program implemented.

High Voltage Safety Training

With electric coaches entering the market, the dangers of working with High Voltage must be fully understood and prepared for. MCI Academy now offers three different courses to help get prepared for introducing electric coaches into your fleet. One course is for Managers and Supervisors (35.101), one is for employees who may enter the work area (Unqualified) (35.102) and one for technicians who will be working on the High Voltage systems (Qualified). The Managers course and the Unqualified course are available at no charge in the MCI LMS and the Qualified training is an 8 hour course which does have a fee. No other manufacturer offers this type of High Voltage Safety training.

X12 Courses

MCI started installing Cummins X12 engines in the model year 2020 coaches. 18 courses are available in the Cummins Engine Course Catalog

Training Programs

Motorcoach Operator Certificate Program

New for 2020 is the Motorcoach Operator Certificate Program which is 100% LMS based. It provides a structured training program for motorcoach operators similar to the Technician Certificate Program. It consists of four different certificate levels that must be done in order starting. Each Certificate consists of several lessons and each lesson will have a quiz that must be passed. The lessons do not have to be completed in any particular order within the individual Certificate. However, the Certificates must be completed in order starting with Motorcoach Operator 3 and working towards the Master Motorcoach Operator Certificate. This program allows for the standardization of knowledge of your Operators. The LMS allows companies to run reports to track what training has been completed by a Motorcoach Operator and the Training Record follows the Motorcoach Operator since no LMS accounts will never be deleted.

Motorcoach Technician Apprenticeship Program

Having a hard time finding qualified technicians? Then create your own by taking advantage of the US Department of Labor (USDOL) registered Motorcoach Technician Apprenticeship program created by MCI Academy. This 5 year program includes over 800 hours of training and allows technicians to earn all the System Qualifications, Technician Level Certificates, Specialist Diplomas and a Journeyworker designation from the US DOL. This program is available at no charge.

2020 Winter and Spring Semester Schedule

For the full year schedule and to sign up for these classes, visit www.mciacademy.com.

Semester	Course	Start	End	Location			
Winter	Elect 101	1/6/2020	1/10/2020	Louisville KY		Tech Tune Ups	
	HVAC 101	1/14/2020	1/17/2020	Louisville KY		Tech 2 Certificate	
	Tech 3	1/13/2020	1/17/2020	Louisville KY		Tech 1 Certificate	
	HVAC 401	1/27/2020	1/31/2020	Louisville KY		Tech 3 Certificate	
	Tech 1a	1/27/2020	1/31/2020	Louisville KY		MCI HVAC Specialist Diploma	
	Elect 101	2/3/2020	2/7/2020	Louisville KY		MCI Electrical Specialist Diploma	
	Tech 2a	2/3/2020	2/7/2020	Louisville KY			
	Regional Technical Tune Up	2/4/2020	2/5/2020	Seattle, WA			
	Regional Technical Tune Up	2/11/2020	2/12/2020	Des Plaines, IL			
	Elect 201	3/2/2020	3/6/2020	Louisville KY			
	Tech 2b	2/24/2020	2/28/2020	Louisville KY			
	Regional Technical Tune Up	2/25/2020	2/26/2020	Blackwood, NJ			
	Regional Technical Tune Up (English)	2/25/2020	2/26/2020	Montreal, QC			
	HVAC 201	2/24/2020	2/28/2020	Louisville KY			
	Spring	HVAC 101	3/10/2020	3/13/2020	Louisville KY		
		Elect 201	3/16/2020	3/20/2020	Louisville KY		
Tech 3		3/16/2020	3/20/2020	Louisville KY			
Regional Technical Tune Up		3/17/2020	3/18/2020	Alaska			
Regional Technical Tune Up (French)		3/17/2020	3/18/2020	Montreal, QC			
Elect 101		3/30/2020	4/3/2020	Louisville KY			
Tech 2a		3/30/2020	4/3/2020	Louisville KY			
Tech 1b		3/30/2020	4/3/2020	Louisville KY			
Elect 301		4/13/2020	4/17/2020	Louisville KY			
HVAC 301		4/13/2020	4/17/2020	Louisville KY			
Tech 2b		4/13/2020	4/17/2020	Louisville KY			
HVAC 201		5/4/2020	5/8/2020	Louisville KY			
Tech 3		5/4/2020	5/8/2020	Louisville KY			
HVAC 101		5/12/2020	5/15/2020	Louisville KY			
Elect 301		5/11/2020	5/15/2020	Louisville KY			
Elect 201		5/18/2020	5/22/2020	Louisville KY			

For more information concerning the MCI Academy and its programs, contact Scott Crawford at scott.crawford@mciacademy.com.