2011 TechTraining Opportunities

Dealers: New Request Forms Included

The 2011 Technical Training agenda will continue to familiarize Dealer and Customer technicians with important Blue Bird implementations, including the new BBCV dual-zone Multiplex system, 2010 emissions-compliant Selective Catalytic Reduction exhaust systems, and much more.

Since last fall, the Blue Bird Technical Training team has been hot on the trail of these advancements, incorporating them into the Service Manuals and new Training content to ensure your Service Technicians are able to continue providing the best after-the-sale support in the industry.

This document contains everything you need to make your Factory Training Workshop reservations, to submit your requests for On Site Training Workshops, and to learn about TechTraining Webcast Sessions.

Our Place, Your Place, Or Both!

Blue Bird continues its tradition of leading the school bus industry in both quantity and content quality of technican training delivered to its Dealers and Customers. The Dealer Organization partners with Blue Bird in this endeavor by participating as Host Dealers for ONSITE TechTraining Workshops conducted in the Dealers' primary market regions, and as Dealer Sponsors for the hundreds of technicians who attend FACTORY TechTraining Workshops conducted several times each year at the Blue Bird home plant in Fort Valley, Georgia.

In 2011, the TechTraining team will continue to expand its delivery of live WEBCASTS. This supplement to live classroom Workshops proved very popular in 2010 as a means for delivery of late-breaking developments and tightly-focussed specific subject content.

This document briefly explains the TechTraining opportunities for calendar year 2011, and includes easy-to-use forms for requesting ONSITE Workshops and reservations for FACTORY Workshops.

Thank you, Blue Bird Dealers, for your continued support of this important customer support activity. We look forward to seeing you in class in 2011!

FACTORY TechTraining Workshops

At strategic times each year, the TechTraining team conducts a series of four-day Workshops at the Blue Bird home plant in Fort Valley, Georgia. FACTORY Training attendees leave with fresh knowledge of the most recent product changes, a deeper overall understanding of the products they service, a more fully-rounded theoretical base, and refined troubleshooting skills.

Conducted in a comfortable classroom / lecture / presentation / discussion environment, FACTORY TechTraining Workshops allow technicians to escape the busy surroundings of their shops to focus full and uninterrupted attention on the study material. The combination of electronic media presentations, physical props, and hands-on inspection of a clean, new Blue Bird chassis serves to refresh and update a technicians' expertise on the subject product, in terms of both operational theory and functional practicality. All main systems are covered, with a primary focus on the latest product changes. FACTORY Workshops are rounded-out with a walking tour of the production plant, providing students the special kind of intuitive understanding only gained by following the creation of a finished chassis from bare frame rails to ready-for-delivery.

FACTORY TechTraining Workshops are open to Dealer service personnel and customers' service personnel unless designated "Dealer Only" on the workshop schedule. In 2011, tuition continues to be free of charge, and printed Service Manuals and other handouts are provided to each student. To maximize learning value, class size is limited. Reservations are confirmed on a first-come-first-serve basis, so please plan ahead and make reservations well in advance.

Confirmation and Attendance Details

Reservations are confirmed upon receipt of a completed Reservation Request, according to these guidelines:

To ensure availability across the network of Blue Bird Dealers, immediate confirmations are limited to two attendees per Dealer. Reservation requests above the two-per-Dealer guideline are entered in a standby list which is maintained until the Registration Threshold Date, thirty days prior to the Workshop. Workshops that have not yet filled to capacity by the Threshold Date are filled by cycling through the Dealer standby lists in the order they were received, registering one name from each list until the class is filled. If minimum attendance requirements are not met by FACTORY Workshop's Threshold Date, the workshop is subject to cancellation.

Approximately thirty days prior to each Workshop, a welcome letter is emailed to each person registered, and copied to his/her representative Dealer. The letter provides information on local motels and transportation, arrival and departure recommendations, tentative workshop schedule, dress code, and contact information.

Blue Bird provides for each FACTORY Technical Training Workshop attendee:

- Four days of Blue Bird Technical Training.
- Bus transportation to and from the Days Inn in Fort Valley, which serves as the daily pickup & drop-off point for all scheduled workshop activities. Regardless of where they are lodging, workshop attendees meet at the Fort Valley Days Inn to ride the Blue Bird bus to and from the Workshop site each day.
- Lunch and refreshments each day of the Workshop.
- Pencils, paper, and subject matter handouts.
- One print copy of the current Service Manual for the subject model.
- Any other incidental tools or other equipment required for the Workshop.

Attendees (or their employers) provide:

- Meals other than the lunches provided by Blue Bird each day of the Workshop.
- All lodging and transportation costs to and from the daily pickup & drop-off point at the Fort Valley Days Inn. A variety of hotel or motel accommodations in nearby Warner Robins or Perry are reasonably convenient to the factory. However, for maximum convenience, TechTraining recommends lodging at the Days Inn in Fort Valley. (Days Inn, 300 Commercial Heights, Fort Valley, GA, 478.825.3600)
- Round-trip transportation arrangements to/from the pickup/drop-off point at the Fort Valley Days Inn.

To request FACTORY TechTraining Workshop reservations, fill out and submit the included FACTORY Workshop Reservation Form. We look forward to seeing you!

ONSITE TechTraining Workshops

The Blue Bird TechTraining team offers assistance to Blue Bird Dealers wishing to conduct Workshops at their own facilities or within their service regions through ONSITE TechTraining Workshops. A Dealer requesting an ONSITE Workshop assumes the role and responsibilities of Workshop Host, with a Blue Bird TechTrainer conducting class training as guest Trainer. Blue Bird Dealers taking advantage of this offering can combine much the same kind of training as presented in FACTORY Workshops, with the flexibility for greater focus on specific subjects of particular interest and need. Dealer and Customer attendees alike attain focused knowledge of the Workshop subjects, a deeper overall understanding of the products they service, a more fully-rounded theoretical base, and refined troubleshooting skills.

Any Authorized Blue Bird School Bus Dealer may submit a request for an ONSITE TechTraining Workshop. Requests are committed on a first-come-first-served basis subject to the Training team's calendar availability. Once committed, the Host Dealer assumes responsibility for all attendance, venue setup, and logistics. Blue Bird covers the costs of the Trainer's transportation and lodging, and provides Service Manuals and other handouts for the anticipated number of attendees. All other costs are borne by the Host Dealer.

ONSITE TechTraining Workshops are typically scheduled for two days duration at a location within the Host Dealer's primary sales region.

ONSITE Workshops are appropriate for Owners/Operators as well as the Host Dealer's own service personnel. Customer attendees must be representatives of existing or prospective Customers of the Host Dealer within the Host Dealer's primary sales region.

A full time employee of the Host Dealer, preferably the lead service/maintenance staff member, must be appointed Host Dealer Attendee, and must be present throughout the Workshop. The Dealer Attendee represents the Dealer before its Customers and plays a supportive role to the Trainer. Training consists of classroom lecture, electronic presentations, and discussion, with optional bus show-and-tell as provided by the Host Dealer.

Confirmation and Attendance Details

The number of ONSITE Workshops conducted per year is limited according to the Trainers' calendar. Demand is high, and calendars are subject to change throughout the year, so Dealers are urged to submit ONSITE Workshop requests as early as possible, and at least sixty days in advance of the proposed dates.

Shortly after submitting an ONSITE Workshop request, the requesting Dealer will receive an e-mail acknowledging receipt of the request. After reviewing the current Training calendars, The TechTraining team will follow up with an additional e-mail or FAX to either confirm or decline the proposed Workshop.

Blue Bird provides the following in ONSITE Technical Training Workshops:

- One guest Trainer to conduct training, and all of the Trainer's travel, transportation, meal and lodging expenses, within the continental US and Canada.
- Training subject content in the form of electronic presentations, and a computer and projector with which to present.
- Printed Service Manuals, and other subject handouts as required for the course subject matter, for the predetermined number of student attendees.
- Certificates of Completion for the predetermined number of attendees. The Host Dealer is responsible for filling in the trainees' names and presenting the certificates.

The Host Dealer Provides:

- All pre-Workshop announcement, promotion, and attendee registration, including handling of all student questions regarding the Workshop, lodging, meals or other accommodations. Remember, an ONSITE Training Workshop is the Host Dealer's event, The Blue Bird Trainer's responsibility is limited to representing Blue Bird and conducting the training.
- All arrangements and costs for one morning and one afternoon coffee/snack break for each day of the Workshop.
- All arrangements, costs, and transportation for complementary lunches), if planned. (Optional, but recommended.)
- All arrangements, costs, and setups associated with securing an appropriate training class location. The appropriate venue is any clean, comfortable, and quiet conference room appropriate to the group size, and may be on the Host Dealer's premises, at the customer's school bus operation facility, or in a local hotel's meeting accommodations.

  These minimal technical requirements for the meeting room:

  - A suitable projection screen. (The guest Trainer provides the presentation computer and projector.)
  - A presenter's table or podium at the front of the class, with electrical power for the Trainer's computer and projector.
  - A means by which to control lighting for comfortable visibility of projected presentations from all student seating locations.
  - A dry-erase whiteboard or flip chart at least 24" x 36" with colored markers.
  - Wireless Broadband internet connection is recommended, though not strictly required.
  - Comfortable seating for all students with adequate tabletop space for writing and working with the Service Manual and handouts. Name tags, pencils, and note pads for all attendees.
- A clean, current year bus of the model which is the focus of the Training, parked in a facility within walking distance of the classroom, with walk-around space sufficient for the whole class group.
- One full time employee of the Host Dealer assigned as Dealer Attendee to assist the Blue Bird Trainer as required.
- Strict control of class size so as to not exceed the comfort level of the meeting room. For Workshops conducive to "meaty" discussion, approximately twenty students is a practical maximum. For special-cases involving larger groups, note the requirements on the request form and discuss with the Trainer.
- Personalization of the Certificates of Completion. Blue Bird provides the Certificates; the Host Dealer is responsible for filling them out with students' names, Workshop dates, and for and presenting the Certificates to the attendees.

To request a guest Trainer for an ONSITE TechTraining Workshop hosted by your Dealership, fill out and submit the ONSITE Workshop Request Form included in this PDF Portfolio. We look forward to working with you!

TechTraining WEBCASTS

In 2011, the Blue Bird Technical Training team will continue its delivery of subject-focussed Training sessions by means of interactive internet WEBCASTS, delivered live directly from the TechTraining office at the Blue Bird home plant in Fort Valley, Georgia.

TechTraining WEBCASTS provide a third training delivery option which enables Trainers to reach more Dealer and/or Customer technicians on shorter notice with brief sessions on late-breaking updates and tightly-focused specific topics of interest.

Participation is easy. Upcoming TechTraining WEBCASTS are individually announced at least several days prior to their occurrence. The announcement includes a toll-free call-in line and a web link for connecting to the visual presentation. The typical duration is one to three hours, including Question & Answer sessions which follow the Trainer's presentation.

Invitees can participate either from their individual locations, or as small groups in a Dealer or Customer conference room.

Individuals need only a phone and a computer with a high-speed internet connection. Group settings require only a comfortable meeting room of appropriate size, a single computer with high speed internet access, computer projector & screen, and a conference speaker phone.

The TechTraining team appreciates all the positive feedback received during our introduction of Training WEBCASTS in 2010 and welcomes Dealer ideas and suggestions as we continue to expand this new potential with you!