

Product Training General Information

Distributor/Dealers

All DDC courses must be scheduled through the Aftermarket Resource Center (ARC) through your locations Products Administrator (PA). All prerequisites must be completed before enrollment will be accepted. Once registration is received, the training department will send a class confirmation.

Wear appropriate clothing (listed below, Safety).

All Technicians are encouraged to bring their own Digital Voltage Meter (DVM) to diagnostics classes.

End-Users

Applications for Allison and DDC training will be accepted on a “first-come/first-served” basis; early enrollment is encouraged. Please submit your application showing your first, second and third choice of dates. You are invited to enroll in as many classes as you wish, but please fill out a separate application for each student and class. The training department will send you a confirmation when you are scheduled for a class. Please contact Connie Greenfield at (360) 887-7513.

All Technicians are encouraged to bring their own Digital Voltage Meter (DVM) to diagnostics classes.

Classes will be conducted Monday through Friday beginning at 8:00 am and ending at 4:00 pm with a 1-hour lunch break. Wear appropriate clothing (listed below, Safety). We will provide all tools for the class.

Cancellations made less than 5 working days prior to the class start date are subject to 50% of the class fee. Earlier cancellations will receive a full refund.

Western Star Northwest reserves the right to cancel or reschedule any class. Manuals, catalogs and service bulletins are included at no additional charge.

Western Star Northwest offers custom classes tailored to meet your needs. Please contact Connie Greenfield (360) 887-7513 or Clint O’Neill (360) 887-7591 to discuss your opportunities.

You are responsible for lodging, transportation and meals. We will furnish you with names and phone numbers of accommodations in the immediate area upon confirmation. Please send purchase order number to Connie Greenfield (360) 887-7513.

E-Mail Contacts

Connie.greenfield@westernstarnw.com

Safety

All related supplemental instruction courses conducted at Western Star Northwest begin with Safety. Specifically discussed are evacuation of each class room and a designated gathering area to take account of attending personnel or guest students in the event of a disaster. In addition course specific required attire and safety gear are addressed prior to student arrival and provided in the event they arrive unprepared. First aid stations, hearing and eye protection and flushing stations are identified. Processes requiring lifting apparatus operation start with the training centers specific safety protocols demonstrated to the class by the instructor. Manufacture specific safety procedures are imbedded in the publications we use for reference material and are discussed in the classroom, demonstrated by the instructor and required of the students during and after the course. **Students are required to wear appropriate clothing consisting of; closed toes shoes, safety glasses, hearing protection and work boots.**