



Reliability Driven[®]

MCI ACADEMY

Training for Advancing Technology





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Introducing MCI Academy

Welcome to MCI Academy, Motor Coach Industries' comprehensive new educational program to help customers develop personnel to maintain and repair motor coaches to the highest of standards.

As North America's leading builder of motor coaches, MCI understands that finding skilled technicians has become increasingly difficult. Technical school graduates most often choose the trucking industry, and those who do arrive at charter and tour companies typically have little motor coach knowledge. Training usually falls to the hiring company.

MCI can help. Properly trained personnel represent a superior return on investment, contributing to increased coach availability with faster repair times, fewer road failures and reduced expenditures on unnecessary parts.

MCI Academy is the result of our history and expertise at training. In 2007, MCI established the National Training Center at our parts distribution center in Louisville, Kentucky, where we host the popular, hands-on Technical Tune-Up training events. In 2008, we launched our award-winning webinar series led by expert MCI trainers and OEM representatives.

In February 2015, MCI debuted an online, anytime training program called the Learning Management System. Today, LMS has more than 4,000 registered users and a growing library of more than 400 courses dedicated to major coach components and systems.

MCI Academy combines all of these training platforms, plus others. With training opportunities including Systems Qualifications, students can progress through the program, ultimately getting an MCI Level 1 Certificate. Technicians can additionally earn diplomas in specialties related to critical coach systems such as HVAC and Electrical.

Please review this brochure and see all the new training opportunities available to you to enhance your operations and your technicians' skills.

Sincerely,

Scott Crawford
Manager, Technical Training



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Registration

To enroll in MCI Academy, all students must have an account created in the Learning Management System. Once the student has an account, they are free to take any course offered in the Course Catalog. There are no fees for Course Catalog, Webinars or Technical Tune-Ups.

For special programs, like the Certificates or Diplomas, the student will need to notify the MCI Training Department of their desire to pursue these programs. They will then be given access to the special Course Catalog that contains the curriculum. Currently, there are no fees for these special programs.

Learning Management System

The Learning Management System (LMS) is the base system for all training programs available at MCI Academy. The LMS creates an account and a transcript for each student and documents all training activity. LMS requires the student to take a quiz at the end of each course, passing with an 80% (or 90% on the Meritor courses). The student may retake the quiz as many times as necessary to pass. When passed, LMS automatically updates the student's transcript and issues a personalized Certificate of Completion. A completed course may be repeated as a refresher course without the quiz.

The LMS also has a reporting feature that allows the company's management to track training activity. Reports can be customized in any format that is useful for a manager's needs.

Accounts are grouped by companies, and their students are placed into these groups. Active students must be employed by an MCI customer. If a student leaves the company, the student's account will be disabled but not deleted. The account can be reactivated should the student return or become employed by another operator of MCI coaches.



LMS Course Catalog

The LMS Course Catalog will allow the student to take individual courses as needed. The LMS Course Catalog is divided into sub catalogs that encompass various topic categories and systems. To find a course, locate the catalog that contains the topic, and then find the course in that sub catalog. To enroll in the course, simply click on the “Enroll” link under the apple, and the course will appear on your course list located on “My Account” tab.

There are catalogs for:

- MCI Technical Courses by Systems
- MCI Technical Courses by Technician Classification
- MCI Operators
- General Shop Safety
- Setra Operators
- Setra Technical Courses
- Parts
- Fleet Management
- Cummins Engines
- Detroit Engines
- Allison Transmissions



Programs

System Qualifications

System Qualifications have been created to develop personnel to a high level of competence on the major systems on an MCI motor coach. To earn a System Qualification, the student must complete a combination of online courses and instructor-led training held at the National Training Center in Louisville, Kentucky. The Louisville training will require students to attend classroom training, pass post-tests and demonstrate their knowledge by performing practical tests.

Certificates

Certificates programs have been created to develop personnel to different skill levels. To earn certificates, students will need to complete designated System Qualifications. There are three levels of certificates available: MCI Level 1 Technician, MCI Level 2 Technician and MCI Level 3 Technician.

Diplomas

Degree programs consist of intense, in-depth training on heating, ventilation and air-condition (HVAC) and electrical systems. The Diploma programs are multiple week training courses, designed to take technicians with little experience and advance them to an advanced level.

Continuing Education

Continuing Education programs are designed to sharpen the knowledge and skills of maintenance staff on common systems, and introduce new systems and procedures.

On-Site Training

MCI can bring the training to your shop and on your coaches. Scheduled training must be at least three days in length and in any combination of topics. Course cost covers all expenses related to the training class including all travel expenses and training materials. Maximum recommended class size is 10 students.



System Qualification

System Qualification develops a technician's knowledge and skill level on a specific system found on MCI motorcoaches.

Each System Qualification has required steps a technician must complete to successfully earn the designation. These steps are:

- Complete designated courses in the LMS Course Catalog
- Attend Instructor-led training at the National Training Center in Louisville, KY
- Successfully pass a post test with a score of 80%.
- Successfully pass a hands-on skills assessment

Technicians may bypass the above steps and proceed directly to the hands-on skills assessment by successfully passing a System Challenge test. To pass a System Challenge test, the student will be given one attempt to receive a score a 90% or higher. The challenge is timed and must be completed in the specific time allotted. All System Challenge tests will be taken via the Learning Management System (LMS).

System Qualification Categories

Preventive Maintenance

Tires and Wheels

Basic Steering Systems

Basic Suspension Systems

Air Systems

SmarTire TPMS Systems

Basic Electrical Systems

Drum Brake Systems

Disc Brake Systems

Wheel Ends Systems

Anti-Lock Brake Systems

Advanced Steering Systems

Proheat Auxiliary Systems

Advanced Suspension Systems

HVAC Systems

Dinex I/O MUX Systems

ACTIA MUX Systems

Vansco MUX Systems



Certificate Program

The Certificate Program offers a special designation for three different levels of technician based on skills accumulated through completed training. Each level builds on the previous level with MCI Level 3 Technician being the starting level.

Each level requires completion of designated System Qualifications to earn a certificate.



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MCI Level 3 Technician

Prerequisite Courses*

Theory of Fastening

Preventive Maintenance

All courses for this qualification are LMS Courses. There will not be a practical test requirement.

Tires and Wheels

All courses for this qualification are LMS Courses. There will not be a practical test requirement.

MCI Steering Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering basic Steering Systems on MCI coaches.

MCI Suspension Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering basic Suspension Systems on MCI coaches.

MCI Air Systems

Courses for this qualification are a combination of LMS Courses, training and testing in Louisville, Kentucky, covering basic Air Systems on MCI coaches.

SmarTire Tire Pressure Monitoring Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering the SmarTire tire pressure monitoring systems on MCI coaches.

* Additional courses may be added.



MCI Level 2 Technician

MCI Drum Brake Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering Drum Brake Systems on MCI coaches.

MCI Disc Brake Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering Disc Brake Systems on MCI coaches.

MCI Wheel End Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering Wheel End Systems on MCI coaches.

MCI Basic Electrical Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering Basic Electrical Systems such as charging, starting and lighting systems.

MCI Advanced Steering Systems

Courses for this qualification will be a combination of LMS courses, training and testing in Louisville, Kentucky, covering advanced steering systems such as ESC, ESP and RAS.

MCI Proheat Auxiliary Heating Systems

Courses for this qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, covering Proheat auxiliary heating systems on MCI coaches.

Anti-Lock Brake Systems

Courses for this qualification will be a combination of LMS courses, training and testing in Louisville, Kentucky, and will cover Anti-Lock brake systems on MCI coaches.

MCI Level 1 Technician

MCI HVAC Systems

Courses for this Qualification are a combination of LMS courses, training and testing in Louisville, Kentucky, and will cover HVAC Systems on MCI coaches.

MCI Advanced Suspension Systems

Courses for this Qualification are a combination of LMS courses, training and testing in Louisville Kentucky and will cover Advanced Suspension Systems such ECAS and MDSS systems on MCI coaches.

MCI Vansco Multiplex Systems

Courses for this Qualification will be a combination of LMS Courses, training and testing in Louisville, Kentucky, and will cover Vansco Multiplex Systems on MCI coaches.

MCI Dinex I/O Multiplex Systems

Courses for this Qualification are a combination of LMS Courses, training and testing in Louisville, Kentucky, covering Dinex I/O T1, T and G4 Multiplex Systems on MCI coaches.

MCI ACTIA Multiplex Systems

Courses for this Qualification are a combination of LMS Courses, training and testing in Louisville, Kentucky, covering ACTIA Multiplex Systems on MCI coaches.

Diploma Programs

Diploma programs are designed to develop students with little to no experience and take them to an advanced level of skill. The training programs are multiple week sessions spread out over several months to allow the student to absorb the information learned in class and have the opportunity to apply the learning in an actual fleet environment.



MCI HVAC Specialist Diploma

The MCI HVAC Diploma is achieved by completing all required prerequisite LMS courses and attending all four sessions held at the National Training Center in Louisville, Kentucky. Each session will be separated by several weeks for students to complete any assigned homework and apply the new skills learned at their home shop.

HVAC 101

This course covers basic refrigerant theory, components and operating principles. Federal regulatory requirements will be explained in great detail, and all students will be given the EPA 608 and 609 certification testing. EPA certification must be earned by the completion of the program.

HVAC 201

This course covers operations of the various systems on MCI coaches. Instruction includes disassembly and reassembly of all major components such as MCI compressors, Carrier compressors, evaporator motors, condenser motors and control valves.

HVAC 301

This course is focused on all aspects of servicing the MCI HVAC system. Students learn how to use manifold gauges, evacuate and recharge refrigerant, pressure test systems, perform leak detection tests, repair leaks, silver solder joints, replace components without evacuating the entire system, and properly check superheat. Instruction includes the proper use and maintenance of service tools.

HVAC 401

This course covers all aspects of troubleshooting the electronic controls on the MCI HVAC system. Instructors will demonstrate testing procedures and use of proper tools. Students will be required to troubleshoot various problems planted in a coach to show their comprehension. Students will learn how to make all common repairs to the electronic system including wiring and connectors, soldering and component replacement.



MCI Electrical Specialist Diploma

The MCI Electrical Diploma is achieved by completing all required prerequisite LMS courses and attending all four sessions held at the National Training Center in Louisville, Kentucky. Each session will be separated by several weeks for the student to complete any assigned homework and apply the new skills learned at their home shop.

ELECT 101

This course covers basic electrical theory and principles, electrical wiring and connectors, operating principles and common components.

ELECT 201

This Course covers various electrical systems such as charging systems, starting systems, data lines, entertainment systems and various testing procedures, basic schematics and tools.

ELECT 301

This course covers the components, operation, troubleshooting and programming of the Vansco 2820, Dinex I/O T1, T2 multiplex systems on MCI coaches.

ELECT 401

This course covers the components, operation, troubleshooting and programming of the Dinex I/O G4, ACTIA and Parker, Vansco 1615 multiplex systems on MCI coaches.

Continuing Education Program

Webinars

Webinars are periodically scheduled to cover new systems and procedures on MCI coaches. Webinar topics, scheduled dates and registration are available at www.mcicoach.com/training. Webinars are held on Wednesdays at 2 p.m. CST and last 1 hour to 1 ½ hours, depending on the number of questions. The Webinar format allows students to ask questions during the presentation.

Technical Tune-Up Seminars

Technical Tune-Ups are held regionally or at the National Training Center in Louisville, Kentucky. The sessions cover multiple topics over two to three days, and are designed to provide more in-depth training on systems and procedures than Webinars. Technical Tune-Ups are for the experienced technician needing to hone their knowledge and skills on current and new systems.





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For more information please email training@mcicoach.com