



Technical Training *for* Technicians Delivered *by* Technicians

## The Golden Hour

### Course Overview

*If you would like a better understanding on how to plan a diagnostic assessment and use a pre-set strategy this course is the place to start.*

This course has been designed to give an insight into the structure & process of carrying out an initial assessment regarding a customer's concern. It will give you the ability to plan your first hour's investigation in a logical & methodical manner.

Having the ability to carry out an initial diagnostic assessment with confidence is important for any vehicle technician in today's workshop.

### Course Content

- How to plan the assessment
- What questions to ask and when to ask them
- How to use a diagnostic circle help you
- Understand wiring diagrams as a diagnostic aid

There is ample practical work within this course to reinforce the classroom learning, including expert help from experienced technicians.

### Prerequisites

There are no prerequisites for this training event however having attended the Essential Electrical Knowledge course would be an advantage.

### Course Outcomes

Upon completion you will be able to:

- Carryout a diagnostic assessment with confidence
- Have better understanding on how to use a wiring diagram to assist you
- Know when a **multimeter** is the **wrong tool** to use
- Use logic part of your routine
- Test electrical circuits correctly and with confidence

You will have a far better approach to a customer's complaint and carry out the correct tests, using the correct equipment in the correct order, to provide feedback in the shortest timeframe.