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Generac Service Training Course Completion Requirements

These are the requirements for satisfactory completion of any of the Factory or Field Service Training Courses. These requirements also apply to classes given at our sponsored Field locations.

There are three “testing” categories within each course. Each category must be completed with a minimum score of 80% to pass. In addition every student must be present for the entire class. We reserve the right to remove any student from the course for any reason.

The Pre-assessment which is administered at the beginning of each course does not have any weight toward a passing score.

Categories:

1. Homework (1 to 4 hours each evening): may include the following type of assignments:
 - Multiple choice question/answer, matching, fill-in-the-blank; all using the handout materials as information resource (EGSA, Study Guides, NFPA, NEC, etc.)
 - Fill in the blank question/answer using WD/SD and other handout materials as information sources.
2. Timed Classroom and Lab Hands-On exercises: may include the following:
 - Configuration exercises on typical product
 - Start-up and Operation of typical product (using appropriate start-up forms)
 - Simulator exercises
 - Troubleshooting typical faults on product within the time allotted per flat rate manual diagnostic time.
3. Final written test consisting of multiple choice, matching or other written question/answer formats. Open book, notes, hands-on product available to answer the questions.

Each assignment in a category will be graded and scored to evaluate for a pass or fail grade. Evaluations will be based on objective scoring: correct answers to questions, either written or verbal; correct completion of an exercise resulting in proper operation of a product; correct diagnosis of a fault with a clear and correct explanation of the cause and corrective action to be taken within the time allotted; as indicated in the current flat rate document and troubleshooting (Diagnostic) time or as established by the Senior Training Manager.

There may be some subjective evaluation of hands-on troubleshooting based on observed skills, adherence to safety precautions, proper use of tools and equipment, correct verbal explanations to questions or about procedures. The subjective evaluation will be based on guidelines for training established by the Senior Training Manager.