

How is the machinery industry training staff to have the right skills?

Richard Charles

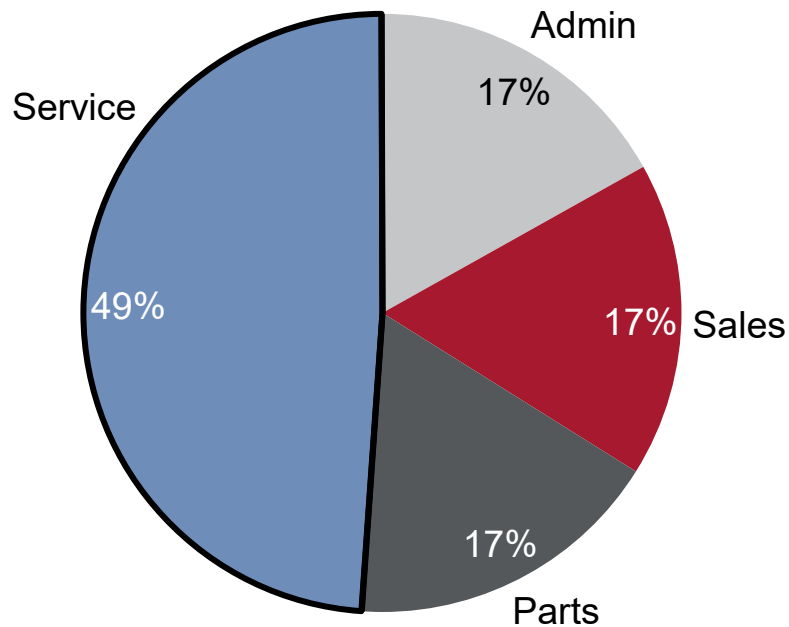
Field Service Manager – UK and Ireland

23/11/16

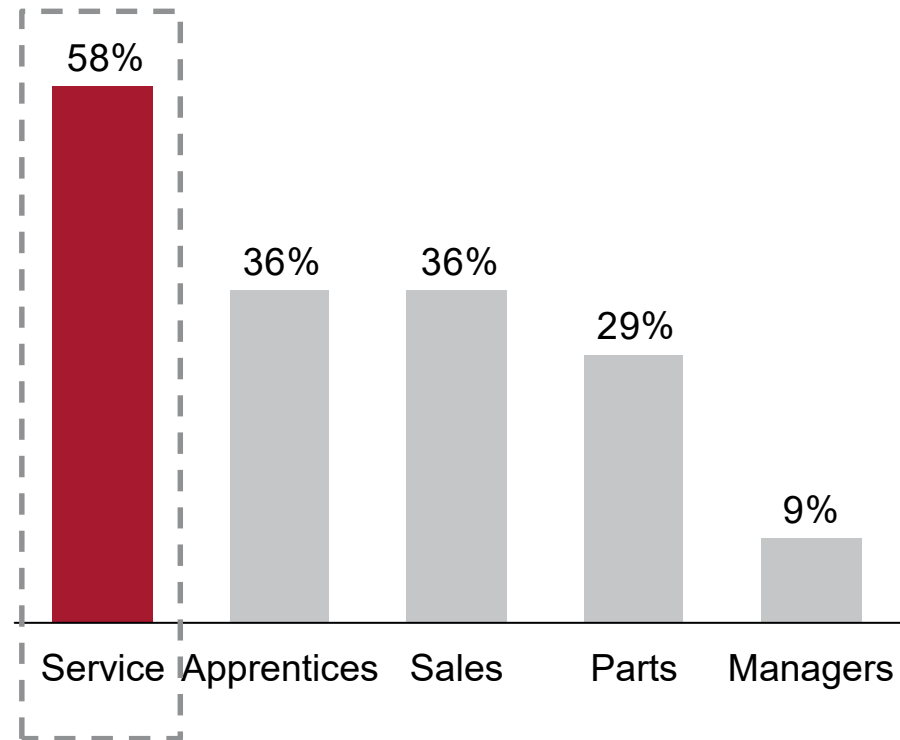


Current shortage of technicians

Nearly half of all dealer staff work in Service

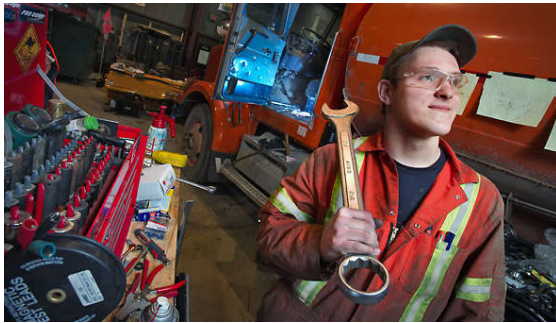


58% of all dealers stated they would recruit service personnel in the next 12 months



Increasing complexity of machines

2000



- Few ECUs
- Mechanical controls
- Limited GPS

2016



- Computer driven/remote diagnostics
- 12+ ECUs
- Electronic controls
- +/- 25mm guidance
- Integrated farm solutions

What are we doing?

- Continued investment in bespoke Training facilities worldwide



What are we doing?

- Continued investment in our training methods and systems



What are we doing?

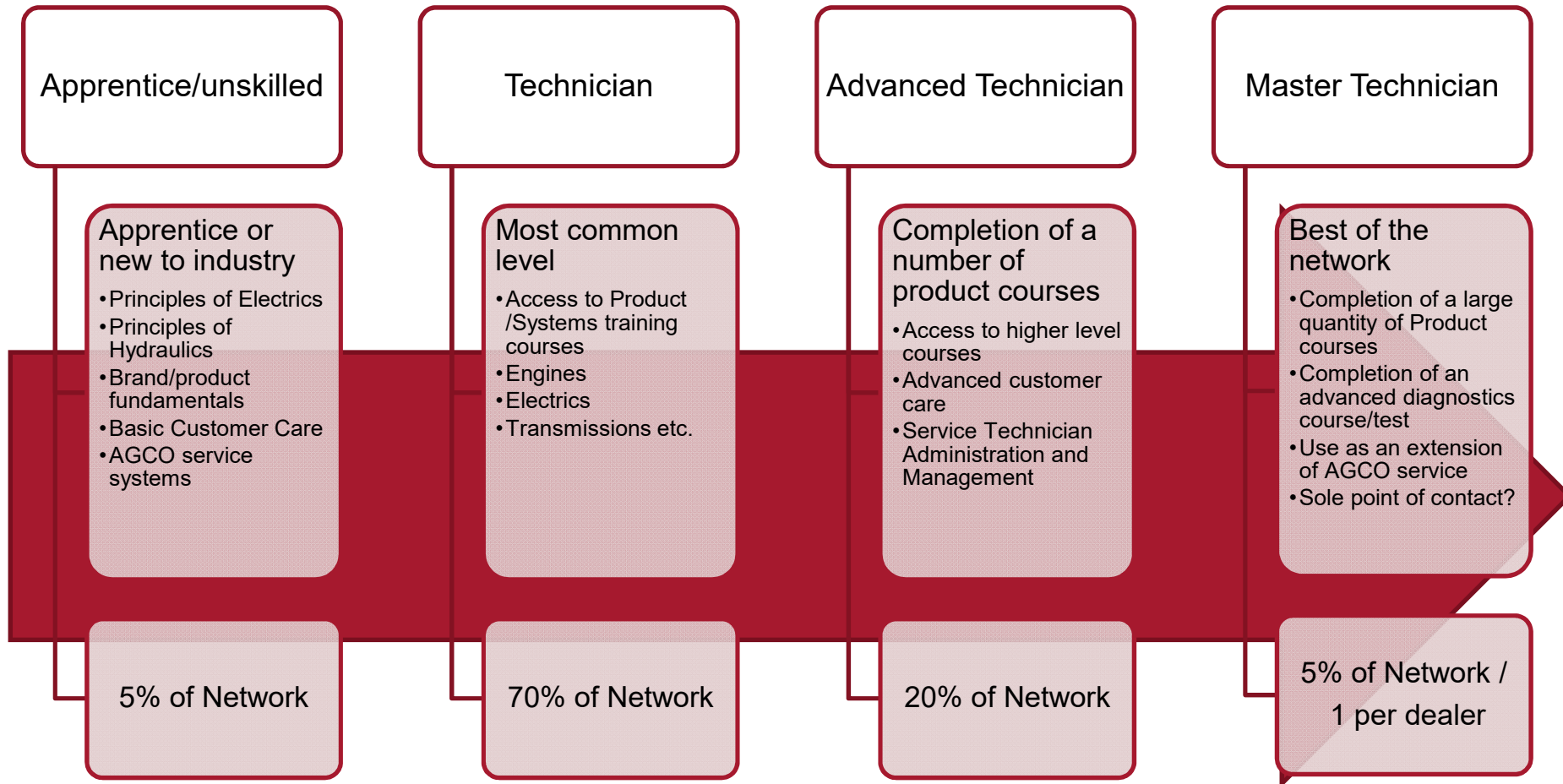
- Providing a common curriculum with various certification levels

*Always walk through life as if you have
something new to learn and you will.*

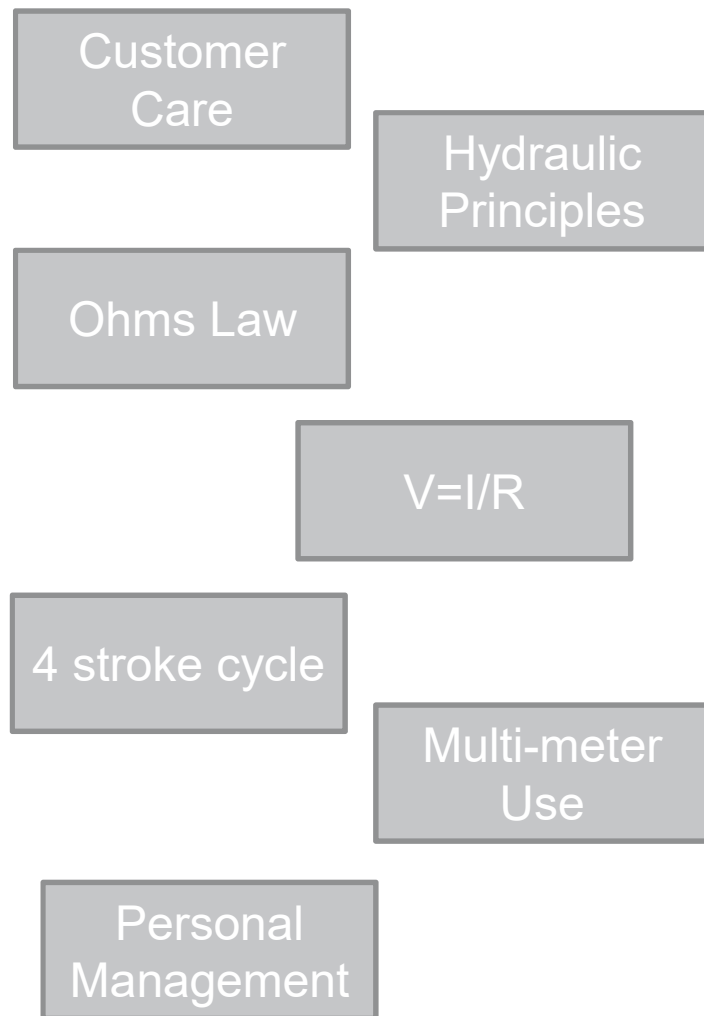
- Vernon Howard



Progression of a technician (LTA)



Building blocks for a modern technician



Manufacturer training		
Multi-meter Use		Hydraulic Principles
$V=I/R$		Ohms Law
Customer Care	4 stroke cycle	Personal Management

How can you help?

Support of
Colleges in
lecturer
development

Support of
technicians on
LTA

Assist in
recruitment
and retention
of lecturers

Independent
workshops
technician

Promotion of
Agricultural
Engineering in
Schools

Educational
Packs

Recruitment
training for
Dealers

Soft skills
training for
technicians

2 questions

- How to improve the image of agricultural engineering?
 - Feeding the apprenticeship schemes