

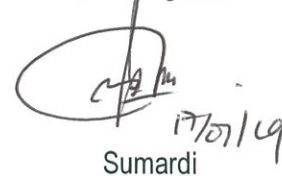
QUICK NOTE

TO : Whom it may concern
FROM : Sumardi
DATE : January 16, 2019
SUBJECT : D3500 Master Mechanic Training

Dear Sir/Madam

This proposal is submitted to enroll our Instructor, Mr. Setyo Baskoro, SN: 4481, to attend *D3500 Master Mechanic Training* that will be conducted by Caterpillar at CAT Singapore Learning Center on February 18-22, 2019. Goals of this proposal is to fulfill OATS (Observe, Assist, Teach and Self) process as the requirements of 3500 Master Mechanic Course Accreditation. Detail for the OATS process please see the attachment which explain the process.

Best Regards



17/01/19

Sumardi

 Learning & Development Manager

— STEP 1 —

OBSERVE



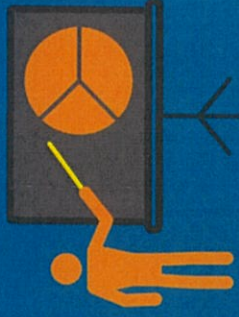
— STEP 2 —

ASSIST



— STEP 3 —

TEACH



— STEP 4 —

SELF



STEP 1

OBSERVE



Instructor attends course as student. Gains understanding of course materials, labs, and daily operations. This should happen close to the time of deployment. Depending on instructor knowledge level, observe step may need repeated.

PROCESSES COMPLETED

- instructor introduced to course materials
- one-on-one coaching with course owner
- regional facility requirements outlined
- required tooling outlined
- instructor training plan developed

STEP 2

ASSIST



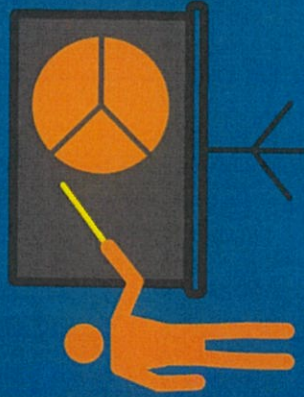
Assist course owner in course delivery (Co-Teach). Course owner will work with instructor to ensure understanding of all outlined tooling and simulators. Instructor will demonstrate how to properly prepare for course delivery; this includes lab set-up and classroom preparation. Main focus during assist step is on facility, labs, and instructor readiness. Instructor must teach 50-60% of course material within Assist step. Depending on instructor knowledge level, assist step may need repeated.

PROCESSES COMPLETED

- ✓ lab exercises demonstrated
- ✓ simulator function demonstrated
- ✓ tooling operation demonstrated
- ✓ course preparation demonstrated
- ✓ regional facility prepared for course delivery
- ✓ required course materials and assets installed and fully functional

STEP 3

TEACH



PROCESSES COMPLETED

- instructor training plan complete
- facility readiness demonstrated
- course audit completed
- regional facility & instructor ready for course deployment
- if need remediation plan created

Instructor delivers entire training package. Course owner will be in back of room for emergency support only. Instructor must teach 100% of course material with absolutely no assistance. If instructor fails to teach entire course; remediation will take place and training plan will be created. Course owner will audit instructor while teaching the course. Audit will follow specific course audit form. Audit form will focus on the following; labs and lab safety, presentation materials, assessments, homework, facility readiness, instructor knowledge of course content, and classroom readiness. If instructor fails audit; remediation will take place and a training plan will be created.

STEP 4

SELF



Instructor is accredited by course owner and able to deliver course on his/her own. Deployment strategy for course will begin. Additional audits and updates will occur to ensure quality of course is maintained. Possible timeline for additional audits; every 2 years one-on-one following course audit form.

PROCESSES COMPLETED

- course deployment strategy developed
- curriculum update process identified
- course re-audit strategy developed