

Crew Trainer Academy FAQs

What is Crew Trainer Academy?

Crew Trainer Academy (CTA) is the **NEW** learning experience for those who are **experienced Crew, Crew Trainers, or Coaches**. This new blended learning experience (watch videos and play games) helps Crew Trainers develop their leadership skills with real-world examples in shorter, more manageable moments so they can elevate execution in the restaurant. **Crew Trainer Academy** has replaced the Crew Training Learning Journal and Coach's Guide on FRED.

What does the Crew Trainer Academy learning journey look like?

It starts with a “**Coach Connect**” to establish a personalized training plan and timeline. The connect is followed by **self-paced digital learning, on-the-job shoulder-to-shoulder** training practice with their Coach, followed by a **verification** by their Coach. There are also continued self-development on-the-job support (job-aids) to use at any time.

What resources are available for Coaches to support the Crew Trainers as they go through their learning?

There is a [Crew Trainer Coach Support Guide](#) that guides Coaches through the 5 steps of the Crew Trainer learning journey: Coach Connect, Self-Guided Digital Learning, Shoulder-to-Shoulder, Verification, and Continued Self Development. Coaches also have access to the [Coach's On-the-Job Certification Checklist](#) that can be used to keep track of what Crew Trainers do well during their shoulder-to-shoulder practice sessions and where there's room for improvement. Coaches can also use the **11 job-aids** to support the Crew Trainer's learning as they practice on the floor with their coach. The [Crew Trainer Academy Video](#) and the [Training Managers Guide](#) has also been updated to reflect Crew Academy and CTA.

How is the Crew Trainer Academy self-led learning organized?

Learning is grouped into topic based “Playlists” that can be taken in any order and focus on developing the core skills needed to be successful. It also includes performance support (11 job aids) to help on demand when needed. The 4 Playlists are: **Stepping Up, From Me to We: The Power of Connections, Unlocking Your Training Superpowers, and Leveling Up Your Skills**. Between the 4 playlists there are **4 games** and **11 videos**.

This resource and the materials referenced herein are provided as a resource to independent Owner/Operators. Owner/Operators are independent employers, and each is alone responsible for employment matters at the restaurant(s) they own and operate. Owner/Operators may choose to use all, some, or none of these materials in operating their own McDonald's restaurant(s) because Owner/Operators are independent employers who make their own employment policies and decisions. However, Owner/Operators remain responsible for ensuring that the materials they use and their own employment practices comply with local law.

If you work for an Owner/Operator, please check with your Owner/Operator, or the person designated by your Owner/Operator, to determine which of these materials your Owner/Operator has chosen to use, if any.

How is Crew Trainer Academy accessed?

Crew Trainers and **their Coaches** can access **CTA** from the [Crew Training Roadmap](#) on FRED and [HU Online](#). From there, learners will launch the 4 Playlists and complete the training videos and games in any order. Completion of their self-led learning is automatically tracked in CAMPUS.

How can restaurants keep track of completion of the 15 training assets?

Crew Trainers and Coaches can use the [Crew Trainer Academy Completion Checklist](#) to manually keep track of their progress. Learners using HU Online are also able to see a green check mark next on the training videos and games they have completed. Organization Managers with access to CAMPUS reporting can also run reports to view completions of the 15 training assets (videos and games) and the CTA verification.

How does the Crew Trainer's Coach complete the CTA Verification?

Upon completion of the **15 self-led trainings** and **shoulder-to-shoulder**, Coaches will complete the [CTA Verification ENGLISH / SPANISH](#). Once verified, the Crew Trainer's Coach will need to manually assign credit in [CTT](#) or if you're an **Org Manager** use the **'Add Completed Course' function**. The **Course ID** is **0000110339GC**.

Reminder: the verification shows that the learner is now proficient to do the job and translated their training into action.

Where can Organization Managers find reporting on Crew Trainer Academy?

Crew Trainers Trained is evaluated on CAMPUS and PDW by the completion of **Crew Trainer Academy 15 assets** (4 games and 11 videos) and the Verification manually assigned.

CAMPUS Report: NEW 2025 Organization Manager Crew Trainer Academy Program Tracker. This report shows completion of the 15 self-led assets and the Verification. **NOTE:** CAMPUS reports only show the first 15 line items of any report. The report **must** be exported to Excel for the Verification to be visible.