

**Subject:** 2023 Quarterly Cyber Café 24/7 Updates and Live Stream Q&A Sessions

**Date:** March 16, 2023

**Region:** APAC

In 2022, you may be familiar with our regular ILST Live Stream Trainings throughout the year. This year, we are making some changes by adding a level structure to help provide clarity around the learning journey for a technician and by revamping the way we present training updates.

While we are working to introduce the new Tech Training Level Structure for Asia Pacific region by end of 2023/early 2024, please continue to attend the Learning Paths via Cyber Café 24/7 and check out the new quarterly update that has recently been launched. Completion of these updates apply toward DPE training credit and hours on Best Practices survey. See below for more details:

### Quarterly Updates – Cyber Café 24/7

**Description:** This quarterly series of online training highlights changes and updates to Henny Penny equipment, service-related programs, and processes. Completion of this course is highly recommended for our distributors and service partners.

### Quarterly Live Stream Q&A Sessions

**Description:** This is an opportunity to ask questions online and share knowledge with others. These are optional 30-minute live stream Q&A sessions scheduled:

DATES	CLASS TITLE	HOW TO ATTEND	SESSION TIMES
<b>Beginning Mar 6<sup>th</sup></b>	<a href="#">APAC Q1 Quarterly Update Training</a>	Cyber Café 24/7	On-demand learning
<b>Mar 28<sup>th</sup></b>	Q1 Live Stream Q&A	Click <a href="#">Here</a>	9am China Time (12pm Australia DST)
<b>Beginning June 5<sup>th</sup></b>	Release of Q2 Quarterly Update on Cyber Café 24/7	Cyber Café 24/7	On-demand learning
<b>June 21<sup>st</sup></b>	Q2 Live Stream Q&A	Click <a href="#">Here</a>	9am China Time (11am Australia EST)
<b>Beginning September 4<sup>th</sup></b>	Release of Q3 Quarterly Update on Cyber Café 24/7	Cyber Café 24/7	On-demand learning
<b>September 20<sup>th</sup></b>	Q3 Live Stream Q&A	Click <a href="#">Here</a>	9am China Time (11am Australia EST)
<b>Beginning Dec 4<sup>th</sup></b>	Release of Q4 Quarterly Update on Cyber Café 24/7	Cyber Café 24/7	On-demand learning
<b>December 13<sup>th</sup></b>	Q4 Live Stream Q&A	Click <a href="#">Here</a>	9am China Time (12pm Australia EDT)

We look forward to seeing you online!

For questions, please contact [TechTraining@hennypenny.com](mailto:TechTraining@hennypenny.com) or [SChristianson@hennypenny.com](mailto:SChristianson@hennypenny.com)