

FY15 NISSAN ACADEMY ACCREDITATION CRITERIA: MASTER TECHNICIANS

INITIAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
Nissan Technical Induction	No Change
Master Technician Assessment	No Change
e-Learning	Comparison to FY14 e-Learning
NSSW – Overview	No Change
NSSW F1 Process - Fix Right First Time	No Change
Quality Management	No Change
Appointment and Greeting	No Change
Consulting	No Change
Diagnosis and Customer Approval	No Change
Vehicle Delivery and Upsell	No Change
Follow Up, Loyalty, Retention & Handling Complaints (Service)	No Change
NISSAN ESM	No Change
Basic Electrics	FY14 maintenance criteria
Wiring Diagrams	FY14 maintenance criteria
New X-TRAIL Part 1 of 3	FY14 maintenance criteria
New X-TRAIL Part 2 of 3	FY14 maintenance criteria
New X-TRAIL Part 3 of 3	FY14 maintenance criteria

FY15 ANNUAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
Master Technician Annual Update Training FY15	No Change
e-Learning	Comparison to FY14 e-Learning
Nissan PULSAR Part 1 of 3	No Change
Nissan PULSAR Part 2 of 3	No Change
Nissan PULSAR Part 3 of 3	No Change
CAN Fundamentals Mini Module 1: Background	No Change
CAN Fundamentals Mini Module 2: Communication	No Change
CAN Fundamentals Mini Module 3: CAN-Bus	No Change
CAN Fundamentals Mini Module 4: CAN Messages and their Distributions	No Change
CAN Fundamentals Mini Module 5: Communication Speeds	No Change
CAN Fundamentals Mini Module 6: Gateway	No Change
CAN Fundamentals Mini Module 7: LIN-Bus	No Change
CAN Fundamentals Mini Module 8: Assessment	No Change
Introducing NP300 Navara (Nov 15)	NEW
Get the most out of NP300 Navara Part 1: Power train (Nov 15)	NEW
Get the most out of NP300 Navara Part 2: Chassis, Body & Safety (Nov 15)	NEW
Get the most out of NP300 Navara Part 3: Electrical (Nov 15)	NEW
Servicing NP300 Navara (Nov 15)	NEW
Diagnosing NP300 Navara (Nov 15)	NEW
NSSW Service Best Practice (from Dec 15)	No Change
FY15 Master Technician Knowledge Retention Assessment (Jan 16)	No Change