

FY15 NISSAN ACADEMY ACCREDITATION CRITERIA: SALES CONSULTANTS

INITIAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
N-GAGE Sales Consultant TNA	No Change
Making a Good First Impression & Qualifying Customer Needs	No Change
Presenting & Demonstrating the Right Vehicle	No Change
Gaining Trust & Commitment through Effective Negotiation	No Change
Creating Loyal Customers through Memorable Handovers	No Change
e-Learning	Comparison to FY14 e-Learning
MICRA 2013	No Change
PULSAR	FY14 maintenance criteria
NOTE 2013	No Change
NEW JUKE	FY14 maintenance criteria, replaces JUKE 2013
ALL NEW QASHQAI	No Change
ALL NEW X-TRAIL 2014	FY14 maintenance criteria, replaces X-TRAIL
NAVARA	No Change
NV200	No Change
NV400	No Change
LEAF 2013 Part 1	No Change
LEAF 2013 Part 2	No Change
e-NV200	FY14 maintenance criteria
Nissan Technologies	FY14 maintenance criteria
NSSW - Overview	No Change
NSSW D1 Process - Deliver Right First Time	No Change
Quality Management	No Change
Prospecting and Showroom Management	No Change
Greeting and Qualification	No Change
Negotiation and Closing	No Change
Vehicle Delivery	No Change
Follow Up, Loyalty, Retention & Handling Complaints (Sales)	No Change

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FY15 ANNUAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
All New Nissan NP300 Navara Training Event	NEW
Deliver Right First Time	No Change
Finance and Professional Negotiating Skills	No Change
Virtual Classroom Training (Any 1 module)	No Change
Sales Consultant Individual Personal Development Session	No Change – Only for SC TNA'd in 2010 or earlier
e-Learning	Comparison to FY14 e-Learning
You+Nissan Customer Promise	No Change
NP300 Navara (Oct 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
LEAF 2015 (from Dec 15)	No Change
NSSW Sales Best Practice (from Dec 15)	No Change
FY15 Sales Consultant Knowledge Retention Assessment (from Jan 16)	No Change
New NP300 Navara - Knowledge Assessment (Feb 16)	NEW
LEAF – Knowledge Retention Assessment (from Feb 16)	No Change – Only available for 3 week period