

FY15 NISSAN ACADEMY ACCREDITATION CRITERIA: SERVICE ADVISORS

INITIAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
N-GAGE Service Advisor TNA	No Change
Making the Right First Impression Every time	No Change
Sales Skills for Service Advisors	No Change
Explaining the Value of Completed Work	No Change
Nissan Products and Systems	No Change
Delivering Outstanding Customer Service	No Change
VCT: Maximising the Profitability of your Customer Conversations	FY14 maintenance criteria
e-Learning	Comparison to FY14 e-Learning
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 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 Up sell	No Change
Follow Up, Loyalty, Retention & Handling Complaints (Service)	No Change
Nissan Service Care	FY14 maintenance criteria
Nissan Service Care – Assessment	FY14 maintenance criteria

FY15 ANNUAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
Building Value and Maximising Sales	No Change
VCT: The Act of Communicating Value	No Change
Service Advisor Individual Personal Development Session	No Change – Only for SA TNA'd in 2010 or earlier
e-Learning	Comparison to FY14 e-Learning
Warranty After-Sales Procedures – European Claim Flow	No Change
Warranty After-Sales Procedures – Technical Goodwill Process	No Change
Warranty Pre-Sales Procedures 1 – Vehicle Arrival and Storage	No Change
Warranty Pre-Sales Procedures 2 – Vehicle Preparation	No Change
Warranty Pre-Sales Procedures 3 – Vehicle Administration	No Change
Warranty Pre-Sales Procedures 4 – Vehicle Handover	No Change
Warranty Introduction 1 – Warranty Fundamentals	No Change
Warranty Introduction 2 – Warranty Package	No Change
You+Nissan Customer Promise	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
LEAF 2015 (from Dec 15)	No Change
NSSW Service Best Practice (from Dec 15)	No Change
FY15 Service Advisor Knowledge Retention Assessment (from Jan 16)	No Change

