

FY15 NISSAN ACADEMY ACCREDITATION CRITERIA: TECHNICIANS

INITIAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
Nissan Technical Induction	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
CONSULT –III plus Basic Operation	FY14 maintenance criteria
Nissan Qashqai Part 1 of 4	FY14 maintenance criteria
Nissan Qashqai Part 2 of 4	FY14 maintenance criteria
Nissan Qashqai Part 3 of 4	FY14 maintenance criteria
Nissan Qashqai Part 4 of 4	FY14 maintenance criteria

FY15 ANNUAL CRITERIA	
Face to Face Training	Comparison to FY14 Face to Face Training
No Requirement	No Change
e-Learning	Comparison to FY14 e-Learning
New X-TRAIL Part 1 of 3	No Change
New X-TRAIL Part 2 of 3	No Change
New X-TRAIL Part 3 of 3	No Change
Basic Electrics	No Change
Wiring Diagrams	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 Technician Knowledge Retention Assessment (from Jan 16)	No Change