

FY17 NISSAN ACADEMY ACCREDITATION CRITERIA: SALES CONSULTANTS

| INDUCTION CRITERIA |
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| ONLINE – Within 2 weeks of Nissan Academy Online registration |
| NSSW e-Learning |
| Sales NSSW: Customer Quality in Action |
| Nissan Technologies |
| You+ Nissan Customer Promise |
| All New Micra Part 1 |
| All New Micra Part 2 |
| All New Micra Part 3 |
| QASHQAI |
| JUKE |
| X-TRAIL |
| PULSAR |
| MY16 LEAF |
| e-NV200 |
| NAVARA |
| NV200 |
| NV400 |
| VCT: The Nissan Brand |
| Induction Knowledge Quiz |
| CORE CRITERIA |
| FACE TO FACE |
| Sales Consultant Training Needs Analysis |
| Nissan Sales 1: Building Customer Relationships |
| Nissan Sales 2: Selling with Confidence |
| Nissan Sales 3: Profitable Sales Conversions and Memorable Handovers |
| VCT: Market Awareness |
| VCT: Selling Nissan Accessories |
| VCT: Delivering the Customer Promise |
| FY17 ANNUAL CRITERIA |
| FACE TO FACE |
| Nissan Sales Annual Course (TBC) |
| Product Training (TBC) |
| ONLINE |
| Nissan Accessories and Personalisation |
| Nissan Warranty for Sales |
| Quality: Approaching the Customer |
| Quality : Handover |
| Quality : Mindfulness at Work |
| All New Micra - Part 4 (TBC) |
| All New Micra Knowledge Retention Assessment (TBC) |
| Product e-Learning (TBC) |
| Product e-Learning (TBC) |
| FY17 Sales Consultant Knowledge Retention Assessment (TBC) |