

FY17 NISSAN ACADEMY ACCREDITATION CRITERIA: SERVICE ADVISORS

INDUCTION CRITERIA
ONLINE – Within 2 weeks of Nissan Academy Online registration
NSSW e-Learning
Service NSSW: Customer Quality in Action
Nissan Technologies
You+Nissan Customer Promise
All New Micra Part 1
MY16 LEAF
e-NV200
Warranty Introduction 1 – Warranty Fundamentals
Warranty Introduction 2 – Warranty Package
VCT: The Nissan Brand (anyone who registered before 1st April will be exempt)
Induction Knowledge Quiz
CORE CRITERIA
FACE TO FACE
Service Advisor Training Needs Analysis
Nissan Service 1: Building Customer Relationships in Aftersales
Nissan Service 2: Creating Opportunities in the Service Department
Nissan Service 3: Building Value and Securing Customer Loyalty
VCT: The Art of Communicating Value
FY17 ANNUAL CRITERIA
FACE TO FACE
Nissan Service Annual Course (TBC)
ONLINE
Warranty Aftersales Procedures – European Claim Flow
Warranty Aftersales Procedures – Technical Goodwill Process
Introducing NP300 Navara
Nissan Service Care
Nissan Service Care Assessment
Quality: Service Appointment
Quality: Service Greeting & Consulting
Quality: Mindfulness at Work
Quality: Service Vehicle Delivery
Product e-Learning (TBC)
Product e-Learning (TBC)
FY17 Service Advisor Knowledge Retention Assessment (TBC)