

TOYOTA TECHNICIAN CURRICULUM & CERTIFICATION PROGRAM

AS A FOLLOW-UP TO THE JUNE 2019 DEALER COMMUNICATION, here's additional information regarding Toyota's upcoming Technician Curriculum & Certification program changes. These changes reflect Toyota's commitment to evolve technical training programs, strategies, and recognition programs to better suit the needs of Toyota dealers and our valued service technicians and customers.

RECAPPING THE DRIVERS FOR CHANGE:

- Shorter, more targeted training courses to allow for better scheduling and bundling of training opportunities at the training center
- New course format to allow for better skills retention, with more on-the-job practice before attending the next level training course
- Skilled technicians with bumper-to-bumper competencies established at each certification level, "specialists" categories eliminated
- Online, on-demand self-study courses, combined with industry-leading instructor-led training at your Region/PD training center, leverages all available training resources
- Simplified tenure requirements to allow easier transition for qualified technicians coming from competing automotive brands

SHORTER, MORE TARGETED TRAINING COURSES

The current 3-day technician training courses are being assessed and developed into shorter instructor-led course offerings. Although the total number of training days at each certification level may not be shortened, the shorter course format allows your region or private distributor training center to bundle and offer more training opportunities in the future. Coupled with the new recall/campaign requirements (see below) this will result in a quicker ramp up for new technicians to be able to perform recalls/campaigns.

CURRENT Course Configuration

Course content is **aligned by Service Area** and is delivered in one course. In this format, the course is less targeted to the unique needs of the learner.

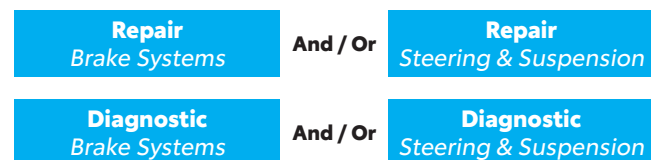
CURRENT Courses



FUTURE Course Configuration

Course content is **aligned by Skills Level** and delivered in separate courses that can be bundled together. Technicians can attend either course or both sequentially in one visit to the training center. This allows for a more targeted training approach.

FUTURE Courses



The shorter course format also promotes better skills retention, the ability for technicians to attend training and then return to the workplace and practice these new skills before attending the next course resulting in a better learning experience. Also, Service Managers will be able to properly observe and assess technicians who recently attended training and advise where improvements or deficiencies exist.

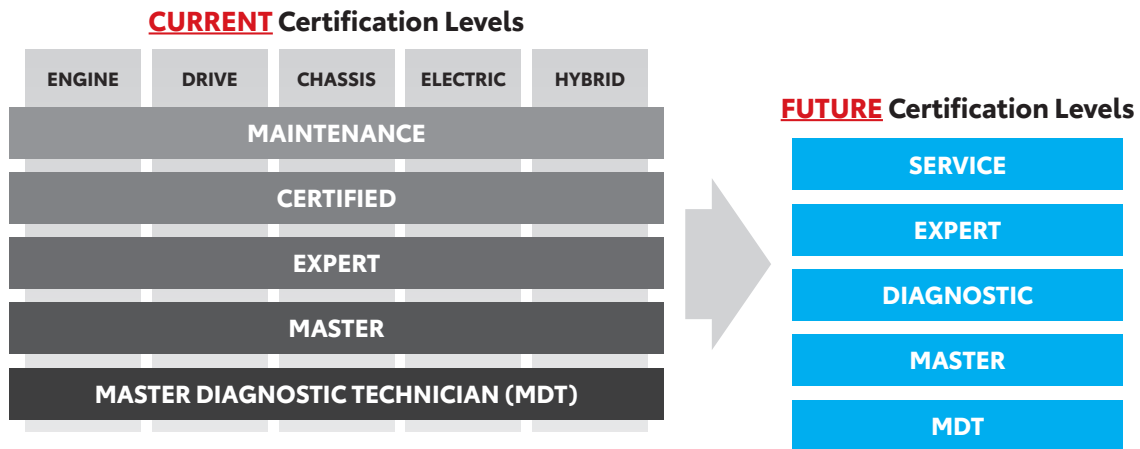
NEW RECALL AND CAMPAIGN TECHNICIAN REQUIREMENTS

Toyota's current recall and campaign technician certification requirements are based on certification levels. In the new program, recall and campaign certification requirements will be based on specific courses and ASEs directly related to the repair.

This will narrow the certification requirements by focusing on the specific skills and knowledge needed to perform the repair. This easing of certification requirements combined with more future training opportunities will help increase your recall and campaign service capacity by increasing the number of qualified technicians able to perform these repairs when the program launches in early 2020.

TECHNICIAN CERTIFICATION REQUIREMENTS, LEVELS AND TITLES WILL CHANGE

These changes reflect the need to evolve with dealership work mix, required skills needed at each level, as well as the exact nature of work being performed in dealership service bays. For example, specialty areas such as Engine, Chassis, Drivetrain, etc., previously used at both the Certified and Expert levels will be eliminated, as dealers have informed us of the need to develop bumper-to-bumper skilled technicians at each certification level due to the type of work and dispatch processes used in Toyota dealerships.



The current certification level titles will also change to more accurately reflect the exact type and nature of work being performed. Although the qualifications and training required at each new certification level will not be in parity of the previous level, these new titles more accurately reflect the specific skills these technicians will possess. The resulting benefit is that you can better assess what technicians will be able to perform, as well as the type of work you will be able to assign them.

The list below identifies the background and skills expected of technicians at each level of the new certification program:

- **Service Level:** Entry to advanced level maintenance and service technician. Some on-the-job experience. Performs maintenance and general service, non-diagnostic, inspection-based services.
- **Expert Level:** Entry to mid-level line technician. Manufacturer and post-secondary trained. Performs basic repairs, fundamental mechanical and electrical repairs.
- **Diagnostic Level:** Mid to advanced-level line technician. Manufacturer and post-secondary trained. Performs advanced level repairs, mechanical and electrical system diagnosis, including high-voltage systems.
- **Master Level:** Level A technician. Manufacturer and post-secondary trained. Performs complex diagnostics and repairs on computer-controlled systems and telematics/multiplex.
- **Master Diagnostic Technician (MDT):** Level A+ technician. Manufacturer and post-secondary trained. Performs advanced diagnostics on high-tech systems, may assume some shop foreman or team leader responsibilities.

TENURE AND ASE REQUIREMENTS WILL CHANGE

To ensure technicians possess the required technical knowledge and dealership service experience before advancing to the next certification level, both ASE certifications and tenure requirements are being reevaluated and adjusted to ensure these requirements are appropriate at each level. We believe ASE automobile certification provides a foundational-level of automotive technology and know-how and is the basis from which Toyota-specific instructor-led training begins.

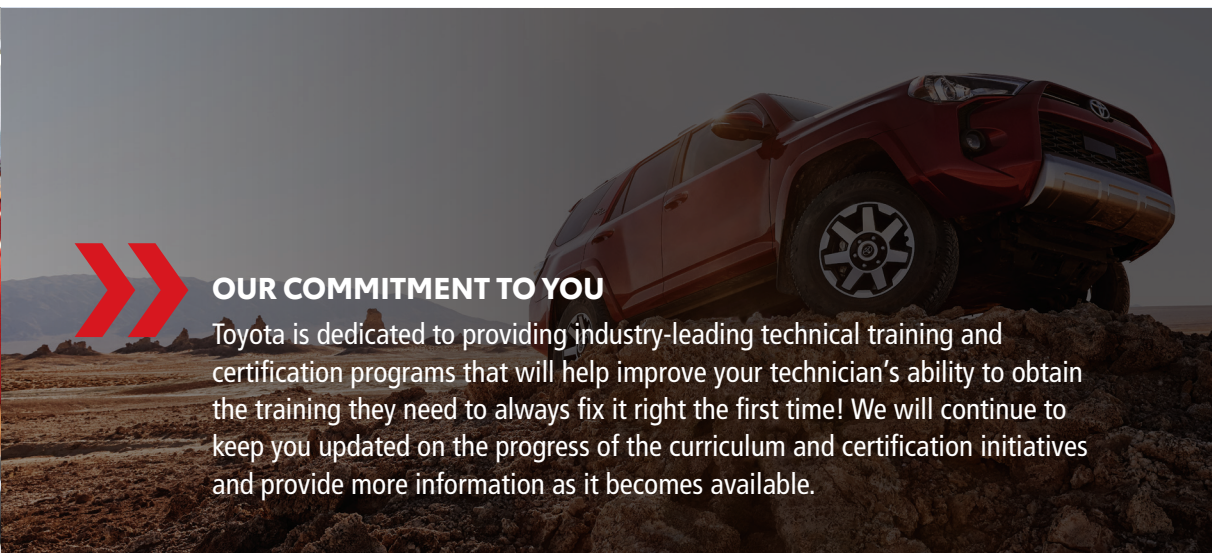
CURRENT			FUTURE		
LEVEL	TENURE	ASE	LEVEL	TENURE	ASE
Maintenance	None	None	Service	None	None
Certified	None	None	Expert	None	Any One ASE (G1, A1 – A8, L1)
Expert	24 Months	A1 – A8 (varies)	Diagnostic	None	Any Five ASEs (A1 – A8, L1)
Master	60 Months	A1 – A8	Master	None	Any Eight ASEs (A1 – A8, L1)
MDT	60 Months	A1 – A8, and L1	MDT	None	All Nine ASEs (A1 – A8, L1)

Research shows that technicians who possess ASE certifications perform at a much higher level, have less “come backs,” etc., compared to technicians who do not possess ASE certifications. Similarly, Toyota dealership experience provides technicians with valuable work process and service bay experience that goes far beyond just the technical skills needed to service Toyota vehicles.

WHAT CAN I DO TODAY TO PREPARE?

The new Toyota Technician Curriculum & Certification Program is targeted to launch in early 2020. Here’s what you can do today to prepare:

- Take advantage of online and instructor-led training opportunities now, since course credit will be transferred equitably at the transition into the new program.
- Obtain as many ASE Automobile certifications (A1 – A8) as possible prior to the transition. The new certification program will provide equitable ASE parity credit in the new program.
- In addition to obtaining new ASE certifications, you are also encouraged to maintain all existing ASE certifications through traditional recertification testing or the new App-based recertification process.



OUR COMMITMENT TO YOU

Toyota is dedicated to providing industry-leading technical training and certification programs that will help improve your technician’s ability to obtain the training they need to always fix it right the first time! We will continue to keep you updated on the progress of the curriculum and certification initiatives and provide more information as it becomes available.