

Toyota National Skills, Learning and Development Program

Terms and Conditions

Toyota Australia's Field Operations Division is excited to welcome you to the National Skills, Learning and Development Program (**Program**). The Program runs for nine months each year and offers eligible employees from Toyota and Lexus Dealerships an opportunity to extend their learning and development and test their skills. The Program also recognises excellence across the Dealership network and offers individuals the chance to earn exciting Rewards.

This document sets out the terms and conditions of entry and participation in the Program.

Any capitalised terms have the meaning given to them in the Definitions, unless otherwise defined in the document.

1. Eligibility

- 1.1 To be eligible to participate in the Program, at the time of registration you must:
 - a. be registered within Toyota Network Central as an Employee of a Toyota or Lexus Dealership;
 - b. hold the same Primary Role as the nominated discipline set out in Schedule 1-. Your Primary Role will be based on your most senior position at the Dealership based on your registration within Toyota Network Central;
 - c. meet any additional specific Category Criteria set out in Schedule 3;
 - d. if successful, be available to participate in the:
 - i. Regional Finals (as determined by the Participant's Region); and
 - ii. National Skills Finals Assessment.
2. If an individual holds multiple roles at a Dealership, that individual is only eligible to participate in any Program under one role – their participation will be in relation to the most senior position that they hold as determined by Toyota in its reasonable discretion.
3. If an individual participant moves from one Dealership to another Dealership during a Program Period, any individual target achievements can be retained by that individual (e.g., training attendance, quiz completion) but all targets based on Dealership criteria will remain with the original Dealership.
 - 3.1. Only eligible individuals from each Dealership may participate under an applicable managerial category. Where there are multiple eligible individuals, the Dealership must nominate only one.
 - 3.2. You are not eligible to compete in any category in which you have been

a National Champion in the preceding three (3) years.

3.3. Participation of a Dealer and Dealership staff is subject to ongoing approval of the Dealer and Toyota Australia (where applicable) which will not be unreasonably withheld.

3.4. Multi-site Dealerships

- a. If a Dealership is operated from multiple sites (branch sites) under one Dealer code, only one (1) category participant per Dealership site can participate in any finals.
- b. If an individual holds multiple roles at a Dealership or multiple Dealerships, they are only eligible to participate in the Program under one role.
- c. If there is more than one individual who holds a relevant managerial role within the Dealership, the individual holding that managerial position at the principal location will be treated as the relevant manager for the purposes of the Program. In the event this is still unclear, the Dealership will make the final decision on which eligible individual will participate at the managerial level.

3.5. Dealership classification and regions

Toyota (and Lexus, as applicable) will determine the classification of Dealerships into:

- Regions.
- Metro or Rural; and
- Weight (i.e., Heavy, Middle, Welter, Bantam and Fly).

4. Changes affecting Eligibility that occur during the Program.

4.1. Participants

- If a Participant moves from one Dealership to another Dealership during the Program Period, any individual Participant achievements will be retained by that Participant (e.g., training attendance, quiz completion, etc.) but all targets achieved based on Dealership criteria will remain with the original Dealership.
- If a Participant changes role during the Program Period, any individual Participant achievements will be retained by that Participant (e.g. training attendance, quiz completion) so long as the Participant's new role is registered with Network Central.

4.2. Dealerships

- a. If a new Dealer is appointed during the Program Period because of a transfer of the Dealership, and the Dealership meets the Program criteria, the newly

appointed Dealer and their staff will be eligible. Results from the previous Dealership will not apply to the newly appointed Dealer or the staff of that Dealership. The newly appointed Dealer's results and the results for their staff will be taken from the date of commencement of the new Dealer.

- b. If there is an alteration to a Dealership's prime market area (**PMA**) during a Program Period which affects the Reward criteria, the Reward criteria will be measured by the target pertaining to the Dealership's old PMA up to the time of the change and the new PMA thereafter.
- c. All Rewards earned through the Program will be awarded to the Dealership that, in Toyota's reasonable opinion, is the active Dealership and the Participants employed by the active Dealership at the time of the announcement of the Reward.

5. Registration

Eligible employees of Toyota and Lexus Dealerships, and Toyota Finance Australia are invited to visit the National Skills website <https://www.nationalskillsprogram.com.au/> where they can login using their Toyota Central or Lexus Leaders login details.

- 5.1. Registration must be completed by the Registration Close date. Late registration may be accepted at Toyota's reasonable discretion.
- 5.2. Eligible individuals holding both Toyota and Lexus profiles and credentials, can only register and participate under one profile. All assessments must be completed and aligned with the Profile they have registered under.
- 5.3. Eligible individuals must register under the Category they wish to participate under. Note that a Participant's Category cannot be changed after registration.
- 5.4. It is the Dealership's responsibility to ensure that all Participants are correctly registered within the applicable system.

6. Duration

- 6.1. Registration for the Program will be available from 9am on the Registration Open date until 11.59pm on the Registration Close date.
- 6.2. All eLearning Modules and the Stage 1 Quiz must be completed by 11.59pm on the Stage 1 Completion Date.
- 6.3. The Program will continue until the conclusion of the National Finals, see Schedule 2- Key Dates.

7. Stage 1- Assessment

- 7.1. All Participants are required to complete the:
 - mandatory eLearning Modules specific to their Category and set out in Schedule 3.
 - Stage 1 Quiz to be completed and submitted.
 - any bonus eLearning modules (optional) specific to their Category and set out in Schedule 3, and
 - any further Assessment Criteria for their Category, where applicable.
- 7.2. Access to the eLearning Modules and Stage 1 Quiz will be made available via the Participant's Profile.
- 7.3. Credit for eLearning modules will automatically be given to any eLearning module listed that has already been completed, including the bonus eLearning modules.
- 7.4. The completion of any eLearning modules and/or the Stage 1 Quiz by a Participant during the Program, will be recorded on the Participant's training history as a Learning and Development Activity (TRC and LA).
- 7.5. **Bonus** eLearning modules are not compulsory to be completed. In the event that participants are tied on the same quiz score one (1) bonus point will be awarded for any bonus eLearning modules that are completed determining a regional finalist by the Stage 1 Completion Date. If the scores are still tied, Toyota's Region team will then be responsible for determining the selection of the Region Final participants at their reasonable discretion or as per Schedule 3.
- 7.6. Individual results of the Stage 1 Quiz will be posted in the Participant's Profile after the Stage 1 Assessment Completion date.
- 7.7. The results of the Stage 1 Assessment will determine the highest scoring Participants under each Category. The highest scoring Participants will be eligible to proceed to Stage 2- Regional Finals. Refer to the table at clause 8.2 for the number of Participants that can proceed per Category.
- 7.8. In the unfortunate event that a Participant is unable to participate for any reason in the Regional Finals, they will be replaced by the next ranked Participant from that Region.
- 7.9. The cut off period for replacing a Regional Finalist is four (4) weeks before the Region Finals Day.
- 7.10. If there are less than two (2) Category Participants that satisfy Stage 1 of the program, then the Regional Final for this category will not be conducted, and the successful Participant will be crowned Regional Champion for that Category.

8. Stage 2- Regional Final

8.1. The assessment for Regional Finals will cover a range of practical skills, and Participants will be awarded points based on the criteria set out for each Category.

8.2. The number of Participants per Category that will progress is as follows:

	Toyota Dealer Staff				Toyota and Lexus Dealer Staff				Toyota Finance Australia
	Customer Experience	Parts Sales	Sales Experience	Used Vehicles (TCPO)	Service Advisor	Diagnosis Technician	Technician	Apprentice Technician	Finance & Insurance Manager
Region Finalist (per Region)	4	5	Min 3, Max 5	Min 3, Max 5	5	3	3	3*	Min 3, Max 5
* First year Apprentice Technicians are not eligible to proceed to Stage 2 (Refer to Section 19 for definition)									

Only one (1) category participant per Dealership site can participate in any finals as determined by the Regions.

The Participants who achieve the highest scores in their category during the Stage 2- Regional Finals will be selected as Regional Champion for that Category and will be invited to participate in the National Final.

In the event a Regional Champion is unable to participate in the National Finals, they will be replaced by the next placed person in that region.

8.3. The cut off period for replacing a Regional Champion is eight (8) weeks before the National Skills Finals Day.

9. Stage 3- National Final

Five (5) Regional Champions from Toyota and Lexus (combined) will be invited to participate in the National Final.

Region Finalist (per Region)	Toyota Dealer Staff				Toyota and Lexus Dealer Staff				Toyota Finance Australia
	Customer Experience	Parts Sales	Sales Experience	Used Vehicles (TCPO)	Service Advisor	Diagnosis Technician	Technician	Apprentice Technician	Finance & Insurance Manager
CRO	1	1	1	1	1	1	1	1	1
ERO	1	1	1	1	1	1	1	1	1
NRO	1	1	1	1	1	1	1	1	1
SRO	1	1	1	1	1	1	1	1	1
TWA	1	1	1	1	1	1	1	1	1

- 9.1. The assessment for National Final will cover a range of practical skills, including roleplay for various scenarios, and Participants will be awarded points based on the criteria set out for each Category.
- 9.2. The Participant with the highest score in their Category will be recognised as National Final Champion.

10. Assessment Criteria and Judging

- 10.1. All assessment criteria and judging panels will be chosen by Toyota, Lexus and TFA.
- 10.2. All decisions made by the judging panel during the Program will be final, and no further correspondence will be entered into.

11. Program Duration

- 11.1. The Program will start on the Commencement Date and end on at the National Final date.
- 11.2. Participants must be available to participate for the entire Program duration, or risk losing their position.

12. Criteria and reporting

- 12.1. Criteria for Reward eligibility will be set and determined at Toyota's reasonable discretion. Rewards will be given based on verifiable data reported to Toyota by the Dealerships. Criteria linked to sale / purchase of specific parts or accessories will refer to Toyota Genuine parts and accessories unless otherwise specified.
- 12.2. If applicable to the relevant Category, data submitted to Toyota, Lexus and/or TFA's applicable reporting system must meet all current requirements for the relevant Category (i.e., Sales, Technician, Service Sales Society), as well as any applicable terms and conditions relating to the submission and reporting of Dealership Data (including by submitting reports by the designated reporting day of each month) to

Toyota, Lexus and/or TFA. Data reported must be cumulative monthly data. Cumulative data is the sum value for the specific Key Performance Indicator from the commencement of trade on the first day of the month to the end of trade on the last day of the month. Data not reported in accordance with these requirements will not be counted to determine eligibility for Rewards. Failure to submit data will result in disqualification from all Rewards for that period.

13. Rewards / recognition

- 13.1. Participants are only eligible for Rewards in the Program if they are employed by the Dealer during the Program Period and remain employed at the Dealership at the time of distribution of the Reward.
- 13.2. Program Rewards cannot be exchanged, transferred, or redeemed for cash. If a Reward, or element of a Reward, is unavailable for any reason, Toyota reserves the right to substitute another reward of equal or greater value for that reward, or element of it, subject to the approval of any relevant authority. Toyota may, in its reasonable discretion, allow a Reward to be transferred to another suitable person within the recipient's Dealership.
- 13.3. Any Reward or element of a Reward not taken at the time specified by Toyota will be forfeited.
- 13.4. In the event of a Participation Draw Reward not being accepted or claimed within 3 months an unclaimed prize draw will be held at the same time and location as the original draw. The unclaimed prize winner(s) will be notified via their Dealer Manager within 2 business days following the unclaimed prize draw and published on <https://nationalskillsprogram.com.au>
- 13.5. All expenses associated with taking or accepting a Reward, including any travel related expenses not expressly stated, are the responsibility of the Participant.
- 13.6. If a Reward is given in the form of a third-party voucher, the use of the voucher is subject to terms and conditions imposed by the third party (including any relevant expiry date).
- 13.7. The Participants and any other recipients, in accepting a Reward may be required to sign an acknowledgement of risk and waiver of liability for each Reward and acknowledge that specified Program Rewards may be inherently dangerous, and if they choose to participate, they will do so at their own risk. A reasonable level of health and fitness may be required to accept a Reward. Toyota reserves the right to reasonably preclude participation by anyone refusing to sign the acknowledgement / waiver.

- 13.8. To the extent they are physically deliverable, Rewards will be delivered to the participant's Dealership.
- 13.9. Only damaged or defective goods reported in writing (via post or email) within three days of receipt will be considered valid for exchange or return. Goods cannot be replaced after this 3-day period unless under a manufacturer's warranty.
- 13.10. If an individual Reward recipient is no longer part of a Dealership at the time the Reward is redeemable, then the Reward is forfeited. Toyota retains the discretion to confer the Reward upon any person occupying the same or similar position as the individual no longer eligible.

14. Taxation

- 14.1. Participants are responsible for any tax associated with receiving any Reward. Most Rewards are assessable in the hands of the recipient. Tax may be payable on the market value of the assessable Reward irrespective of whether that Reward could be converted into cash, or the recipient could obtain the market value of the Reward if re-sold.
- 14.2. From time-to-time Toyota and Lexus may offer Rewards to Dealers and their staff that would attract an FBT liability. The employer of the recipient of the Reward is liable for FBT. Where Toyota and Lexus determine such Rewards that are subject to FBT, Toyota and Lexus will calculate the FBT liability relating to such Reward and reimburse the Dealer for the FBT owing (once per year after year end being 31 March). It is the responsibility of the Dealer to ensure that it submits an FBT return with all required disclosures as per the relevant legislation and remit payment of any FBT due to the Australian Taxation Office by the due date.
- 14.3. If the supply of a Reward by Toyota to the Dealer or a participant is a taxable supply for the purposes of GST, Toyota will issue a tax invoice to the Dealer in respect of that supply. If under a Program, the Dealer makes taxable supplies to Toyota, the Dealer must issue a tax invoice to Toyota in respect of that supply. Toyota will advise the Dealer of the value of the consideration for the taxable supplies to be included on the tax invoice. The tax invoices are to be issued by the Dealer in the same tax period as the tax invoice is issued by Toyota to the Dealer.
- 14.4. Neither Toyota nor its related companies are qualified tax advisers and none of them accept any responsibility or liability for the validity of information provided in relation to these matters. Participants and Dealerships should ensure that appropriate professional advice and assistance is obtained in relation to taxation. Except as expressly provided for, neither Toyota nor its related bodies corporate accept any

liability or responsibility to reimburse, in part or full, any amount of tax involved.

15. Audit

- 15.1. Toyota reserves the right to audit any Dealer relating to any Program and/or reported data and information at any time for any reason and in any manner, it sees fit. The Dealer will cooperate fully with Toyota in the audit process.
- 15.2. Toyota reserves the right to invalidate any Rewards earned or recognitions given during a Program affected by inaccuracies or errors discovered through the audit.

16. Disqualification

- 16.1. The Dealer and all staff at that Dealership may, at Toyota's reasonable discretion, be excluded from participation in the Program, if a Dealer or Participant:
 - provides inconsistent, inaccurate, or unverifiable information.
 - does not comply with Toyota's policies and procedures or the Program Rules.
 - is, or is reasonably suspected of being, in breach of laws relevant to the operation of the Dealer's business and/or their Dealer Agreement; or
 - conducting business dealings in a manner which is not, in Toyota's reasonable opinion, in the spirit of the 'Toyota Way'.
- 16.2. Toyota reserves the right to disqualify any Dealership (including the Dealer and all its staff) and/or any individual who tampers with, or benefits from tampering with, the entry process or the Program.
- 16.3. Where Toyota reasonably believes that any Participant or Dealership has combined their individual / dealership activities with another, falsified records, or participated in any activity which falsifies records, or acted in a manner that is calculated to unduly skew, alter, or change any results, or commits any fraudulent act that has an impact on the results of a Program, Toyota may at its discretion do any one or more of disqualify all relevant participants, deem all relevant sales results to be amended so as to remove the effect of the conduct, or otherwise take such steps as Toyota deems necessary to address the occurrence.
- 16.4. If a Dealership and/or Participant is disqualified from participating in a Program, Toyota may, at its reasonable discretion, disqualify that Dealership or Participant from future participation in any, or all, Toyota Programs. Future participation in a Toyota Program will be at Toyota's

reasonable discretion and dependent on, among other things, the Dealer satisfying Toyota's requirements regarding the implementation of processes to ensure such conduct does not continue to occur or occur again and/or that any breach is remedied.

- 16.5. If a Participant is disqualified from a Program, they will not be entitled to any Rewards under that Program and if a Reward has already been distributed under a Program from which they are disqualified, the Dealer and/ or Participant must immediately at the request of Toyota return all Rewards given to that Dealer and/ or a Participant. Toyota reserves the right to charge a Dealer and/ or participant personally for any Rewards or recognition found to have been obtained by misrepresentation or fraud.

17. Variation

- 17.1. Rewards are offered at the reasonable discretion of Toyota, and Toyota reserves the right to withdraw, cancel, vary or in any way change at any time without notice, the eligibility criteria and/or the Rewards offered under a Program.
- 17.2. Toyota reserves the right, in its reasonable discretion, to vary at any time any Program rules, including these terms and conditions. Unless otherwise specified by Toyota, all such variations shall be deemed to operate retrospectively.
- 17.3. Notice of any change to these terms and conditions may be announced by Toyota in writing and communicated on <https://www.nationalskillsprogram.com.au>
- 17.4. To the extent permitted by Law, Toyota will not be liable for any loss or damage suffered or sustained by Participants resulting from any withdrawal, cancellation, variation, or change.

18. General

- 18.1. Toyota's interpretation of the Program terms and conditions, including determining eligibility for Rewards, will be final and binding. All decisions are final, and no correspondence will be entered into.
- 18.2. Toyota will have no liability to Participants because of the availability, and/or inability of Toyota or a third party to supply, parts, and accessories for sales purposes by Participants for whatever reason. Such event is not a basis for variation of the Program terms and conditions.
- 18.3. Rewards are determined based on skill and chance plays no part in determining winners except for the Participation Draw.
- 18.4. Toyota is not responsible for any problems or technical malfunction of

any telephone network or lines, computer on-line systems, computer equipment, software, technical problems, or traffic congestion on the Internet or at any web site, or any combination thereof, including any injury or damage to participants or any other person's computer related to or resulting from participation in or downloading any materials in a Program. If any Program is not capable of being conducted due to circumstances beyond Toyota's control, including due to any technical or communications problems, Toyota reserves the right to amend, suspend or cancel the Program subject to approval from any relevant authority (if required).

- 18.5. Toyota and its agencies and companies associated with this Program will not be liable for any loss (including but not limited to indirect or consequential loss), damage or personal injury which is suffered or sustained (including without limitation to that caused by any person's negligence) relating to a Program or the awarding or taking of the Rewards except for any liability which cannot be excluded by law (in which case liability is limited to the minimum amount allowable by law).
- 18.6. Toyota is collecting your personal information and may use any personal information Participants provide in connection with this competition for the purpose of running the Program, and in advertisements, publications, media statements and other promotional material associated with promoting the Program. Toyota may disclose the information for those purposes to its related bodies corporate and contractors, and to Toyota dealers. Some of the Toyota's related bodies corporate and contractors to whom the Participant's personal information may be disclosed are located overseas, including in Japan and as a result the Participant's personal information may be disclosed overseas. If Participant's do not provide the information requested, they will not be able to enter the Program. Toyota is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). If Participants have any concerns or queries about the way their personal information is managed by Toyota, they should contact Toyota at: 1800 TOYOTA (1800 869 682) or emailing privacy@toyota.com.au. A copy of Toyota's privacy policy can be viewed at <https://www.toyota.com.au/privacy-policy>. The Privacy Policy contains information about how Participants can gain access to or seek correction of personal information that Toyota holds about them. It also contains information about how Participants can make a privacy complaint and how the Toyota will deal with it. To request access to, or to update, personal information Toyota holds about them, Participants can contact Toyota's office (an administrative fee may be imposed to access personal information).

19. Definitions

19.1. In this document the following Definitions apply, unless otherwise defined:

Dealer means the person or entity appointed by Toyota, pursuant to a Dealership Agreement, authorised to operate a Dealership to sell Toyota or Lexus products to the public.

Dealership and/or Branch means the site or location of an authorised Toyota or Lexus motor vehicle dealership business, conducted by the Dealer pursuant to a Toyota or Lexus Dealer Agreement during the Program to when the Rewards are awarded.

Employee means a permanent Full time or Part time Employee but does not include casual employees or contract staff.

FBT means Fringe Benefits Tax and has the same meaning given to it under the *Fringe Benefits Tax Assessment Act 1986*.

First Year Apprentice means a person who is undertaking or has only completed the units of Phase 1-Service (TNT Apprentices) or equivalent (Non-TNT Apprentices).

ST -Service Technician means Certified Toyota Technician

PT Pro Technician means achieved PT Certification

DT means Diagnosis Technician

Finance and Insurance Manager means the person accredited to sell Finance &/ Insurance products on behalf of Toyota and Lexus Finance Australia.

FOD means Fundamentals of Diagnosis

Lexus means the Lexus division of Toyota Motor Corporation Australia Limited ABN 64 009 686 097 of 155 Bertie St Port Melbourne 3207

Lexus Academy (LA) means the eLearning portal located at Lexus: <https://ldd.ontrak.app/>

LL means Lexus Leaders portal located at lexusleaders.com.au

My-Learn means the learning management system used by Toyota & Lexus Finance to onboard and maintain all accredited persons and is located at <https://mylearntraining.com.au>

National Skills Website means the website located at nationalskillsprogram.com.au.

New Sales Consultant means a role where more than 50% of the time is spent performing the following duties:

- a) making new vehicle sales appointments with potential buyers.

- b) New vehicle demonstration and sales processes with Customers/ customers.
- c) monitoring new vehicle delivery progress.
- d) new vehicle delivery and Customer follow up; and
- e) are not a sales management position.

FO means Field Operations.

Participant means an individual that has satisfied the eligibility criteria to participate in the Program.

Program means the National Skills, Learning and Development Program by Field Operations Division for the benefit of Dealers and / or Dealership staff.

Pro Technician (PT) is the qualification given to a technician on TRC or LL.

Rewards means all rewards (whether in cash, voucher, merchandise, event invitations or other support) and recognitions given by Toyota for a Program

Satellite Service Centres (Satellites) means the service centres established for the purpose of servicing vehicles and the storage of Toyota Parts and Accessories only. For the avoidance of doubt, no sales of new or used vehicles are to be conducted on these sites.

Service Technician (ST) is the qualification given to a technician on TRC or LL.

Toyota means Toyota Motor Corporation Australia Limited ABN 64 009 686 097 of 155 Bertie St Port Melbourne 3207

Toyota Central (TC) means the Toyota Central portal located at toyotacentral.com.au.

Toyota Certified Pre-Owned (TCPO) is a vehicle that meets the 90-point + checklist inspection and TCPO criteria

Toyota Certified Pre-Owned Subscribed Dealership means a Dealership authorised to sell Toyota Certified Pre-Owned vehicles

Toyota Finance Australia (TFA) means Toyota Finance Australia Limited ABN 48 002 435 181 of 207 Pacific Highway St. Leonards 2065

Training Resource Centre (TRC) means the eLearning portal located at Toyota: <https://tdd.ontrak.app/>

Used Vehicles Consultants and Assistant Used Vehicle Manager must be greater than 50% as an active Used Vehicle Consultant and Assistant Used Vehicle Manager in a Dealer Sales Department

Schedule 1
Participant Primary Role Categories

Dealership Employees	Customer Experience	Parts Sales	Service Advisor	Diagnosis Technician	Technician	Apprentice Technician	Sales Experience (New Vehicle Sales Role)	Used Vehicles (TCPO)	Finance & Insurance Manager
Toyota	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Lexus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Eligible Primary Roles in Network Central									
Must be registered on Network Central and reported as working at a Toyota or Lexus Dealer Site.	Customer Relationship Consultant	Apprentice-Parts	Service Advisor	Technician	Technician	Apprentice Technician	Sales Consultant	Used Sales Consultant (UV Subscribed Dealerships only)	Business Manager
	Customer Relationship Manager	Parts Interpreter		Road Tester	Road Tester	TNT Apprentice Technician	Government Sales Consultant	Assistant Used Vehicle Sales Manager	F&I Consultant
		Parts Staff		Technical Advisor	Technical Advisor		Fleet Sales Consultant		F&I Manager
		Parts Sales Representative		TNT Workplace Mentor	TNT Workplace Mentor		Assistant Fleet Manager		
				Workshop Controller	Workshop Controller		Assistant Sales Manager		
				Workshop Foreman	Workshop Foreman		Sales Executive		

							Sales Consultant Trainee		
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Schedule 2**Key dates**

Registration and Stage 1 Assessment Open	9am, 07th March 2025 AEST
Commencement Date	07 March 2025
Registration and Stage 1 Close	11:59pm, 16th May 2025 AEST
Stage 1 Assessment Results	9am on 23rd May 2025 AEST
Stage 1 Final Assessment Results	9am on 30th May 2025 AEST

Schedule 3
Assessment Stages

Stage 1- eLearning Modules and Quiz

1. Customer Experience		
<ul style="list-style-type: none"> • Mandatory eLearning • Stage 1 Quiz • Bonus eLearning modules (optional) 		
Additional Eligibility Criteria		
<ul style="list-style-type: none"> • Must hold the title of Customer Relationship Consultant/Manager in Network Central as per Schedule 1 on page 14 Participant Primary Role Categories. • If equal ranking and Customer Experience participants are from the same Dealer, the Region is responsible for determining a representative in consultation with the Dealer Principal or General Manager. 		
eLearning Modules		
Type	Course Code	Course Description
Mandatory	SDC1_EL	<ul style="list-style-type: none"> • Difficult Conversations Module 1 – Emotional Needs and Types of Guests
	CH1	<ul style="list-style-type: none"> • Complaint Handling Module – Guidelines Part 1
	CH2	<ul style="list-style-type: none"> • Complaint Handling Module – Guidelines Part 2
	CH3	<ul style="list-style-type: none"> • Complaint Handling Module – Objection Handling Guidelines
	CH4	<ul style="list-style-type: none"> • Complaint Handling Module – Communication and Support Resources
Bonus (1 pt each = 5 pts Total)	ACL_ELEARNING	<ul style="list-style-type: none"> • Australian Consumer Law – Consumer Guarantees – eLearning
	ACLSALES	<ul style="list-style-type: none"> • Australian Consumer Law Sales eLearning
	ACLSERVICE	<ul style="list-style-type: none"> • Australian Consumer Law Service eLearning
	SDC2_EL	<ul style="list-style-type: none"> • Difficult Conversations Module 2 – LACE and Appropriate Communication
	SDC3_EL	<ul style="list-style-type: none"> • Difficult Conversations Module 3 – Applying knowledge in Sales Scenarios

Additional Information

- Only one (1) CE per Dealership can participate in any finals as determined by the Region.

Assessment Resources**TOYOTA**

- VOC Hub
- VOC Hub Info Pack
- VOC Hub User Manual
- Toyota Source - Bulletins
- Toyota Source - CX Resource Library
- Toyota Group Privacy Policy
- Complaint Handling Module 1
- Complaint Handling Module 2
- Complaint Handling Module 3
- Complaint Handling Module 4
- Difficult Conversations Module 1
- GEC - Dealer Case Sharing User Guide
- Australian Consumer Law - Consumer Guarantees - eLearning module
- Australian Consumer Law - Dealer Service Staff- eLearning Module
- Australian Consumer Law - Dealer Sales Staff-eLearning module
- Coaching and Mentoring (CAM) Workbook
- 2024 CXconnect, LeaderSHAPE Toolkit
- 2025 Toyota For Life Standards

<p>2. Parts Sales</p> <ul style="list-style-type: none"> • Mandatory eLearning. • Stage 1 Quiz. • Bonus eLearning modules (optional) 																			
<p>Additional Eligibility Criteria</p> <ul style="list-style-type: none"> • The participant and their primary position must be registered on Network Central and reported as having full time employment at either a Toyota or Lexus authorised Dealer. • Refer to Schedule 1 on page 14 for Participant Primary Role Categories. 																			
<p>eLearning Modules</p>																			
<table border="1"> <thead> <tr> <th>Type</th><th>Course Code</th><th>Course Description</th></tr> </thead> <tbody> <tr> <td rowspan="3">Mandatory</td><td>BP_ELEARN02</td><td>Brand Protection Module 2 - Parts Policy</td></tr> <tr> <td>ACL_ELEARNING</td><td>Australian Consumer Law - Consumer Guarantees - eLearning</td></tr> <tr> <td>BP_ELEARN03</td><td>Brand Protection Module 3 - Genuine Awareness</td></tr> <tr> <td rowspan="3">Bonus (1 pt each = 3 pts Total)</td><td>SP_TOYBEVBASICS_EL</td><td>Toyota Electrified - EV Basics and Charging</td></tr> <tr> <td>SP_TOYOTA_ADBLUE_EL_0824</td><td>Toyota AdBlue (Ad Blue) eLearning video</td></tr> <tr> <td>SP_GRYARIS_FL1224</td><td>2024 GR Yaris (Facelift) eLearning Module</td></tr> </tbody> </table>			Type	Course Code	Course Description	Mandatory	BP_ELEARN02	Brand Protection Module 2 - Parts Policy	ACL_ELEARNING	Australian Consumer Law - Consumer Guarantees - eLearning	BP_ELEARN03	Brand Protection Module 3 - Genuine Awareness	Bonus (1 pt each = 3 pts Total)	SP_TOYBEVBASICS_EL	Toyota Electrified - EV Basics and Charging	SP_TOYOTA_ADBLUE_EL_0824	Toyota AdBlue (Ad Blue) eLearning video	SP_GRYARIS_FL1224	2024 GR Yaris (Facelift) eLearning Module
Type	Course Code	Course Description																	
Mandatory	BP_ELEARN02	Brand Protection Module 2 - Parts Policy																	
	ACL_ELEARNING	Australian Consumer Law - Consumer Guarantees - eLearning																	
	BP_ELEARN03	Brand Protection Module 3 - Genuine Awareness																	
Bonus (1 pt each = 3 pts Total)	SP_TOYBEVBASICS_EL	Toyota Electrified - EV Basics and Charging																	
	SP_TOYOTA_ADBLUE_EL_0824	Toyota AdBlue (Ad Blue) eLearning video																	
	SP_GRYARIS_FL1224	2024 GR Yaris (Facelift) eLearning Module																	
<p>Additional Information</p> <ul style="list-style-type: none"> • Only one (1) Parts Sales per Dealership site can participate in any finals as determined by the Region. 																			
<p>Assessment Resources</p> <p>TOYOTA</p> <ul style="list-style-type: none"> • Microcat • Toyota Info hub and Repair Manuals • TAPS • TASS • Toyota Website • Parts policy • Dealer support hub parts useful information (except WA) • Toyota Resource Centre (TRC) eLearning modules 																			

3. Service Advisor		
<ul style="list-style-type: none"> • Mandatory eLearning. • Stage 1 Quiz. • Bonus eLearning modules (optional) 		
Additional Eligibility Criteria		
<ul style="list-style-type: none"> • Must be registered on Network Central as a Certified Service Advisor in a Primary Role and reported as working at a Toyota or Lexus Dealer Site in Network Central. • Must be a Certified Toyota or Lexus Service Advisor. 		
eLearning Modules Toyota		
Type	Course Code	Course Description
Mandatory	ACLSERVICE	Australian Consumer Law - Dealer Service Staff
	SP_TOYBEVBASICS_EL	Toyota Electrified - EV Basics and Charging
	SP_TOYBEVRANGE_EL	Toyota Electrified - EV Range
Bonus (1 pt each = 2 pts Total)	SP_LCPRADO_NM24_EL02	LC Prado eLearning
	SP_CAMRY_FL0824_EL	2024 Camry eLearning
eLearning Modules Lexus		
Type	Course Code	Course Description
Mandatory	ACLSERVICE	Australian Consumer Law - Dealer Service Staff
	LEXUSELECTRIFIED_EVBASICS	Lexus Electrified - EV Basics and Charging
	LEXUSELECTRIFIED_EVRANGE	Lexus Electrified - EV Range
Bonus (1 pt each = 2 pts Total)	SP_LEX2021MM_EL	Lexus 2021 Multimedia System eLearning
	SPK22089	Lexus Safety Systems - eLearning Module

Assessment Resources**TOYOTA**

- FSL Drivers Guide Document
- <https://www.toyota.com.au/car-finance/full-service-lease>
- bZ4X Owner's Manual Nov 23
- 2024 TSA21_Service Advisor Certification (Quiz)
- E-learning module SP_TOYBEVBASICS_EL
- e-LEARNING ACLSERVICE Australian Consumer Law - Dealer Service Staff
- AEP_Mod 1
- AEP_Mod 2
- 2024 TSA21 Service Advisor Training PDF manual
- <https://www.toyota.com.au/bz4x-ev>
- <https://www.toyota.com.au/connected/faqs-support>
- <https://www.toyota.com.au/electrified/faqs>
- <https://www.toyota.com.au/electrified/battery-electric-vehicles>

LEXUS

- FSL Drivers Guide Document
- <https://www.lexus.com.au/finance/personal-and-business/full-service-lease>
- UX 300e Owner's Manual Jan 24
- 2024 TSA21_Service Advisor Certification (Quiz)
- GX Model Outline - Online training
- E-learning module Lexus Electrified - EV Basics and Charging
- e-LEARNING ACLSERVICE Australian Consumer Law - Dealer Service Staff
- AEP_Mod 1
- AEP_Mod 2
- <2024 TSA21 Service Advisor Training PDF manual>
- <https://www.lexus.com.au/models/ux-300e/overview>
- <https://www.lexus.com.au/connectivity/lexus-connected-services-faq>
- <https://www.lexus.com.au/lexus-electrified/charging>
- <https://www.lexus.com.au/lexus-electrified/battery-electric>
- <https://www.lexus.com.au/smallprint/warranty>
- <https://www.lexus.com.au/owners/benefits#drivecare>
- <https://www.lexus.com.au/connectivity/packages>

Additional Information

- Only one (1) Service Advisor per Dealership site can participate in any finals as determined by the Region.

4. Apprentice Technician
5. Technician
6. Diagnosis Technician

- Mandatory eLearning
- Stage 1 Quiz
- Bonus eLearning modules (optional)

Additional Eligibility Criteria

- The participant and their primary position must be registered on Network Central and reported as having full time employment at either a Toyota or Lexus authorised Dealer.
- Refer to Schedule 1 on page 14 for Participant Primary Role Categories.

NC primary Position	Skills Category	Eligibility Criteria
<ul style="list-style-type: none"> • Apprentice Technician • TNT Apprentice Technician 	Apprentice Technician	<ul style="list-style-type: none"> • No certification criteria apply (i.e., ST, PT or DT). • Must be registered in the primary positions listed from the point of registration until completion of National finals. • 1st year Apprentices can only participate in Stage 1 of the National Skills program (Refer to section 19 for definition).
<ul style="list-style-type: none"> • Technician • Road Tester • Technical Advisor • TNT Workplace Mentor • Workshop Controller • Workshop Foreperson 	Technician	<ul style="list-style-type: none"> • Minimum ST certified (No certification, no entry). • Maximum PT certified + FOD course completion. • Apprentice level up upon request.
	Diagnosis Technician	<ul style="list-style-type: none"> • Minimum PT certified/FOD course completion + at least one DT course

		<p>completion (No certification, no entry).</p> <ul style="list-style-type: none"> • Technician level up upon request.
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NOTES: The certification levels of ST (Service Technician), PT (Pro Technician) and DT (Diagnosis Technician) are as recorded on either the Training Resource Centre (TRC) or Lexus Academy (LA).

FOD refers to the Fundamentals of Diagnosis (Foundations) course as detailed on either the Training Resource Centre (TRC) or Lexus Academy (LA).

eLearning Modules: Toyota

Type	Course Code	Course Description
Mandatory	ACLSERVICE*	Australian Consumer Law - Dealer Service Staff *
	ESM_052022_ELEARN	Electrification Safety Module
	GTS+Intro_052023_ELEARN	GTS+ Introduction
Bonus (1 pt each = 5 pts Total)	NMM_TOYCHR_032024_LP	C-HR New Model Technical Training
	NMM_PRADO_112024_LP	Prado New Model Technical Training
	SP_LCPRADO_NM24_EL02	Prado New Model Sales training
	NT_48V MILD HYBRID_032024	48V V-Active New Technology Training
	SP_CAMRY_FL0824_EL	Camry New Model Sales Training

*Excluding Apprentice Technician Category

eLearning Modules: Lexus

Type	Course Code	Course Description
Mandatory	ACLSERVICE*	Australian Consumer Law - Dealer Service Staff *
	ESM_052022_ELEARN	Electrification Safety Module
	GTS+Intro_052023_ELEARN	GTS+ Introduction
Bonus (1 pt each = 5 pts Total)	NMM_LEXLBX_032024_LP	LBX New Model Technical Training
	NMM_LEXGX_042024_LP	GX New Model Technical Training
	SP_GX_NM0224_EL	GX New Model Sales Training
	NT_48V MILD HYBRID_032024	48V V-Active New Technology Training
	LEXUSELECTRIFIED_EVRANGE	Lexus Electrified - EV Range

*Excluding Apprentice Technician Category

Additional Information

- The three (3) highest scoring Participants from the following categories:
 - Apprentice Technician.
 - Technician.
 - Diagnosis Technician
 Per Region will be invited to progress to Stage 2.
- Where any technicians are from the same Dealership site achieve an equal score, the Region will be responsible for determining a representative in consultation with the Dealer Service Manager/s.
- Bonus eLearning modules are not compulsory to be completed. However, for each module completed, a bonus point will be awarded.
- The Quiz score achieved at Stage 1 will be used to rank participants, with the aim to determine the top 3 in the Apprentice Technician category, Technician category and Diagnosis Technicians category in each region.
- In the event the quiz scores are tied, selection of the Regional Final participants will then be determined by the number of bonus module points achieved.
- If the total scores are still tied, the Region will then be responsible for determining the selection of the Regional Final participants at their discretion.
- If equal ranking and the Technicians are from the same Dealership site, the Region is responsible for determining a representative in consultation with the Dealer Service Managers

Assessment Resources

TOYOTA

- <https://tdd.ontrak.app/learning/f663a835-cdfc-4faa-b8dc-e4520cebd78f>
- <https://tdd.ontrak.app/learning/6d374b49-e150-4d6e-b1ab-2ca488a3c45b>
- <https://tdd.ontrak.app/learning/56caaf73-2ae8-4432-a957-673a0789ed41>
- <https://tdd.ontrak.app/plan/acfd6fcf-5676-4e5e-ae77-2c70abd9c7b9>
- <https://tdd.ontrak.app/plan/4b25b400-80f4-4f6e-aec5-cd28bfea2ba6>
- <https://tdd.ontrak.app/learning/2fb828d2-572f-4466-9f20-9764e670ec5c>
- <https://tdd.ontrak.app/learning/e74c299f-3b89-488a-a184-adaf3bb0684>
- <https://tdd.ontrak.app/learning/84a07dbf-a2b2-41de-a895-d434d441dbfc>

LEXUS

- <https://ldd.ontrak.app/learning/00546d1b-f6d4-452f-b222-4b9abdce08c0>
- <https://ldd.ontrak.app/learning/1c14ce00-cb10-4c98-b491-a56827bbc766>
- <https://ldd.ontrak.app/learning/15c9fc0a-13f6-4871-b773-60eb6f245407>
- <https://ldd.ontrak.app/plan/519e16c7-af4f-4ce4-846e-d1d3e848d404>
- <https://ldd.ontrak.app/plan/5bcb9a3a-7578-4d59-9f64-305b887d8847>
- <https://ldd.ontrak.app/learning/e211d8db-4d03-4eb8-b784-b750e7b165ab>
- <https://ldd.ontrak.app/learning/6b1ef199-6592-4276-b714-1575d274ef57>
- <https://ldd.ontrak.app/learning/bdfa7917-86b0-4943-b8c0-b8bea6d90e67>

<h2>7. Sales Experience</h2> <ul style="list-style-type: none"> • Mandatory eLearning • Stage 1 Quiz • Bonus eLearning modules (optional) • Sales Experience Face-to-Face / Virtual / Phone call Assessment 																			
<p>Additional Eligibility Criteria</p> <ul style="list-style-type: none"> • Eligible new vehicle sales role • Must be registered on Network Central and reported as working at Toyota Dealer Site in Network Central as an active Sales Consultant as a primary role. Refer to Schedule 1 on page 15 for Participants Primary Role Categories. • Role must be greater than 50% as an active Sales Consultant in a Dealer Sales Dept. <p>(A Sales Consultant is defined as spending more than 50% of their available time carrying out duties that relate to making new vehicle sales appointments, with potential buyers, vehicle demonstration and sales processes with customers, monitoring new vehicle delivery progress, new vehicle delivery and customer follow up and not working the other 50% of the time in a sales management position). Dealer makes this assessment at its absolute discretion.</p>																			
<p>eLearning Modules</p>																			
<table border="1"> <thead> <tr> <th>Type</th><th>Course Code</th><th>Course Description</th></tr> </thead> <tbody> <tr> <td rowspan="5">Mandatory</td><td>ACLSALES</td><td>Australian Consumer Law - Dealer Sales Staff- eLearning module</td></tr> <tr> <td>P2P_INTRO_1024</td><td>'OWAF' Pathway to Purchase - Introduction to the Training Program</td></tr> <tr> <td>P2P_CONNECT_1024</td><td>'OWAF' Pathway to Purchase - Step 1: Connect</td></tr> <tr> <td>P2P_UNDERST_1024</td><td>'OWAF' Pathway to Purchase - Step 2: Understand</td></tr> <tr> <td>P2P_ADVISE_1024</td><td>'OWAF' Pathway to Purchase - Step 3: Advise</td></tr> <tr> <td>Bonus (1 pt each = 5 pts Total)</td><td>P2P_EXPER_1024,</td><td>'OWAF' Pathway to Purchase - Step 4: Experience</td></tr> </tbody> </table>			Type	Course Code	Course Description	Mandatory	ACLSALES	Australian Consumer Law - Dealer Sales Staff- eLearning module	P2P_INTRO_1024	'OWAF' Pathway to Purchase - Introduction to the Training Program	P2P_CONNECT_1024	'OWAF' Pathway to Purchase - Step 1: Connect	P2P_UNDERST_1024	'OWAF' Pathway to Purchase - Step 2: Understand	P2P_ADVISE_1024	'OWAF' Pathway to Purchase - Step 3: Advise	Bonus (1 pt each = 5 pts Total)	P2P_EXPER_1024,	'OWAF' Pathway to Purchase - Step 4: Experience
Type	Course Code	Course Description																	
Mandatory	ACLSALES	Australian Consumer Law - Dealer Sales Staff- eLearning module																	
	P2P_INTRO_1024	'OWAF' Pathway to Purchase - Introduction to the Training Program																	
	P2P_CONNECT_1024	'OWAF' Pathway to Purchase - Step 1: Connect																	
	P2P_UNDERST_1024	'OWAF' Pathway to Purchase - Step 2: Understand																	
	P2P_ADVISE_1024	'OWAF' Pathway to Purchase - Step 3: Advise																	
Bonus (1 pt each = 5 pts Total)	P2P_EXPER_1024,	'OWAF' Pathway to Purchase - Step 4: Experience																	

	P2P_OFFER2P_1024	'OWAF' Pathway to Purchase - Step 5: Offer to Purchase
	P2P_DELIVERY_1024	'OWAF' Pathway to Purchase - Step 6: Vehicle Delivery
	P2P_FOLLOW_1024	'OWAF' Pathway to Purchase - Step 7: Follow-Up
	'SP_HILUX_FL0124_EL'	HiLux Product eLearning

Additional Information

- The highest scoring ten (10) Participants in the Stage 1 Assessment will be notified and contacted by the regional trainer to inform the participant that they will proceed to qualify for the face to face/virtual/phone call assessment by 02nd June 2025.
- Regional Trainers have complete discretion (based on criteria set by National) and no further correspondence will be entered.
- A minimum of three (3) to a maximum five (5) of the highest ranked (using eligibility criteria, quiz score and Face-to-Face assessment scores) Sales Consultants in each Region will be invited to participate in the Region Finals
- If a Participant is promoted to the role of Sales Manager prior to the announcement of the Regional Finalists, they will be automatically withdrawn from the Program, and the next highest ranked Participant will be offered the position.

Assessment Resources

TOYOTA

- Toyota website: <https://www.toyota.com.au>
- Toyota manuals: <https://toyotamanuals.com.au>
- Toyota Training Resource Centre (TRC):
<https://toyotainstituteaustralia.com.au>
- Toyota Dealer communication bulletins (VNB, Toyota Source, etc)
- [Toyota.com.au](https://toyota.com.au)
- E-learning module SP_TOYBEVBASICS_EL
- E-learning module SP_BZ4X_NM_0224_EL01
- Toyota Electrified - EV Basics and Charging
SP_TOYBEVBASICS_EL
- Toyota Electrified - Needs Analysis & Qualification
SP_EVQUALIFICATION_1223
- Toyota Electrified - EV Range eLearning SP_TOYBEVRANGE_EL
- "Oh What a Feeling" Pathway to Purchase Sales Training eLearning modules
- 2024 Camry Product eLearning SP_CAMRY_FL0824_EL
- 2024 Tundra Product eLearning SP_TUNDRA_NM0924_EL

- 2024 LandCruiser Prado - Product Overview SP_LCPRADO_NM24_EL01, 'SP_LCPRADO_NM24_EL02'
- Toyota AdBlue (Ad Blue) eLearning video 'SP_TOYOTA_ADBLUE_EL_0824'

8. Finance and Insurance Manager		
<ul style="list-style-type: none"> • Mandatory eLearning • Stage 1 Quiz • Bonus eLearning modules (optional) • Finance & Insurance face to face / Virtual / Phone call Assessment 		
Additional Eligibility Criteria		
<ul style="list-style-type: none"> • Must be registered on Network Central and reported as working at Toyota or Lexus Dealer Site in Network Central as an active Finance & Insurance Consultant or Finance & Insurance Manager as a primary role. • Must hold the title of: <ul style="list-style-type: none"> ○ Business Manager ○ Finance & Insurance Consultant ○ Finance & Insurance Manager 		
eLearning Modules Toyota & Lexus		
Type	Course Code	Course Description
Mandatory	CC1543 NSP25 - Module_1	This module explores the first and second stage within the Sales Process: Engage & Quote
	CC1544 NSP25 - Module_2	This module explores the third stage within the Sales Process: Application
	CC1545 NSP25 - Module_3	This module explores the third stage within the Sales Process: Application
	CC1546 NSP25 - Module_4	This module explores the third stage within the Sales Process: Application
Bonus	CC1548 NSP25 - Bonus_1	This module explores the fourth stage within the Sales Process: Assessment.
	CC1549 NSP25 - Bonus_2	This module explores the fifth stage within the Sales Process: Settlement.

Additional Information

- The highest scoring ten (10) participants in the Stage 1 Assessment will be notified and contacted by the Regional Trainer to inform the participant that they will proceed to qualify for the face to face/virtual/phone call assessment by 02nd June, 2025.
- Regional Trainers have complete discretion (based on criteria set by National) and no further correspondence will be entered.
- A minimum of three (3) to five (5) of the highest ranked (using eligibility criteria, quiz score and Face-to-Face assessment scores) F&I Managers in each Region will be invited to participate in the Region Finals.

Assessment Resources

TOYOTA

- TFA LMS MyLearn <https://mylearntraining.com.au/>
- RF&I Sales Guide <https://mylearntraining.com.au/>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=612BA9DF-0E67-44F4-85A5-FB41EFD00686>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=519A4B2B-4E5C-41B5-9A52-CA2BA2FC54F3>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=98FA376C-983F-47CC-9CE0-2BEB30BB457D>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=45894B0A-0A49-41F1-AB5B-C42856E24F4C>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=5F62CF9F-2CB3-4E81-95CD-409005E1ECAD>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=43E45AAA-F2A8-477B-91C0-C25E78ECF7A8>

LEXUS

- LFA LMS MyLearn <https://mylearntraining.com.au/>
- RF&I Sales Guide <https://mylearntraining.com.au/>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=612BA9DF-0E67-44F4-85A5-FB41EFD00686>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=519A4B2B-4E5C-41B5-9A52-CA2BA2FC54F3>

- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=98FA376C-983F-47CC-9CE0-2BEB30BB457D>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=45894B0A-0A49-41F1-AB5B-C42856E24F4C>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=5F62CF9F-2CB3-4E81-95CD-409005E1ECAD>
- <https://mylearntraining.com.au/WorldLearn/Modules/RegistrationManagement/ViewOfferingDetail.aspx?fid=43E45AAA-F2A8-477B-91C0-C25E78ECF7A8>

<p>9. Used Vehicle - TCPO Sales</p> <ul style="list-style-type: none"> • Mandatory eLearning • Stage 1 Quiz • Bonus eLearning modules (optional) • Sales Experience face to face / Virtual / Phone call Assessment 														
<p>Additional Eligibility Criteria</p> <ul style="list-style-type: none"> • Eligible Used Vehicle Sales Consultant or Assistant Used Vehicle Manager role (only open to Dealerships who have an active subscription to the Used Vehicle Program during the entire National Skills Program) • Must be registered on Network Central and reported as working at Toyota Dealer Site in Network Central as an active Used Vehicle Sales Consultant as a primary role. Refer to Schedule 1 on page 14 for Participants Primary Role Categories. • Role must be greater than 50% as an active Used Vehicle Sales Consultant or Assistant Used Vehicle Manager in a Dealer Sales Dept. • Used Vehicle Sales Consultant or Assistant Used Vehicle Manager is defined as spending more than 50% of their available time carrying out duties that relate to making Used vehicle sales appointments, with potential buyers, vehicle demonstration and sales processes with customers, monitoring Used vehicle delivery progress, Used vehicle delivery and Customer follow up and not working the other 50% of the time in a sales management position). Dealer makes this assessment at its absolute discretion. 														
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Type	Course Code	Course Description												
Mandatory	ACLSALES	Australian Consumer Law - Dealer Sales Staff- eLearning module												
	TCPO001	Introduction to Toyota Certified Pre-owned [TCPO] eLearning												
	P2P_INTRO_1024	'OWAF' Pathway to Purchase - Introduction to the Training Program												
	P2P_CONNECT_1024	'OWAF' Pathway to Purchase - Step 1: Connect												

	P2P_UNDERST_1024	OWAF' Pathway to Purchase - Step 2: Understand
	P2P_ADVISE_1024	OWAF' Pathway to Purchase - Step 3: Advise
	SP_MTC_NM0921_EL	myToyota Connect - eLearning
Bonus (1 pt each = 4 pts Total	SP_TCS_CON1020_VD	Toyota Connected Services (Safety & Security) eLearning module
	SP_SUBSCON0823_EL	Subscription eLearning for Connected Services

Additional Information

- The highest scoring ten (10) Participants in the Stage 1 Assessment will be notified and contacted by the regional trainer to inform the participant that they will proceed to qualify for the face to face/virtual/phone call assessment by 02nd June 2025.
- Regional Trainers have complete discretion (based on criteria set by National) and no further correspondence will be entered.
- A minimum of three (3) to a maximum five (5) of the highest ranked (using eligibility criteria, quiz score and Face-to-Face assessment scores) Used Vehicle Sales Consultants in each Region will be invited to participate in the Region Finals.
- If a Participant is promoted to the role of Used Vehicle Sales Manager or Assistant Used Vehicle Sales Manager prior to the announcement of the Regional Finalists, they will be automatically withdrawn from the Program, and the next highest ranked Participant will be offered the position.

Assessment Resources

TOYOTA

- Toyota website: <https://www.toyota.com.au>
- <https://www.toyota.com.au/used-vehicles>
- Toyota Training Resource Centre (TRAK): <https://tdd.ontrak.app/dashboard>
- Toyota Dealer communication bulletins via Toyota Source
- Used Vehicle Toyota Source page

- Used Vehicle Policy Document (Via Toyota Source)
- <https://tdd.ontrak.app/learning/f9c1f67b-0236-4967-a52b-4aa8397c7d17>
- <https://tdd.ontrak.app/learning/4ecf1bce-ef7c-472e-8d20-e20f1342f5f8>
- <https://tdd.ontrak.app/learning/6af5fbef-923c-4723-b6f7-17bc02189327>
- <https://tdd.ontrak.app/learning/7706318d-d11e-431d-a323-89415eef4ef7>
- <https://tdd.ontrak.app/learning/9bdfa47c-d3ef-48e0-82c5-fdeb3ea3c731>
- <https://tdd.ontrak.app/learning/dd6af605-8abb-4e2b-a5b4-e8f1aa61a6ff>
- <https://tdd.ontrak.app/learning/265d7c79-efe5-455c-a350-dd2c4875cf6f>
- <https://tdd.ontrak.app/learning/06c52a90-8a7e-4794-bacb-ef7767c71711>
- <https://tdd.ontrak.app/learning/5942a6be-e632-40a0-86c2-005f5e156b0d>

Schedule 4
Rewards

Stage 1- Assessment

Eligibility	<ul style="list-style-type: none"> • Complete mandatory eLearning Modules and submit Quiz • Score 90% or above • Categories: Parts Sales, Service Advisor, Diagnosis Technician, Technician, Apprentice Technician, Sales Experience, Finance & Insurance Manager, Customer Experience and Used Vehicles (TCPO)
Reward	9 x Gift Cards valued at AUD\$500 (1 per category)
Notification	Winners will be notified in writing via their Dealer Manager within two (2) business days following the draw
Publication Details	Source Bulletin issued by each Region and via the National Skills website on both Toyota Central and Lexus Leaders

Stage 2- Regional Finals

Eligibility	<ul style="list-style-type: none"> • Regional Champions • Categories: Customer Experience, Parts Sales, Service Advisor, Diagnosis Technician, Technician, Apprentice Technician, Sales Experience, Finance & Insurance and Used Vehicles (TCPO)
Reward	<p>Trip for two to the National Finals, including:</p> <ul style="list-style-type: none"> • Return economy class airfare from Regional Champion's nearest capital city to Melbourne (except for Victorian Regional Champions); • Allowance for additional transport including transfers and short travel (some of which may be prearranged by Toyota); • Up to Three nights' accommodation (to be advised) • Meals, including: <ul style="list-style-type: none"> ◦ Regional Finalist Welcome Dinner (Thursday) ◦ Breakfast/ Lunch/ Dinner (Friday); and ◦ Breakfast (Saturday)
Notes and exclusions:	<ul style="list-style-type: none"> • Regional Finalist may invite a support person (18 years old or older) to join them. • No further spending money or monetary allowances will be provided, including but limited to: <ul style="list-style-type: none"> ◦ telephone charges, mini-bar, laundry, movies, and room service). ◦ extra meals or drinks. ◦ transport additional or unrelated to the National Finalist events

	<ul style="list-style-type: none"> • Should the Regional Champion wish to make changes to, or extend, their trip, this will be done at their own expense and in agreement with their Dealership.
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Stage3- National Finals

Eligibility	<ul style="list-style-type: none"> • Categories: Customer Experience, Parts Sales, Service Advisor, Diagnosis Technician, Technician, Apprentice Technician, Sales Experience, Finance & Insurance, and Used Vehicles (TCPO).
Reward	<p>Invitation from TMCA to complete a study tour to Japan, including:</p> <ul style="list-style-type: none"> • Return business class air travel. • All transfers and ground travel. • Accommodation and meals (excluding personal expenses, such as telephone charges, mini-bar, laundry, movies, and room service). • Further details will be published via the National Skills Program website at www.NationalSkillsProgram.com.au as they are confirmed.
Notes and exclusions:	<ul style="list-style-type: none"> • Dates and arrangements, including scheduling and timetables will be arranged and supplied by TMCA. • Any changes to the scheduled dates or programs will be made at TMCA's reasonable discretion. • No further spending money or monetary allowances will be provided beyond what is included above, and the individual will be responsible for their own additional spending unrelated to the Study Tour related events. • Should the National Champion wish to make changes to, or extend, their trip, this will be done at their own expense and in agreement with their Dealership and TMCA, i.e., using any personal leave entitlements.