

Lexus Commitment to Perfection

2015 Certification Program v6.1





LEXUS WILL WIN THE RACE BECAUSE
LEXUS WILL DO IT RIGHT FROM THE START.

LEXUS WILL HAVE THE FINEST DEALER
NETWORK IN THE INDUSTRY.

LEXUS WILL TREAT EACH CUSTOMER AS
WE WOULD A GUEST IN OUR HOME.

**AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT THROUGH OUR DEDICATION
TO DELIVERING A LEVEL OF SERVICE THAT MAKES OWNING A LEXUS AS REWARDING AS DRIVING ONE.**

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform

their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



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Lexus Commitment to Perfection (LCTP)

Program Overview

How to Use this Booklet

The introduction will briefly describe the Lexus Commitment to Perfection (LCTP) certification program and how to participate.

Let's Get Started

Welcome to the Lexus Commitment to Perfection certification program also known as LCTP.

Your first step to join the LCTP program is to make sure you have been added to Dealer Daily Staffmaster and that your primary job is one that is listed in this book. Staffmaster has primary and secondary jobs; only the primary job is used to enroll associates in LCTP. If your primary job is not one that participates in LCTP then you will not be enrolled in the program. A SPIN ID will be created for you when you are entered into Staffmaster; keep your SPIN ID as it will grant you access to enroll in Lexus College courses; take Self-Paced Modules and log in to view your progress in the LCTP Certification program.

Your best resource regarding the LCTP Certification program is your dealership's Program Consultant (PC) who can assist you in achieving and maintaining your desired certification level.

Certification Program Overview

The Lexus certification program consists of 3 levels which build upon one another.

- Certified is the first level of LCTP certification and is required for all Lexus associates.
- Senior Certification is the next level of LCTP certification; this level is considered advanced certification and is optional.
- Master Certification is the top level of LCTP certification; this level is for top performing Lexus associates who want to be the "Best of the Best" and requires the highest commitment. This level is also optional.

Once you are enrolled you should immediately begin completing the Certified level requirements.

Instructor Led Courses

Log onto www.lctphome.com and select *My Learning* to view the courses that apply to your job and will count for LCTP advanced certification. Please contact your dealership's Program Consultant to enroll in a class, technical training or product launch.

NOTE: Log onto www.lctpreports.com for updated certification rules and approved course listings by job.

Class Attendance

You will not receive credit for a class if you arrive more than 30 minutes late or leave more than 30 minutes early. You must sign the attendance sheet to receive credit.

Lexus Certification Rules Overview

CERTIFICATION LEVEL	TENURE	INSTRUCTOR LED COURSES	ONLINE MODULES	NEW PRODUCT LAUNCH	ANNUAL RE-CERTIFICATION REQUIREMENTS
CERTIFIED	None	None	All Current Foundations Modules	None	All Current Foundations Modules
SENIOR	18 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> • Maintain Basic Certified Status • Current Senior Certification Requirements
MASTER	36 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> • Maintain Senior Certified Status • Current Master Certification Requirements



Lexus Commitment to Perfection (LCTP)

Program Overview

If you are unable to attend a class, please inform your PC at least four calendar days ahead so your dealership does not incur a no-show charge.

Lexus Master Subsidized Lease Program

Master Certified associates can enroll and receive a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services (LFS).

Criteria

- Achieve Master Level Certification and annually Master recertify
- Dealer Principal must sign the Associate Subsidized Lease Enrollment form
- Then you must be approved for a program qualified LFS lease of a Lexus vehicle.

NOTE: For more information or to determine if your dealership participates, please contact your dealership PC.

When you Need Help or More Information

Lexus Program Headquarters (LPHQ)

(Open 8:00 AM-4:30 PM Central Time Monday-Friday)

1-800-346-4447

PRESS

Testing/Reports/Certification 1

Master Lease 3

Elite of Lexus Status 4

SPIN ID 5

LPHQ Fax 1-800-253-2831

LPHQ Email Lexusphq@maritz.com

Certification Home Page www.lctphome.com

Certification Reports Site www.lctpreports.com

Certification Test/E-Learning Site www.lctptests.com

Elite of LPHQ Phone 1-800-504-6078

Elite of LPHQ Email eliteoflexus@programhq.com

Learning Center Support

1-855-790-7985

PRESS

E-Module or Login Support 2

Course Enrollment Support 3

Learning Center Email tmslearningcentersupport@toyota.com

Coming From Toyota

View the Lexus Course Parity report for your primary Lexus job category at www.lctpreports.com to determine if any Toyota course credit is transferable for Lexus certification credit.

Lexus associates who have previously achieved Toyota advanced certification credit may request an adjustment to their Lexus tenure through their Area Office by presenting a copy of their Toyota certificate verifying the prior Toyota certification achievement.

Toyota Expert Level - Add 12 months of Lexus tenure

Toyota Master/MDT Level - Add 24 months of Lexus Tenure

Glossary and Program Notes

- **Core Courses** - Courses that most directly relate to a specified job category
- **Elective Courses** - Courses that in some cases can be taken in lieu of a Core class
- **ASE Certification** - Tests given by the National Institute for Automotive Service Excellence (ASE) to certify automotive repair and service professionals; you can obtain additional information or register for tests at www.ase.com.
- **Courses No Longer Applicable to Job Category** - Courses no longer offered for a specified job category.
- **Courses No Longer Offered** - Course no longer available for enrollment
- **Course Credit Expiring** - Course credit will expire as indicated

▲ Alternate credit available; view Course Parity report at www.lctpreports.com

■ For additional information, visit www.I-CAR.com

✦ For additional information, visit www.ase.com

★ For additional information, visit www.crrtraining.com

▼ Course credit expires Jan. 2016

* Course credit expires Jan. 2017

● Course credit not currently scheduled to expire

▸ Must have completed course before Jan. 1, 2008 to receive credit

◆ Must have completed course before Jan. 1, 2011 to receive credit

⦿ Must have completed course before Aug. 1, 2011 to receive credit



2015
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Administration

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Receptionist, Sales Administrator or Office Administrator**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Administration Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

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As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Administration

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✦ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- ▮ Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way

Elective Courses

D258	Lexus New Dealer Orientation
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D750	Driving CPO Sales

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

Core Courses

D131◆	Lexus Telephone Moments
D260▼◆	Power of Communication
D294◆◆	Lexus Warranty Administration with Claims Processing System (CPS)

Elective Courses

D178◆◆	Lexus Warranty Expense Control
L101◆	Lexus Paint Refinish Repair

COURSES NO LONGER OFFERED

Core Courses

D350●	Customer-Centered Selling
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Elective Courses

D306●	The Service Customer Experience
D700●	The Certified Pre-Owned Experience
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting



Administration

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Cashier, Receptionist, or Sales, Service or Office Administrator.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



2015

Business Office Manager/ Customer Satisfaction Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Business Office Manager or Customer Satisfaction Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Business Office Manager/
Customer Satisfaction
Manager Approved
Course List**

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2015



Business Office Manager/ Customer Satisfaction Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
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- Course credit not currently scheduled to expire
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APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D131	Lexus Telephone Moments
D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way

Elective Courses

D258	Lexus New Dealer Orientation
D400	Leadership Practices for Max Team
D741	Managing Accessory Sales
S8140	Ethics & Compliance

COURSES NO LONGER OFFERED

Core Courses

D136●	Hiring to Retain Lexus Associates
D260▼	Power of Communication

Elective Courses

D195▼	2014 LCA Controllers Group
D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D306●	The Service Customer Experience
D321*	Seven Controllables Webinar
D419*	Lexus Safety + Traction System
D601A●	Managing Your LTS/LDS
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting



Business Office Manager/ Customer Satisfaction Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Business Office Manager or Customer Satisfaction Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E430 Lexus Survey Essentials
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.

2015

Collision Center Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Collision Center Manager or Affiliate Collision Center Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Collision Center Manager Approved Course List**

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Collision Center Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
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APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D131	Lexus Telephone Moments
D138	Lexus Customer Care - Resolving Concerns
D167	Interacting With Your Lexus Customer
D401	Driving Service Business
D500	The Lexus Journey
D510	The Lexus Way
D741	Managing Accessory Sales
LCCS01	Loaner Vehicle Essentials

Elective Courses

B001	Measuring Collision Center Performance
B002	Collision Center Sales & Marketing
B003	Collision Center Human Resource Management
B004	Production Management Concepts
B005	Collision Repair Estimating
B00715	2015 TCCC/LCCC Performance Group
B0099	Advanced Collision Center Manager
B010	TPS-C Repair Planning
D183	Lexus Safety Experience - Quality Delivery
D258	Lexus New Dealer Orientation
D400	Leadership Practices for Max Team

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

Core Courses

D158 [○]	Lexus Balanced Parts Inventories
D165 [○]	Lexus Efficient Parts Operations
D172 ^{○*}	Targeted Marketing for Fixed Operations
D294 ^{○●}	Lexus Warranty Administration with Claims Processing System (CPS)
D307 [○]	Managing the Service Customer Experience
D320 ^{○*}	Maximize Service Retention Profitability
D370 [○]	Inventory Management for the Parts Specialist
D406 ^{○●}	Increasing Service Sales Using SELL

Elective Courses

D178 ^{○*}	Lexus Warranty Expense Control
D306 ^{○●}	The Service Customer Experience
D321 ^{○*}	Seven Controllables Webinar
D322 ^{○*}	Maximizing Retention in a Challenging Market Webinar
D470 [○]	Accessory Sales: The Perfect Fit (Prerequisite: E470)

COURSES NO LONGER OFFERED

Core Courses

D136 [●]	Hiring to Retain Lexus Associates
D260 [▼]	Power of Communication

Elective Courses

B00714 [▼]	2014 TCCC/LCCC Performance Group
D161 [●]	Lexus Product & Maintenance
D419 [*]	Lexus Safety + Traction System
DP1407 [▼]	2014 PC Performance Group
LBE78 [▼]	2014 Field Kaizen Meeting



Collision Center Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Service Manager, Parts Manager, Service Parts Manager, Collision Center Manager or Affiliate Collision Center Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____
- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- L074 Lexus Hybrid General Service
- L083 Lexus Interior Noise Module - Fixed Ops
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

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Collision Estimator

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Collision Estimator or Affiliate Collision Estimator**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Collision Estimator Approved Course List**

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Collision Estimator

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
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- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
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APPROVED COURSE LIST

Required Core Courses

B005 Collision Repair Estimating

Core Courses

D015 Building Loyalty the Lexus Way
 D138 Lexus Customer Care - Resolving Concerns
 D167 Interacting With Your Lexus Customer
 D500 The Lexus Journey
 D510 The Lexus Way
 LCCS01 Loaner Vehicle Essentials

Elective Courses

B00100 Advanced Collision Estimator
 B002 Collision Center Sales & Marketing
 B00715 2015 TCCC/LCCC Performance Group
 B010 TPS-C Repair Planning
 D165 Lexus Efficient Parts Operation
 D258 Lexus New Dealer Orientation
 D400 Leadership Practices for Max Team
 L201 Lexus Color Matching for Painters
 (Prerequisite: [L100 or LB100])
 L250 Lexus Advanced Painting Techniques
 (Prerequisites: [L100 or LB100], L201)
 L301 Lexus Non-Structural Body Repair
 Techniques (Prerequisite: [L100 or LB100])
 L460 Lexus Structural Body Repair Techniques
 (Prerequisites: [L100 or LB100], L301)

ASE Certification

B6◆ Damage Analysis and Estimating

COURSES NO LONGER OFFERED

Core Courses

D260▼ Power of Communication

Elective Courses

D306● The Service Customer Experience
 DP1407▼ 2014 PC Performance Group
 LBE78▼ 2014 Field Kaizen Meeting



Collision Estimator

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Collision Estimator or Affiliate Collision Estimator.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

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SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Complete the following **1** required Core course:

- B005 Collision Repair Estimating

Select **2** Core courses and **1** additional Core or Elective course:

- _____ _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- L074 Lexus Hybrid General Service
- LB100▲ Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Collision Estimator

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Complete the following **1** required Core course:

- B005 Collision Repair Estimating

Select **2** Core courses and **3** additional Core or Elective courses:

- _____ _____ _____
- _____ _____

AND

Become ASE Certified in the following **1** approved area:

- B6 Damage Analysis and Estimating

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- L074 Lexus Hybrid General Service
- LB100▲ Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES

Multiple horizontal lines for taking notes.



2015

Collision Repair Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Collision Repair Specialist or Affiliate Collision Repair Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Collision Repair Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Collision Repair Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Required Core Courses

L601 Lexus Hybrid Collision Repair
(Prerequisite: [L100 or LB100])

Core Courses

B503 Steering & Suspension Analysis & Repair
(Prerequisite: PLB503)

D500 The Lexus Journey

D510 The Lexus Way

L210■ Inter-Industry Conference on Auto Collision Repair (I-CAR) Collision Repair

L300 Welding Techniques for Collision Repair
(Prerequisites: [L100 or LB100], PLB300)

L301 Lexus Non-Structural Body Repair Techniques (Prerequisite: [L100 or LB100])

L460 Lexus Structural Body Repair Techniques
(Prerequisites: [L100 or LB100], L301)

L502 Body Electrical Diagnosis & Repair
(Prerequisite: PL502)

L504 Air Conditioning for Collision Repair
(Prerequisite: PLB504)

Elective Courses

D015 Building Loyalty the Lexus Way

D167 Interacting With Your Lexus Customer

D258 Lexus New Dealer Orientation

L101 Lexus Paint Refinish Repair
(Prerequisites: [L100 or LB100], PLB101)

L201 Lexus Color Matching for Painters
(Prerequisite: [L100 or LB100])

L250 Lexus Advanced Painting Techniques
(Prerequisites: [L100 or LB100], L201)

L270■ Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching

L602 Advanced Hybrid Systems for Collision Repair
(Prerequisites: L074, L601, PLB602)

L908 Lexus IS C for Collision Repair
(Prerequisites: [L100 or LB100], PLB908)

ASE Certification

B2✦ Painting and Refinish

B3✦ Non-Structural Analysis

B4✦ Structural Analysis

B5✦ Mechanical and Electrical Components

B6✦ Damage Analysis and Estimating

COURSES NO LONGER OFFERED

Core Course

L100●▲ Introduction to Lexus Collision Repair

LC02● SC 430 Collision Repair

Elective Courses

DP1407▼ 2014 PC Performance Group

LBE78▼ 2014 Field Kaizen Meeting



Collision Repair Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Collision Repair Specialist or Affiliate Collision Repair Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)
- LB100 Introduction to Lexus Collision Repair

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lcpreports.com for updated Certification Rules and Approved Course Listings and www.lcptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

AND

Become ASE Certified in **2** approved areas selected from the ASE Certification list:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- B902 Lexus Unusual Interior Noise Concerns
- L074 Lexus Hybrid General Service
- LB100 Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- PL901A Using TIS

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Collision Repair Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Complete the following **1** required Core course:

- L601 Lexus Hybrid Collision Repair

Select **3** Core courses and **2** additional Core or Elective course:

- _____ _____ _____
 _____ _____

AND

Become ASE Certified in **3** approved areas selected from the ASE Certification list:

- _____ _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
 B902 Lexus Unusual Interior Noise Concerns
 L074 Lexus Hybrid General Service
 LB100 Introduction to Lexus Collision Repair
 LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
 PL901A Using TIS

AND

- WCS03 I-CAR GMA Welding Qualification Test

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Detail Specialist/Valet

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Details Specialist, Affiliate Detail Specialist or Valet**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Detail Specialist/Valet Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Detail Specialist/Valet

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

- D015 Building Loyalty the Lexus Way
- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- L101 Lexus Paint Refinish Repair
(Prerequisites: [L100 or LB100], PLB101)

Elective Courses

- D258 Lexus New Dealer Orientation

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

Core Courses

- D131[▸] Lexus Telephone Moments
- D138[▸] Lexus Customer Care - Resolving Concerns
- D260^{▸▼} Power of Communication
- D294[●] Lexus Warranty Administration with Claims Processing System (CPS)
- L201[▸] Lexus Color Matching for Painters
- L250[▸] Lexus Advanced Painting Techniques
- L270[▸] Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching

Elective Courses

- L301[▸] Lexus Non-Structural Body Repair Techniques
- D306[●] The Service Customer Experience
- L460[▸] Lexus Structural Body Repair Techniques
- L601[▸] Lexus Hybrid Collision Repair
- LC02[●] SC 430 Collision Repair

COURSES NO LONGER OFFERED

Core Courses

- D164^{*} New and Used Car Get Ready
- L100^{●▲} Introduction to Lexus Collision Repair

Elective Courses

- DP1407[▼] 2014 PC Performance Group
- LBE78[▼] 2014 Field Kaizen Meeting



Detail Specialist/Valet

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Detail Specialist, Affiliate Detail Specialist or Valet.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **2** courses from the Approved Course List.

Select **1** Core course and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- L074 Lexus Hybrid General Service
- LB100 Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Detail Specialist/Valet

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **3** courses from the Approved Course List.

Select **2** Core courses and **1** additional Core or Elective course:

_____ _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- L074 Lexus Hybrid General Service
- LB100 Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015
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Financial Services Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Financial Services Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Financial Services Manager Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

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As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



2015



Financial Services Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D300	Lexus Quality Financial Management (LQFM)
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D500	The Lexus Journey
D510	The Lexus Way
D710	Selling a Car the Lexus Way
D741	Managing Accessory Sales
E062	Financial Services Management (FSM) Basics
S8140	Ethics & Compliance
S8288	TFS/LFS Insurance Product Sales Leadership
S8289	TFS/LFS VSA Product Sales Leadership
S8290	TFS/LFS Lease Experience

Elective Courses

D222	Competitive Auto Show Training
D258	Lexus New Dealer Orientation
D720	Enhancing Your Sales Reach
S895	Lexus Financial Services (LFS) Development

COURSES NO LONGER OFFERED

Core Courses

D127●	Lexus Quality Financial Management (LQFM) 503 Advanced Seminar - Power of Communication
D160●	Planning & Prioritizing Customer Contact
D169*	Building Your Customer Base
D173*	Personalizing the Lexus Sales Process
D301●	Lexus Quality Financial Management (LQFM) Step 7 - Certification
D302●	Lexus Quality Financial Management (LQFM) - Customer-Centered Questioning Skills
D350●	Customer-Centered Selling
F802●	The Finance Contract Process
F803●	Promoting Dealer Arranged Financing

Elective Courses

D136●	Hiring to Retain Lexus Associates
D419*	Lexus Safety + Traction System
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting
RSF07●	Financial Service Management
S8127●	Toyota Financial Services MIMs Block I
S8141▼	Lease Leadership
S8222*	TFS/LFS Business Solutions



Financial Services Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Financial Services Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Financial Services Manager

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- LE218 0W-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Internet Business Development Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Internet Business Development Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Internet Business Development Manager Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

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As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Internet Business Development Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✦ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D500	The Lexus Journey
D510	The Lexus Way
D750	Driving CPO Sales

Elective Courses

D222	Competitive Auto Show Training
D258	Lexus New Dealer Orientation
D300	Lexus Quality Financial Management (LQFM)
D710	Selling a Car the Lexus Way
D720	Enhancing Your Sales Reach
S895	Lexus Financial Services (LFS) Development
S8140	Ethics & Compliance

COURSES NO LONGER OFFERED

Core Courses

D014✦	Internet Marketing Made Easy
D136●	Hiring to Retain Lexus Associates
D160●	Planning & Prioritizing Customer Contact
D169✦	Building Your Customer Base
D173✦	Personalizing the Lexus Sales Process
D350●	Customer-Centered Selling
D700●	The Certified Pre-Owned Experience

Elective Courses

D144▼	Certified Pre-Owned Road to the Sale
D175●	How to Turn Your Calls into Sales
D182✦	New Vehicle Sales Workshop
D301●	Lexus Quality Financial Management (LQFM) Step 7 - Certification
D302●	Lexus Quality Financial Management (LQFM) - Customer-Centered Questioning Skills
D418✦	How to Sell a Car Today
D419✦	Lexus Safety + Traction System
D423▼	2013 Competitive Auto Show
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting
F802●	The Finance Contract Process
F803●	Promoting Dealer Arranged Financing
S8141▼	Lease Leadership
S8222✦	TFS/LFS Business Solutions



Internet Business Development Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as an Internet Business Development Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- E489 Three High-Performance Strategies for eBusiness Success
- E494 Powerful eBusiness Marketing - Driving More Traffic to Your Website
- E497 Tracking Internet Sales Performance
- E498 Increasing Your Lexus Internet Index Score
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Internet Business Development Manager

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E470 Accessory Sales Fundamentals
- E489 Three High-Performance Strategies for eBusiness Success
- E490 Effective Lead Management - Turning More Leads into Sales
- E491 Motivating Online Customers - Website Techniques that Get Results
- E494 Powerful eBusiness Marketing - Driving More Traffic to Your Website
- E497 Tracking Internet Sales Performance
- E498 Increasing Your Lexus Internet Index Score
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015
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Lexus Delivery Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Lexus Delivery Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Lexus Delivery Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

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As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



2015



Lexus Delivery Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way
D600	From This Delivery Forward (Prerequisite: E422)
D620	Automotive Technology
D630	Teaching Technology

Elective Courses

D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D258	Lexus New Dealer Orientation
D710	Selling a Car the Lexus Way
D750	Driving CPO Sales

COURSES NO LONGER OFFERED

Core Courses

D173*	Personalizing the Lexus Sales Process
D350●	Customer-Centered Selling
D605●	IS Delivered

Elective Courses

D700●	The Certified Pre-Owned Experience
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting



Lexus Delivery Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Lexus Delivery Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E430 Lexus Survey Essentials
- E607 Explore My Lexus - Delivery Specialist

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Lexus Delivery Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

Self-Paced Modules/Tests

Complete, with a minimum score of **80%**, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E430 Lexus Survey Essentials
- E607 Explore My Lexus - Delivery Specialist

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES

2015

Lexus Technology Specialist



ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Lexus Technology Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Lexus Technology Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



2015



Lexus Technology Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

- D015 Building Loyalty the Lexus Way
- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- D600 From This Delivery Forward
(Prerequisite: E422)
- D620 Automotive Technology
- D630 Teaching Technology
- LCCS01 Loaner Vehicle Essentials

Elective Courses

- D131 Lexus Telephone Moments
- D258 Lexus New Dealer Orientation

COURSES NO LONGER OFFERED

Core Courses

- D161● Lexus Product & Maintenance
- D350● Customer-Centered Selling
- D605● IS Delivered

Elective Courses

- D306● The Service Customer Experience
- DP1407▼ 2014 PC Performance Group
- LBE78▼ 2014 Field Kaizen Meeting



Lexus Technology Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Lexus Technology Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E607 Explore My Lexus - Delivery Specialist

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Lexus Technology Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E607 Explore My Lexus - Delivery Specialist
- L074 Lexus Hybrid General Service

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Parts Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Parts Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Parts Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Parts Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D131	Lexus Telephone Moments
D138	Lexus Customer Care - Resolving Concerns
D158	Lexus Balanced Parts Inventories
D165	Lexus Efficient Parts Operation
D167	Interacting With Your Lexus Customer
D370	Inventory Management for the Parts Specialist
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D500	The Lexus Journey
D510	The Lexus Way

Elective Courses

D258	Lexus New Dealer Orientation
D400	Leadership Practices for Max Team
D741	Managing Accessory Sales

COURSES NO LONGER OFFERED

Core Courses

D260▼	Power of Communication
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Elective Courses

D161●	Lexus Product & Maintenance
D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D306●	The Service Customer Experience
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting



Parts Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Parts Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____
- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- E471 Parts and Accessories eBusiness
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- L074 Lexus Hybrid General Service
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Parts Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- _____ _____ _____
 _____ _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- E471 Parts and Accessories eBusiness
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- L074 Lexus Hybrid General Service
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Refinish Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Refinish Specialist or Affiliate Refinish Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Refinish Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Refinish Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

- D500 The Lexus Journey
- D510 The Lexus Way
- L101 Lexus Paint Refinish Repair
(Prerequisites: [L100 or LB100], PLB101)
- L201 Lexus Color Matching for Painters
(Prerequisite: [L100 or LB100])
- L250 Lexus Advanced Painting Techniques
(Prerequisites: [L100 or LB100], L201])
- L270■ Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching

Elective Courses

- D015 Building Loyalty the Lexus Way
- D167 Interacting With Your Lexus Customer
- D258 Lexus New Dealer Orientation
- L271★ Paint Vendor Equivalent
- L300 Welding Techniques for Collision Repair
(Prerequisites: [L100 or LB100], PLB300)
- L301 Lexus Non-Structural Body Repair Techniques (Prerequisite: [L100 or LB100])
- L460 Lexus Structural Body Repair Techniques
(Prerequisites: [L100 or LB100], L301)
- L502 Body Electrical Diagnosis & Repair
(Prerequisite: PL502)
- L504 Air Conditioning for Collision Repair
(Prerequisite: PLB504)
- L601 Lexus Hybrid Collision Repair
(Prerequisite: [L100 or LB100])
- L602 Advanced Hybrid Systems for Collision Repair (Prerequisites: L074, L601, PLB602)
- L908 Lexus IS C for Collision Repair
(Prerequisites: [L100 or LB100], PLB908)

ASE Certification

- B2+ Painting and Refinish

COURSES NO LONGER OFFERED

Core Courses

- L100●▲ Introduction to Lexus Collision Repair

Elective Courses

- D164★ New and Used Vehicle Get Ready
- DP1407▼ 2014 PC Performance Group
- LBE78▼ 2014 Field Kaizen Meeting
- LC02● SC 430 Collision Repair



Refinish Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Refinish Specialist or Affiliate Refinish Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)
- LB100 Introduction to Lexus Collision Repair

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____
- _____
- _____

AND

Become ASE Certified in **1** approved area selected from the ASE Certification list:

- B2 Painting and Refinish

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- B902 Lexus Unusual Interior Noise Concerns
- L074 Lexus Hybrid General Service
- LB100 Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Refinish Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- _____ _____ _____
- _____ _____ _____

AND

Become ASE Certified in **1** approved area selected from the ASE Certification list:

- B2 Painting and Refinish

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- B902 Lexus Unusual Interior Noise Concerns
- L074 Lexus Hybrid General Service
- LB100 Introduction to Lexus Collision Repair
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Sales/Pre-Owned Sales Consultant

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Sales Consultant or Pre-Owned Sales Consultant**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Sales/Pre-Owned Sales Consultant Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Sales/Pre-Owned Sales Consultant

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D138	Lexus Customer Care - Resolving Concerns
D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D304	Lexus New Associate Orientation
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D500	The Lexus Journey
D510	The Lexus Way
D710	Selling a Car the Lexus Way
D720	Enhancing Your Sales Reach
D750	Driving CPO Sales

Elective Courses

D183	Lexus Safety Experience - Quality Delivery
D222	Competitive Auto Show Training
D258	Lexus New Dealer Orientation
D300	Lexus Quality Financial Management (LQFM)
D415	New Associate Orientation
D600	From This Delivery Forward (Prerequisite: E422)
D741	Managing Accessory Sales
S895	Lexus Financial Services (LFS) Development
S8140	Ethics & Compliance
S8288	TFS/LFS Insurance Product Sales Leadership
S8289	TFS/LFS VSA Product Sales Leadership
S8290	TFS/LFS Lease Experience

COURSES NO LONGER OFFERED

Core Courses

D160●	Planning & Prioritizing Customer Contact
D169*	Building Your Customer Base
D173*	Personalizing the Lexus Sales Process
D350●	Customer-Centered Selling
D700●	The Certified Pre-Owned Experience

Elective Courses

D014*	Internet Marketing Made Easy
D144▼	Certified Pre-Owned Road to the Sale
D175●	How to Turn Your Calls into Sales
D179*	Lexus Competitive Training
D182*	New Vehicle Sales Workshop
D186*	SUV Competitive Training
D194▼	2014 Auto Show Competitive Training
D418*	How to Sell a Car Today
D419*	Lexus Safety + Traction System
D423▼	2013 Competitive Auto Show
DP1407▼	2014 PC Performance Group
F802●	The Finance Contract Process
F803●	Promoting Dealer Arranged Financing
LBE78▼	2014 Field Kaizen Meeting
S8222*	TFS/LFS Business Solutions



Sales/Pre-Owned Sales Consultant

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Sales or Pre-Owned Sales Consultant.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- E607 Explore My Lexus - Delivery Specialist
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Sales/Pre-Owned Sales Consultant

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E422 Lexus Delivery Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- E607 Explore My Lexus – Delivery Specialist
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Sales/Pre-Owned Sales Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Sales Manager or Pre-Owned Sales Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Sales/Pre-Owned Sales Manager Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

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One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Sales/Pre-Owned Sales Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✦ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

- D015 Building Loyalty the Lexus Way
- D138 Lexus Customer Care - Resolving Concerns
- D146 Phone Skills for Lexus Sales
- D167 Interacting With Your Lexus Customer
- D304 Lexus New Associate Orientation
- D470 Accessory Sales: The Perfect Fit (Prerequisite: E470)
- D500 The Lexus Journey
- D510 The Lexus Way
- D720 Enhancing Your Sales Reach
- D741 Managing Accessory Sales
- D750 Driving CPO Sales

Elective Courses

- D183 Lexus Safety Experience - Quality Delivery
- D222 Competitive Auto Show Training
- D258 Lexus New Dealer Orientation
- D300 Lexus Quality Financial Management (LQFM)
- D710 Selling a Car the Lexus Way
- S895 Lexus Financial Services (LFS) Development
- S8140 Ethics & Compliance
- S8288 TFS/LFS Insurance Product Sales Leadership
- S8289 TFS/LFS VSA Product Sales Leadership
- S8290 TFS/LFS Lease Experience

COURSES NO LONGER OFFERED

Core Courses

- D136● Hiring to Retain Lexus Associates
- D160● Planning & Prioritizing Customer Contact
- D169✦ Building Your Customer Base
- D173✦ Personalizing the Lexus Sales Process
- D350● Customer-Centered Selling
- D601A● Managing Your LTS/LDS
- D700● The Certified Pre-Owned Experience

Elective Courses

- D144▼ Certified Pre-Owned Road to the Sale
- D175● How to Turn Your Calls into Sales
- D179✦ Lexus Competitive Training
- D182✦ New Vehicle Sales Workshop
- D186✦ SUV Competitive Training
- D194▼ 2014 Auto Show Competitive Training
- D301● Lexus Quality Financial Management (LQFM) Step 7 - Certification
- D302● Lexus Quality Financial Management (LQFM) - Customer-Centered Questioning Skills
- D418✦ How to Sell a Car Today
- D419✦ Lexus Safety + Traction System
- DP1407▼ 2014 PC Performance Group
- F802● The Finance Contract Process
- F803● Promoting Dealer Arranged Financing
- LBE78▼ 2014 Field Kaizen Meeting
- LCA11● C4 Digital Workshop
- S8141▼ Lease Leadership
- S8222✦ TFS/LFS Business Solutions



Sales/Pre-Owned Sales Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Sales or Pre-Owned Sales Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- E489 Three High-Performance Strategies for eBusiness Success
- E494 Powerful eBusiness Marketing - Driving More Traffic
- E497 Tracking Internet Sales Performance
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



2015

Service Administration

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Cashier or Service Administrator**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Service Administration Approved Course List**

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One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Service Administration

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
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- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

- D015 Building Loyalty the Lexus Way
- D131▲ Lexus Telephone Moments
- D138 Lexus Customer Care - Resolving Concerns
- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- LCCS01 Loaner Vehicle Essentials

Elective Courses

- D258 Lexus New Dealer Orientation
- D470 Accessory Sales: The Perfect Fit (Prerequisite: E470)
- L101 Lexus Paint Refinish Repair (Prerequisites: [L100 or LB100], PLB101)

COURSES NO LONGER OFFERED

Core Courses

- D260▼ Power of Communication
- D294● Lexus Warranty Administration with Claims Processing System (CPS)

Elective Courses

- D178* Lexus Warranty Expense Control
- D306● The Service Customer Experience
- D406● Increasing Service Sales Using Sell
- DP1407▼ 2014 PC Performance Group
- LBE78▼ 2014 Field Kaizen Meeting



Service Administration

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Cashier, Receptionist, or Sales, Service or Office Administrator.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lctptests.com for access to existing Foundations tests and self-paced modules.



Service Administration

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015
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Service Consultant

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Service Consultant**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Service Consultant Approved Course List**

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One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Service Consultant

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✧ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D131	Lexus Telephone Moments
D138	Lexus Customer Care - Resolving Concerns
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way
D620	Automotive Technology
D810	Service Consulting the Lexus Way
D820	Advanced Service Consulting
LCCS01	Loaner Vehicle Essentials

Elective Courses

D183	Lexus Safety Experience - Quality Delivery
D258	Lexus New Dealer Orientation
D307	Managing the Service Customer Experience
D400	Leadership Practices for Max Team
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D600	From This Delivery Forward (Prerequisite: E422)
D741	Managing Accessory Sales

ASE Certification

C1+	Automobile Service Consultant Test
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COURSES NO LONGER OFFERED

Core Courses

D161●	Lexus Product & Maintenance
D260▼	Power of Communication
D306●	The Service Customer Experience
D406●	Increasing Service Sales Using Sell

Elective Courses

D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D320*	Maximizing Service Retention Profitability
D321*	Seven Controllables Webinar
D322*	Maximizing Retention in a Challenging Market Webinar
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting



Service Consultant

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Service Consultant.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

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SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____
- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E420 Intro to the Lexus Service Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- L074 Lexus Hybrid General Service
- L083 Lexus Interior Noise Module - Fixed Ops
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Service Consultant

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____
<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____

AND

Become ASE Certified in the following **1** approved area selected from the ASE Certification list:

- C1 Automobile Service Consultant Test

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E420 Intro to the Lexus Service Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- L074 Lexus Hybrid General Service
- L083 Lexus Interior Noise Module - Fixed Ops
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Service/Parts Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Service Manager, Parts Manager or Service/Parts Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Service/Parts Manager Approved Course List**

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Service/Parts Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✧ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

D015	Building Loyalty the Lexus Way
D131	Lexus Telephone Moments
D138	Lexus Customer Care - Resolving Concerns
D158	Lexus Balanced Parts Inventories
D165	Lexus Efficient Parts Operations
D167	Interacting With Your Lexus Customer
D307	Managing the Service Customer Experience
D370	Inventory Management for the Parts Specialist
D401	Driving Service Business
D500	The Lexus Journey
D510	The Lexus Way
D741	Managing Accessory Sales
LCCS01	Loaner Vehicle Essentials

Elective Courses

D183	Lexus Safety Experience - Quality Delivery
D258	Lexus New Dealer Orientation
D400	Leadership Practices for Max Team
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
DP1501	2015 Service Performance Group 1
DP1502	2015 Service Performance Group 2
DP1503	2015 Service Performance Group 3
DP1504	2015 Parts Performance Group 1
DP1505	2015 Parts Performance Group 2
DP1506	2015 Parts Performance Group 3

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

Core Courses

B001●	Measuring Collision Center Performance
B002●	Collision Center Sales & Marketing
B003●	Collision Center Human Resource Management
B004●	Production Management Concepts
B005●	Collision Repair Estimating
B0099●	Advanced Collision Center Manager

COURSES NO LONGER OFFERED

Core Courses

D136●	Hiring to Retain Lexus Associates
D172✧	Targeted Marketing for Fixed Operations
D260▼	Power of Communication
D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D320✧	Maximize Service Retention Profitability
D406●	Increasing Service Sales Using Sell
D601A●	Managing Your LTS/LDS

Elective Courses

D161●	Lexus Product & Maintenance
D178✧	Lexus Warranty Expense Control
D306●	The Service Customer Experience
D321✧	Seven Controllables Webinar
D322✧	Maximizing Retention in a Challenging Market Webinar
D419✧	Lexus Safety + Traction System
DP1401▼	2014 Service Performance Group 1
DP1402▼	2014 Service Performance Group 2
DP1403▼	2014 Service Performance Group 3
DP1404▼	2014 Parts Performance Group 1
DP1405▼	2014 Parts Performance Group 2
DP1406▼	2014 Parts Performance Group 3
DP1407▼	2014 PC Performance Group
LBE78▼	2014 Field Kaizen Meeting
LCA11●	C4 Digital Workshop



Service/Parts Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through a Lexus dealership and listed as a Service Manager, Parts Manager, Service Parts Manager, Collision Center Manager or Affiliate Collision Center Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

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SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____
- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E420 Intro to the Lexus Service Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- L074 Lexus Hybrid General Service
- L083 Lexus Interior Noise Module - Fixed Ops
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Service/Parts Manager

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- _____ _____ _____
- _____ _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of **80%**, the following:

- All Foundations tests (see Certified section)
- E420 Intro to the Lexus Service Process
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- L074 Lexus Hybrid General Service
- L083 Lexus Interior Noise Module - Fixed Ops
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES



2015

Service Technician/ Diagnostic Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Service Technician or Diagnostic Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Service Technician/Diagnostic Specialist Approved Course List**

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One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Service Technician/ Diagnostic Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- ✧ Course credit expires Jan. 2017
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Required Courses

- L005 Technical Introduction to Lexus
(Prerequisites: L078, MLO10A)

Core Courses

- D500 The Lexus Journey
D510 The Lexus Way
L071▲ Lexus Hybrid Systems
(Prerequisites: L005, L623, L652, L852, L874b, PL071)
L151 Lexus Engine Service & Repair
L453▲ Lexus Steering, Suspension & Handling
(Prerequisites: L005, L623, MLO11A, PL453)
L623▲ Lexus Electrical Circuits, Diagnosis & Repair
(Prerequisites: L005, PL623)
L652▲ Electrical Systems Diagnosis
(Prerequisites: L005, L623, PL652)
L673▲ Electronic and Computer Controlled Systems
(Prerequisites: HL610B, L005, L623, L652)
L752▲ Air Conditioning & Climate Controls
(Prerequisites: L005, L623, L652, PL752)
L852▲ Engine Control Systems I
(Prerequisites: L005, L623, PL852)
L874b▲ Engine Control Systems II
(Prerequisites: L005, L623, PL852, PL874)

Elective Courses

- D015 Building Loyalty the Lexus Way
D138 Lexus Customer Care - Resolving Concerns
D167 Interacting With Your Lexus Customer
D258 Lexus New Dealer Orientation
D400 Leadership Practices for Max Team

ASE Certification

- A1* Engine Repair
A2* Automatic Trans/Transaxle
A3* Manual Drive Train and Axles
A4* Suspension and Steering
A5* Brakes
A6* Electrical/Electronic Systems
A7* Heating and Air Conditioning
A8* Engine Performance
L1* Advanced Engine Performance

COURSES NO LONGER OFFERED

Elective Courses

- DP1407▼ 2014 PC Performance Group
LBE78▼ 2014 Field Kaizen Meeting



Service Technician/ Diagnostic Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Service Technician or Diagnostic Specialist.

Approved Courses

Complete the following 1 required Core course:

- L005 Technical Introduction to Lexus

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C383 Foundations Lexus Enform
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus - Sedans

Log on to www.lcpreports.com for updated Certification Rules and Approved Course Listings and www.lcptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **5** courses from the Approved Course List.

Complete the following **2** required Core courses:

- L005 Technical Introduction to Lexus
 L623 Lexus Electrical Circuits, Diagnosis & Repair

Select **2** Core courses and **1** additional Core or Elective course:

- _____ _____

AND

Become ASE Certified in **4** approved areas selected from the ASE Certification list:

- _____ _____
 _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- HL511A▲ High Tech Electronically Controlled Braking Systems 2011
- HL610A▲ Smart Access Systems 2010
- HL612A High Tech Bluetooth®/Navigation Systems 2012
- HL612B High-Tech Audio/Navigation Systems 2012 with Lexus Enform
- HLB10A Lexus IS 250C/IS 350C Unusual Interior Noise Concerns
- L074▲ Lexus Hybrid General Service
- L076▲ Lexus Automatic Transmission Fluid (ATF) Level Inspection
- L077▲ Lexus Using Technical Assistance System (TAS)
- L078▲ Direct Tire Pressure Monitoring System
- L081▲ Lexus Unusual Interior Noise Concerns
- L084▲ Lexus Enform with Safety Connect
- L087▲ Dealership Product Report Training
- L112A Engine Service and Repair
- L680▲ Navigation Systems Diagnosis
- LE218 0W-20 Synthetic Motor Oil for Lexus Vehicles
- LSC15A Lexus Recalls and Service Campaign Essentials
- ML213A Lexus WS ATF Inspection & Adjustment SST
- PL901A▲ Using Technical Information System (TIS) 2
- PL901B▲ Techstream eLearning Module

Product Launch/Special Requirements

- Complete the current Product Launch requirement.
- Attend the Technical New Model Course (Diagnostic Specialist only).

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Service Technician/ Diagnostic Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **9** courses from the Approved Course List.

Complete the following **4** required Core courses:

- L005 Technical Introduction to Lexus
- L071 Lexus Hybrid Systems
- L623 Lexus Electrical Circuits, Diagnosis & Repair
- L752 Air Conditioning & Climate Controls

Select **4** Core courses and **1** additional Core or Elective course:

- _____
- _____

AND

Become ASE Certified in **8** approved areas selected from the ASE Certification list:

- _____
- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- | | |
|---|---|
| <input type="checkbox"/> All Foundations tests (see Certified section) | <input type="checkbox"/> L078▲ Direct Tire Pressure Monitoring System |
| <input type="checkbox"/> HL511A▲ High Tech Electronically Controlled Braking Systems 2011 | <input type="checkbox"/> L081▲ Lexus Unusual Interior Noise Concerns |
| <input type="checkbox"/> HL610A▲ Smart Access Systems 2010 | <input type="checkbox"/> L084▲ Lexus Enform with Safety Connect |
| <input type="checkbox"/> HL612A High Tech Bluetooth®/Navigation Systems 2012 | <input type="checkbox"/> L087▲ Dealership Product Report Training |
| <input type="checkbox"/> HL612B High-Tech Audio/Navigation Systems 2012 with Lexus Enform | <input type="checkbox"/> L112A Engine Service and Repair |
| <input type="checkbox"/> HLB10A Lexus IS 250C/IS 350C Unusual Interior Noise Concerns | <input type="checkbox"/> L680▲ Navigation Systems Diagnosis |
| <input type="checkbox"/> L074▲ Lexus Hybrid General Service | <input type="checkbox"/> LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles |
| <input type="checkbox"/> L076▲ Lexus Automatic Transmission Fluid (ATF) Level Inspection | <input type="checkbox"/> LSC15A Lexus Recalls and Service Campaign Essentials |
| <input type="checkbox"/> L077▲ Lexus Using Technical Assistance System (TAS) | <input type="checkbox"/> ML213A Lexus WS ATF Inspection & Adjustment SST |
| | <input type="checkbox"/> PL901A▲ Using Technical Information System (TIS) 2 |
| | <input type="checkbox"/> PL901B▲ Techstream eLearning Module |

Product Launch/Special Requirements

- Complete the current Product Launch requirement.
- Attend the Technical New Model Course (Diagnostic Specialist only).
- Complete L973B - High Tech Smart Key System.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES

2015

Lexus Headquarters/Area/ Supplier Partners Certification

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Lexus Headquarters/Area/Supplier Partners**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Lexus Headquarters/Area/ Supplier Partners Certification

Certified

CERTIFIED

Tenure

Participants must be actively employed by or enrolled through Lexus Headquarters or an Area Office.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Note: For a list of the most current Foundations tests and access to Self-Paced Modules, visit www.lcptests.com.

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

C368 Foundations Lexus Hybrid Drive
 C369 Foundations Lexus Certified Pre-Owned
 C376 Foundations Lexus GX
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 E551 Foundations Lexus - Sedans

Log on to www.lcptreports.com for updated Certification Rules and Approved Course Listings and www.lcptests.com for access to existing Foundations tests and self-paced modules.



Lexus Commitment to Perfection (LCTP)

Prerequisite Chart

COURSE	PREREQUISITES
B503	PLB503
D406	[D306 or D307]
D470	E470
D600	E422
D630	D600, E422
HL610B	L652
L005	L078, MLO10A
L071	L005, L623, L652, L852, L874b, PL071
L101	[L100 or LB100], PLB101
L151	L005, L112A
L201	[L100 or LB100]
L250	[L100 or LB100], L201
L300	[L100 or LB100], PLB300
L301	[L100 or LB100]
L453	L005, L623, MLO11A, PL453
L460	[L100 or LB100], L301

COURSE	PREREQUISITES
L502	PL502
L504	PLB504
L601	[L100 or LB100]
L602	L074, L601, PLB602
L623	L005, PL623
L652	L005, L623, PL652
L673	HL610B, L005, L623, L652
L680	L005, L623, L652
L752	L005, L623, L652, PL752
L852	L005, L623, PL852
L874b	L005, L623, L852, PL874
L908	[L100 or LB100], PLB908
L973B	L673
PLB301	B901, L300
PLB460	L300, L301