

Lexus Commitment to Perfection

2016 Certification Program v7.1



 LEXUS



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

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
Login Support	3
eModule Support	4
Course Enrollment Support	5
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. 2017
 - ▼ Course credit expires Jan. 2018
 - 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



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	Complete Required Number of Courses	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	24 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



2016
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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.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ✖ Course credit expires Jan. 2017
- ▼ Course credit expires Jan. 2018
- 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

D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D730	Sales Calls the Lexus Way

Elective Courses

D258	Lexus New Dealer Orientation
D470	Accessory Sales: The Perfect Fit (Prerequisite: E470)
D560A	Lexus Difference Workshop
D750	Driving CPO Sales

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

Core Courses

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

Elective Courses

D178◆◆	Lexus Warranty Expense Control
D306◆◆	The Service Customer Experience
L101◆	Lexus Paint Refinish Repair

COURSES NO LONGER OFFERED

Core Courses

D015▼	Building Loyalty the Lexus Way
D138▼	Lexus Customer Care - Resolving Concerns
D350●	Customer-Centered Selling

Elective Courses

D700●	The Certified Pre-Owned Experience
DP1507✦	2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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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2016



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. 2017
- ▼ Course credit expires Jan. 2018
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APPROVED COURSE LIST

Core Courses

D146	Phone Skills for Lexus Sales
D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication

Elective Courses

D258	Lexus New Dealer Orientation
D400	Leadership Practices for Max Team
D560A	Lexus Difference Workshop
D741	Managing Accessory Sales
S8140	Ethics & Compliance

COURSES NO LONGER OFFERED

Core Courses

D015▼	Building Loyalty the Lexus Way
D131▼	Lexus Telephone Moments
D136●	Hiring to Retain Lexus Associates
D138▼	Lexus Customer Care - Resolving Concerns

Elective Courses

D196✱	2015 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
DP1507✱	2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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



2016

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

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

APPROVED COURSE LIST

Core Courses

D167	Interacting With Your Lexus Customer
D500	The Lexus Journey
D510	The Lexus Way
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D741	Managing Accessory Sales
LCCS01	Loaner Vehicle Essentials

Elective Courses

B001	Measuring Collision Center Performance
B003	Collision Center Human Resource Management
B004	Production Management Concepts
B005	Collision Repair Estimating
B0020	Engaging the Digital Consumer
B00716	2016 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
D560A	Lexus Difference Workshop

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

D015▼	Building Loyalty the Lexus Way
D131▼	Lexus Telephone Moments
D136●	Hiring to Retain Lexus Associates
D138▼	Lexus Customer Care - Resolving Concerns
D401●	Driving Service Business

Elective Courses

B002●	Collision Center Sales & Marketing
B00715✱	2015 TCCC/LCCC Performance Group
D161●	Lexus Product & Maintenance
D419✱	Lexus Safety + Traction System
DP1507✱	2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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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
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
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APPROVED COURSE LIST

Required Core Courses

B005 Collision Repair Estimating

Core Courses

D167 Interacting With Your Lexus Customer
 D500 The Lexus Journey
 D510 The Lexus Way
 D520 Resolving Customer Concerns the Lexus Way
 D530 Communicating With Your Lexus Guest
 D540 Delivering a Lexus Like Experience
 D550 Teamwork Through Communication
 LCCS01 Loaner Vehicle Essentials

Elective Courses

B00100 Advanced Collision Estimator
 B0020 Engaging the Digital Consumer
 B00716 2016 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

D015▼ Building Loyalty the Lexus Way
 D138▼ Lexus Customer Care - Resolving Concerns

Elective Courses

B002● Collision Center Sales & Marketing
 B00715✱ 2015 TCCC/LCCC Performance Group
 D306● The Service Customer Experience
 DP1507▼ 2015 PC Performance Group



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.

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.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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

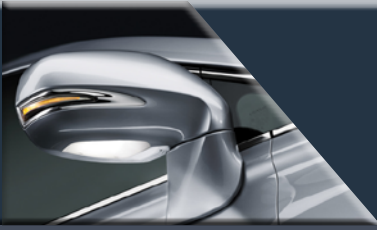
Select your courses to become certified at the Senior or Master Level from the **Collision Repair Specialist Approved Course List**

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. 2017
- ▼ Course credit expires Jan. 2018
- 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

NOTE: UPCOMING CHANGES TO REQUIRED CORE

APPROVED COURSE LIST

Required Core Courses

- L300 Welding Techniques for Collision Repair (Prerequisites: [L100 or LB100], PLB300) (required 01/2017)
- L601 Lexus Hybrid Collision Repair (Prerequisite: [L100 or LB100])
- L602 Advanced Hybrid Systems for Collision Repair (Prerequisites: L074, L601, PLB602) (required 01/2018)

Core Courses

- B503 Steering & Suspension Analysis & Repair (Prerequisite: PLB503)
- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- 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

- 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)
- 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
- L210■✦ Inter-Industry Conference on Auto Collision Repair (I-CAR) Collision Repair
- LC02● SC 430 Collision Repair

Elective Courses

- D015▼ Building Loyalty the Lexus Way
- DP1507✦ 2015 PC Performance Group
- L270■✦ Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

Log on to www.lctpreports.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)
- LB100 Introduction to Lexus Collision Repair
- PLB300 Welding Techniques for Collision Repair
- PLB301 Non-Structural Body Repair Techniques
- PL901A Using TIS
- PL901B Techstream eLearning Module

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.

UPCOMING SENIOR CERTIFICATION CHANGES:

- Beginning January 2017, participants must complete L601 to attain or maintain Senior Certification.
- Beginning January 2018 participants must complete L300 to attain or maintain Senior Certification.



2016
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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.

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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.



2016



Detail Specialist/Valet

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. 2017
- ▼ Course credit expires Jan. 2018
- 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

- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- 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
- 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

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

COURSES NO LONGER OFFERED

Core Courses

- D015▼ Building Loyalty the Lexus Way
- L100▲ Introduction to Lexus Collision Repair

Elective Courses

- D164✳ New and Used Car Get Ready
- DP1507✳ 2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016
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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**

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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.



2016



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. 2017
- ▼ Course credit expires Jan. 2018
- 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

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
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D710	Selling a Car the Lexus Way
D741	Managing Accessory Sales
E062	Financial Services Management (FSM) Basics
S8140	Ethics & Compliance
S8288	TFS/LFS Product Sales Leadership
S8289	VSA Advantage
S8290	TFS/LFS Lease Experience
S895	Lexus Financial Services (LFS) Development

Elective Courses

D222	Competitive Auto Show Training
D258	Lexus New Dealer Orientation
D560A	Lexus Difference Workshop
D720	Enhancing Your Sales Reach

COURSES NO LONGER OFFERED

Core Courses

D015▼	Building Loyalty the Lexus Way
D127●	Lexus Quality Financial Management (LQFM) 503 Advanced Seminar - Power of Communication
D138▼	Lexus Customer Care - Resolving Concerns
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
DP1507✦	2015 PC Performance Group
RSF07●	Financial Service Management
S8127●	Toyota Financial Services MIMs Block I
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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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**

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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.



Internet Business Development 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

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
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D730	Sales Calls the Lexus Way
D750	Driving CPO Sales
D752	Create Amazing - Sales Edition

Elective Courses

D222	Competitive Auto Show Training
D258	Lexus New Dealer Orientation
D300	Lexus Quality Financial Management (LQFM)
D560A	Lexus Difference Workshop
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
D015▼	Building Loyalty the Lexus Way
D136●	Hiring to Retain Lexus Associates
D138▼	Lexus Customer Care - Resolving Concerns
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

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
DP1507✱	2015 PC Performance Group
F802●	The Finance Contract Process
F803●	Promoting Dealer Arranged Financing
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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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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)
- 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.



2016
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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**

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Lexus Delivery Specialist

Course List

PROGRAM NOTES

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- * For additional information, visit www.crrtraining.com
- ✱ Course credit expires Jan. 2017
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- 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

- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- D600 From This Delivery Forward
- D620 Automotive Technology
- D630 Teaching Technology
- LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

Elective Courses

- 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

- D015▼ Building Loyalty the Lexus Way
- D173✱ Personalizing the Lexus Sales Process
- D350● Customer-Centered Selling
- D605● IS Delivered

Elective Courses

- D138▼ Lexus Customer Care - Resolving Concerns
- D700● The Certified Pre-Owned Experience
- DP1507✱ 2015 PC Performance Group



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
- E650 Enform Registration
- E660 Service Connect
- E670 Lexus Safety System+

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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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2016

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**

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2016



Lexus Technology Specialist

Course List

PROGRAM NOTES

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- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ✖ Course credit expires Jan. 2017
- ▼ Course credit expires Jan. 2018
- 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

- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- D600 From This Delivery Forward
- D620 Automotive Technology
- D630 Teaching Technology
- LCCS01 Loaner Vehicle Essentials
- LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

Elective Courses

- D258 Lexus New Dealer Orientation

COURSES NO LONGER OFFERED

Core Courses

- D015▼ Building Loyalty the Lexus Way
- D161● Lexus Product & Maintenance
- D350● Customer-Centered Selling
- D605● IS Delivered

Elective Courses

- D131▼ Lexus Telephone Moments
- D306● The Service Customer Experience
- DP1507* 2015 PC Performance Group



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
- E650 Enform Registration
- E660 Service Connect
- E670 Lexus Safety System+

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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ✱ Course credit expires Jan. 2017
- ▼ Course credit expires Jan. 2018
- 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

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
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D740	Selling Accessories Right from the Start

Elective Courses

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

COURSES NO LONGER OFFERED

Core Courses

D015▼	Building Loyalty the Lexus Way
D131▼	Lexus Telephone Moments
D138▼	Lexus Customer Care - Resolving Concerns

Elective Courses

D161●	Lexus Product & Maintenance
D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D306●	The Service Customer Experience
DP1507✱	2015 PC Performance Group



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.

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
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator
- LSC15P 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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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. 2017
- ▼ Course credit expires Jan. 2018
- 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

NOTE: UPCOMING CHANGES TO REQUIRED CORE

APPROVED COURSE LIST

Required Core Courses

- L201 Lexus Color Matching for Painters
(Prerequisite: [L100 or LB100])
(required 01/2017)
- L250 Lexus Advanced Painting Techniques
(Prerequisites: [L100 or LB100], L201])
(required 01/2018)

Core Courses

- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- L101 Lexus Paint Refinish Repair
(Prerequisites: [L100 or LB100], PLB101)

Elective Courses

- B503 Steering & Suspension Analysis & Repair
(Prerequisite: PLB503)
- 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
- L270■▲ Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching

Elective Courses

- D015▼ Building Loyalty the Lexus Way
- D164★ New and Used Vehicle Get Ready
- DP1507★ 2015 PC Performance Group
- 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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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

SENIOR

UPCOMING SENIOR CERTIFICATION CHANGE:

- Beginning January 2017, participants must complete L201 to attain or maintain Senior Certification.

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)
- LB100 Introduction to Lexus Collision Repair
- PLB101 Paint Finish Repair
- PLB201 Color Matching for Painters
- PL901A Using Technical Information System (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.



2016

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.

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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 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

- 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
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- D710 Selling a Car the Lexus Way
- D720 Enhancing Your Sales Reach
- D730 Sales Calls the Lexus Way
- D740 Selling Accessories Right from the Start
- D750 Driving CPO Sales
- D752 Create Amazing - Sales Edition
- LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

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
- D560A Lexus Difference Workshop
- D600 From This Delivery Forward
- D741 Managing Accessory Sales
- S895 Lexus Financial Services (LFS) Development
- S8140 Ethics & Compliance
- S8288 TFS/LFS Product Sales Leadership
- S8289 VSA Advantage
- S8290 TFS/LFS Lease Experience

COURSES NO LONGER OFFERED

Core Courses

- D015▼ Building Loyalty the Lexus Way
- D138▼ Lexus Customer Care - Resolving Concerns
- 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
- D175● How to Turn Your Calls into Sales
- D179✱ Lexus Competitive Training
- D182✱ New Vehicle Sales Workshop
- D186✱ SUV Competitive Training
- D418✱ How to Sell a Car Today
- D419✱ Lexus Safety + Traction System
- DP1507✱ 2015 PC Performance Group
- F802● The Finance Contract Process
- F803● Promoting Dealer Arranged Financing
- 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.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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)
- E430 Lexus Survey Essentials
- E470 Accessory Sales Fundamentals
- E607 Explore My Lexus - Delivery Specialist
- E650 Enform Registration
- E660 Service Connect
- E670 Lexus Safety System+
- 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.



2016

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.

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 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

- 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
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- D720 Enhancing Your Sales Reach
- D730 Sales Calls the Lexus Way
- D741 Managing Accessory Sales
- D750 Driving CPO Sales
- D752 Create Amazing - Sales Edition
- LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

Elective Courses

- D183 Lexus Safety Experience - Quality Delivery
- D222 Competitive Auto Show Training
- D258 Lexus New Dealer Orientation
- D300 Lexus Quality Financial Management (LQFM)
- D560A Lexus Difference Workshop
- D710 Selling a Car the Lexus Way
- S895 Lexus Financial Services (LFS) Development
- S8140 Ethics & Compliance
- S8288 TFS/LFS Product Sales Leadership
- S8289 VSA Advantage
- S8290 TFS/LFS Lease Experience

COURSES NO LONGER OFFERED

Core Courses

- D015▼ Building Loyalty the Lexus Way
- D136● Hiring to Retain Lexus Associates
- D138▼ Lexus Customer Care - Resolving Concerns
- 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

- D175● How to Turn Your Calls into Sales
- D179✦ Lexus Competitive Training
- D182✦ New Vehicle Sales Workshop
- D186✦ SUV 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
- DP1507✦ 2015 PC Performance Group
- F802● The Finance Contract Process
- F803● Promoting Dealer Arranged Financing
- LCA11● C4 Digital Workshop
- 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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016

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**

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.



Service 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

- D167 Interacting With Your Lexus Customer
- D500 The Lexus Journey
- D510 The Lexus Way
- D520 Resolving Customer Concerns the Lexus Way
- D530 Communicating With Your Lexus Guest
- D540 Delivering a Lexus Like Experience
- D550 Teamwork Through Communication
- LCCS01 Loaner Vehicle Essentials
- LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

Elective Courses

- D258 Lexus New Dealer Orientation
- D470 Accessory Sales: The Perfect Fit (Prerequisite: E470)
- D560A Lexus Difference Workshop
- L101 Lexus Paint Refinish Repair (Prerequisites: [L100 or LB100], PLB101)

COURSES NO LONGER OFFERED

Core Courses

- D015▼ Building Loyalty the Lexus Way
- D131▼ Lexus Telephone Moments
- D138▼ Lexus Customer Care - Resolving Concerns
- 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
- DP1507* 2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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.



2016
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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**

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.



Service 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

NOTE: UPCOMING CHANGES TO REQUIRED CORE

APPROVED COURSE LIST

Required Core Courses

D810 Service Consulting the Lexus Way
(required 01/2017)

Core Courses

D167 Interacting With Your Lexus Customer
 D500 The Lexus Journey
 D510 The Lexus Way
 D520 Resolving Customer Concerns the Lexus Way
 D530 Communicating With Your Lexus Guest
 D540 Delivering a Lexus Like Experience
 D550 Teamwork Through Communication
 D620 Automotive Technology
 D740 Selling Accessories Right from the Start
 D820 Advanced Service Consulting
 LCCS01 Loaner Vehicle Essentials
 LSC15S Lexus Recall and Service Campaign Essentials (Sales & Service)

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)
 D560A Lexus Difference Workshop
 D600 From This Delivery Forward
 D741 Managing Accessory Sales

ASE Certification

C1+ Automobile Service Consultant Test

COURSES NO LONGER OFFERED

Core Courses

D015▼ Building Loyalty the Lexus Way
 D131▼ Lexus Telephone Moments
 D138▼ Lexus Customer Care - Resolving Concerns
 D161● Lexus Product & Maintenance
 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
 DP1507* 2015 PC Performance Group



Service Consultant

Certified and Senior Certification

CERTIFIED

UPCOMING CERTIFIED CERTIFICATION CHANGE:

• Beginning January 2017, participants must complete D810 to attain or maintain Certified Level Certification.

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
 C381 Foundations Lexus CT
 E550 Lexus Redefines Luxury
 E551 Foundations Lexus Sedans
 E552 Foundations Lexus SUV's
 E553 Foundations Lexus Performance
 E554 Foundations Lexus Hybrid (required 02/2016)

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

UPCOMING SENIOR CERTIFICATION CHANGE:

• Beginning January 2017, participants must complete D810 to attain or maintain Senior Certification.

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
- E660 Service Connect
- E670 Lexus Safety System+
- 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.



2016

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**

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.



Service/Parts 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. 2017
- ▼ Course credit expires Jan. 2018
- 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

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
D500	The Lexus Journey
D510	The Lexus Way
D520	Resolving Customer Concerns the Lexus Way
D530	Communicating With Your Lexus Guest
D540	Delivering a Lexus Like Experience
D550	Teamwork Through Communication
D741	Managing Accessory Sales
D910	Managing Fixed Operations
LCCS01	Loaner Vehicle Essentials
LSC15S	Lexus Recall and Service Campaign Essentials (Sales & Service)

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)
D560A	Lexus Difference Workshop

COURSES NO LONGER

APPLICABLE TO JOB CATEGORY

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
B0099●	Advanced Collision Center Manager

COURSES NO LONGER OFFERED

Core Courses

D015▼	Building Loyalty the Lexus Way
D131▼	Lexus Telephone Moments
D138▼	Lexus Customer Care - Resolving Concerns
D136●	Hiring to Retain Lexus Associates
D172✦	Targeted Marketing for Fixed Operations
D294●	Lexus Warranty Administration with Claims Processing System (CPS)
D320✦	Maximize Service Retention Profitability
D401●	Driving Service Business
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
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
DP1507✦	2015 PC Performance Group
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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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)
- 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.



2016
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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**

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.



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. 2017
- ▼ Course credit expires Jan. 2018
- 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
D520 Resolving Customer Concerns the Lexus Way
D530 Communicating With Your Lexus Guest
D540 Delivering a Lexus Like Experience
D550 Teamwork Through Communication
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

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

D015▼ Building Loyalty the Lexus Way
D138▼ Lexus Customer Care - Resolving Concerns
DP1507* 2015 PC Performance Group



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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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 requirements.
- 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.

2016

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
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

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
D630	D600, E422
HL610B	L652
L005	L078, ML010A
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, ML011A, PL453
L460	[L100 or LB100], L301
L502	PL502

COURSE	PREREQUISITES
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
LSC13B	LSC15A, L652
LSC13F	[LSC13A or LSC15P]
PLB301	B901, L300
PLB460	L300, L301