

# BMW Group University

## 2024 Technical Training AVP Standards

**BMW Group University is committed to supporting you in receiving a return on your investment from your team's training. We provide greater flexibility for your service operations through effective training in diagnosing and repairing BMW Group vehicles.**

**Please read the highlights section below carefully to familiarize yourself with the changes for the 2024 Technical Training year.**

### **Things to remember for 2024:**

1. AVP required programs for the Technical Training Calendar will follow the calendar year.
  - The 2024 AVP year for Technical Training standards begins on **January 3<sup>rd</sup>, 2024**, and ends on, **December 31<sup>st</sup>, 2024**. Technical Training Level and Specialty standards will be due by the end of the year, **December 31<sup>st</sup>, 2024**, for all ST101 Shop Foreman/ ST105 Productive Shop Foremen, and for the dealer to achieve the "minimum percentage at each Level" across their ST202 Technicians (Associate Level and above) / ST106 Team Lead.
2. All newly hired Technicians (ST202) will have one year from their DEMS hire date rounded to month-end to complete the new Associate Level.
3. On Track will continue to be due quarterly. **NOTE: Please see the target due dates on page 11.**

### **What's New for 2024?**

1. **2024 AVP Technical Training Program Guide was updated with the following on 5/15/24.**
  - Course Code Update – High Voltage Specialist with online test.
  - Notification of Master and Master Elite HoA renewal.
  - ST2210 E-Learning Diesel Technology course no longer offered.
  - Master Elite technician grace period expires on **12/31/2026**.
2. **Master Level Technician Updates and Introduction of the Master Elite Level.**

Based on dealer and technician feedback regarding the new requirements for Master technician certification, Group University Technical Training conducted an extensive analysis of the training levels and certifications during 2022. After many dealer visits, field meetings, various conversations, and dialogue with the Voice of Technician Committee, Group University are pleased to announce the following changes to Master level requirements and the addition of a new level named Master Elite. Group University believe that this new approach both addresses the primary concerns heard from Master technicians as well as maintains our need for knowledge checks and certifications for each technician level.

The Master level changes will ensure the highest quality training while identifying top level technicians. Our analysis discovered most technicians and foremen agreed with knowledge checks via hands-on practical evaluations and critical thinking testing. Therefore, 2 BMW specific Master level certification tests will be offered. Starting this year, Master technician candidates can choose between 2 certification paths, ASE A1-A8 or 2 BMW derived certification tests, this new certification will still cover the 8 areas of competencies covered by ASE with a difference, all 8 areas will use BMW specific questions derived by BMW personnel. These tests will use BMW terminology and be focused on BMW technology.

Another area our analysis discovered was a higher tier of training was needed to ensure technicians diagnosing our vehicles had all the training, tools and information needed to excel in their career as they move into leadership roles not only in the workshop but beyond. A new level named Master Elite was introduced in 2023. The Master Elite level will concentrate on diagnosis, critical thinking, soft skills, and leadership training.

### 3. High Voltage Specialist Update

The High Voltage Specialist has now been updated to include Generation 5 HV systems. The course code has changed from ST1821(3 days) to ST2421(2 days). A pre-requisite assessment must be completed prior to the enrollment into this course. The test, ST2421a – High Voltage Specialist Knowledge Check, is available on TMSi.

### 2024 BMW Master Level Technician Requirements.

With the exception of ASE A1-A8 (ST2400), the 2023 equivalencies will no longer be honored. In addition to attending the required courses, technicians now have two options to complete the certification component of the BMW Master Level: Either by passing the ASE A1-A8 or pass the two new BMW Master Level Assessments (BMW 4 and BMW 5). The BMW Master Level Assessments will utilize BMW technology and nomenclature as a basis for the questions.

2024 BMW Master Level requirements.	Duration
Master Electrical Diagnosis (ST1816)	3 days
Master Drivetrain Diagnosis (ST2417)	3 days
ASE Master Certification (A1-A8) (ST2400) OR BMW Master Level Assessment (ST2499 – BMW 4 and BMW 5) Note: If a technician has ST2400 equivalency they have until 12/31/2024 to complete one of the two option listed above. This grace period is only for the 2024 Master level only and is not valid for any other level.	N/A
Master Hands-on Assessment (ST2418) (Successful Completion)	2 days

**To maintain BMW Master-Level status:** A Master-Level Hands-on Assessment (HoA) at a BMW Training Center is required to be renewed every three years. Technicians will be notified by TMSi for the upcoming AVP year renewal requirement.

### 2024 BMW Master Elite Status Technician Requirements.

Beginning in 2024 the Master Elite technician status will be an elective role; however, new requirements and courses will be available. This level is designed to offer top tier technicians advanced training and incentives\*\* to excel with BMW's technology. Another component to the training is to offer the opportunity to enhance leadership and critical thinking skills. See below for course offerings and requirements. There is no AVP requirement for Master Elite technicians however, technicians achieving this level will count toward the AVP requirement for Master level technicians.

2024 BMW Master Elite Technician requirements.	Duration
Prerequisites for the New Master Elite classes are passing ASE (A1-A8) (ST2400) and BMW Master Elite Assessments (ST2480 – BMW 6 and BMW 7)	
New Master Elite Drivetrain Diagnosis. (ST2430)	2 days
New Master Elite Electrical Diagnosis. (ST2431)	2 days
High Voltage Diagnosis Specialist. (ST2421)	2 days
Leadership in the Workshop. (ST1921)	2 days
New Master Elite Hands-on Assessment. (ST2439)	2 days
<b>BMW Master Elite Technician Re-Certification</b>	
Maintain Master ASE status (A1-A8) (ST2400)	Keep status current
Pass BMW Master Elite Assessments (ST2480 – BMW 6 and BMW 7)	Every 3 years
Pass Master Elite Hands-On Assessments	Every 3 years

**To maintain BMW Master Elite-Level status:** A Hands-on Assessment (HoA) at a BMW Training Center is required to be renewed every three years. Technicians will be notified by TMSi for the upcoming AVP year renewal requirement(s).

**Note:** 2023 Master Elite Technicians will have a 3-year grace period extension, this will expire on 12/31/2026. 2023 Master Elite Technicians must complete the requirements prior to the grace period ending to maintain Master Elite Status. 2023 Master Elite Technician will show an “=” on their grid for Master Elite, the equal mark is a place holder for the grace period for the class(es) that have not been completed. The grid will show a “✓” once the class(es) are completed.

**2024 BMW Elite Foreman Status Technician Requirements.**

Beginning in 2024 the Elite Foreman technician status will be an elective role; however, new requirements and courses will be available. This level is designed to focus on enhance leadership and management skills. Another component is offering advanced training that excels with BMW’s technology. See below for course offerings and requirements. There is no AVP requirement for Elite Foreman technicians.

Achieving Elite Foreman Status comes with incentives\*\*, click on the link, or see below.

2024 BMW Elite Foreman Technician requirements.	Duration
Prerequisites for the New Master Elite classes are passing ASE (A1-A8) (ST2400) and BMW Master Elite Assessments (ST2480 - BMW 6 and BMW 7)	
New Master Elite Drivetrain Diagnosis. (ST2430)	2 days
New Master Elite Electrical Diagnosis. (ST2431)	2 days
High Voltage Diagnosis Specialist. (ST2421)	2 days
Leadership in the Workshop (ST1921)	2 days
Manager Academy IL4002 (F2F) or IL4002V (virtual)	2 days(F2F) or 4,1.5hr virtual sessions
CX Evolution Podcast Series in TMSi (CX4001 – CX4013)	10-15 min per Podcast
<b>BMW Elite Foreman Technician Re-Certification</b>	
Maintain Master ASE status (A1-A8) (ST2400)	Keep status current
Pass BMW Master Elite Assessments (ST2480 - BMW 6 and BMW 7)	Every 3 years

**\*\*Master Elite and Elite Foreman Level Incentives:**

- \$1500 additional for Drive the Brand program.
- Exclusive Master Elite apparel including \$100-dollar credit.
- Attend technical course pilots and offer feedback for development of courses.
- Carlton points allocation for completing and passing ASE A1-A8 2024 HIGHLIGHTS!

**2024 BMW Technical Training**

**• Current Technicians:**

Achieving each training level may require a combination of some or all the following: successful completion of courses, proctored tests, and hands-on assessments. Please review each level description in the later pages of this document for more details.

- **Level names:** The chart below defines the level designations for 2024.

<b>Technician Levels</b>
Associate Level
Member Level
Certified Level
Master Level

- **2024 course codes:** The technical curriculum will be pushed to all Technicians and Shop Foremen during January 2024 and is available on their TMSi transcript page. For questions, please feel free to contact their Regional Technical Training Manager for assistance.

**Associate-Level Technicians:** This level will concentrate on basic automotive technology and will consist of the following courses:

BMW Technical Associate Level Certification	Duration
Intro to BMW Group Technical Training (ST2121_E-Learning)	4 hours
Workshop Technology I (ST1801)	4 days
Workshop Technology II (ST1802)	4 days
Electrical Technology I (ST1803)	4 days
Chassis Technology I (ST1804)	4 days
BMW ASE Associate Assessment (ST1805 - BMW 1)	1 day

- To obtain Associate Level status, the technician must register and successfully pass the Associate Level Assessment (BMW 1). This test is administered by Automotive Service Excellence (ASE) and taken at an ASE- Partnered Test Center. Please visit the Programs/Resources tab in TMSi about information on how to link your MyASE and TMSi accounts.
- It is the dealer’s discretion to send the technician to additional Associate- Level classes even with successful completion of the Associate-Level Test (BMW 1).
- “Introduction to BMW Group Technical Training” ST2121 Instructor-led E-Learning course has been added to the Associate Technical Level requirements. This E- Learning course should be taken within 6 months of new hire and must be taken prior to any in person Technical Training.

**How to Challenge the Associate Level:**

Based on the technician’s skill level, a dealership may decide to challenge the Associate Level at any time.

- Enroll the technician in the Associate-Level Test (BMW 1) regardless of completion of courses in the Associate Level (with the exception of ST2121) **See below to log in to ASE.**
- Intro to BMW Group Tech Training ST2121 is still required. If the technician passes the Associate-Level test (BMW 1), they will be classified as an Associate-Level technician.

**Member-Level Technicians:** This level, the technician will begin training on Basic BMW-specific technology and will consist of the following courses:

BMW Technical Member Level Certification	Duration
Electrical Technology II (ST1807)	4 days
<a href="#">Chassis Technology II (ST1808) *</a>	4 days
<a href="#">Drivetrain Technology I (ST1809) *</a>	4 days
BMW ASE Member Test (ST1810 - BMW 2)	1 day
Member Hands-on Assessment (ST1811a)	2 days
Warranty for the Service Technician (ST1811b E-Learning)	4 hours

The technician can challenge the Member ASE at any time when all prerequisites below have been completed. Please consult Service Manager and Market team for details.

- Employment at a BMW dealer for greater than 6 months.
- Associate-Level Technician classification.
- Completion of the BMW Electrical Technology II course (ST1807).
- Completion of the Warranty for Service Technician course (ST1811b).
- Successful completion of the Member Level Assessment (BMW 2).
- Successful completion of the Member Hands-on Assessment (HoA, ST1811a).
- Dealer and Market team approval.
- Enroll the technician in the Member-Level Assessment (BMW 2) **See below to log in to ASE.**
- Please visit the Programs/Resources tab in TMSi about information on how to link your MyASE and TMSi accounts.

**Certified-Level Technicians:** This level will introduce diagnosis courses:

BMW Technical Certified Level Certification	Duration
Fundamentals of Air Conditioning (WB618) (Also needed: EPA Section 609 Certification or equivalent (ASE609))	4 hours
Electrical Technology III (ST1812)	3 days
Body Systems Technology (ST1813, Section 609 Required)	3 days
Drivetrain Technology II (ST1814)	3 days
Certified Hands-on Assessment (ST1815) *	2 days

\*Once the Certified HoA is successfully completed, the technician can now start enrolling in Master-Level and/or HV courses.

**Master-Level technicians** These courses will train technicians in advanced concepts and processes concerning diagnosis of BMW vehicles. Courses will concentrate on current advancements in diagnosis and technology and will provide technicians the information to become proficient at troubleshooting.

2024 BMW Master Level requirements.	Duration
Master Electrical Diagnosis (ST1816)	3 days
Master Drivetrain Diagnosis (ST2417)	3 days
ASE Master Certification (A1-A8) (ST2400) OR BMW Master Level Assessment (ST2499 – BMW 4 and BMW 5) Note: If a technician has ST2400 equivalency they have until 12/31/2024 to complete one of the two option listed above. This grace period is only for the 2024 Master level only and is not valid for any other level.	N/A
Master Hands-on Assessment (ST2418) (Successful Completion)	2 days

**To maintain BMW Master-Level status:** A Master-Level Hands-on Assessment (HoA) at a BMW Training Center is required to be renewed every three years. Technicians will be notified by TMSi for the upcoming AVP year renewal requirement.

**Please note:** Technicians who have an equivalency for ST2499, will have until 12/31/2024 to complete ASE Master Automobile A1-A8 or the BMW Master Level Certification tests. The ASE Master equivalency (=) on the technical training grid will no longer be granted after 12/31/2024.

- ASE-Partnered Test Centers: All ASE testing is to be taken at an ASE-Partnered Test Center and must be scheduled through the ASE website.
- Please visit the Programs/Resources tab in TMSI about information on how to link your MyASE and TMSi accounts.

**ASE Test Prep Course ST1848:** This four-hour instructor-led E Learning session will explain the need for ASE certifications, evaluate the question styles used in ASE tests, and demonstrate the computer-based interface used during testing at ASE-Partnered Test Centers. This course will also delve into test-taking techniques by analyzing and interpreting ASE A1 – A8 sample test questions.

If a technician was not successful in completing any of the required ASE tests or any HoA, the following steps can be taken:

- Examine your test results to identify areas of difficulty.
- Re-enroll in an appropriate course the tech is having difficulties in.
- Study appropriate training manuals in BMW TIS.
- Investigate on-line training courses.
- Log on to ASE website WWW.ASE.com and consider ASE Study guides, Practice tests, Test demos, Test taking tips resources.
- Enroll in ASE Test Prep (ST1848, a 4-hour instructor-led webinar course).
- Enroll in Community College Automotive courses.
- In-dealer training by coaching.

### **BMW ASE Level Assessments:**

BMW tests through ASE for Associate, Member, Master, and Master Elite test do not have the 30-day waiting period if a test is not passed. Tests have a 1-day period. Test can be rescheduled after the 1-day period.

- BMW 1 – Associate Level
- BMW 2 – Member Level
- BMW 4 – Master Level - Drivetrain
- BMW 5 – Master Level – Body and Chassis
- BMW 6 – Master Elite Level - Drivetrain
- BMW 7 – Master Elite Level – Body and Chassis

### **BMW and MINI Classes - Brand Equivalencies**

- Recognizing that technicians may switch between the BMW and MINI brands we recommend contacting your Regional Technical Training Manager (RTTM) to review each individual's training level requirements. Each inquiry will be reviewed on a case-by-case basis.

# BMW 2024 Technical Training Core Levels

## Shop Foreman (ST101), (ST105) / Technician (ST202), (ST106)

BMW Technical Associate Level Certification	Duration
Intro to BMW Group Technical Training (ST2121_E-Learning)	3 hours
Workshop Technology I (ST1801)	4 days
Workshop Technology II (ST1802)	4 days
Electrical Technology I (ST1803)	4 days
Chassis Technology I (ST1804)	4 days
BMW ASE Associate Assessment (ST1805, BMW 1)	1 day

BMW Technical Member Level Certification	Duration
Electrical Technology II (ST1807)	4 days
Chassis Technology II (ST1808) *	4 days
Drivetrain Technology I (ST1809) *	4 days
BMW ASE Member Assessment (ST1810, BMW 2)	1 day
Member Hands-on Assessment (ST1811a)	2 days
Warranty for the Service Technician (ST1811b E-Learning)	4 hours

BMW Technical Certified Level Certification	Duration
Fundamentals of Air Conditioning (WB618) (Also needed: EPA Section 609 Certification or equivalent) (ASE609)	4 hours
Electrical Technology III (ST1812)	3 days
Body Systems Technology (ST1813, Section 609 Required)	3 days
Drivetrain Technology II (ST1814)	3 days
Certified Hands-on Assessment (ST1815)	2 days

BMW Technical Master Level Certification	Duration
Master Electrical Diagnosis (ST1816)	3 days
Master Drivetrain Diagnosis (ST2417)	3 days
ASE Master Certification (A1-A8) (ST2400) OR BMW Master Level Assessments (ST2499 – BMW 4 and BMW 5)	1 day
Master Hands-on Assessment (ST2418)	2 days

KEY:
White = Instructor-Led In-Person Training Course
Red = Instructor-Led E-Learning Webinar
Gray = Online TMSi Course
Yellow = Taken at ASE-Partnered Test Center
*Member ASE grants credits for ST1808, ST1809

# 2024 Technical Specialty and Electives Courses

## Shop Foreman (ST101) (ST105) / Technician (ST202) (ST106)

### Specialty Courses

1. High-voltage Drivetrain Systems – ST2324. This course will cover high-voltage safety systems and HV component functions, service, and diagnosis procedures. The course will use Generation 4 and Generation 5 HV vehicles to deliver the course materials.
2. High-voltage Battery System – ST2325. This course is designed to qualify technicians on the diagnosis, service, and repair of high-voltage batteries in BMW vehicles equipped with HV electric drivetrains. Prerequisites to this class are the successful completion of High-voltage Drivetrain Systems (ST2324) This class will qualify technicians to service Generation 4 and Generation 5 HV batteries.

### BMW Technical

#### High-Voltage Level

Must be a minimum Certified Level	Duration
Electric Drive Unit Gen 5.0 Service Concept (OLST2325a)	45 min
Gen 5 High-voltage Systems (OLST2325b)	45 min
High-voltage Drivetrain Systems (ST2324)	3 days
High-voltage Battery Systems (ST2325)	2 days

#### Elective Level

Must be a minimum Certified Level	Duration
Leadership in the Workshop (ST1921)	2 days
Digital Services Expert (ST2350)	2 days
G60/G70 Vehicle and Systems Update (ST2301)	3 days
High Voltage Diagnosis Specialist (ST2421)	2 days
ASE Test Prep (ST1848_E-Learning)	4 hours

#### KEY:

White = Instructor-Led In-Person Training Course

Red = Instructor-Led E-Learning Webinar

Gray = Online TMSI Course

Yellow = Taken at ASE-Partnered Test Center



# 2024 Maintenance Technician Courses

## Maintenance Technician (ST210)

BMW Maintenance Technician Level	Duration
Intro to BMW Group Technical Training (ST2121_E-Learning)	4 hours
Workshop Technology I (ST1801)	4 days
Workshop Technology II (ST1802)	4 days

KEY:
White = Instructor-Led In-Person Training Course
Red = Instructor-Led E-Learning Webinar
Gray = Online TMSI Course
Yellow = Taken at ASE-Partnered Test Center

# 2024 E-Learning Courses

## Shop Foreman (ST101, ST105) / Technician (ST202, ST106)

E-Learning Catalog	Duration
Intro to BMW Group Technical Training (ST2121_E-Learning) *	4 hours
ASE Test Prep (ST1848 E-Learning) ***	4 hours
Warranty for the Service Technician (ST1811b_E-Learning) **	4 hours

KEY:
White = Instructor-Led In-Person Training Course
Red = Instructor-Led E-Learning Webinar
Gray = Online TMSI Course
Yellow = Taken at ASE-Partnered Test Center

\*This course is only offered via E-Learning webinar and is **required** to achieve the BMW Technical Associate Level.  
 \*\* This course is only offered via E-Learning webinar and is **required** to achieve the BMW Technical Member Level.  
 \*\*\* This Elective course is only offered via E-Learning. It is not required for any of the Technical Levels, it is intended as supplemental training to assist in the areas of ASE testing.

# 2024 BMW ADDED VALUE PROGRAM

## TECHNICAL TRAINING STANDARDS

**1. Technical Level Training Standards** - The Center must fulfill ALL 2024 Technical Training standards to be fully AVP qualified.

- ST101 Shop Foreman, ST105 Productive Shop Foreman – Must be **Master Level** as of December 31, 2024.
- ST202 Technician, ST106 Team Lead– The 2024 training standard remains unchanged from 2023; centers must achieve by December 31, 2024, a minimum of:
  - 20% Master Level Technicians
  - 20% Certified Level Technicians
  - 25% Member Level Technicians
  - 35% Associate Level Technicians

Centers may also meet the AVP requirement if there are higher percentages trained to higher technical levels (Master and Certified) that result in lower percentages at the lower levels.

ST202 BMW Technicians who have not yet completed Associate Level certification will **not** be included in the calculation of minimum percentage required at each technical level. That means when the Total Active ST202 Technicians is counted, only those who have attained Associate Level or higher will be included in that total.

For Centers with 4 technicians or fewer, the following fixed number per level requirements will apply:

Number of Technicians	1	2	3	4
Master Level	1	1	1	1
Certified Level	0	0	1	1
Member Level	0	1	0	1
Associate Level	0	0	1	1

Newly hired Technicians (ST202) must achieve basic Associate certification within one year from their DEMS hire date rounded to month end. To do so, technicians:

- Must complete Intro to BMW Group Technical Training (ST2121\_E-Learning). Also, complete 16 instructor-led training days (4 classes) in the Associate Level and/or must pass the BMW Associate-Level Test (ST1805, BMW 1 ASE administered by ASE). Instructor-led classes are strongly suggested prior to taking the BMW Associate-Level Test (BMW 1 ASE).
- ST210 Maintenance Technician
  - Must complete Intro to BMW Group Technical Training (ST2121\_E-Learning), Workshop Technology I (ST1801), and Workshop Technology II (ST1802) to achieve the Maintenance Technician Level certification within one year from their DEMS hire date rounded to month-end.
- The 90% training program completion compliance rule will continue to be in effect throughout 2024 for entry level ST202 Service Technicians and ST210 Maintenance Technicians where individuals have a completion target due at one year from their start date. This means the new Hire Associate and Maintenance Level requirements/due dates will be counted as part of the **monthly AVP Center Training compliance** measurements and **NOT** as part of the Dec 31 requirements for **Technical Level and Specialty training**.

## 2. Technical Specialty Training Standards

- ST101/105 Shop Foreman – Must complete **ALL** Technical Specialties by December 31, 2024.
- ST202/106 Technicians – Based on number of technicians:
  - Centers with five or more (5+) technicians must have a minimum of two (2) Technicians certified for each Technical Specialty.
  - Centers with less than five (<5) technicians must have a minimum of one (1) Technician certified for each Technical Specialty.
- ST210 Maintenance Technician – Completion of Technical Specialties does not apply to Maintenance Technicians.

## 3. Quarterly On Track Online Training Standards

To stay current, the Quarterly On Track online training requirement continues unchanged in 2024 for Shop Foremen and Productive Shop Foremen (ST101/ST105) and Team Leads/Technicians (ST106/ST202) and for ST210 Maintenance Technicians.

- The training completion due dates for the 2024 On Track programs are:
  - Q1 On Track due date March 31<sup>st</sup>
  - Q2 On Track due date June 30<sup>th</sup>
  - Q3 On Track due date September 30<sup>th</sup>
  - Q4 On Track due date December 31<sup>st</sup>
- Please note anyone newly hired after the start of the last month of that quarter, will only need to complete subsequent quarters of On Track. The On Track programs contain valuable, timely, and relevant information.

## **Additional Information:**

### **“No Show” Policy**

#### **In-Person Instructor-led Classes**

A “no show” is a registered student who fails to notify BMW that he or she will not attend his or her scheduled in-person training course.

#### **Instructor-led E-Learning Webinar Classes**

A student that fails to attend or is over 30 minutes late to an E-Learning webinar is considered a “no-show”.

### **Proper Notification**

If students are unable to attend their scheduled course, they must cancel their course enrollments prior to their scheduled class date. Unenrollment can be made by the Dealer Manager. If an attempt is made to unenroll within the cancelation period noted below, there will be a charge for the unenrolled student.

If a manager wishes to swap one student for another, thus avoiding the charge, they can do this by contacting [TrainingEnrollments@bmwna.com](mailto:TrainingEnrollments@bmwna.com) or your Regional Technical Training Manager.

- Cancellation Period: 10 days prior to start of class for In-Person Technical Training Courses
- Cancellation Period: 10 days prior to start of E-Learning Webinar for Technical Training Courses
- For any unforeseen circumstances please contact [TrainingEnrollments@bmwna.com](mailto:TrainingEnrollments@bmwna.com) or your Regional Technical Training Manager.

A chargeback fee will be applied to each Center that has a student classified as a “no show” for all instructor-led training courses. The no show fee will be charged to the Centers’ Open Parts Statement monthly.

The fees are:

**\$500.00\*** per participant for In-Person Technical Training

**\$500.00\*** per participant for E-Learning Webinars

**No Shows:** The BMW Region will be notified of the no-show student by the 1st break for in-person Technical Training Courses. A member of the team will notify the retail Center. For E-Learning, Group University will attempt to reach out to the individual dealerships/technicians within the first 30 minutes of the session. Beyond the 30-minute period, the participant will be marked as a “no-show” and will be asked to reschedule for the next E-Learning session.

## **Training Center Dress Code**

Technicians must dress in a manner consistent with the work performed at the Training Centers (professional environment). The work will include classroom presentations, workshop practical work and demonstrations. The following attire is **not acceptable** in ensuring that safety regulations requirements are met and adhered to, as we will be working with machinery:

- Open-toed shoes
- Ripped and torn clothing
- Sleeveless tops
- Revealing attire
- Shorts (unless part of the Center’s uniform)
- Inappropriate or offensive T-shirts
- Unsecured jewelry that can cause injury.

Our Training Centers are professional environments and technicians’ attire is a representation of their respective dealerships. Group University asks all guests to be mindful of attire as they visit the training centers.

## **Technical Training Program Guidelines**

**Class Times:** Each Instructor-Led face-to-face class begins at 8:30 AM and concludes at 4:30 PM local time to the training center.

Please keep these start and end times in mind when planning your travel arrangements.

**Technicians who arrive late or depart early (without prior notice or arrangements) from training programs will be marked "incomplete" status for the class. When scheduling airline flights, be sure to allow adequate time for rental pick- up/drop-off or shuttle/taxi transportation to and from the training location.**

**Weather/Disaster/State of Emergency:** As acts of nature are often unpredictable and out of our control, there is a possibility that classes may be cancelled or dismissed with very little warning. If a class is cancelled or if early dismissal is required, homework or alternate makeup hours may be assigned to compensate for missed class time (where applicable).

Information on BMW facility closure due to inclement weather by region:

Central Region:	(847) 310-2700, 7:30am to 4:30pm Central Time
Eastern Region	(201) 307-4013, updated by 6:30am daily Eastern Time
Southern Region	(770) 552-3846, 7:30am to 4:30pm Eastern Time
Western Region	(909) 975-4301, 7:30am to 4:30pm Pacific Standard Time

If inclement weather that affects travel is expected, please contact [TrainingEnrollments@bmwna.com](mailto:TrainingEnrollments@bmwna.com) for class unenrollment to avoid complications in travel or no-show fees.

For Regional Technical Training inquiries please contact the following Technical Training Managers (RTTM's) representing your region:

Central Region – [Johnnie.N.Pena@bmwna.com](mailto:Johnnie.N.Pena@bmwna.com)

Eastern Region – [Cesar.Castaneda@bmwna.com](mailto:Cesar.Castaneda@bmwna.com)

Southern Region – [Joe.Wilson@bmwna.com](mailto:Joe.Wilson@bmwna.com)

Spartanburg Technical – [Joe.Wilson@bmwna.com](mailto:Joe.Wilson@bmwna.com)

Spartanburg Body/Paint - [Franz.Prunkel@bmwmc.com](mailto:Franz.Prunkel@bmwmc.com)

Western Region – [Paul.M.Cerne@bmwna.com](mailto:Paul.M.Cerne@bmwna.com)