

BMW Group University

2022 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 2022 Technical Training year.

Things to remember for 2022:

1. AVP required programs for the Technical Training Calendar will follow the calendar year.
 - The 2022 AVP year for Technical Training standards begins on **January 5th, 2022** and ends on **December 31st, 2022**. Technical Training Level and Specialty standards will be due by the end of the year, **December 31st, 2022** for all ST101Shop 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.
 - Training year-end exception submittals: Please note that any exception submittals will only be accepted and considered via the GroupUniversityReview@bmwna.com mailbox. Exception submittals will be considered by BMW Group University Management only. Remember: Please consult your Regional Technical Training Manager (RTTM) for guidance during the year to avoid year-end training exceptions.
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 new target due dates on page 11.

What's New for 2022?

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 has replaced web-based training, "Service Process Overview" (VO369), "Service Process: Workshop Administration and Repair Protocol" (VO366), and "Service Process: Reduction and Management of Repeat Visits" (VO368).
2. Alternative Drive Part 1 and Part 2 prerequisite web-based courses have been updated.
 - a. OLST1824 – I01 (i3) High-voltage Components and Certified Level Completed are the prerequisites for Alternative Drive Part 1 (ST1824).
 - b. I01 (i3) High-voltage Battery (OLST1825b) is now the prerequisite web-based course for Alternative Drive Part 2 (ST1825). OLST1825 – I01 (i3) High-voltage Battery Unit and ST1824 are the prerequisites for the Alternative Drive Part 2 (ST1825).
3. **The High-voltage Diagnosis Specialist (ST1821) course is currently an elective. This course will be added to the Alternative Drive Specialty Level as a requirement in 2022.**

4. Generation 4.0 PHEV Web-based courses have been added to the Alternative Drive Specialty Level requirements. Alternative Drive Part 1 (ST1824) and Alternative Drive Part 2 (ST1825) must be completed prior to these web-based courses.
 - a. SP44 High-Voltage Battery (OLST2006) must be viewed and the final test completed to qualify technicians to work on the G05 PHEV High-voltage battery. ST2006 and OLST2006 must be completed and passed prior to working on the vehicle.
5. ST2205 Generation 5 High Voltage Systems has been added to the Technical Elective Level. The prerequisite for this course is ST2006 Generation 4 High Voltage Systems. Completion of ST2205 is required before working on Generation 5 High-voltage vehicles.

2022 HIGHLIGHTS!

2022 BMW Technical Training

1. 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.

2. Level names: The chart below defines the level designations for 2022.

Technician Levels
Associate Level
Member Level
Certified Level
Master Level

3. 2022 course codes: The technical curriculum will be pushed to all Technicians and Shop Foremen during January 2022 and is available on their TMSi transcript page. If a technician has any questions, please feel free to contact their Regional Technical Training Manager for assistance. Training Path charts are available in the later pages of this document.

4. Associate-Level Technicians: This level will concentrate on Basic Automotive Technology and will consist of the following courses: Intro to BMW Group Technical Training (ST2121_E-Learning), Workshop Technology I and II (ST1801 and ST1802 respectively), Electrical Technology I (ST1803) and Chassis Technology I (ST1804). To obtain Associate Level status, the technician must register and successfully pass the Associate Level Test (BMW 1 ASE). This test is administered by Automotive Service Excellence (ASE) and taken at an ASE-Partnered Test Center. 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 ASE). If a tech was not successful in passing the Associate-Level Test (BMW 1 ASE), the following steps can be taken:

- Examine your test results to identify areas of difficulty.
- Re-enroll in an appropriate course the technician 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.

When the technician is confident in their area of difficulty, they may re-enroll in the Associate-Level Test (BMW 1 ASE).

- 5. Testing Out of Associate Level:** Based on the technician's skill level, a dealership may decide to challenge the Associate Level at any time by enrolling their technician in the Associate-Level Test (BMW 1 ASE) regardless of completion of courses in the Associate Level (with the exception of ST2121 "Intro to BMW Group Tech Training", this is still required). If the technician passes the Associate-Level test (BMW 1 ASE), they will be classified as an Associate-Level technician and may begin to enroll in Member-Level courses.
- 6. Member-Level Technicians:** This level, the technician will begin training on Basic BMW-specific technology and will consist of the following courses: Electrical Technology II (ST1807), Chassis Technology II (ST1808), Drivetrain Technology I (ST1809), and Warranty for the Service Technician (ST1811b, a 4-hour instructor-led webinar course). After completing the courses in the Member level, the technician must register and successfully pass the Member-Level test (BMW 2 ASE). This test will be administered by Automotive Service Excellence (ASE) and taken at an ASE-partnered test center. Once the ASE Member-Level test (BMW 2 ASE) is successfully completed, the technician should be enrolled in the Member-Level Hands-on Assessment (HoA) administered by BMW Group University. Once the HoA is successfully completed, the technician can now start enrolling in Certified-Level courses. If a technician was not successful in completing the Member-Level Test (BMW 2 ASE) or the 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.

When the technician is confident in their area of difficulty, they may re-enroll in the Member-Level Test (BMW 2 ASE).

- 7. Member Level:** This level can be challenged at any time when all prerequisites below have been met. 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 Test (BMW 2 ASE).
 - Successful completion of the Member Hands-on Assessment (HoA, ST1811a).
 - Dealer and Market team approval.
- 8. Certified-Level Technicians:** This level will introduce diagnosis courses: Electrical Technology III (ST1812), Body Systems Technology (ST1813), and Drivetrain Technology II (ST1814). Once all three courses are completed, enrollment into the Certified-Level Hands-on Assessment (HoA) is possible. Once the technician successfully completes this assessment, they can start taking Master-Level courses. If a tech was not successful in completing the Certified Level HoA the following steps can be taken:
- Re-enroll in an appropriate course the tech is having difficulties in.
 - Study appropriate training manuals in BMW TIS.
 - Investigate on-line training courses.
 - Enroll in Community College Automotive courses.

- In-dealer training by coaching.
- Have your Shop Foreman or Training Coordinator contact your Regional Technical Training Manager for remediation guidance.

When the technician gains confidence in their area of difficulty, they may re-enroll in the Certified-Level HoA.

9. Master-Level technicians: This level consists of two courses, Master Electrical Diagnosis (ST1816) and Master Drivetrain Diagnosis (ST1817). 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. Once the two courses are completed, enrollment into the Master-Level Hands-on Assessment becomes possible. The Master-Level HoA must be successfully completed and the technician must have an active ASE Master Automobile Technician Status at the time of review to be classified as a BMW Master-Level Technician. Please note that technicians who achieved BMW Master Level prior to December 31, 2017 will have until 12/31/2022 to become ASE Master Automobile Technician to maintain their BMW Master-Level status. A Master-Level Hands-on Assessment (HoA) at a BMW Training Center is required to be renewed every three years.

10. ASE Requirement: Technicians must maintain ASE Master Automobile Technician Status, which is renewed every five years at an ASE-partnered test center, or yearly via ASE Renewal App. Listed below are the ASE certifications required for the ASE Master Level status, these must all be active at the time of qualification review for the technician to be classified as a BMW Master Level technician:

- A1 – Engine Repair
- A2 – Automatic Transmission/Transaxle
- A3 – Manual Drive Train & Axles
- A4 – Suspension & Steering
- A5 – Brakes
- A6 – Electrical/Electronic Systems
- A7 – Heating & Air Conditioning
- A8 – Engine Performance

As with previous assessments, if the technician is not successful in completing any of the tests and/or HoA assessments, 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.
- 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).
- Investigate on-line training courses.
- Enroll in Community College Automotive courses.
- In dealer training by coaching.

11. 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.

12. ASE Test Prep Course: ASE Test Prep Course ST1848, will discuss approaches for successful completion of ASE (Automotive Service Excellence) Automobile tests from A1 through A8. The ASE Automobile tests are comprised of the following: Engine Repair (A1), Automatic Transmission/Transaxle (A2), Manual Drivetrain and Axles (A3), Suspension and Steering (A4), Brakes (A5), Electrical/Electronic Systems (A6), Heating and Air Conditioning (A7), and Engine Performance (A8). This four-hour instructor-led 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.

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.

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. We ask all guests to be mindful of attire as they visit the training centers.

BMW 2022 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)	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 Test (ST1805, BMW 1 ASE)	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 Test (ST1810, BMW 2 ASE)	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 (ST1817)	3 days
ASE Master Certification (ST2200 A1-A8)	N/A
Master Hands-on Assessment (ST1818)	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

2022 Technical Specialty and Electives Courses

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

Specialty Courses

BMW Technical Alternative Drive Level

Must be a minimum Certified Level	Duration
i01 (i3) Complete Vehicle (OLST1824)	1 hour
Alternative Drive Part 1 (ST1824)	3 days
i01 (i3) High-voltage Battery (OLST1825)	1 hour
Alternative Drive Part 2 (ST1825)	2 days
G05 PHEV Complete Vehicle (OLST2005)	30 min
WBT High-Voltage Battery SP44 (OLST2006)	1 hour

BMW Technical Diesel Level

Must be a minimum Certified Level	Duration
Diesel Technology (ST1210)	4 Days

BMW Technical Elective Level

Must be a minimum Certified Level	Duration
Model Year Update (ST1903)	2 days
Leadership in the Workshop (ST1921)	2 days
I12 Complete Vehicle (ST1408)	2 days
Generation 4 High Voltage Systems (ST2006)	2 days
Generation 5 High Voltage Systems (ST2205)	4 days
High Voltage Diagnosis Specialist (ST1821)	3 days
ASE Test Prep (ST1848_E-Learning)	4 hours

BMW Technical Body Technical Level

Must be a minimum Certified Level	Duration
BMW Retractable Hardtop Systems (ST701)	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

2022 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

2022 E-Learning Courses

Shop Foreman (ST101) / Technician (ST202)

E-Learning Catalog	Duration
Intro to BMW Group Technical Training (ST2121_E-Learning)*	4 hours
ASE Test Prep (ST1848 E-Learning)***	4 hours
48 Volt Electrical System (ST2007_E-Learning)	2 hours
G23 Convertible Top (ST2109_E-Learning)	2 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.

2022 BMW ADDED VALUE PROGRAM

TECHNICAL TRAINING STANDARDS

1. Technical Level Training Standards - The Center must fulfill ALL 2022 Technical Training standards to be fully AVP qualified.

- ST101 Shop Foreman, ST105 Productive Shop Foreman - **100%** of active Shop Foremen (ST101) at the center must be **Master Level** as of December 31, 2022.
- ST202 Technician, ST106 Team Lead – The 2022 training standard remains unchanged from 2021; centers must achieve by December 31, 2022 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.

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 2022 for entry level ST202 Service Technicians and ST210 Maintenance Technicians where individuals have a completion target due at one year from their start date.

2. Technical Specialty Training Standards

- ST101 Shop Foreman - 100% of active Shop Foremen (ST101) at the center must complete **ALL** Technical Specialties by December 31, 2022.
- ST202 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 2022 for Shop Foremen (ST101) and Technicians (ST202).

- The training completion due dates for the 2022 On Track programs are:
 - Q1 On Track due date March 31st
 - Q2 On Track due date June 30th
 - Q3 On Track due date September 30th
 - Q4 On Track due date December 31st
- 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 cancellation 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 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 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 on a monthly basis.

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, we 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.

Technical Training Program Guidelines

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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. In the event that 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 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
Eastern Region –	Cesar.Castaneda@bmwna.com
Southern Region –	Joe.Wilson@bmwna.com
Western Region –	Paul.M.Cerne@bmwna.com