

## SERVICE POLICY LETTER

<b>Reference number:</b>	<b>SPL-30-1244</b>	<b>Issued: 26 February, 2019</b>
<b>Subject:</b>	<b>Technical Assessments Launched on the Training Academy</b>	
<b>Applicable to:</b>	<b>All Dealers</b>	
<b>Distribute to:</b>	<b>After Sales Manager</b> <b>Executive Manager</b> <b>Service Manager</b> <b>Sales Manager</b>	<b>Warranty Staff</b> <b>Technician(s)</b> <b>Parts Staff</b>

Dear Colleagues,

We would like to inform you that as, part of the new 2019 level structure for Technical Training, the first stage is to assess the Dealer network.

The green level curriculum will be launched on Thursday 28<sup>th</sup> February 2019 and will be divided into five assessments:

- Electrical Principles
- AMDS and AMDSII
- Vantage Sportshift Transmission
- Vehicle Electrical Systems
- Engine Management Systems

These assessments must be completed by Friday 22<sup>nd</sup> March. After this date they will be removed from your curriculum. Incomplete assessments will result in mandatory attendance of the classroom course.

Each assessment is multiple choice and you have twenty minutes to complete each assessment. Each assessment can be completed individually to decrease disruption to workshops. When an assessment is started it must be completed, it cannot be paused or continued at a later time. If a session is not completed, you will not pass the assessment.

Before doing an assessment, it is highly recommended that you read through any previous training notes and information found on DCS II.

The pass mark for each of the assessments is 80%, and each assessment can be tried once. The assessments are designed to test your knowledge.

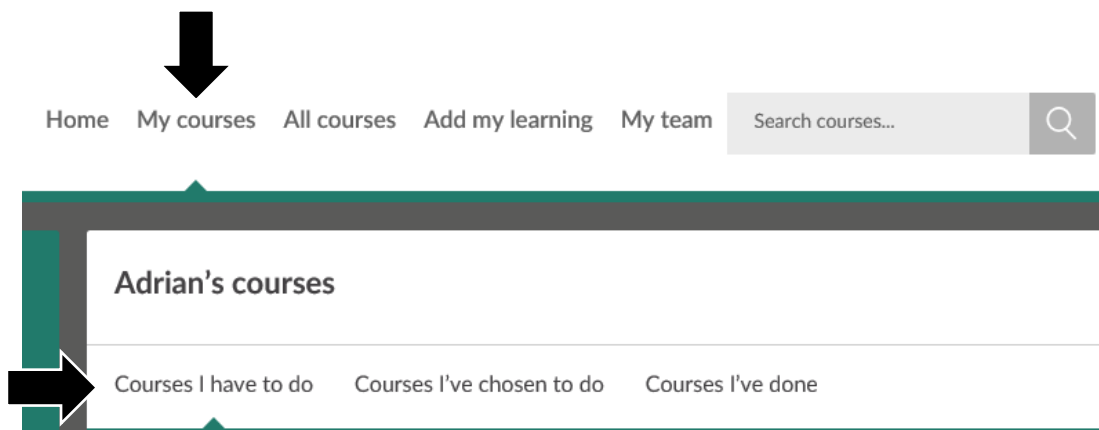
Multiple attempts of the assessment are visible. If an assessment has been completed more than once you will automatically have to attend the classroom course.

We recommend that you do the assessment in the "Google Chrome" web browser. If you have any problems with the assessment or cannot log into the academy, please contact [technical.training@astonmartin.com](mailto:technical.training@astonmartin.com)

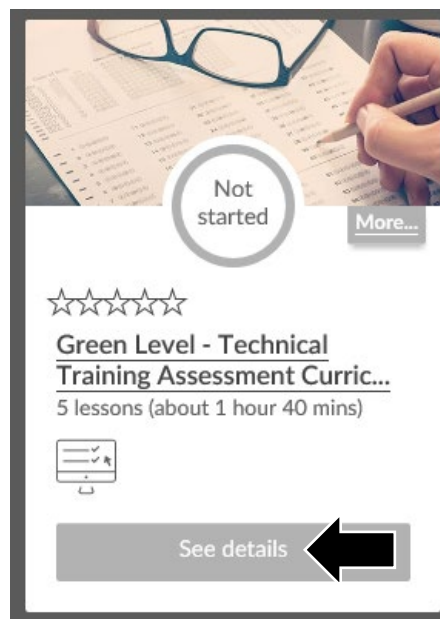
When a problem is logged, please provide as much information as possible and include a screen shot of the problem. If a problem is not resolved, you will not pass the assessment and you will have to attend the classroom course.

After the 22<sup>nd</sup> March, we will collect all the results. We will then build your individual learning path to make sure that you achieve a green level status as quickly as possible. When you have your learning path, you will have access to book onto the necessary classroom courses.

To access the assessment curriculum, log in to the Training Academy and navigate to “My courses”. Then click on “Courses I have to do” as follows:

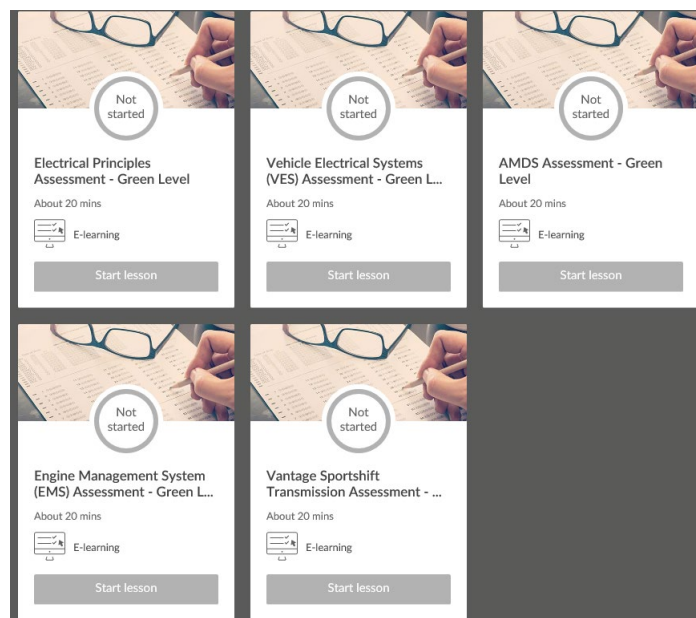


Navigate to “Green Level – Technical Training Assessment Curriculum” and click on “See details”.

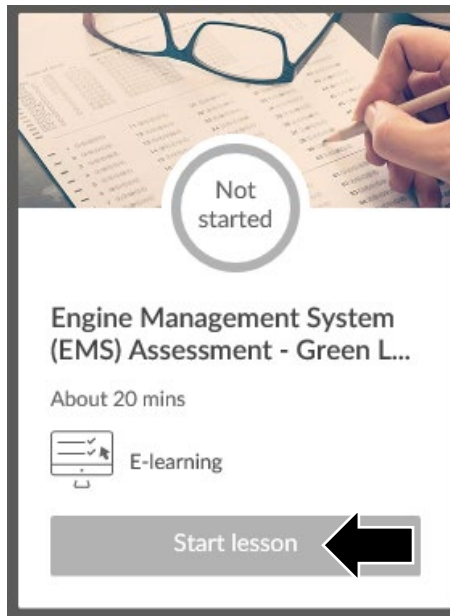


**Note: The assessments will also be available in Chinese, French, Italian, German, Japanese, Spanish and Russian.**

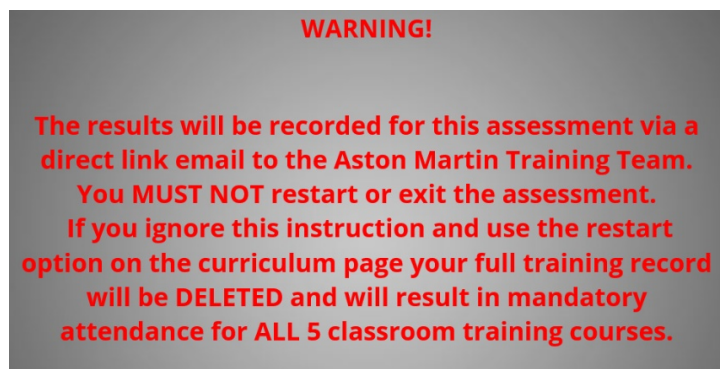
The five assessments are now available to complete:



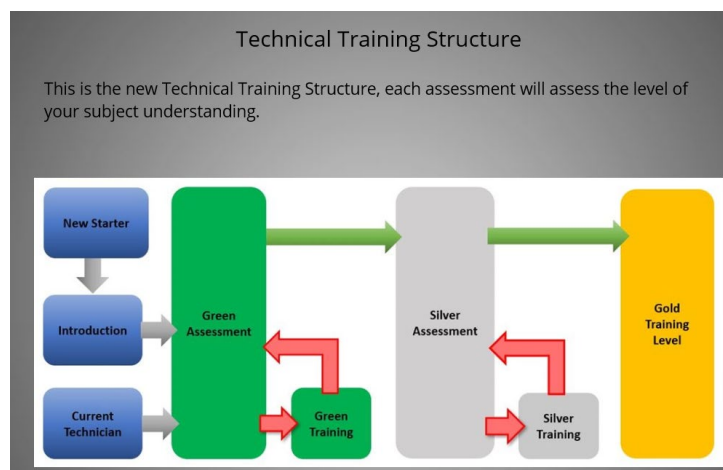
When you are ready to start an assessment, click the “Start Lesson” button on the applicable assessment:



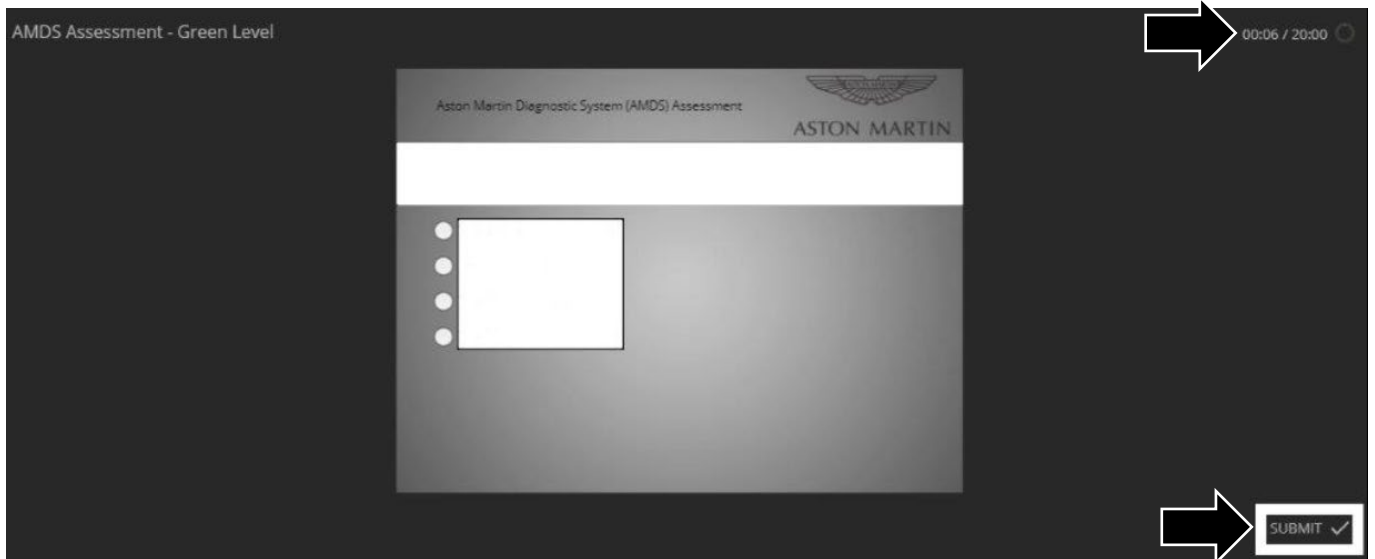
When you start each assessment a “WARNING” window will appear. Make sure that you read and follow the instruction. You will not be able to progress from this window for one minute. When the “NEXT” button is available click “NEXT”.



The “Technical Training Structure” window will now be shown:



A timer will be shown in the top right of the window. This will not begin until you have answered the first question. Work through the assessment until you answered all 20 questions. You will not be able to progress to the next question until you have submitted your answer.

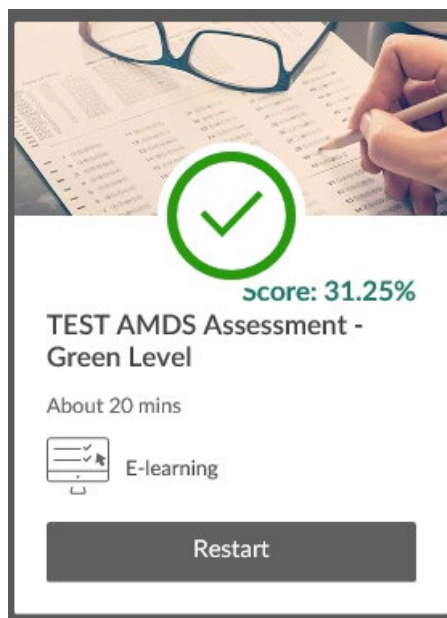


When you have answered the last question, you will be asked to close the session. Click the “X” button in the top right of the window. Your results will now be submitted to the Technical Training team.



After the 22<sup>nd</sup> March, the training team will collect all your results. We will then assign any applicable classroom courses that are necessary to achieve a green level status.

You will now be directed back to the curriculum. This will show a percentage score and a green tick. This assessment is now complete.



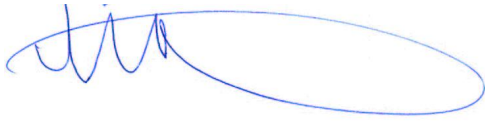
Do not click “Restart” as this will cause an automatic failure of the assessment. Mandatory attendance of the classroom course will now be necessary.



Make sure that you have completed all five assessments by Friday the 22<sup>nd</sup> March. Good luck and we look forward to your attendance on the training courses during 2019.

If you have any questions about this Policy Letter, please contact [technical.training@astonmartin.com](mailto:technical.training@astonmartin.com) as soon as possible.

Yours faithfully

A handwritten signature in blue ink, consisting of a series of loops and a long horizontal stroke, enclosed within a blue oval.

Steve Tiltman

Senior Manager, Client Services Technical