



2026 BEV Certification

Toyota Sales and Service dealership staff are being offered comprehensive e-Learning modules to become the "Best in Town" choice for a BEV purchase and service.

Four modules will prepare you with foundational knowledge of BEVs. All courses are required to achieve your 2026 BEV Certification. *

2026 BEV Certification Courses

- PA467-OL : Charging 101
- PA468-OL : Batteries and Service
- PA469-OL : Intro to Electric Vehicles Sustainment
- PE245A-OL : BEV, Plug, Learn and Process

Roles Required to Complete this Certification

- Sales Manager
- Service Manager
- Assistant Service Manager
- Product Advisor
- New/Pre-owned Product Advisor
- Service Advisor
- Delivery Specialist
- Technology Expert

* **If you achieved your BEV certification in 2025**, you are considered certified for 2026 and do not need to complete these courses.

[Start the Course](#)

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2026 RAV4 Walkaround Guide

This updated resource provides a complete tour of the refreshed bZ - including its redesigned exterior, upgraded interior, enhanced performance, improved charging technology, and revised grade structure.

The guide is designed to help everyone better understand the vehicle and confidently communicate its key highlights to customers.



[More Details](#)



2026 bZ Woodland and 2026 C-HR e-Learning Module

This e-learning module offer several advantages for both students and managers. They will allow students to complete on their own time, without prior registration from a manager. They can pause as needed, start where you left off, allowing you to address a customer who comes in unannounced. It also allows for better and more accurate completion tracking for managers as well.

Contact your Regional Training Manager if you have questions about this or any other product.

[Start the Course](#)



Toyota Customer Service Framework Sessions

Toyota Customer Service Framework training helps build and foster a culture of guest service excellence within your dealership.

All TCSF courses have been developed in collaboration with the Disney Institute for Toyota Dealers in Canada and are delivered virtually by the familiar Disney Institute facilitators you've come to know.



March 18 (in French)

- 9:30am ET – Role Modelling Through Relationships (TD706 -VL part 1)
- Noon ET - Role Modelling through Relationships (TD707-VL part 2)
- 3pm ET – Coach for Peak Performance (TD700-VL, part 1)

March 19

- 9:30am ET - Utilizing Team Member Recognition and Care as a Key Driver to Success (TD703-VL, Part 2)
- Noon ET - Coach for Peak Performance (TD701-VL, Part 2)
- 3pm ET - How Leaders Communicate to Drive Performance and Build Culture (TD704-VL, Part 1)

Contact your Dealer Admin to enroll for these sessions.

[Register Today](#)



March's SalesPro Now Live

Ensure that you complete this quiz, as it holds points toward the President's Program.

If multiple attempts are made, it may take up to 48 business hours to reflect the new score.

Reach out to salesprotoyota@toyota.ca with any questions.

[Start the Quiz](#)



Habits that Define a Great Technician

Habits make the difference between a technician who earns trust and one who creates problems. Great technicians are not only defined by what they know but by how they work. Following good habits ensures safety, quality, and customer satisfaction.



Poor Habits

- Skipping Steps - Rushing work without following Toyota/Lexus procedures
- Poor Documentation - Leaving gaps in service records or repair logs
- Resistance to Learning - Ignoring new tools, systems, or training opportunities
- Weak Communication - Not updating the team or leaving customers unclear about the work
- Poor Time Management - Spending too long on minor tasks while delaying priority repairs
- Messy Workspace - Disorganized tools and bays cause delays and potential hazards
- Guessing Instead of Diagnosing - Replacing parts without testing properly
- Ignoring Safety Rules - Cutting corners on PPE or standard safety checks

Good Habits

- Attention to Detail - Double-checking work prevents small mistakes from turning into major issues
- Proper Documentation - Recording repairs and maintenance ensures accuracy and accountability
- Continuous Learning - Staying up to date with Toyota/Lexus' latest technology and training
- Effective Communication - Explaining findings clearly to teammates and service advisors
- Time Management - Prioritizing tasks and respecting service timelines
- Clean and Organized Workspace - Keeping tools and bays tidy improves efficiency and safety
- Problem-Solving Mindset - Diagnosing issues methodically instead of rushing to assumptions
- Safety First - Following safety standards at all times

Strong technician habits uphold the reputation of Toyota/Lexus and reinforce customer confidence. By committing to best practices every day, technicians ensure the highest standards of safety, efficiency, and customer satisfaction.

QUOTE



“ One child, one teacher, one book and one pen can change the world.

~ Malala Yousafzai

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