



**APPENDIX C | MINI CCRC PROGRAM
TRAINING REQUIREMENTS.**



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1. COMPLIANCE AND CERTIFICATION STATUS

Proper training is important to providing the premium collision repair services MINI USA expects from CCRCs. If a CCRC fails to meet training guidelines within the time limits established and no extension is granted, the CCRC will be classified as non-compliant, which could result in de-certification as a CCRC and termination of its sponsoring agreement.

A. PREREQUISITE FOR INITIAL CERTIFICATION

Prior to approval as a CCRC, the CCRC must have **at least 25% of its technical training requirements completed**. Newly enrolled CCRCs must then be in full compliance with its training requirements within 12 months of MINI USA's initial approval of the CCRC. If the CCRC is using the BMW Group ColorSystem paint, a minimum of one paint technician needs to attend training prior to installation of ColorSystem. The remaining paint technicians must attend training within 12 months from the installation of ColorSystem in the CCRC.

B. ONGOING TRAINING REQUIREMENTS

Thereafter, all CCRCs will be given training requirements each year and must complete all training requirements by December 31 of the same year. As training requirements and course codes periodically change, please refer to the TMSi platform for the most current requirements. You may also contact your Regional Wholesale, Body & Paint Manager (RWBPM) for assistance.

C. EXTENSIONS

If a CCRC can demonstrate that it made a good faith attempt to meet the training requirements, but could not complete the required training, MINI USA may, in its discretion, grant the CCRC an extension of its training deadline. If a CCRC needs to request an extension, they should contact their RWBPM in writing at least 60-days prior to the deadline explaining why the extension is needed and indicating the length of the extension they are requesting.

2. DETERMINING WHO NEEDS TRAINING

The total number of CCRC staff requiring MINI training will be based on CCRC's MINI repair volume, in dollars, as a percent of its total repair business. The CCRC must provide the names of all of CCRC staff dedicated to MINI repairs to the sponsoring MINI Dealer for including in the Dealer Enrollment Management System (DEMS). CCRC staff will be required to meet the training standards established by MINI USA based on their DEMS job classification.

MINI USA will develop the training plan each year. Adjustments to training plans may occur during the calendar year due to newly introduced training programs and / or changes to the CCRC's technician count. Newly certified CCRCs will receive a training plan at the onsite certification visit. A CCRC's progress towards completing their training plan is monitored regularly and its status is available in CCRC Auditing Platform.

When considering training compliance, it is important to note the following:

- The number of required technicians rounds up. For example, if the formula result indicates that 2.1 technicians need to complete a class, three technicians must complete the specified course to be in compliance.
- Only those courses completed by associates or technicians who are regularly involved in physically performing body and paint repairs to MINI vehicles will count towards meeting the skill level requirements.
- Technician training courses completed by managers, production coordinators, advisors, or other support staff members will not count towards certification requirements.
- Combination technicians will be treated as both body and paint technicians.

3. CCRC TRAINING REQUIREMENTS BY JOB CODE

The following job codes must complete their respective required training curriculum:

Dealer-owned CCRC:

- SB101: Body Shop Manager
- SB202: Body Shop Estimator
- SB203: Body Shop Painter
- SB204: Collision Repair Technician

Independent CCRC:

- SB501: Contractor Body Shop Manager
- SB504: Contractor Body Shop Estimator
- SB505: Contractor Body Shop Painter
- SB506: Contractor Collision Repair Technician

Combination technicians need to meet requirements of both painters and collision repair requirements.

4. NON-COLORSYSTEM PAINT REQUIREMENTS

For CCRCs not using BMW Group ColorSystem, a copy of the vendor's training certificate must be provided to MINI USA in order to receive credit for training.