

# EURO ACADEMY



## **EURO ACADEMY: INTELLIGENCE FOR YOUR BUSINESS**

The Euro Academy offers you access to our teams of experts in three different ways: a technical helpline; an online diagnostics and repair database; and a training facility.

### **HELPLINE**

The Technical Helpline provides troubleshooting, repair and diagnostics assistance and technical information on any vehicle, any manufacturer.

We have access to repair manuals, circuit diagrams, parts catalogues and component locations for any vehicle that comes into your workshop. Whatever you're looking for, we can find it – saving you time and money.

One call could save hours tracing an elusive component failure – whatever the problem you're tackling, chances are we've already heard about it. And know how to fix it.

### **ONLINE TROUBLESHOOTING**

Euro Vehicle Troubleshooting is an online diagnostic database and reference library that gives access to a database of over half a million technical queries resolved over the last 10 years. With an average of 600 repairs added each day – over 100,000 issues were resolved last year – the database is constantly growing and becoming increasingly sophisticated, learning multiple root causes of problems, fault codes and failures.

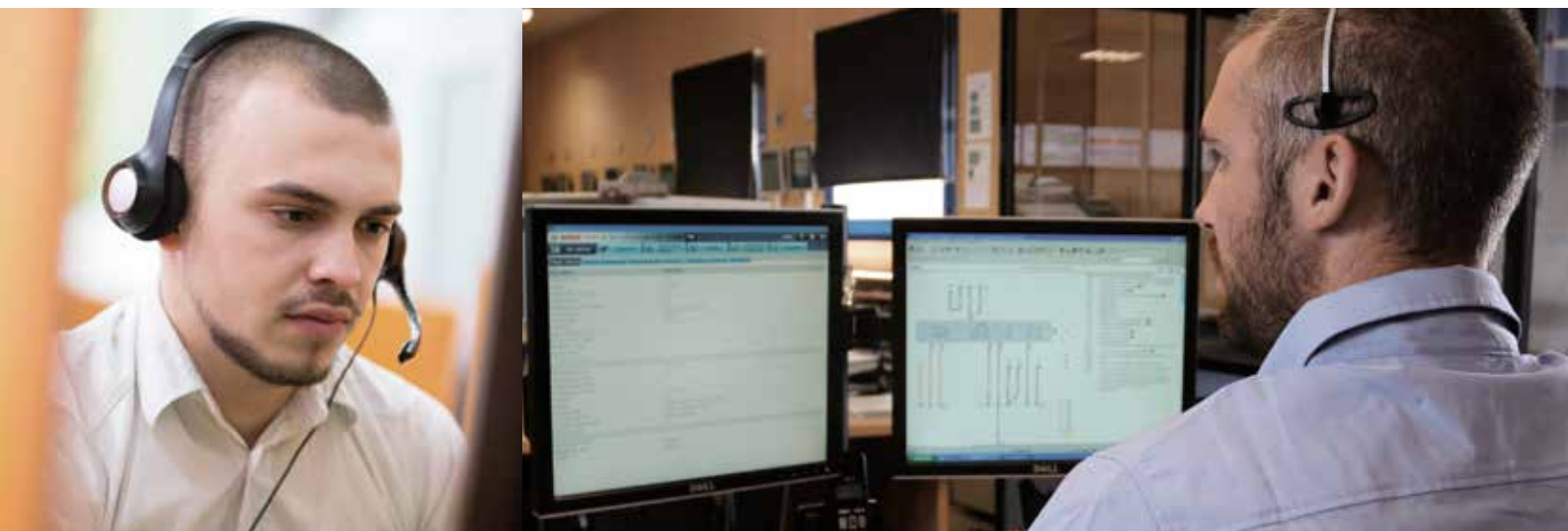
Euro Vehicle Troubleshooting places all this knowledge at your fingertips, helping with troubleshooting, giving you the technical information you need and detailing exactly how to effect the repair.

It's like having another factory-trained master technician in your workshop, solving problems and guiding you through diagnostic and repair procedures – whatever brand of vehicle you're working on, and whatever make of test equipment you use.

**ONE CALL  
COULD SAVE  
HOURS**

**DEDICATED  
SPECIALISTS  
WHO KNOW HOW  
TO FIX YOUR  
PROBLEM**

**OVER 100,000  
ISSUES RESOLVED  
LAST YEAR**



## EURO ACADEMY TRAINING

Euro Academy training courses cover all areas of mechanical, electrical, electronic and diagnostics fault-finding and repair over the entire vehicle.

We offer a structured solution that spans all ability levels from Basic to Master Technician; in fact, it's all the training your business will ever need. Technicians achieve career development from Academy training, gaining qualifications that prove they are competent to repair your customers' vehicles.

### Online Technician Assessments

Preliminary online Technician Assessments help us to gauge every technician's current ability and level of understanding – we don't waste time going over ground that's already been covered.

The Assessment consists of a questionnaire divided into three subjects: Mechanical, Electrical and Electronics, and Diagnostics. Each subject is further divided into five sub-sections focusing on particular vehicle systems with five questions each,

so the candidate has 75 questions to answer in 75 minutes. The results quickly and clearly indicate the technician's technical strengths and weaknesses.

Technician Assessments are a valuable tool for employers, allowing technicians to be graded according to ability, and can be used as part of a strategic recruitment and remuneration policy.

They also enable us to structure personal training plans, tailored to the individual needs of the technicians.

### Tailored Training Plans

Depending upon ability, a personal plan will cover up to 18 different subjects at either Basic or Advanced Level, spanning either two years for Advanced or three years for Basic Level technicians. Each subject is covered by eight hours of e-learning, accessed wherever and whenever it suits the technician, and eight hours of on-site practical training. On-site training takes place at a venue determined by the location of the trainees, and is restricted to no more than 10 technicians at a time.

Personal training plans lead to Master Technician status, a degree of excellence that qualifies technicians for ongoing training on new technologies and systems implemented in the latest vehicles, allowing businesses to develop and diversify into new specialities and offer new services.

### Master Technician Training

At this level, courses adopt a modular structure, split 30% theory and 70% practical. Every two-day module includes an introduction to the course and details of the car, the system and its various components. The rest of the module is hands-on in the workshop, with a Master Technician and one of our specially prepared vehicles.

We have 35 cars fitted with electronic fault simulators, programmed to reproduce up to 28 real technical faults. They are popular models that reflect the vehicles on the road today, the cars you will see in your workshops with problems that you will face. You can learn how to diagnose and repair faults on DPFs, DSGs, CVTs, Haldex systems, CAN Bus, Driver Assistance and Start/Stop technology, even electric and hybrid vehicles.



Course content is continually re-assessed and is aligned to the Euro Vehicle Troubleshooting online helpline – as the database grows, so these known faults and repairs are incorporated into the syllabus, to keep the training up to date and give technicians the information they need.

Practical training can, when convenient to those attending, be held in Euro Academy's new IMI Approved Centre, where all training sessions are IMI Quality Assured. Of course, we can hold sessions at any suitable location if logistically preferable.

## IMI QUALITY ASSURED

### ACADEMY MEMBERSHIP

The Euro Academy provides its members with fast, easy access to the technical information and training they need to stay at the forefront of technology and give them a competitive edge in the marketplace. Or, more simply, we put a team of master technicians in your workshop, whenever you need them.

There is a price to pay for such an advantage but it's a lot lower than you might think. Euro Academy Membership is available by annual subscription, paid monthly in instalments. There are three levels of Membership to choose from:

Level 1 – Full, unlimited use of the Helpline, unlimited access to Euro Vehicle Troubleshooting and unlimited online Technician Assessments

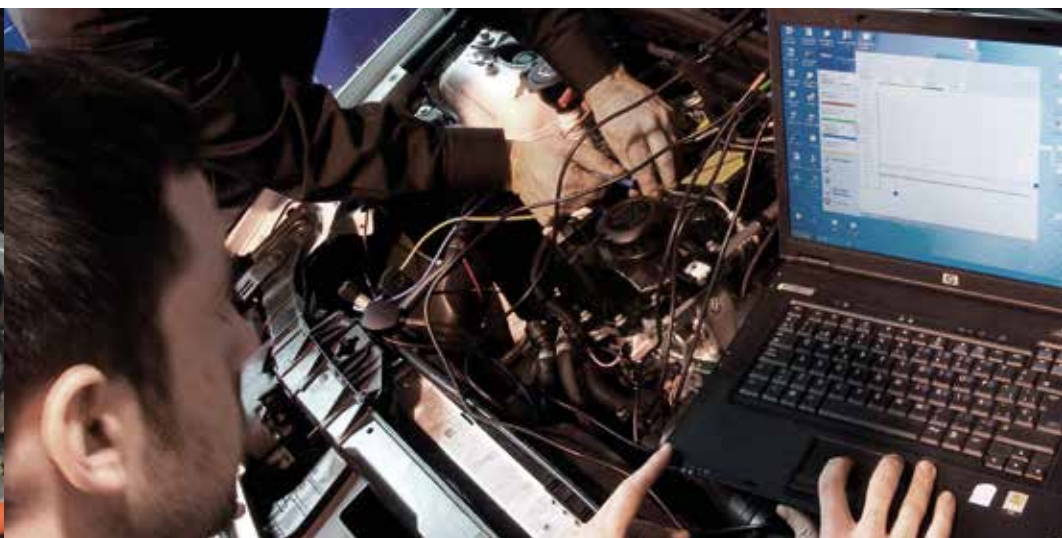
Level 2 – Full, unlimited use of the Helpline, Euro Vehicle Troubleshooting and online Technician Assessments as above, plus a two-day training course for one technician each year

Level 3 – Full, unlimited use of the Helpline, Euro Vehicle Troubleshooting and online Technician Assessments as above, plus three two-day training courses each year

**IT'S LIKE  
PUTTING A TEAM  
OF MASTER  
TECHNICIANS IN  
YOUR WORKSHOP,  
WHENEVER YOU  
NEED THEM**

### INTERESTED?

Call your local ECP Branch Manager for further details, to register your interest or to apply for Membership.



# EURO ACADEMY: AUTOMOTIVE INTELLIGENCE

**The new Euro Academy has been formed by Euro Car Parts to provide an industry-leading technical information resource**



**It's a helpline when you need it**



**It's a diagnostics database and reference library when you need it**



**It's a training course when you need it**

Three Membership levels available with easy monthly payments, offering:

- Unlimited telephone technical helpline access
- Unlimited access to online Euro Vehicle Troubleshooting
- Unlimited online Technician Assessments
- Tailored Technician Training Plans
- IMI Quality Assured Training

**IT'S LIKE HAVING ANOTHER  
FACTORY-TRAINED  
MASTER TECHNICIAN  
IN YOUR WORKSHOP**

