

COMMERCIAL BUSINESS

DOB: 16-139-TP
Date: March 31, 2016
To: North American Commercial Distributor Principals & Service Managers
From: Eric Baumeister, Manager - Service Training
Theresa Charpentier, Sr. Manager - Distributor Service Development
Matt Uveges, Manager - Technical Services
Subject: Commercial Factory Education: Master Technician Hands-on Certification Training Course - Summer 2016 Sessions

This bulletin announces our offering of the Master Technician Hands-on Certification Training Course twice during the summer of 2016. Dates are:

- July 25 (Monday) to July 29, 2016 (Friday)
- August 8 (Monday) to August 12, 2016 (Friday)

For additional information regarding technician qualifications and prerequisites required for Hands-on course registration, contact your Field Operations Manager (FOM).

Master Technician Hands-on Certification Training Course Details:

Each course is a five-day instructor guided program offered to distributor technical personnel only. This course will combine instruction with hands-on sessions, and is a final step required for distributor technicians to achieve their Master Technician Certification status.

During this course, technicians will apply and validate knowledge and skills learned through work time and the online training courses as well as advanced topics discussed during this week long session. Topics covered are:

- ✓ Advanced Hydraulics
- ✓ Advanced Electrical and Hybrid Technologies
- ✓ ToroDIAG and CAN Communications
- ✓ Advanced Tier 4 and Software Packages
- ✓ Sprayer Diagnostics

Master Technician Course Prerequisites: Prior to a participant being enrolled in the Master Technician Hands-on Certification Training course, they **must be Systems Certified** and should have completed all of the following Toro University Online training programs:

- Greensmaster (Online)
- Groundsmaster 5900 (Online)
- Reelmaster 5010 (Online)
- Workman Vehicles (Online)
- **Sprayer Systems*** (Toro instructor-led training (ILT) or GCSAA certificate)

*** Note:** Successful completion of either (1) Toro Instructor-led (ILT) Sprayer Training Program or (2) a GCSAA online Sprayer Certification program is now an additional requirement **prior** to enrolling in the Master Technician Hands-on Course.

Toro ILT: The Sprayer Systems education prerequisite can also be satisfied if a participant has previously participated in a (Toro sanctioned) hands-on Sprayer Training Session (Toro Instructor led program).

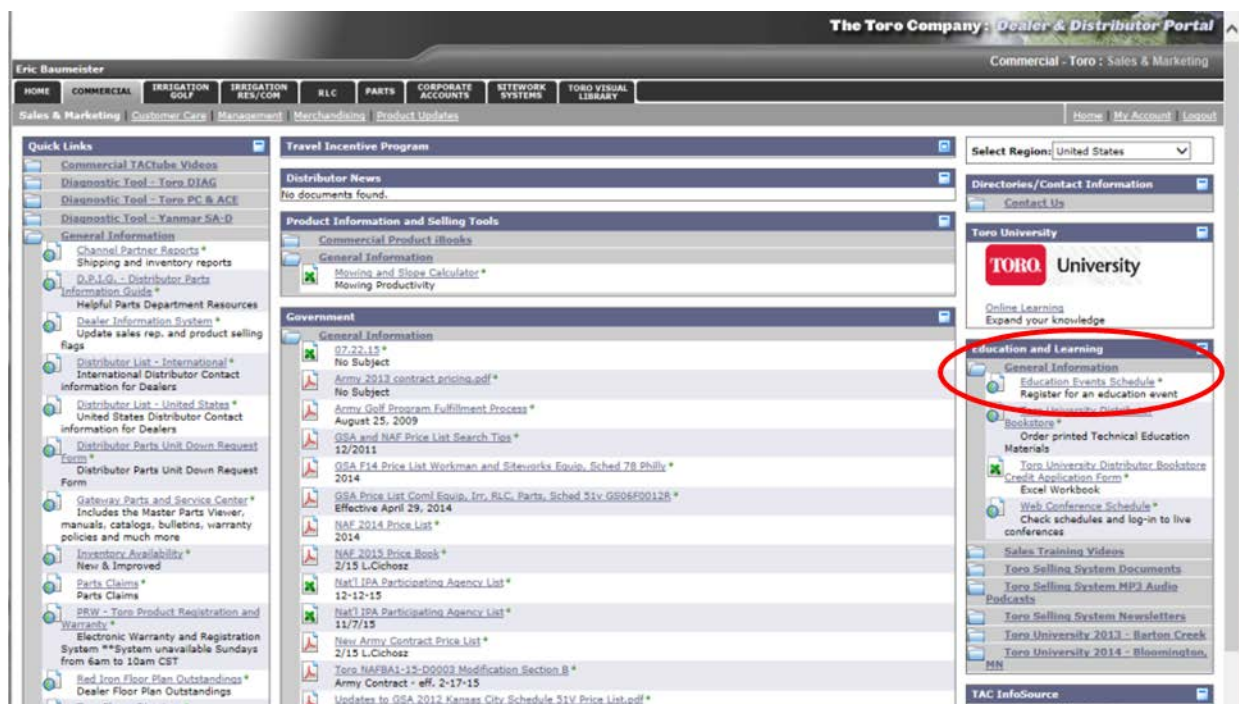
GCSAA: Additional information regarding the GCSAA online Sprayer Certification program can be found here: <http://gcsaa.protraining.com/index.cfm>. Paper books or ebooks for the GCSAA Sprayer program may be obtained from here: <http://www.lulu.com/spotlight/igcema>.

The Master Technician Certification title will be awarded once all the requirements are met and the course is successfully completed.

Course Registration Information:

Online registration for either session will be open on April 1, 2016. All registrations must be created (by distributor) through the Toro Distributor portal at partner.thetoroco.com.

Click on **Education Events Schedule** to access the registration site.



The screenshot displays the 'The Toro Company: Dealer & Distributor Portal'. The top navigation bar includes links for HOME, COMMERCIAL, IRRIGATION, GOLF, IRRIGATION RES/COM, RLC, PARTS, CORPORATE ACCOUNTS, SITEWORK SYSTEMS, and TORO VISUAL LIBRARY. Below this, there are tabs for Sales & Marketing, Customer Care, Management, Merchandising, and Product Updates. The main content area is divided into several sections: Quick Links, Travel Incentive Program, Distributor News, Product Information and Selling Tools, Government, and Education and Learning. The 'Education and Learning' section on the right is highlighted with a red circle, and it contains a link to 'Education Events Schedule'.

Tuition Information:

Master Technician Hands-on Certification (five-day) Training Course: \$1,495 USD*

<u>Included in tuition:</u>	<u>Not included in tuition:</u>
<ul style="list-style-type: none"> • Lodging in a single room • Breakfast, lunch and dinner throughout the training program • All transportation between the hotel and Toro facilities/training locations • Complete session reference materials 	<ul style="list-style-type: none"> • The cost of travel (to and from Minneapolis) is not included and will not be reimbursed. Distributors and/or customers are responsible for making their own travel plans accordingly. • If participant needs to arrive early or depart later than the program dates, your distributorship will be charged for each extra room night

*= Early Registration fee. Registration fees increase 15 days prior to a session, and are subject to availability.

Additional hotel, airport and tuition information will be available on the registration site and provided in the confirmation email received once a participant is registered.

Class Size Requirements:

Master Technician Hands-on Training course class size is limited to twelve participants per session, with a minimum class size of eight students. If the minimum attendance is not met 30 days prior to scheduled class, the course may be cancelled or participants shifted to a different session (if an alternative exists). Only registered participants will be notified of cancellation or changes.

Because of this policy, please do not book any travel arrangements more than 30 days in advance of a scheduled class.

For additional information contact:

- **Technician qualifications and prerequisites required for registration:**

Your Field Operations Manager (FOM)

- **Training content:**

Eric Baumeister

952-887-8839

eric.baumeister@toro.com

- **Travel and registration:**

Jan Oakland

952-887-8936

jan.oakland@toro.com