

# Porsche sets the training benchmark

**06/05/2021** Porsche Cars Australia has opened a new, purpose-built training facility in Melbourne, ensuring Porsche Centre staff around Australia receive the highest levels of training and technical support.

Designed in conjunction with Porsche AG, the facility will house year-round programs of all kinds, with the ability to host technical training for all Porsche products, be they Electric Vehicles (EV), Plug-In Hybrid Electric Vehicles (PHEV) or Internal Combustion Engine (ICE) vehicles.

Completed in late 2020, the facility has already educated technicians from all Australian Porsche Centres in the preparation, services and repair of the Taycan. It will also re-train both front-line sales staff and technicians annually, or as required with the advent of new technology.

Most Porsche dealer personnel, from receptionists through to workshop technicians, are expected to receive advanced training at the new facility by the end of 2021.

The Essendon Fields facility allows for a higher level of specialised product training for everyone in the Australian Porsche network, according to Porsche Cars Australia Training Manager Heath Francis.

Those undertaking the facility's intensive hands-on technical courses must pass Porsche's High Voltage Technical (HVT) training for the maintenance of Porsche Cayenne and Panamera PHEV models before receiving the more intensive Taycan training.

Porsche sales staff throughout the dealer network have also been given specific Taycan EV training.

However, while the arrival of the Taycan set the timeline for the establishment of the Essendon Fields facility, Francis says the elevated level of technical and product training will benefit all Porsche owners, right from Classic owners all the way through to the most modern models.

"The Taycan and its new EV technology were the catalyst to bring the new Porsche Training Centre to reality. The aim is to certify more technicians throughout our organisation.

"Owners will be able to take confidence that the service technician that maintains their Porsche will have the highest level of training, no matter what Porsche Centre you visit."

Francis said training programs for Taycan given Porsche Centre staff extensive knowledge of the latest EV technology, but that other state-of-the-art features such as driver assistance systems and connectivity were also a major part of the curriculum.

Francis said while the Taycan was a pioneering model in terms of technology, it also offered considerable emotional appeal to traditional Porsche enthusiasts, because it delivered a true, undiluted Porsche sports car driving experience.

"No-one who has driven a Taycan doubts that they are driving a true Porsche," said Francis.

"The training we can offer in the facility ensures our network is ready to manage any Taycan enquiry from owners and potential owners alike, with the high level of service they have come to expect from Porsche."

The new Essendon Fields facility joins a network of other EV-capable Porsche training facilities in major markets around the world. It ensures Taycan owners receive Porsche-standard service and support wherever the Taycan is sold. It is considered the benchmark for electric vehicle support in Australia.

The 'greenfield' Melbourne facility consists of a new brand lounge, two dedicated classrooms and two spotless workshops where participants completely strip and then re-assemble a new Taycan. A 50kW EV charging station is situated at the front of the building, with two 22kW charging modules – each similar to those that interact with the Taycan's Home Energy Manager – at the rear of the facility.

The new Brand Presentation Lounge and Workshop were developed in conjunction with Australian interior design specialist CoCo Republic (a company already well-known to many Porsche customers).

The newest training program for the Taycan is a five day program, with approximately a dozen technicians per session. The trainer-to-participant ratio ensures that knowledge is absorbed in an intimate setting and that training is a rewarding experience for Porsche Centre staff.

## Consumption data

**Taycan Turbo S Cross Turismo** (Predecessor model)

**911 Turbo S** (Predecessor model)

**Taycan 4S Cross Turismo** (Predecessor model)

**Taycan Turbo S** (Predecessor model)

\*Further information on the official fuel consumption and the official specific CO<sub>2</sub> emissions of new passenger cars can be found in the "Leitfaden über den Kraftstoffverbrauch, die CO<sub>2</sub>-Emissionen und den Stromverbrauch neuer Personenkraftwagen" (Fuel Consumption, CO<sub>2</sub> Emissions and Electricity Consumption Guide for New Passenger Cars), which is available free of charge at all sales outlets and from DAT (Deutsche Automobil Treuhand GmbH, Helmuth-Hirth-Str. 1, 73760 Ostfildern-Scharnhausen, [www.dat.de](http://www.dat.de)).

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