

Toyota Australia National Dealership & Supplier Training 2026

Client Overview

Toyota Australia operates a broad network of dealerships and suppliers across the country. Consistent training is a priority for their teams, who support customers and maintain high operational standards.

The Challenge

Toyota Australia needed to deliver the same capability training across 11 locations nationwide. Each site had different teams and varying levels of AV/IT familiarity, which made it difficult to keep delivery uniform.

Cliftons was brought in to lead the pilot program, guide Toyota Australia's internal teams, and coordinate the national rollout so every session followed the same structure and setup.

Locations Delivered

- Sydney (2 sites)
- Brisbane
- Melbourne
- Canberra
- Adelaide (regional)
- Perth
- Toyota onsite offices

The Solution

Pilot Program Leadership

Cliftons led the early sessions, working closely with Toyota Australia to refine the setup and identify what would scale across the country.

"Cliftons played a big role in getting the pilot right early, which made the rollout much easier. They helped us stress test the setup, timings and room layouts during the pilot and were quick to call out what would or wouldn't scale." - Senior Change & Training Specialist (ERP Transformation), Toyota

Once the pilot was complete, Cliftons coordinated the national schedule and handled the logistics for each location.

"From our side, it felt organised and controlled, even though we were delivering the same training repeatedly in different cities." - Senior Change & Training Specialist (ERP Transformation), Toyota

Consistent Venue and AV/IT Setup

Every location followed the same room layout, equipment configuration, and technical standards. Facilitators could walk into any site and know exactly what they would find.



“The consistency was strong. No matter the location, the rooms were set up the same way, AV was reliable, and the tech just worked.”
 – Senior Change & Training Specialist (ERP Transformation), Toyota

Cliftons' on site teams were attentive and quick to act.

“Their on site teams were switched on and proactive—they were usually already across issues before we even knew about them, which helped sessions run smoothly without distracting from the training.” – Senior Change & Training Specialist (ERP Transformation), Toyota

Collaboration With Toyota Australia's Internal Teams

Toyota's teams worked closely with Cliftons throughout the project. Communication was clear, and adjustments were handled without fuss.

“They were easy to work with and very responsive. Communication was clear, and they understood the pressure and moving parts that come with large scale dealer training. They were flexible when things changed and practical in how they approached problems.”
 – Senior Change & Training Specialist (ERP Transformation), Toyota

A Reliable, Repeatable Delivery Model

Once sessions were scheduled, Toyota Australia could focus on content and participant engagement.

“Once a session was locked in, we didn't need to worry about the venue or tech side—we trusted it would be handled. Cliftons reduced risk and complexity for a nationwide rollout, which is exactly what we needed.”
 – Senior Change & Training Specialist (ERP Transformation), Toyota

Participation Overview

Location	Dates	Attendees
Sydney 1	1–2 Apr 2026	25
Sydney 2	25–26 Mar 2026	30
Brisbane	25–26 Mar 2026	25
Melbourne	24 Mar 2026	10
Canberra	19–20 Mar 2026	20
Adelaide	16–17 Mar 2026	25
Perth	11 Mar 2026	25



What the Client Says

Toyota highlighted Cliftons' leadership, consistency, and reliability across the project:

“Cliftons played a big role in getting the pilot right early...”

“From our side, it felt organised and controlled...”

“The rooms were set up the same way, AV was reliable, and the tech just worked.”

“Their on site teams were switched on and proactive.”

“They were easy to work with and very responsive.”

“We didn't need to worry about the venue or tech side—we trusted it would be handled.”

Delivery Model

- Hands on facilitation in computer labs
- Centralised project coordination
- Standardised AV/IT and venue setup across all 11 locations
- Scalable model for Toyota's internal teams

Conclusion

Cliftons delivered a national training program that followed the same structure and quality across every location. By leading the pilot, coordinating logistics, and standardising AV/IT setups, Cliftons gave Toyota Australia a repeatable model that supported both the rollout and future internal delivery.

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