

<http://tinyurl.com/SocietyofRVProfessionals>



VISIT your **society's webpage** and learn about resources and benefits for members of the **Society of Certified RV Professionals**. Use the link above or click on the "society" button on the RV Learning Center homepage to find out about:

- Certification and recertification
- Professional recognition program
- Free weekly webinars
- Links to CEU opportunities

"Whatever the economic climate . . . all RV dealerships need to find ways to reduce costs and attract and retain customers. The RV Learning Center's products and programs offer solutions that help dealers develop employees to grow revenues and increase profitability."



Jeff Pastore
Hartville RV Center
Chairman, Mike Molino RV Learning Center

MIKE MOLINO RV LEARNING CENTER
3930 University Drive, Fairfax, VA 22030-2515
Phone 703-591-7130 / FAX 703-359-0152
www.rvlearningcenter.com
info@rvda.org

Aug 2015



Employee Certification

Bring the power of certification programs to your dealership

RV Learning Center Certification Programs:

- Service Manager
- Service Writer/Advisor
- Warranty Administrator
- Parts Manager
- Parts Specialist



RVDA-RVIA RV Service Technician Certification Programs:

- Registered Technician
- Certified Technician
- Certified Specialist



RV Learning Center Certifications

Created for the people who are 'the face' of your dealership

The Mike Molino RV Learning Center offers nationally recognized professional certification that supports career development and professionalism. Top performing employees not only create **confident and loyal customers**, they create **more customers**.

For the DEALER, certification means...

- Increased employee retention: Investing in your employees' professional development will demonstrate your commitment to them.
- They will feel valued. In turn, they will be more engaged and committed to the dealership.
- Higher level of professionalism among employees.
- Accurate knowledge and ability evaluation: Certification provides a standardized benchmark to distinguish top performers and help evaluate potential job candidates.

For the INDIVIDUAL, certification means...

- Self-confidence: Certification gives you the credibility and confidence to be a high performing contributor at your dealership.
- A respected career path: Credentials provide a roadmap for professional development and career advancement.
- Evidence of competence, dedication, and professionalism.

Certified professionals and those aspiring to become certified, are members of the Society of Certified RV Professionals. The society promotes and recognizes certified professionals and facilitates their professional development.



The society's events feature public recognition of newly certified and recertified individuals, education, and networking. Members receive regular updates on training with continuing education units (CEUs) and may also use the local news release template to announce a certification. Dealers may also elect to be included in RVDA's quarterly national news release program.



The credentials were developed with the assistance of experts at The Ohio State University's Center for Education and Training for Employment, and a team of top performing, demographically

diverse, working professionals. Suppliers, distributors, dealer-owners, and manufacturers were also instrumental in developing the programs.



ELIGIBILITY POLICIES

Currently employed in the RV industry and ... If they're just getting started and have at least one year of service, parts, and warranty department, or related experience are eligible for the parts specialist, service writer/advisor, and warranty administrator certifications.

Management-level parts and service personnel with at least two years work experience in RV service, parts, or related industry, and possess the necessary supervisory and budget planning knowledge, are eligible for the parts manager and service manager certifications.

COMPETENCY PROFILES

The certification tests are developed to measure the competency of fixed operations professionals as it relates to the knowledge and performance outlined in each position's competency profile. The profiles are a free resource and can be downloaded from www.rvlearningcenter.com.

FEES

Service and parts manager certifications: **\$249**. Parts specialist, service writer/advisor, and warranty administrator certifications: **\$199**. **NOTE:** Fees subject to change.

CERTIFICATION PREPARATION

Certification includes a rigorous testing process that ensures dealers that their certified people are knowledgeable in their field according to industry standards. Many resources are available to help individuals prepare for testing.

RVDA-RVIA RV Service Technician Certification Program



RV TECH CERT PREP COURSES

Every technician can have access to individual self-study training and certification preparation for all sections on the career ladder.



Just getting started?

REGISTERED TECHNICIAN PREP COURSE
Course A **\$89**

The **Registered Technician course** prepares RV service technicians to take the **Registered Technician test**.*

Already a Registered Technician?

Choose Your Path:

CERTIFIED TECHNICIAN PREP COURSE
Course B **\$249**

Comprehensive certification preparation course that represents the left side of the RV service technician career ladder. This course is preparation for testing as a **Certified Technician**.*

CERTIFIED SPECIALIST PREP COURSE
Course C **\$69/specialty**

Prepares a technician to be tested and certified* in five areas of specialty:
C1. Appliances **\$69**
C2. Body **\$69**
C3. Chassis **\$69**
C4. Electrical Systems **\$69**
C5. Plumbing **\$69**

ALL COURSES USE AN INTERACTIVE MULTIMEDIA ONLINE FORMAT.

Courses combine text, graphics, and video with mentor support. All content is online. No extra materials needed. Courses align with core knowledge areas of certification tests.*
**Each fee offers access to the specific online preparation course and DOES NOT cover certification testing.*

YES, I WANT TO ENROLL MY TECHNICIANS! (Copy this form to enroll more than four)

Company _____
Address _____
City/State/Zip _____
Phone _____ Fax _____

Developed by RVIA and available through the Mike Molino RV Learning Center.



Each technician **MUST** have a *distinct* email address that only they can access.

Indicate which **COURSE** a technician is choosing with A, B, or C. **If choosing C, indicate chosen specialties by number.**

Name _____ Email _____ Course _____ \$ _____ *
Name _____ Email _____ Course _____ \$ _____ *
Name _____ Email _____ Course _____ \$ _____ *
Name _____ Email _____ Course _____ \$ _____ *

Send progress reports and other notifications to the following supervisor: **TOTAL \$ _____***

Name _____ Title _____ Email _____

Method of Payment All registrations must be pre-paid in U.S. funds. Fees subject to change without notice.

Check enclosed: Payable to the Mike Molino RV Learning Center **Credit Card** VISA MC AMEX DISCOVER

Cardholder Name _____ Billing Address _____

Acct # _____ Exp _____ Security Code _____

Cardholder Signature _____

Fax to (703) 359-0152 or mail to the Mike Molino RV Learning Center, 3930 University Dr., Fairfax, VA 22030. Call (703) 591-7130 to enroll by phone.

What is the RV Service Technician Certification Program?

The RVDA-RVIA RV Service Technician Certification Program is designed to assist the RV industry and the public by identifying professionals who have demonstrated the knowledge and ability to satisfy established standards in RV diagnostic and repair procedures. The program tests and certifies only individuals, not dealerships, companies, or other types of business entities. RV service technicians can choose from two paths to be tested for certification after completing the registered technician test. See the technician career ladder graphic below.

Path 1 -- Traditional option where technicians are tested on all RV systems to become a certified or master certified technician.

Path 2 -- Specialist option where technicians are tested in one or more RV specialties -- including **Body, Chassis, Electrical Systems, Appliances or Plumbing**. Technicians who achieve and maintain certification in all five specialty areas and have held a minimum of five years service experience will attain the master certified designation.

FEES

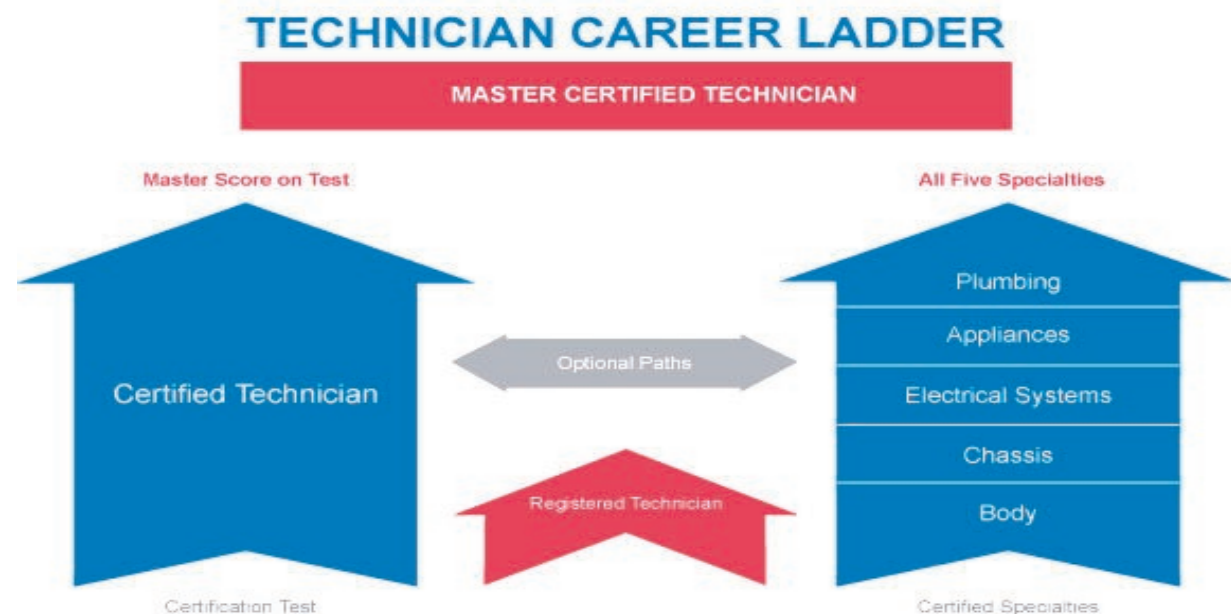
Registered Technician: \$150

Certified/Master Certified Technician: \$325

Certified Specialist: \$165 (each specialty):

NOTE: fees subject to change.

Visit www.rvtechnician.com for additional information, policies, procedures and test applications.



Having certified employees is a **KEY RECOMMENDATION** of the Go RVing Committee on Excellence Task Force Reports on Consumer Satisfaction.

Because trained employees who interact with customers not only improve CSI, but also help the dealership's "word of mouth" reputation for service in the market.



READINESS TESTS

help individuals gauge their preparedness for certification and identify possible knowledge gaps. Five tests are available, one for each of the RV Learning Center's certifications. The \$25 test fee is applied to the certification application/exam fee if the individual applies for certification within six months of taking the readiness test.

RV TRAINING CALENDAR

offers information about both classroom and online training opportunities. Access the calendar at: www.rvtrainingcalendar.com.

LEARNING GUIDES

are available for parts specialists, parts managers, warranty administrators, service writers/advisors, and service managers. The principle-based learning guides were developed by the RV Learning Center and instructional design experts from The Ohio State University. The guides complement existing training programs and are frequently used by RV industry trainers. Once employees understand the principles, they can learn dealership-specific best practices and operating procedures. See the next page for an order form.

TRAINING PROGRAMS

offered by Florida RV Trade Association's Distance Learning Network include technician training, a three-hour service writer/advisor course, a course for greeter/receptionists, and training from manufacturers and suppliers.

MANUFACTURER, SUPPLIER, DISTRIBUTOR, AND PROFESSIONAL RV INDUSTRY TRAINERS

are also excellent resources that will help individuals build their on-the-job experience with formal, structured training.

RV DEALERS INTERNATIONAL CONVENTION/EXPO

features education for dealers and their top performing staff. Timely workshops are presented by dynamic and knowledgeable speakers. More than 15 hours of education is presented over the week-long event.

WHAT'S HOLDING YOU BACK?

EXCUSE #1

Certification preparation and training is too expensive.

It doesn't have to be. Learning guides, available for order on the next page, are an excellent resource. Multiple employees can use each guide as they prepare for certification. The nominally priced readiness tests let you (and them) assess their preparedness for certification—before applying for testing. And, you can view sample guides before you buy!

EXCUSE #2

Between work and family, there's no time to study for the test.

Readiness tests help identify which body of knowledge the certification candidate may need to spend the most time studying. Retention is improved through studying in little blocks of time instead of lengthy, last-minute cram sessions.

EXCUSE #3

They know their stuff, why prove it with certification?

They may know their jobs inside and out. Why not take it to the next level and have them get credentials that formally attest to their abilities? Customers appreciate and recognize the value of certified employees.

Download

Competency profiles, certification applications and complete policies and procedures:

www.rvlearningcenter.com

Click on the Certification drop down.

www.rvlearningcenter.com
has *sample lessons* from each
learning guide.

Mike Molino RV Learning Center Certification Program

Affordable & Convenient Learning Guides

Qty RVDA Member Non-Member Total

PARTS MANAGER LEARNING GUIDE—save \$140 on the full set!

Full Set (Sections A—I) 3-ring binder or on CD	399.00	559.95
Section A—Merchandise the Store	59.95	85.95
Section B—Market Parts & Accessories	59.95	85.95
Section C—Manage Parts Inventory	59.95	85.95
Section D—Sell Parts & Accessories	59.95	85.95
Section E—Manage Customer Relations	59.95	85.95
Section F—Manage Human Resources	59.95	85.95
Section G—Manage Financial Resources	59.95	85.95
Section H—Perform Administrative Functions	59.95	85.95
Section I—Pursue Professional Development	59.95	85.95

PARTS SPECIALIST LEARNING GUIDE — Save \$60 on the full set!

Full Set (Sections A-D & H) 3-ring binder or on CD	299.00	419.95
Section A—Merchandise the Store	59.95	85.95
Section B—Market Parts & Accessories	59.95	85.95
Section C—Manage Parts Inventory	59.95	85.95
Section D—Sell Parts & Accessories	59.95	85.95
Section H—Perform Administrative Functions	59.95	85.95
Section I—Pursue Professional Development	59.95	85.95

SERVICE MANAGER LEARNING GUIDE — Save \$140 on the full set!

Full Set (Sections A - I) 3-ring binder or on CD	399.00	559.95
Section A—Manage Service Department Workflow	59.95	85.95
Section B—Provide Customer Service	59.95	85.95
Section C—Generate Service Department Revenue	59.95	85.95
Section D—Review Administrative Reports	59.95	85.95
Section E—Manage Human Resources	59.95	85.95
Section F—Supervise Support Staff	59.95	85.95
Section G—Train Service Department Staff	59.95	85.95
Section H—Promote Public Relations	59.95	85.95
Section I—Perform Administrative Activities	59.95	85.95

SERVICE WRITER/ADVISOR LEARNING GUIDE — Save \$60 on the full set!

Full Set (Sections A - F) 3-ring binder or on CD	299.00	419.95
Section A—Satisfy Customer Requirements	59.95	85.95
Section B—Coordinate Customer Appointments	59.95	85.95
Section C—Maintain Daily Operations	59.95	85.95
Section D—Coordinate Technician Workload	59.95	85.95
Section E—Coordinate with other Departments	59.95	85.95
Section F—Participate in Professional Development	59.95	85.95

WARRANTY ADMINISTRATOR LEARNING GUIDE — Save \$50 on the full set!

Full Set (Sections A—E) 3-ring binder or on CD	249.00	349.95
Section A—Process Open/Closed Repair Orders	59.95	85.95
Section B—Process Warranty Claims Parts and Payments	59.95	85.95
Section C—Maintain Customer and Manufacturer Relations	59.95	85.95
Section D—Perform Administrative Activities	59.95	85.95
Section E—Pursue Training and Professional Development	59.95	85.95

TOTAL PURCHASE (SUS) \$

Contact Name: _____
Company: _____
Company Address: _____
City/State/Zip: _____
Phone: _____ Email: _____

PAYMENT METHOD Note: Prices subject to change without notice. Please make check payable to *Mike Molino RV Learning Center*.

Send invoice (members only) Check enclosed
 Visa/MasterCard/AMEX/Discover

Card Number: _____
Security Code: _____ Expires: _____
Card Billing Address: _____
City/State/Zip: _____
Cardholder Signature: _____

Mail to
Mike Molino RV Learning Center
3930 University Drive
Fairfax, VA 22030

FAX to: (703) 359-0152

May, 2015

Mike Molino RV Learning Center Certification • RVDA-RVIA RV Service Technician Certification

Recertification for BOTH programs.

Once you've earned it, keep it.
Credential-holders need to recertify every five years.

Once you've earned your certification through the **Mike Molino RV Learning Center** or the **RVDA-RVIA RV Service Technician Certification Program**, **KEEP IT!**

A standard attribute of professional certification programs is the requirement that every few years the certification must be renewed. Recertification proves your dedication to keeping your knowledge and skills up to date with industry changes and trends.

If you've been continuously employed in the RV industry, and have not let your certification lapse, you may recertify through one of two options:

Option 1: Training

Participate in the required hours of industry training over the past 5 years.

- **Technicians:** Have proof of at least 20 hours of industry sponsored training during the five year period and remit a \$100 recertification fee.
- **Learning Center credential holders:** Have proof of at least 40 hours of industry sponsored training with 20 of these hours in the last three years of your certification, and remit a \$75 recertification fee.

Option 2: Testing

Take the online certification test and earn a passing score. No training is required. The recertification (test) fee varies with the certification type.

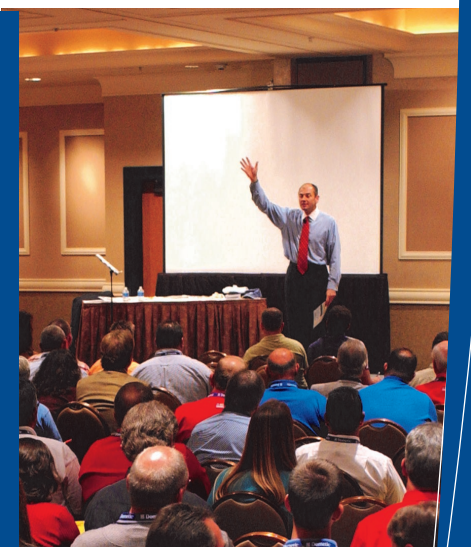
If your certification is expired beyond the 90-day grace period or you left the RV industry for more than one year, you must use **option 2** and take the certification test. For training, all applications are subject to review and approval of the training and hours submitted.

Recertification applications and complete policies are available online at www.rvlearningcenter.com, www.rvtechnician.com, or call (703) 591-7130 or email info@rvda.org.

CONTINUING EDUCATION UNITS

Looking for training so you can stay current?

- Consult the RV industry's online Training Calendar at www.rvtrainingcalendar.com
- Visit the RV Learning Center's website at www.rvlearningcenter.com. Continuing education opportunities are listed under the education tab on the homepage.
- Go to the homepage of the Society of RV Professionals at <http://tinyurl.com/SocietyofRVProfessionals> and click on the icon for continuing education.



STUDY & LEARN

RECERTIFY