



Once they've earned it, see that they keep it Every five years credential-holders need to recertify.

A standard attribute of professional certification programs is the requirement that every few years the certification must be renewed. The RV Learning Center's program requires certified individuals ('certificants') to recertify every five years.

The most common, and preferred method of recertifying is through pursuing and participating in training and professional development programs that align with the certification's competency profile. At least 40 hours of industry-sponsored training over the five years of the certification period with 50 percent of the training received in the last three years (the last three years of certification). The recertification application packet includes a log sheet for recording and tracking training over the five year certification period.

If certificants do not accrue a sufficient number of training credits, they may 'test-out' by meeting the current certification requirements and taking the certification exam.

Both of the above options require that certificants provide documentation that they were employed in the RV industry since the previous certification date, with less than a one year break, and submit all necessary documentation and recertification fee prior to the expiration of their certification.

Recertification applications and complete policies are available online at www.rvlearningcenter.com, or by calling or emailing the RV Learning Center.

"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



3930 University Drive
Fairfax, VA 22030-2515
703-591-7130 ph
703-359-0150 fax
www.rvlearningcenter.com
info@rvda.org

Employee Certification

Bring the Power of the RV Learning Center's Certification Programs to Your Dealership



Programs:

- Certified Service Manager
- Certified Service Writer/Advisor
- Certified Warranty Administrator
- Certified Parts Manager
- Certified Parts 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'll 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.



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.

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.

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



WHAT'S HOLDING YOU BACK ?

EXCUSE #1

Certification preparation and training is too expensive.

It doesn't have to be. Learning Guides are an excellent resource. Multiple employees can use each guide as they each prepare for the certification. The nominally priced readiness tests let you (and them) assess their preparedness for certification—before applying for certification.

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. If a daily routine is analyzed, oftentimes a few things may be cut, at least temporarily. Retention is improved through studying in little blocks of time instead of lengthy (usually 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.

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.

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.

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 the employee understands the principles, they can learn dealership-specific best practices and operating procedures.

Training programs offered by Florida RV Trade Association's Distance Learning Network, include a three-hour service writer/advisor course, and manufacturer and supplier sessions.

Manufacturer, supplier, distributor, and professional RV industry trainers, are also excellent resources that will help individuals build on their base of on-the-job experience with formal, structured training.

RV Dealers International Convention/Expo

The premier dealer education and networking event features education for dealers and their top performing staff. Each year, exciting general sessions spotlight nationally-recognized speakers, brand committees

meet, and an expo hall showcases aisles of the latest products and services. Timely education workshops are presented by dynamic and knowledgeable professional speakers. Over 20 hours of education is presented over the week-long annual event.



Download

Competency profiles, certification applications and complete policies and procedures:

www.rvlearningcenter.com