

“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



Employee Certification

Bring the power of certification to your dealership

RV Learning Center Certification Programs:

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



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Certifications 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.



ELIGIBILITY POLICIES

Currently employed in the RV industry and have at least one year of service, parts, warranty, or related industry experience are eligible for the parts specialist, service writer/advisor, and warranty administrator certifications.

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

DACUM/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 are available for download from: www.rvlearningcenter.com.

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, including online courses offered by the **Mike Molino RV Learning Center**.

CERTIFICATION EXAM FEES

Service and parts manager: **\$249**.
Parts specialist, service writer/advisor, and warranty administrator: **\$199**.

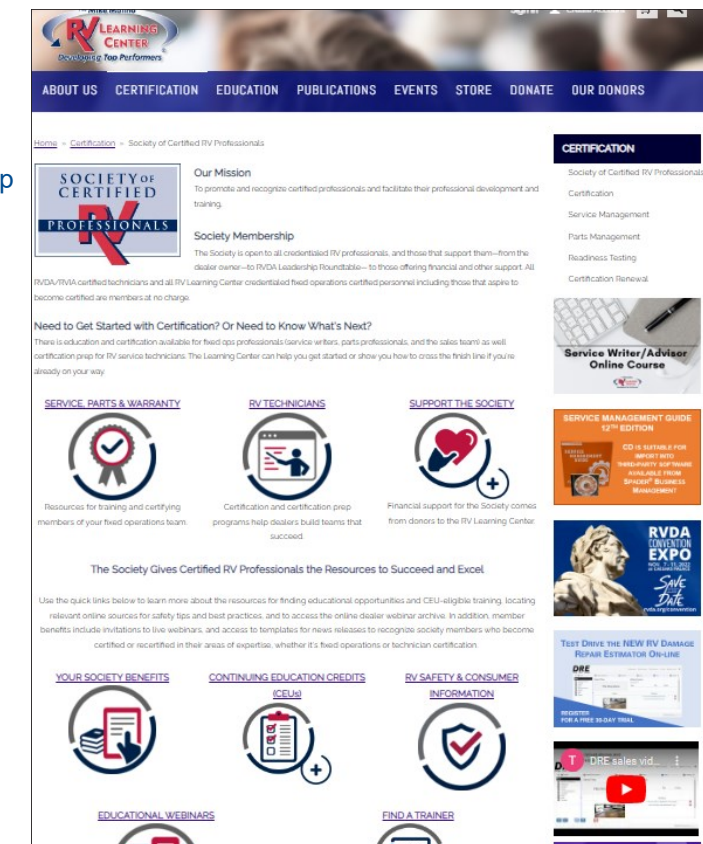
Society of Certified RV Professionals

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

Members receive an e-newsletter with updates on training and information of interest to fixed operations professionals. Dealers may also elect to be included in RVDA's quarterly news release ('recognition') program. Visit the homepage of the Society of RV Professionals for more information.

The Society's webpage provides information on resources and benefits for members of the Society of Certified RV Professionals. Use the drop down menu under 'Certification' or click on the "Society" icon on the RV Learning Center homepage for information on:

- Certification and recertification
- Certification recognition program
- RV Dealers Convention/Expo scholarships
- The 'Find a Trainer' search engine
- Free webinars
- Training for continuing education credits (CEUs)



2021 Society of Certified RV Professionals scholarship recipients.

"The Society serves as a resource not only for professionals who hold or aspire to certification but for dealers and others who financially support certified professionals directly or indirectly.

—Mick Ferkey, Greenway Inc.
Chairman
Society of Certified RV Professionals

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.



WHAT'S HOLDING YOU BACK?

REASON #1

Certification preparation and training is too expensive. *It doesn't have to be. Online courses and Learning Guides are useful resources. Multiple employees may use each Learning Guide, while online courses offer anytime, anywhere training for individuals preparing for certification. The free readiness tests let you, (and them), assess their preparedness for certification—before applying for testing.*

REASON #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.*

REASON #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:

Certification applications, and a training log, plus read complete policies and procedures:

www.rvlearningcenter.com
Use the Certification drop down menu.

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.



RV FIXED OPERATIONS TODAY App

is a subscribers-only resource for professional fixed operations personnel. This specially designed app offers technical articles, training videos, education resources, recalls, and more in an easy-to-use format that lets fixed operation professionals quickly find the information they need. RVDA members save 20% and pay only \$39.95.

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. When accessed through the Fixed Operations Today app, the readiness tests are free. Non-app users pay a \$25 per test fee which may be applied to the certification application/exam fee if the individual applies for certification within six months of taking the test.

ONLINE COURSES

designed for new and experienced fixed operations personnel, the courses help front line professionals handle the service after the sale. Priced at \$150 per student, the training is an ideal way to prepare for Parts Specialist, Service Writer/Advisor, Warranty Administrator and Parts Manager certification through the RV Learning Center (additional fee).

LEARNING GUIDES

are available for parts specialists and 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 continue to be used at dealerships by RV industry trainers. Limited to stock on hand.

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 CONVENTION/EXPO

features education for dealers and their top performing staff. Timely workshops are presented by dynamic and knowledgeable speakers. Certified professionals earn CEUs for attending eligible Vendor Training +Plus sessions and workshops in the tracked education program.

Once you've earned it, keep it. Recertify every FIVE years

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.

- Provide proof of at least 40 hours of industry sponsored training with 20 of these hours in the last three years of your certification. Recertification fee with training: \$75.
- All applications and training documentation are reviewed and subject to approval by the certification registrar and RV Learning Center staff.

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.

Renew today!

Recertification applications and complete policies are subject to change. Download the forms at www.rvlearningcenter.com. For questions and other information, please call (703) 591-7130 or email info@rvda.org.

CONTINUING EDUCATION UNITS

Where can you obtain or find training?

- Visit the RV Learning Center's website at www.rvlearningcenter.com. Continuing education opportunities are listed under the education tab on the homepage.
- Visit the Society of RV Professionals page and click on the continuing education icon.
- Email info@rvda.org with details about dealership-based training. The training may qualify for CEUs.



Affordable & convenient Learning Guides

Limited to stock on hand. Call for availability.

NEW online training courses for fixed operations professionals

Qty RVDA Member Non-Member Total

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	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	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	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	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	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	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	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	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	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
	59.95	85.95	
TOTAL PURCHASE (\$US) \$			



Mike Molino RV Learning Center, Parts Specialist course

Need convenient and economical training for your fixed operations team? Developed in partnership with The Ohio State University's Center for Education and Training for Employment, the Learning Center's new online training courses will help RV service management, parts, and warranty employees increase efficiency ... and reduce repair event cycle time (RECT). Fully interactive and easy to navigate, the programs offer audio voice-over and numerous progress checks. Courses conclude with a timed, comprehensive final assessment. A Certificate of Completion is available for download. Each course is priced at \$150 per student, the courses do not provide certification. Email info@rvda.org for assistance.

Service Writer/Advisor

Now entering its third year, the program is picking up momentum ...with more than 450 RV industry service writers/advisors enrolling since the course launched. Nine modules covering 43 key competency areas provide front line people with the knowledge required to meet and exceed customer and dealership expectations. The instruction offers the best and brightest ideas from RV industry service experts. Topics include: building trust and rapport, administrating and operating effectively, generating additional services and revenue, improving customer satisfaction and community relations, organizing and managing appointments and workflow, and more. Certified parts specialists and service writers/advisors earn 5 CEUs for recertification.

Parts Specialist

Introduced in 2022, eight modules covering 45 key competency areas educate both new and experienced parts specialists in sound principles to increase their parts knowledge and skills as well as prepare them for certification. Topics include: merchandising the parts and accessories store, managing inventory, selling and marketing of parts and accessories, and more. Certified parts specialists and service writers/advisors earn 4 CEUs for recertification.

Parts Manager

Well trained parts professionals help manage the business—not just the parts. Introduced in December 2022, the new Parts Manager online course supports management-level parts employees with content on: promoting a customer service culture, finding, hiring, and retaining top performing team members, developing a customer service culture, and analyzing parts inventory forecasts. The course consists of four modules with content on 20 competencies. Contact the Learning Center for information on CEUs.

Warranty Administrator

The Warranty Administrator online course offers first of its kind training that covers processing RV repair orders, handling warranty claims, managing payments, maintaining customer and manufacturer/supplier relations, and checking in new units. Multiple sections in the 11-module course focus on processing and closing repair orders and emphasizing customer service. Five CEUs available for recertification.

Contact Name: _____
 Company: _____
 Shipping 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
 Credit Card (Please call for payment)

Important! For purposes of PCI Compliance, do not mail or email credit card information with this form. We appreciate your cooperation and support.

Email to:
info@rvda.org

Order online:
www.rvlearningcenter.com

FAX to: (703) 591-0734

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