

Mike Molino RV Learning Center Certification Program FAQ

Q: *What certifications are available?*

A: Service Manager, Service Writer/Advisor, Warranty Administrator, Parts Manager, and Parts Specialist.

Q: *How long is each certification valid?*

A: Five years from date the individual passes the test.

Q: *Are there minimum qualifications to become certified?*

A: Yes. Parts manager and service manager certification candidates must have a minimum of two years of experience in the position/field. Parts specialists, service writers/advisors, and warranty administrators must have a minimum of one year of experience in the position/field.

Q: *What are the certification test fees?*

A: Parts and service managers: \$249. For parts specialists, service writers/advisors and warranty administrators: \$199. *See below for readiness test taker discounts.

Q: *Is the test available online?*

A: Yes. Currently, it is only available online.

Q: *Can I obtain multiple certifications?*

A: Yes. We do not restrict anyone from achieving multiple certifications.

Q: *Are there pre-tests I can take to evaluate my readiness for certification?*

A: Yes. A readiness test is available online for each of the five Learning Center certifications.

Q: *Is there a fee for the readiness test?*

A: Yes. The fee is \$25 per test, per person. \$25 will be deducted from the certification test fee if the test is taken within six months of the applicable readiness test.

Q: *Are there other methods of test preparation?*

A: Yes. The Learning Guides provide an overview study of the material needed to know to successfully become certified. The guides are designed as a self-study format and can also be used on-the-job as a reference tool. They are available in a CD-ROM (PDF) format or a 3-ring binder.

Q: *How many times can I take a certification test?*

A: Candidates get three attempts to pass a certification test. The three attempts must be completed within a six-month period and we require 30 days between each attempt.

Q: What happens if I fail the test three times?

A: You are required to wait six months from the last test date and reapply and pay the full test fee. You will receive three attempts on the new test.

Q: How many questions are on each certification test?

A: Service Manager: Forms A and B, 132. Service Writer/Advisor: Form A 162, Form B 163. Warranty Administrator: Forms A and B, 132. Parts Manager: Forms A and B, 132. Parts Specialist: Form A 101, Form B 102.

Q: What is the passing rate for each test?

A: Service Manager: 83%. Service Writer/Advisor: 77%. Warranty Administrator: 83%. Parts Manager: 81%. Parts Specialist: 81%.

Q: Do the tests have time limits?

A: Yes, each test has a time limit of the number of questions. (i.e., 132 questions = 132 minutes, 102 questions = 102 minutes).

Q: What happens if I run out of time, step away from my computer, or take a break during the test?

A: The test must be completed in one sitting. Lack of activity will cause the test to timeout, and you will not be able to log back in. If you go over your time limit, the test will be scored, and any unanswered questions will be marked as incorrect, and no reactivations are provided for time limit issues. If you have an emergency and have to leave the test, DO NOT click submit. Doing this will score all unanswered questions as incorrect. Please contact the Learning Center if an emergency prevents you from completing your test.

Q: If I do get logged out, can I get the test reactivated?

A: Contact the Learning Center to have the test reactivated. We recommend candidates schedule the allotted time the particular test has so they can be undistracted during the test.

Q: Where can I find the topics covered on each test?

A: Review the competency profile for the certification. They're available [download](#). You may also request them by email by contacting Yasmine Motaleb at Ymotaleb@rvda.org.

Q: What do I receive if I pass the certification test?

A: Upon passing the certification test, the certificant will receive a framed certificate. The certificate provides the designation, name of the certificant, and expiration date. They also receive a patch for a uniform shirt and a letter of recognition. NOTE: certification is valid for five years.

Q: What type of scoring information do I receive after taking the certification test?

A: After you complete your test, your score will appear on your screen notifying you of the pass/fail rate. You will receive a packet via UPS if you pass or a letter via USPS if you fail. A copy of the passing acknowledgment letter will also be sent to the dealer principal. Failed notifications are only sent to the applicant.

Q: What do I receive if I fail a certification test?

A: You will receive a letter in the mail with a copy of your overall test scores sorted by section and the next eligible test date.

Q: Can I take my test over the weekend?

A: You may schedule your test up to a week in advance within a one-hour window. Once activated, a test must be started within the one-hour timeframe selected. RVDA staff must schedule your test, the site will not allow users to login and schedule their own tests.

Q: Where can I find an application?

A: Test applications can be found on our website: www.rvlearningcenter.com. You may also submit an email request for us to send you an application. Please send these requests to Ymotaleb@rvda.org or call 703-364-5527.

Q: Where do I send my application?

A: Submit all applications to the RV Learning Center by fax: (703) 591-0734, email: info@rvda.org, or mail to: 3930 University Drive, Fairfax, VA 22030.

Q: How do I recertify?

A: Certified individuals may recertify through training, or by retaking the certification test. To recertify with training, you must submit a log of a minimum of 40 hours of documented training or continuing education credit (20 earned within the last three years) along with the recertification application. To recertify through testing, the certificant completes the recertification application and must pass the current certification test. Download the [Recertification Application](#). Note: All certification types complete the same recertification application; please check off which certification type you are applying for.

Q: What is the cost to recertify?

A: If you have training, the cost to recertify is \$75. If you need to retest, the cost is \$249 for manager level certifications or \$199 for parts specialists, warranty administrators, and service writers/advisors. Note: Prices are subject to change.