

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 (manager level) must have a minimum of two years' 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: Manager level certification: \$249. For non-manager level certification: \$199. *see below for readiness test taker discounts.

Q: Is the test available online?

A: Yes. It is only available online.

Q: Can I obtain multiple certifications if I work in a number of areas at my dealership?

A: Yes.

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. \$25 will be deducted from the certification test fee* if the test is taken within six months of the applicable readiness test. *\$229 for manager-level and \$174 for non-manager-level.

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. These books are designed in a self-study format and can also be used on-the-job as a reference tool and are available in a CD-ROM (PDF) format, or a 3-ring binder.

Q: How many times can I take the certification test?

A: Candidates may make three attempts to pass the certification test. The three attempts must be completed within a six month period with a 30 day waiting period between each attempt. An additional test fee is required if an individual does not pass the test after three attempts. NOTE: readiness and certification test fees are not transferable from one candidate to another.

Q: How many questions are on each certification test?

A: Service Manager: 120. Service Writer/Advisor: 120. Warranty Administrator: 110. Parts Manager: 131. Parts Specialist: 92.

Q: What is the passing rate for each test?

A: Service Manager: 79%. Service Writer/Advisor: 82%. Warranty Administrator: 85%. Parts Manager: 82%. Parts Specialist: 73%.

Q: Do the tests have time limits?

A: Yes, each test has a time limit of the number of questions. (i.e. 120 questions = 120 minutes, 92 questions = 92 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. You will need to contact the Learning Center have the test reactivated.

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 two hours of undistracted time to take a test.

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

A: Review the competency profile for the certification. They're available for download here: http://www.rvda.org/App_Themes/RVDAMercury/docs/RVLearning/RVLCCE CertificationProgramDACUMs_5.pdf, or request them by emailing lfleming@rvda.org, or calling 703-591-7130, x104.

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: You will receive an email with your final overall test score, and the score for each test section. Section scores offer insight into a candidate's proficiency. A low score is an indicator that the candidate should pursue additional training on the topic. NOTE: Candidates do not receive individual question/answer reports, only overall percentage and the number of questions answered correctly/incorrectly.

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

A: You will receive an email with a copy of your overall test scores sorted by section and the next eligible test date. A printed letter will be sent in the mail along with a paper copy of the overall scores sorted by section for your records.

Q: Can I take my test over the weekend?

A: You may take the test on Saturday, before 5pm EST. Once activated, a test must be started within 24 hours. For example, when requested, staff will activate your test by 5pm EST on a Friday. You will need to begin the test by 5pm EST Saturday – within the 24 hour window.

Q: Where can I find an application?

A: Online at www.rvlearningcenter.com. Find the tab for certification and choose between service and parts to find the appropriate application. Or request them by emailing lfleming@rvda.org , or calling 703-591-7130, x104.

Q: Where do I send my application?

A: Submit all applications to the RV Learning Center by fax: (703) 359-0152, email: info@rvda.org, or mail to: 3930 University Drive, Fairfax, VA 22030.

Q: How do I recertify?

A: Certificants may recertify through training, or by retaking the certification test. To recertify with training, certificants submit a log and documentation for at least 40 hours of continuing education credit (20 earned within the last three years) with their recertification application. To recertify through testing, the certificant completes the recertification application and must pass the current certification test. NOTE: review the recertification application for specific information about CEUs and the process of recertifying. Download the [Recertification Application](#). Note: All certification types complete the same recertification application; please check off which certification type you are applying to recertify.

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.