



Online Courses Frequently Asked Questions

Q: Will I become certified after completing a course?

A: No. Completing an online course does not provide a credential.

The Learning Center's certification program requires candidates possess at least a **minimum of 1 year** of experience as a Service Writer/Advisor, Parts Specialist, or Warranty Administrator; and a **minimum of 2 years** of experience as a Parts Manager or Service Manager. In addition to experience, candidates must also pass a certification exam developed by credentialing experts at The Ohio State University's Center on Education and Training for Employment and the RV Learning Center. Click [HERE](#) for more information about certification and an application form.

Q: What will I learn?

A: Course materials are structured around the comprehensive job analysis developed by The Ohio State University's Center on Education and Training for Employment and the RV Learning Center. The online courses provide instruction on:

Service Writer/Advisor Course:

- Improving customer satisfaction and community relations
- Organizing and managing appointments and workflow
- Generating additional services and revenue
- Coordinating with technicians and other departments
- Administrating and operating effectively
- Building trust and rapport

Parts Specialist:*

- Store merchandising
- Inventory management
- Online sales
- Seasonal promotions
- Over-the-counter sales
- Marketing parts and accessories

Parts Manager:*

- Managing Customer Relations
- Managing Human Resources (2 modules)
- Managing Financial Resources

**Parts Managers should consider taking both parts courses to benefit from being reminded of core principles necessary to create loyal customers.*

Warranty Administrator:

- Processing and Opening Repair Orders
- Processing Warranty Claims and Parts
- Processing Warranty Payments
- Maintaining Customer and Manufacturer/Supplier Relations
- Performing Administrative Tasks
- Checking in New Units

Service Manager:

- Managing Service Department Workflow
- Providing Customer Service
- Generating Service Department Revenue
- Reviewing Administrative Reports
- Managing Service Personnel
- Training Service Department Staff
- Promoting Public Relations
- Performing Administrative Tasks

Q: What will I receive after completing an online course?

A: Learners must complete the full course, then pass the timed, comprehensive course assessment to receive a **Certificate of Completion**. The learner may print the certificate immediately upon passing the final assessment with a score of 80% or higher and may retake the final assessment as many times as needed - through the last day of the course term.

Q: May I take an online course if I am already certified?

A: Yes. Even experienced, certified fixed operations personnel benefit from the principle-based training provided in the online courses and will receive CEUs toward the 40-hour CEU requirement needed for recertification.

Certified Service Writer/Advisors may use the course one time to earn 5 CEUs toward recertification.

Certified Parts Specialists and **Certified Parts Managers** may use the Parts Specialist course one time to earn 4 CEUs toward recertification.

Certified Parts Managers may use the course one time to earn 4 CEUs toward recertification.

Certified Warranty Administrators may use the course one time to earn 5 CEUs toward recertification.

Certified Service Managers may use the course one time to earn 8 CEUs toward recertification.

Note: To receive the CEUs, the learner must pass the final, comprehensive course assessment.

Q: How long do I have to complete the course?

A: The 2026 course term is December 1, 2025, through **October 15, 2026**. Those who enroll between December 1, 2025, and July 30, 2026, have until October 15, 2026, to complete the course and print a certificate of completion. Course extensions are not available.

Q: What is the policy for CANCELLATIONS / REFUNDS / TRANSFERS / EXTENSIONS?

A: The course **may not be transferred** to another learner. All cancellations must be in writing within **14 days** of the registration. To qualify for a refund, the registered learner **must not have** accessed the Learning Management System. The refund, less a \$50 administration fee, will be processed after access status is verified. Course extensions are not available.

NOTE: Course pricing and policies are subject to change without notice.

For the best learning experience, we recommend using the following browsers when accessing this course:

- PC/Mac: Google Chrome or Microsoft Edge (latest versions)
- Mobile/Tablet: Chrome on Android or Safari on iOS

Please note: While Mozilla Firefox is a supported browser, some users have reported issues with course functionality when using Firefox. To avoid interruptions, we strongly recommend using Chrome or Edge whenever possible.

For optimal performance, ensure your browser is updated to the latest version.

Tip that often helps: If you're seeing any loading or display problems, try clearing your browser cache, which can resolve stale content or formatting glitches. For easy, up-to-date instructions on how to clear the cache in Chrome, Edge, Firefox, and Safari, check out this guide: "[How to Clear Cache and Cookies in Every Major Browser](#)"