

# **Courses Required for each Certification to get Certificate**

## **BDC Certification**

104 Keys to Communication–Types of Communication  
105 Keys to Communication–Words–Tone–Body Language  
106 Keys to Communication–My Words–Tone–Body Language  
109 BDC-Training Appointments  
110 BDC-Training Follow Up  
111 BDC-Training Driving Business  
206 Multi-Point Inspection-Need  
475 Overcoming Objections–LEAD  
907 BDC Certification

## **PA1 Certification**

109 BDC-Training Appointments  
114 Parts Associate Keys to Communication–Types of Communication  
115 Parts Associate Keys to Communication –Words–Tone–Body Language  
116 Parts Associate Keys to Communication–MY Words–Tone–Body Language  
206 Multi-Point Inspection-Need  
209 Technician-Advisor-Parts Associate-Communication  
210 Technician-Advisor Video MPI  
475 Overcoming Objections–LEAD  
905 Parts Associate Level 1 Final Exam

## **PA2 Certification**

120 Time Management Basics  
220 Tire Basics  
305 Hospitality Training Creating Ambassadors  
450 Fixed Ops Numbers for Associates-Sales  
451 Fixed Ops Numbers for Associates Gross Profit and KPIs  
452 Fixed Ops Numbers for Service Advisors-Improvement  
476 Customer Management-Pass Fail  
906 Parts Associate Level 2 Final Exam

**PM Certification**

109 BDC-Training Appointments  
114 Parts Associate Keys to Communication–Types of Communication  
115 Parts Associate Keys to Communication –Words–Tone–Body Language  
116 Parts Associate Keys to Communication–MY Words–Tone–Body Language  
120 Time Management Basics  
206 Multi-Point Inspection-Need  
209 Technician-Advisor-Parts Associate-Communication  
210 Technician-Advisor Video MPI  
220 Tire Basics  
305 Hospitality Training Creating Ambassadors  
450 Fixed Ops Numbers for Associates-Sales  
451 Fixed Ops Numbers for Associates Gross Profit and KPIs  
452 Fixed Ops Numbers for Service Advisors-Improvement  
475 Overcoming Objections–LEAD  
476 Customer Management-Pass Fail  
910 Parts Manager Level 1 Final Exam

**SA1 Certification**

104 Keys to Communication–Types of Communication  
105 Keys to Communication–Words–Tone–Body Language  
106 Keys to Communication–My Words–Tone–Body Language  
109 BDC-Training Appointments  
206 Multi-Point Inspection-Need  
209 Technician-Advisor-Parts Associate-Communication  
210 Technician-Advisor Video MPI  
475 Overcoming Objections–LEAD  
901 Service Advisor Level 1 Final Exam

**SA2 Certification**

110 BDC-Training Follow Up  
111 BDC-Training Driving Business  
202 Factory Maintenance Schedule-Required Maintenance  
203 Additional Services-Fluid Maintenance and Accessories  
204 Creating Menus for Service Advisors  
220 Tire Basics  
231 Defection Points  
245 Active Service Delivery-BRAND NEW  
902 Service Advisor Level Final Exam

**SA3 Certification**

120 Time Management Basics  
305 Hospitality Training Creating Ambassadors  
401 The Art of the Walk Around 1-Why Walk Around?  
402 The Art of the Walk Around 2-Key Steps  
403 The Art of the Walk Around 3-My Dealership  
450 Fixed Ops Numbers for Associates-Sales  
451 Fixed Ops Numbers for Associates Gross Profit and KPIs  
452 Fixed Ops Numbers for Service Advisors-Improvement  
476 Customer Management-Pass Fail  
903 Service Advisor Level 3 Final Exam

**SM Certification**

104 Keys to Communication–Types of Communication  
105 Keys to Communication–Words–Tone–Body Language  
106 Keys to Communication–My Words–Tone–Body Language  
109 BDC-Training Appointments  
110 BDC-Training Follow Up  
111 BDC-Training Driving Business  
120 Time Management Basics  
202 Factory Maintenance Schedule-Required Maintenance  
203 Additional Services-Fluid Maintenance and Accessories  
204 Creating Menus for Service Advisors  
206 Multi-Point Inspection-Need  
209 Technician-Advisor-Parts Associate-Communication  
210 Technician-Advisor Video MPI  
220 Tire Basics  
231 Defection Points  
245 Active Service Delivery  
305 Hospitality Training Creating Ambassadors  
401 The Art of the Walk Around 1-Why Walk Around?  
402 The Art of the Walk Around 2-Key Steps  
403 The Art of the Walk Around 3-My Dealership  
450 Fixed Ops Numbers for Associates-Sales  
451 Fixed Ops Numbers for Associates Gross Profit and KPIs  
452 Fixed Ops Numbers for Service Advisors-Improvement  
475 Overcoming Objections–LEAD  
476 Customer Management-Pass Fail  
911 Service Manager Level 1 Final Exam

**Technician Certification**

104 Keys to Communication–Types of Communication  
105 Keys to Communication–Words–Tone–Body Language  
106 Keys to Communication–My Words–Tone–Body Language  
208 Technician Multi-Point Inspection  
209 Technician-Advisor-Parts Associate-Communication  
210 Technician-Advisor Video MPI  
450 Fixed Ops Numbers for Associates-Sales  
451 Fixed Ops Numbers for Associates Gross Profit and KPIs  
452 Fixed Ops Numbers for Service Advisors-Improvement  
904 Technician Level 1 Final Exam

**Valet Certification**

104 Keys to Communication–Types of Communication  
105 Keys to Communication–Words–Tone–Body Language  
106 Keys to Communication–My Words–Tone–Body Language  
109 BDC-Training Appointments  
220 Tire Basics  
401 The Art of the Walk Around 1-Why Walk Around?  
402 The Art of the Walk Around 2-Key Steps  
403 The Art of the Walk Around 3-My Dealership  
908 Valet Certification