## **Table of Contents**

Page 1	Table of Contents
Page 2	Registering
Page 4	Website/LMS Integration
Page 7	Education Overview
Page 8	Certifications
Page 11	Job Functions
Page 17	Curriculums
Page 20	Coupons
Page 23	Purchase Process

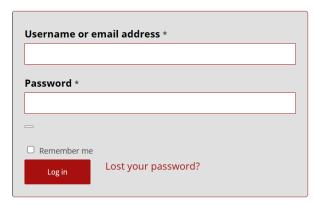
### Registering

1) When you are accessing the system for the first time, it is recommended to get registered so you have an account to purchase assessments and classes from Learning Without Scars. To register, click on the bust icon to the right of the menu options.



2) You will be presented with the following screen. On the right side, fill in your first name, last name and email address; then press the **Register** button at the bottom.

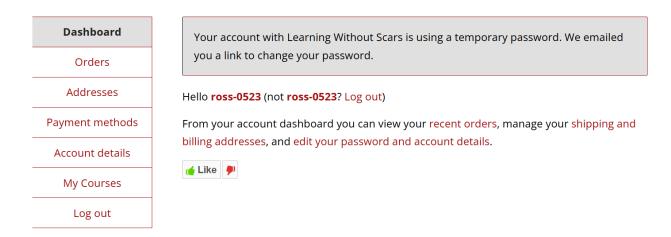
#### LOGIN



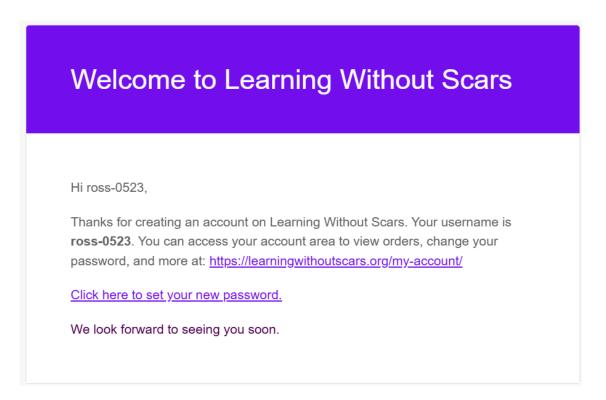
### **REGISTER**

First name *	
Last name *	
Email address	*
Δ link to set a	
address.	new password will be sent to your email
address.	I data will be used to support your
address. Your persona	, ,
address. Your persona experience th	l data will be used to support your

3) After pressing the **Register** button, the My Account page will be displayed with the following message. Please go to your email client and check your inbox. It may take a few minutes to appear but you may also need to check your spam folder.



4) The email will look like this. Make sure to change your temporary password using the **Click** here to set new password link.



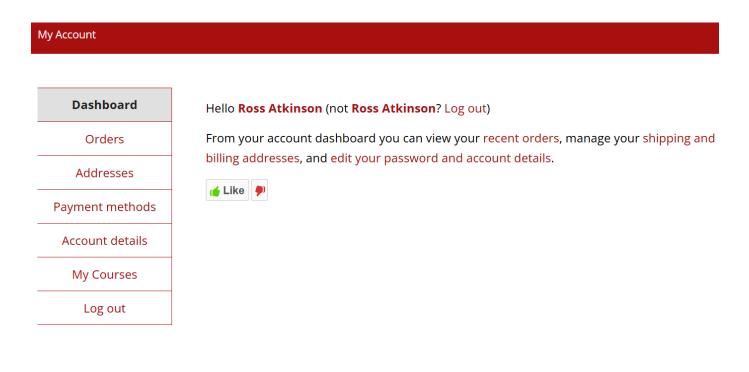
### Website/LMS Integration

Education classes are purchased through the Learning Without Scars website and are taken through the learning management system (LMS). We offer seamless integration, and you are only required to sign in through our website to navigate between both systems.

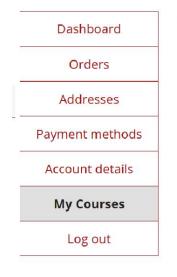
### **Already Signed In**



When you press the bust icon in the top right corner of the website, you will be taken to the My Account page. From here, you have access to your account details to view/update information including your password.



To view your "not yet completed" classes, click on My Courses. This will show you the classes you have not yet started as well as those you have started but not yet completed. Use the **Start** or **Resume** buttons accordingly to launch you into the class within the LMS system.



## My Courses



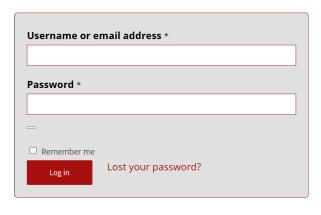


### **Not Signed In**

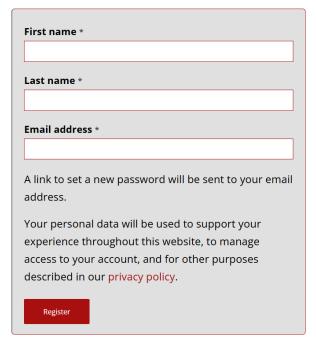


When you press the bust icon in the top right corner of the website, you will be taken to User Account page where you can Login with your credentials.

#### LOGIN



#### REGISTER



Logging into the system will automatically redirect you to the LMS system where you can start/continue a class you have previously purchased.

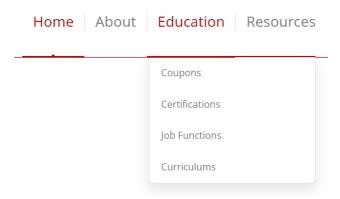
If you want to purchase an assessment or class, simply press on the **Purchase More Courses** menu option to return to the Learning Without Scars website.



**Note**: Please see the Purchasing Process section for more step-by-step instructions.

### **Education Overview**

Education at Learning Without Scars is broken down into 3 major learning tracks which can be found under the Education menu option dropdown.



#### Certifications

We offer three certification levels for five departments for various job functions that will guide you along a path to understanding the complexity of many tasks and accountabilities in your job. The certifications classes will allow you to learn best practices that help you attain that level of learning.

#### **Job Functions**

Job functions focus on assessing your skill and knowledge level to determine the path for education improvement. We have laid out a simple Steps to Success – It's easy as 1-2-3-4 with our process that will guide you through the process.

### Curriculums

We offer 32 classes in Parts, Service, Selling, Marketing, and Customer Service as well as various classes for Professional Development. These classes can be chosen individually as desired.

### Certifications

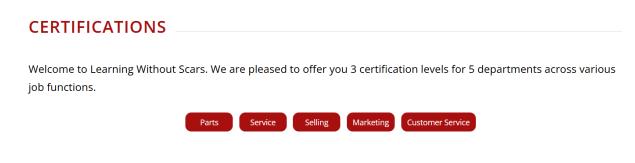
1) After you have successfully signed in, hover over the **Education** menu on the Learning Without Scars website (LearningWithoutScars.org) and select the Certifications option.



2) The next screen will outline the Certification process. To purchase a Certification, you must first select the State or Province you live in. If your State/Province is not listed, please select None of the Above.



3) You will then be prompted to select the area of interest. Click on the desired button.



4) The certifications screen for the selected department will be displayed showing the various certifications available. To start the certification process, you MUST first take the FREE Diagnostic Assessment. The score you achieve will determine how you proceed.

If your scored 40% or less, you will need to take the Prerequisite Bundle of 8 classes before progressing to the Basic Certification level.

If you scored 41% to 60%, you can purchase the 8 Classes bundle under Basic Certification. After completing the 8 classes, you can then purchase and take the Basic Certification Test.

If you scored 61% to 80%, you can purchase the 8 Classes bundle under Advanced Certification. After completing the 8 classes, you can then purchase and take the Advanced Certification Test.

If you scored 61% to 100%, you can purchase the 8 Classes bundle under Master Certification. After completing the 8 classes, you can then purchase and take the Master Certification Test.

#### PARTS DEPARTMENT CERTIFICATIONS

Welcome to Learning Without Scars. We are pleased to offer you 3 certification levels for 5 departments. You will also be presented with 8 recommended prerequisite classes to ensure you have the base knowledge requirements for taking the certification.



#### **PARTS MANAGER**

Managing a dealer parts department involves the complexity of many tasks and accountabilities. Parts department operations contribute significantly to dealer profitability and It's important to achieve maximum efficiency and productivity. Through LWS parts manager certification classes you will learn best practices that help you attain that.

Diagnostic	Prerequisite	Basic	Advanced	Master
Assessment	Bundle	Certification	Certification	Certification
Skill Level	40% or less	41% to 60%	61% to 80%	81% to 100%
Free	8 Classes (\$500)	8 Classes (\$1000)	8 Classes (\$1000)	8 Classes (\$1000)
		Test (\$750)	Test (\$500)	Test (\$250)

#### **Review Selection**

After clicking on the appropriate button, you will be taken to the Product Review page. To add this product to your shopping cart, press the **Add to cart** button and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual).



# LWS: Parts Manager Basic Certification Classes (ENG) \$1,000.00

The Basic Certification is an entry-level credential that demonstrates foundational knowledge or skills. It's designed for beginners and serves as a stepping stone toward more advanced qualifications. Certifications can enhance resumes, boost confidence, and signal to employers or institutions that you have achieved a verified level of competence.



LWS: Parts Teleselling (ENG) ☑



LWS: Parts Instore Merchandising (ENG) 더



LWS: Parts Purchasing and Expediting (ENG) 더



LWS: Parts Standards of Performance (ENG) ☐



LWS: Parts Campaigns and Promotions (ENG) 🗹



LWS: Parts Buyer's Needs (ENG) 🗹



LWS: Parts Make It Matter (ENG) 업



LWS: Parts Customer Retention (ENG) 🗹



### **Job Functions**

1) After you have successfully signed in, hover over the **Education** menu on the Learning Without Scars website (LearningWithoutScars.org) and select the Job Functions option.



2) The next screen will outline the Education Overview section of this document in more detail. It is important that you thoroughly understand the Steps to Success process – It's easy as 1-2-3-4!.

To purchase an Assessment or Class, you must first select the State or Province you live in. If your State/Province is not listed, please select None of the Above.



- 3) Once selected, you will be presented with a screen providing a background of our educational offerings and individual buttons to access Assessments, Classes or Lectures as shown below..
  - 1) Find Your Score: After you are registered with Learning Without Scars, you must enroll in the classes in a Skills and Knowledge Assessment. Click on the Assessments button below and select the job function title to purchase the assessment most relevant to the education you seek. This allows us to determine your specific skills and knowledge level (Developing, Beginning, Intermediate, Advanced) and your personalized educational path.

Assessments

2) Get Educated: After completing your assessment, the next step is to enroll in the classes tailored to the score you received on your assessment. Click on the Classes button below to purchase individual classes, or you can save money by purchasing 4 class bundles. Take the classes at your own pace and increase your knowledge!

Classes

- 3) Continuous Improvement, Get Rewarded: Once you have completed all the classes for your skills and knowledge level, you need to retake the Assessment to determine your new score and how much your knowledge has improved! You can then start taking more classes based on your new skills and knowledge level to elevate your job function knowledge! You will also earn 0.5 CEU's (Continuing Education Units) for every class you take.
- **4) Supplemental Education**: Learning Without Scars offers Lectures by **industry experts** on various topics and allows you to expand your education portfolio. Simply click on the **Lectures** button to unlock this supplemental offering. We also offer several complimentary offerings under the **Resources** menu option. Please take advantage of this additional education!

Lectures

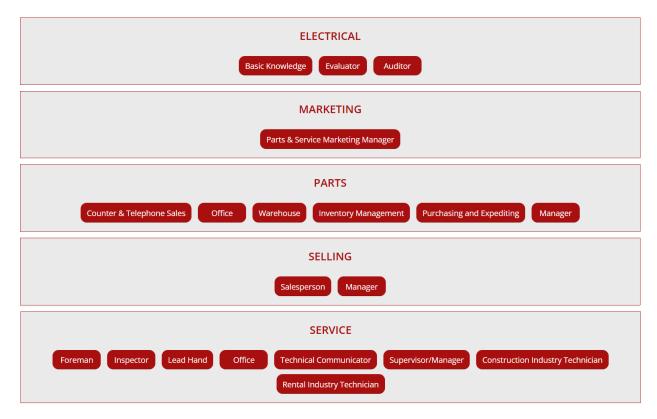
**Note:** If you see COMING SOON above a button, the option will be available in the near future.

4) After selecting your desired button, you will navigate to the respective screen which allows you to select either a specific Assessment or Lecture. In the case of Classes, you will be shown a list of roles by department first before you are presented with a screen listing specific classes.

#### Assessments

The Assessments page lists various roles within departments to choose from. Please note that the choices may change as more assessments are made available.

Select the desired role within the department you are wanting to take an assessment for.



### **Classes**

The Classes page lists various roles within departments to choose from. Please note that the choices may change as more roles are made available.

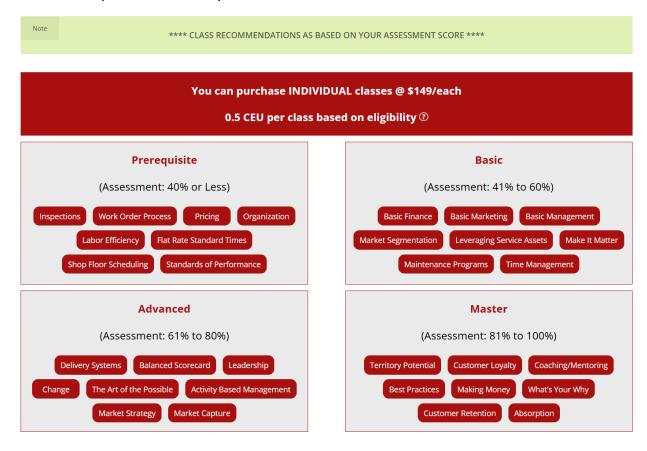
Select the desired role within the department you are wanting to take education for.



#### **Class Selection**

After selecting the role, the screen displayed will show you the available classes in sections (Prerequisite, Basic, Advanced, Master).

Based on the score you received on your corresponding role assessment, you will fall into one of the sections which lists the recommended classes that can be purchased by pressing the **Class** button. When you are done with one class, you can come back to this screen and purchase the next class in your section until you have taken all 8 classes.



#### **Review Selection**

After you have selected a specific assessment, class or lecture, you will be taken to the Product Review page. To add this product to your shopping cart, press the **Add to cart** button (**A**) and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). If you want to see a list of all similar products that are available for purchase, click on the **category name** shown (**B**). The full description of the product is listed on the Description tab (**C**).

**Product Preview** 



## LWS: Product Support Sales CSA



### Description

Selling is as old as the hills and most people think it is a function that requires you be good with people. The Sales Function also requires strong back office support. Dealer Business Systems development has allowed the management of territories with market segmentation and call reporting. Territory Potentials and Market Capture have also required we be able to provide office support to the sales force.

The comprehensive skills assessment covers all of the topics and subject matter required in the course of performing the sales support job function. In assessing this position, we have taken all of the classes involved in selling and marketing and created a skills assessment. We have taken the 900 questions, from the pretest and final assessment, from all of the classes offered for Selling. We have taken all of these questions and boiled them down to ninety essential questions. Each question has an answer within a multiple-choice selection.

The results from the CSA, Comprehensive Skills Assessment, categorize the skills and knowledge of the individual being assessed, into one of our four levels of accomplishment: Developing, Beginning, Intermediate, and Advanced.

These assessments can be used, in conjunction with background checks and interviews, to screen applicants before they are hired. They should also be used in the annual performance review with each employee. They can even be used as a foundation piece of information related to the wages and salaries paid to the employees. Finally, and this is the genesis of the creation of the comprehensive assessment skills, the assessment has been developed to be used to create a specific employee development program for each employee in the parts and service business teams.

### **Curriculums**

1) After you have successfully signed in, hover over the **Education** menu on the Learning Without Scars website (LearningWithoutScars.org) and select the Curriculums option.



2) The next screen will outline the Certification process. To purchase a Certification, you must first select the State or Province you live in. If your State/Province is not listed, please select None of the Above.



3) Once selected, you will be presented with a screen listing the various departments where you can access all our educational offerings for the selected department.

### **DEPARTMENTAL CURRICULUMS**

Welcome to Learning Without Scars. We are pleased to offer individual classes on a variety of job aspects across 5 departments.



#### **PARTS**

Managing a dealer parts department involves the complexity of many tasks and accountabilities. Parts department operations contribute significantly to dealer profitability and It's important to achieve maximum efficiency and productivity. In these classes you will learn best practices that help you attain that.





#### SERVICE

A dealer service department's profitability is extremely important to the overall success of the dealer. The department manager must oversee all aspects of the department, with

4) After selecting the desired department, you will be shown a list of available classes for that department. Simply hover over the desired class and click it to purchase.

#### **PARTS CURRICULUM**

Managing a dealer parts department involves the complexity of many tasks and accountabilities. Parts department operations contribute significantly to dealer profitability and It's important to achieve maximum efficiency and productivity. In these classes you will learn best practices that help you attain that.



#### LWS: PARTS ABSORPTION WDC (ENG)

\$149.00

Customer loyalty is crucial when it comes to your success in your business. In the midst of managing the parts business for the highest levels of customer loyalty, we often overlook the profitability of the parts business. The profits provided by the parts business goes to cover the expenses and costs of operating the business. [...]



### LWS: PARTS ACTIVITY BASED MANAGEMENT WDC (ENG)

\$149.00

The use of activity-based management as a management tool, has been relatively recent in our Industry. It was an unintended consequence of the work of Edward Deming, in Japan, and allows dealerships to review activities in a different manner. The use of the sales per employee implies a series of activities and relationships to our [...]



LWS: PARTS BASIC FINANCE WDC (ENG)

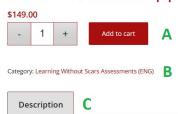
\$149.00

5) After you have selected a specific class, you will be taken to the Product Review page. To add this product to your shopping cart, press the **Add to cart** button (A) and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). If you want to see a list of all similar products that are available for purchase, click on the **category name** shown (B). The full description of the product is listed on the Description tab (C).





### LWS: Product Support Sales CSA



### Description

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The results from the CSA, Comprehensive Skills Assessment, categorize the skills and knowledge of the individual being assessed, into one of our four levels of accomplishment: Developing, Beginning, Intermediate, and Advanced.

These assessments can be used, in conjunction with background checks and interviews, to screen applicants before they are hired. They should also be used in the annual performance review with each employee. They can even be used as a foundation piece of information related to the wages and salaries paid to the employees. Finally, and this is the genesis of the creation of the comprehensive assessment skills, the assessment has been developed to be used to create a specific employee development program for each employee in the parts and service business teams.

### **Coupons**

From time to time, Learning Without Scars offers discount coupons for bulk purchases. We also offer promotional discount coupons for limited time frames. We recommend you check this page on a regular basis to take advantage of our offerings.

1) After you have successfully signed in, hover over the Education menu on the Learning Without Scars website (LearningWithoutScars.org) and select the Curriculums option.



2) The next screen will outline the Coupon process. To purchase a Coupon, you must first select the State or Province you live in. If your State/Province is not listed, please select None of the Above.



3) Once selected, you will be shown a list of available coupons. Simply hover over the desired coupon and click it to purchase.

### **COUPONS**

Learning Without Scars offers discount coupons for bulk purchases. From time to time, we also offer promotional discount coupons for limited time frames.



#### LWS: 050 ASSESSMENTS COUPON

\$3,200.00

Up to 50 total assessments in the Parts, Service, Selling and Marketing departments for a total savings of \$775. The coupon code will be emailed within 72 hours to the purchaser's email address. Coupon expires 4 months from date of issuance and any unused quantity will not be refunded. The coupon code is entered in [...]



#### LWS: 100 ASSESSMENTS COUPON

\$6,000.00

Up to 100 total assessments in the Parts, Service, Selling and Marketing departments for a total savings of \$1,950. The coupon code will be emailed within 72 hours to the purchaser's email address. Coupon expires 4 months from date of issuance and any unused quantity will not be refunded. The coupon code is entered in [...]

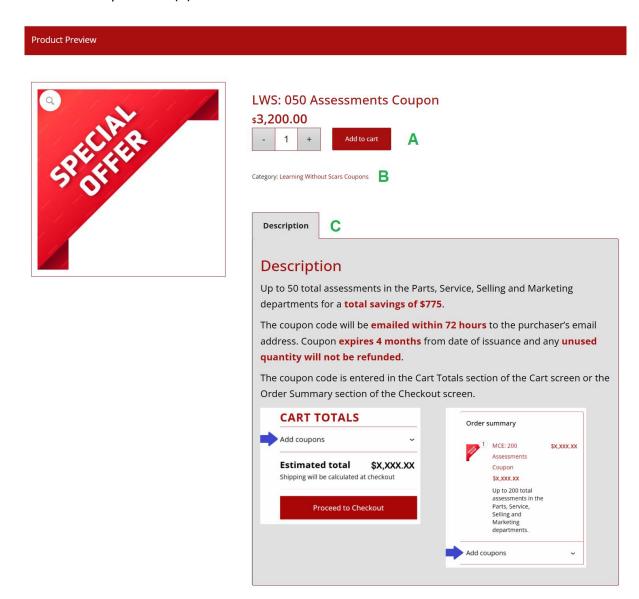


#### LWS: 200 ASSESSMENTS COUPON

\$10,200.00

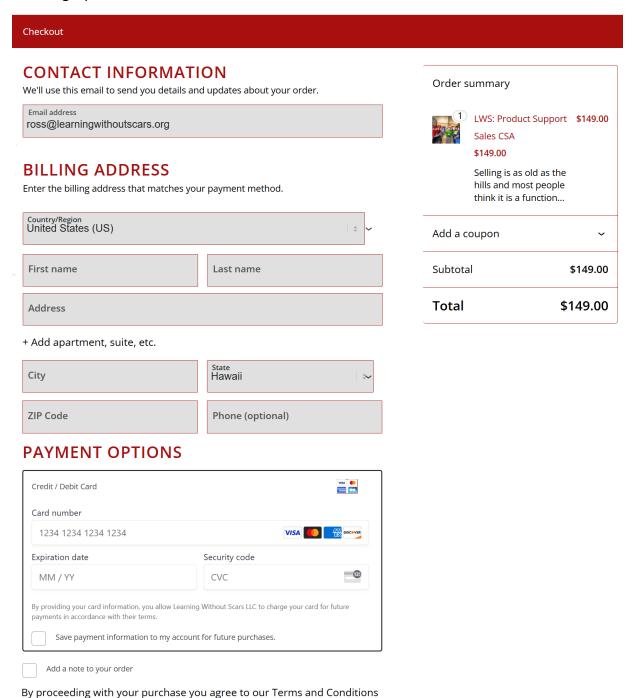
Up to 200 total assessments in the Parts, Service, Selling and Marketing departments for a total savings of \$5,900. The coupon code will be emailed within 72 hours to the purchaser's email address. Coupon expires 4 months from date of issuance and any unused quantity will not be refunded. The coupon code is entered in [...]

4) After you have selected a specific class, you will be taken to the Product Review page. To add this product to your shopping cart, press the **Add to cart** button (**A**) and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). If you want to see a list of all similar products that are available for purchase, click on the **category name** shown (**B**). The full description of the product is listed on the Description tab (**C**).



### **Purchase Process**

The Checkout page allows you to pay using a credit card. If you want to purchase additional products, you can simply select the **Education** menu option, repeat the process of searching and selecting a product.

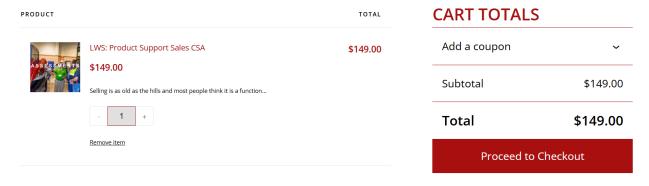


### **Shopping Cart**

If something is placed into a cart, you will notice a shopping cart icon appear in the top right corner of the menu bar.



If you click on this icon, you will be taken to the shopping Cart screen where all your selected products are listed and the option to proceed to checkout.



### **Coupons**

If you have a coupon that you would like to apply for the purchase, press the down arrow to the right of **Add a coupon**. The section will expand allowing you to enter a couple code; then press the **Apply** button. If a valid coupon code is entered, the appropriate discount pricing will be applied.

