Learning Without Scars Online Education

(Rev. 10/24/2026)

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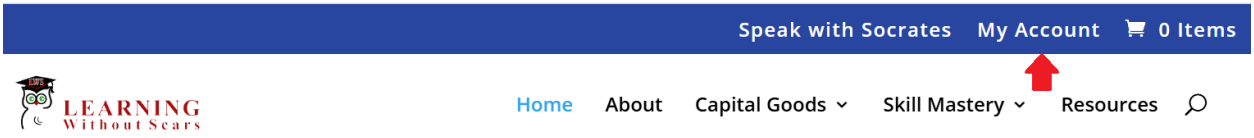
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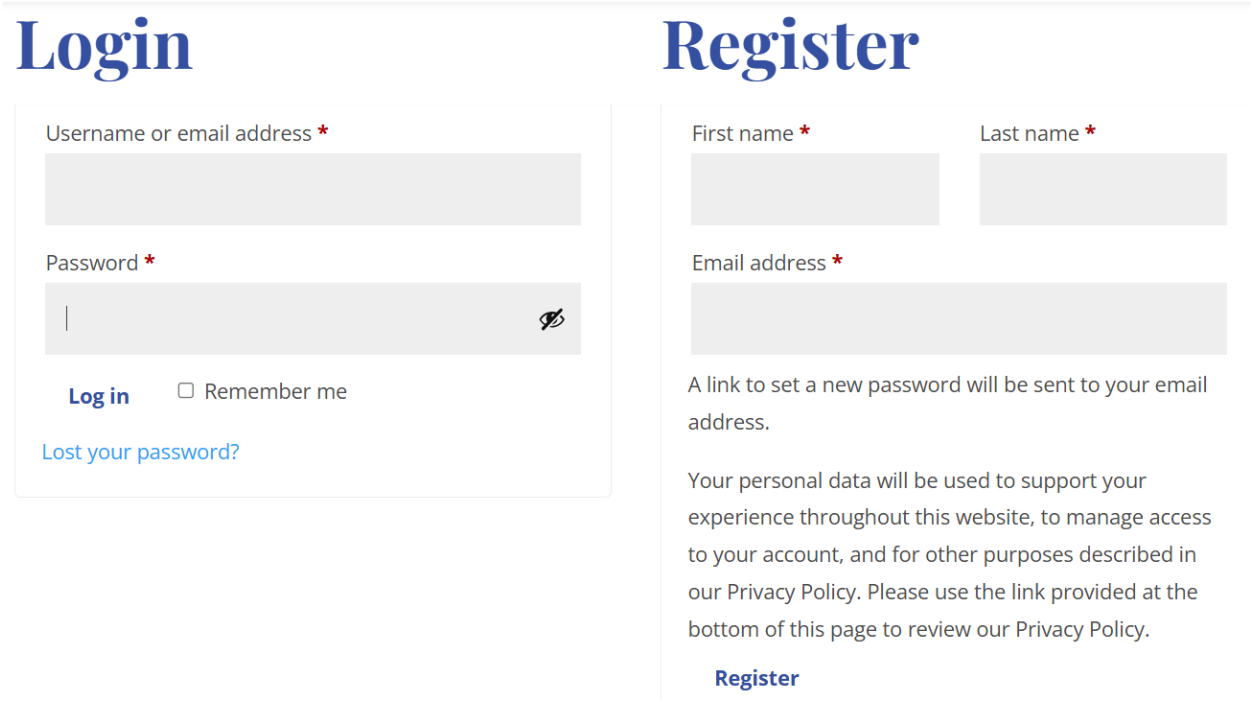
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Registering

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 My Account in the top right corner.

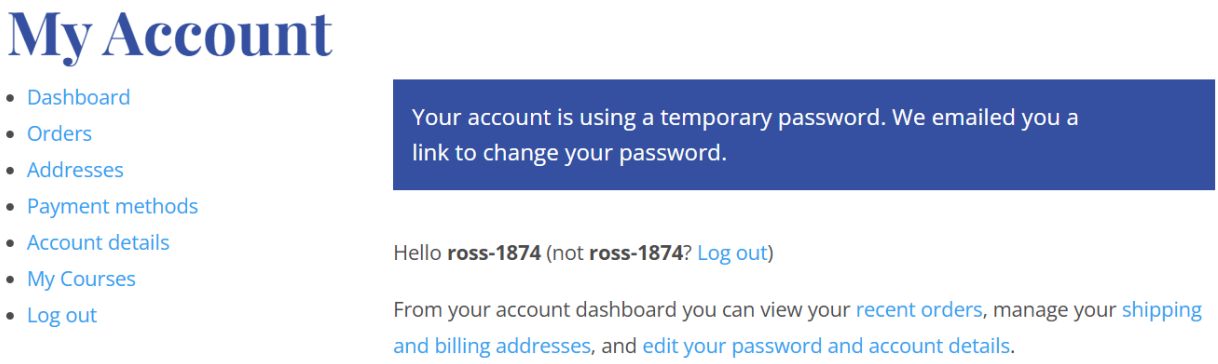


2) You will be presented with the following screen. On the right side, fill in your first name, last name and email address; then press the **Register** button at the bottom.

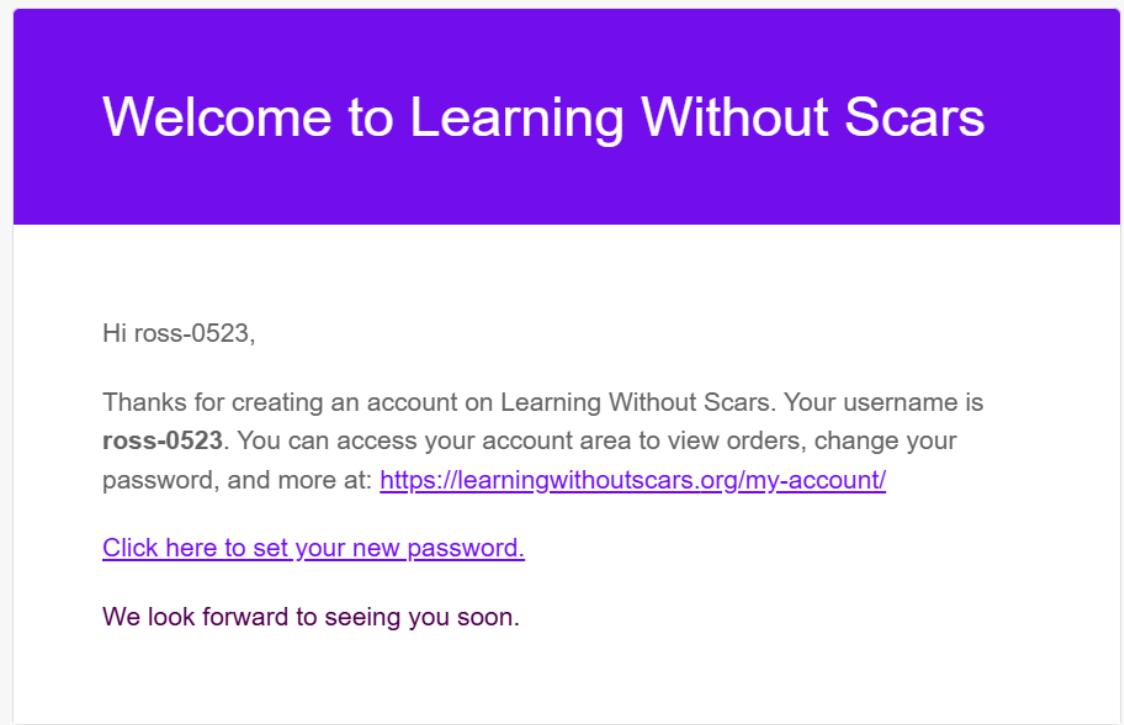


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3) After pressing the **Register** link, the My Account page will be displayed with the following message. Please go to your email client and check your inbox. It may take a few minutes to appear but you may also need to check your spam folder.



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



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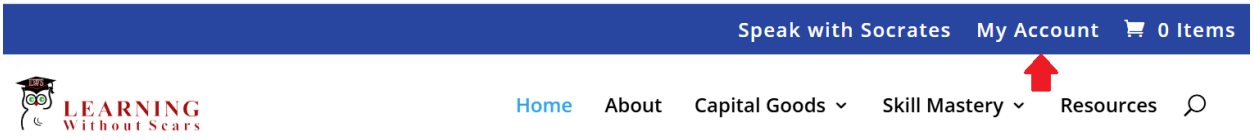
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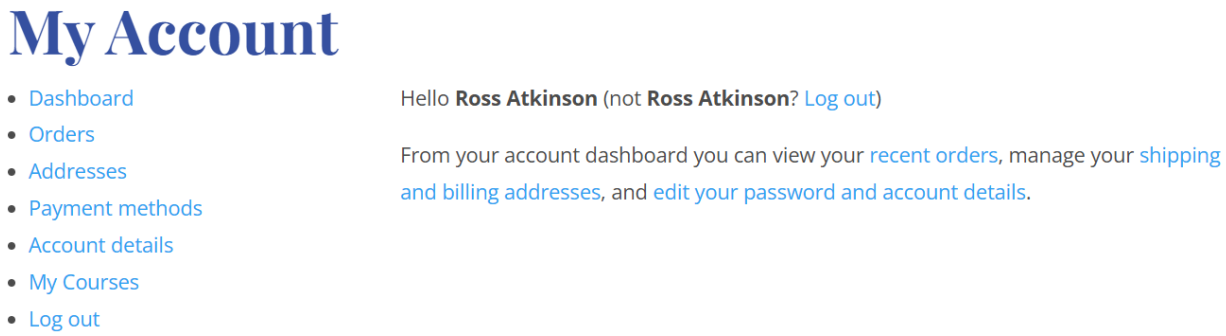
Website/LMS Integration

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 click on My Account 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.



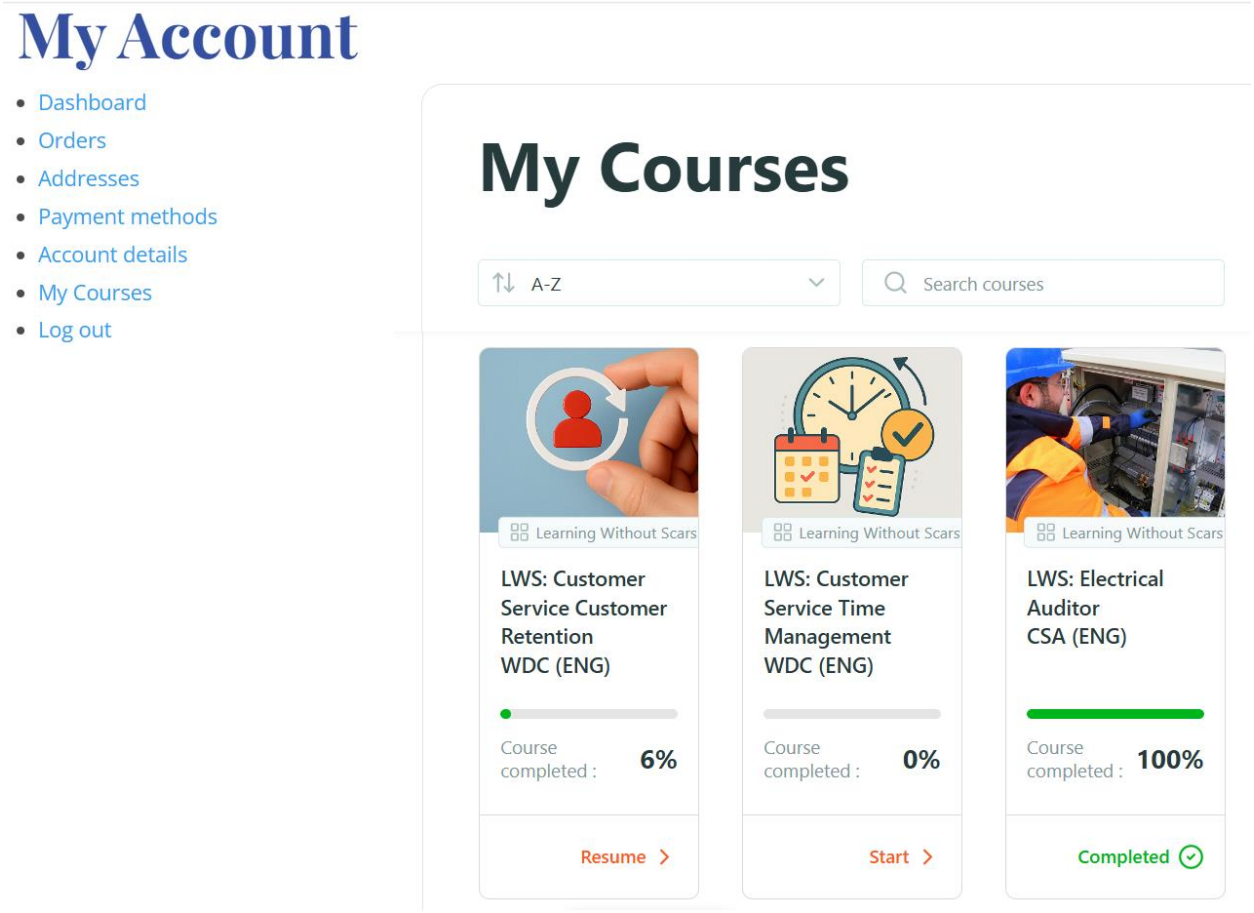
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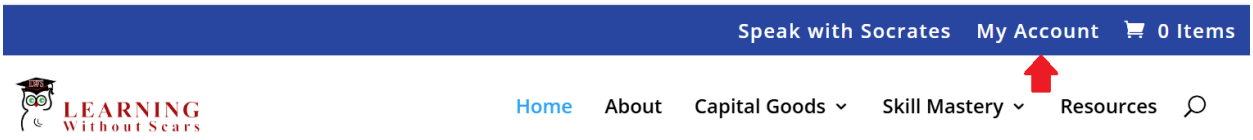
To view your classes, click on My Courses. This will show you the classes you have not yet started, classes you have started but not yet completed, and the classes you have completed. Click on the desired class to **Start, Resume** or display a **Completed** course and you will be launched into the class within the LMS system.

You can utilize the sort drop down to order the classes listed on the screen. You can also key a string into the Search Courses field, and it will dynamically filter the classes. Scrolling options are available on the bottom.

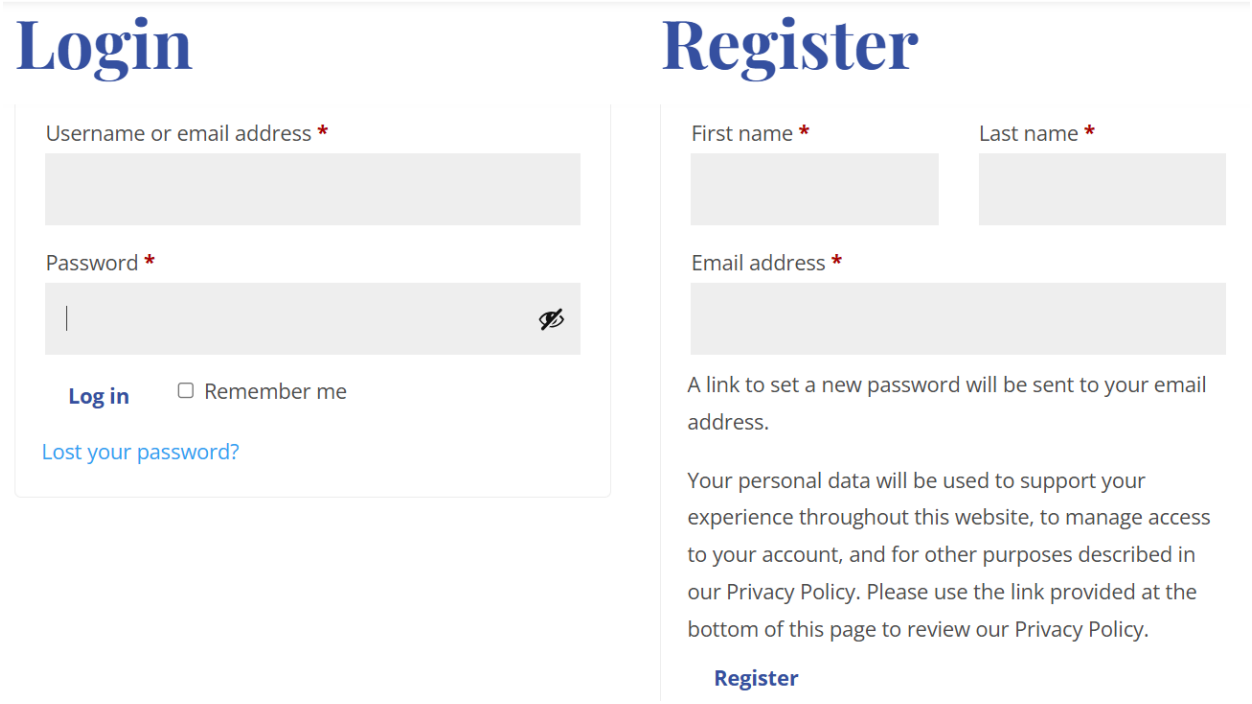


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Not Signed In



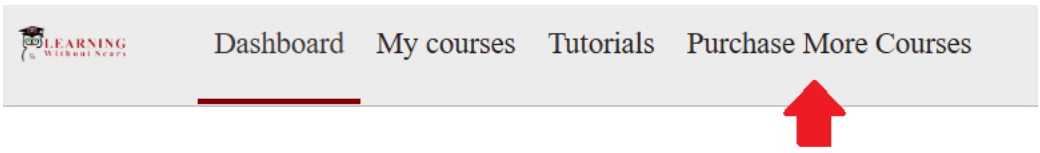
When you click on My Account in the top right corner of the website, you will be taken to User Account page where you can Login with your credentials.



Note: If you have forgotten your password, use the **Lost your password?** link to send you an email to reset your password.

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.

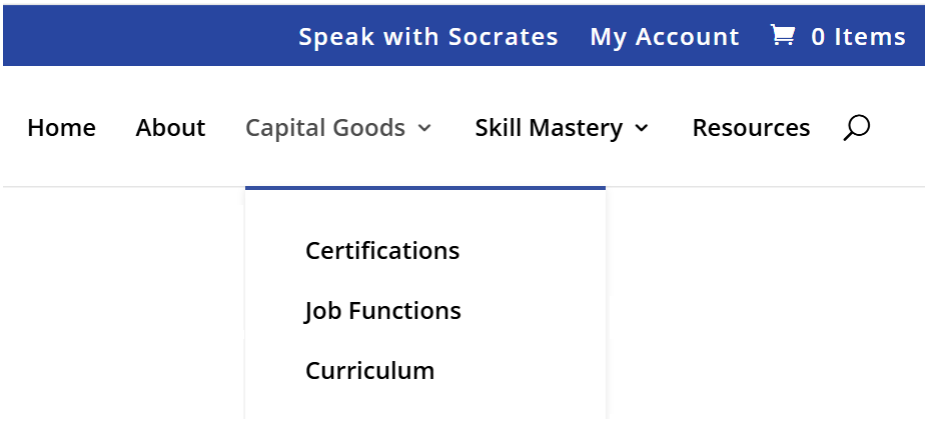
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Capital Goods Overview

Capital Goods at Learning Without Scars is broken down into 3 choices which can be found under the Capital Goods 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.

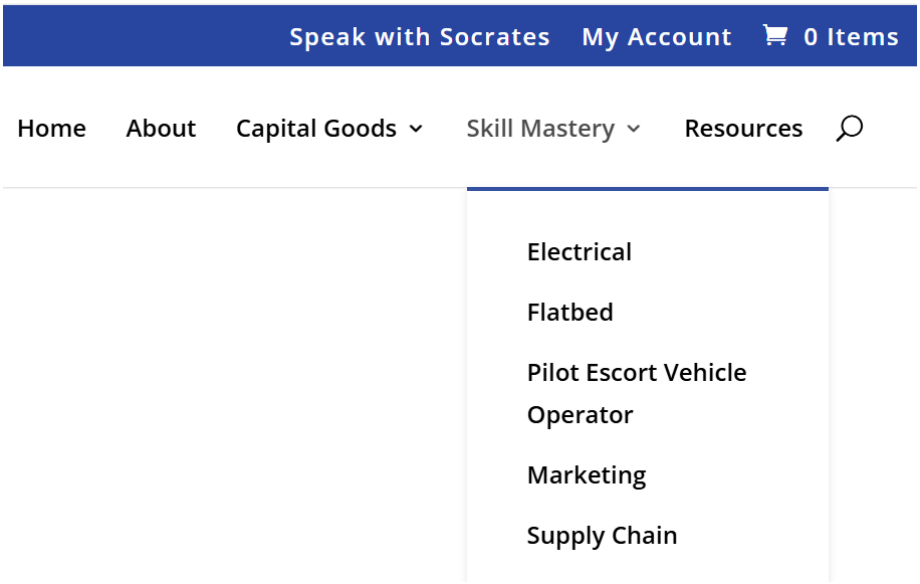
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Learning Without Scars Online Education

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Skill Mastery Overview

Skill Mastery at Learning Without Scars is broken down into 4 choices which can be found under the Capital Goods menu option dropdown.



Electrical

Renowned expert George Zeigler invites you to embark on a journey through a series of courses designed to help you master the principles of electrical science. With extensive experience teaching at every level, George is recognized as a trusted authority in the field.

Our Electrical Programs, a comprehensive set of seven classes that combine theory with hands-on practice, are designed to give you a deep and practical understanding of electrical concepts.

Flat Bed

Our Introduction to Flatbed (ITF) Training course delivers a comprehensive education on the fundamentals of flatbed trucking, with a strong emphasis on federal regulations, cargo securement, and driver safety.

Designed to guide operators through the requirements outlined in the Electronic Code of Federal Regulations (eCFR) 49 CFR 393, this program covers the securement of diverse cargo types such as metal coils, dressed lumber, paper rolls, concrete pipes, and more. Participants will gain hands-on knowledge of securement devices—including chains, straps, and friction mats—and learn the correct use of equipment like coil racks, bulkheads, and V-boards to ensure cargo stability and full compliance with federal law.

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Key topics include:

- Federal Bridge Formula & axle weight regulations: Learn how to properly distribute loads, avoid axle overloading, and meet legal weight limits.
- Driver fitness & safety standards: Understand how to maintain health, meet fitness requirements, and follow essential safety protocols on the road.

By the end of the course, participants will be equipped to meet the rigorous demands of the flatbed trucking industry, ensuring safe, compliant, and efficient transportation of goods. This training is invaluable for new drivers seeking foundational knowledge as well as seasoned professionals looking to sharpen their expertise.

Pilot Escort Vehicle Operator

Pilot Escort Vehicle Operators play a critical role in the safe and efficient movement of oversized and overweight loads. Our programs introduce the responsibilities, practices, and professional standards required to support these specialized transport operations. Participants will gain a practical understanding of how pilot escort drivers help protect the traveling public, assist transport drivers, communicate hazards, and support compliance with applicable regulations and permit requirements.

Our programs are designed for new and experienced operators who want to build confidence, strengthen safety awareness, and understand the expectations of the pilot escort profession. Through clear instruction and practical examples, learners will explore route awareness, vehicle positioning, communication procedures, equipment requirements, traffic control considerations, and the importance of professionalism on every assignment.

Marketing

Bonnie Feigenbaum is a Senior PR Consultant with TNKR Media, former Town Councillor and Chief of Staff to a Federal MP. She has almost 30 years of teaching experience, creating, and delivering courses at five post-secondary institutions, including McGill's Desautels School of Management. She is a bilingual, marketing and communications professional with 15 years of participation in local politics and almost 40 years of community involvement.

Her teaching philosophy, EDU-TAINMENT, is rooted in flexibility and adaptability using a three-pronged approach of presentation, practicality, and participation to integrate real-life experiences in marketing, communications, politics, and business to create a dynamic environment within a theoretical base.

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Supply Chain

Joseph Albright is an accomplished educator and seasoned professional with a strong background in supply chain management, project management, and business systems consulting. He is currently finishing his Doctor of Business Administration (DBA) at the University of Wisconsin-Whitewater, where his research focuses on firm performance through the purchasing unit. He holds an MBA with a concentration in IT Management and a BS in Accounting, both from Bradley University.

Professionally, Albright has extensive experience, particularly in supply chain management. Joseph worked for nearly 20 years at Caterpillar Inc., where he held various leadership roles in global supply network management, IT, and procurement. He is also the Vice President of Spend Right Consulting, specializing in business systems and process implementation. Albright's expertise is further solidified by certifications such as PMP, CPSM, and Six Sigma Black Belt. His dedication to both academia and industry positions him as a highly influential figure in his field.

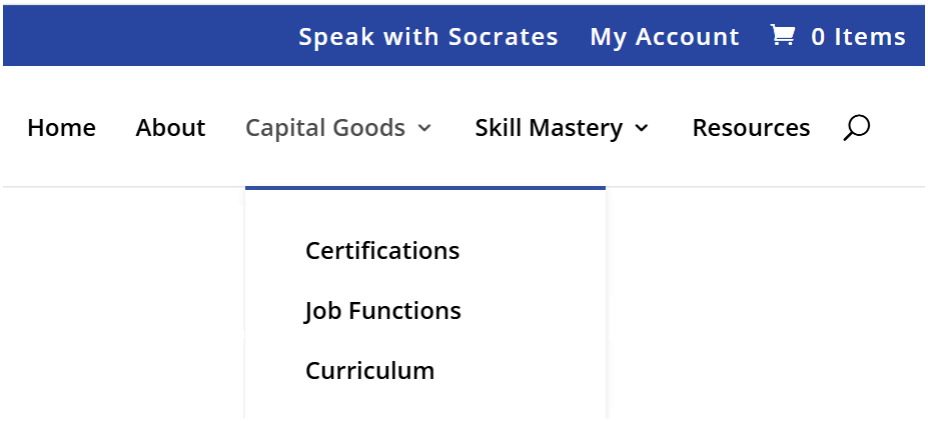
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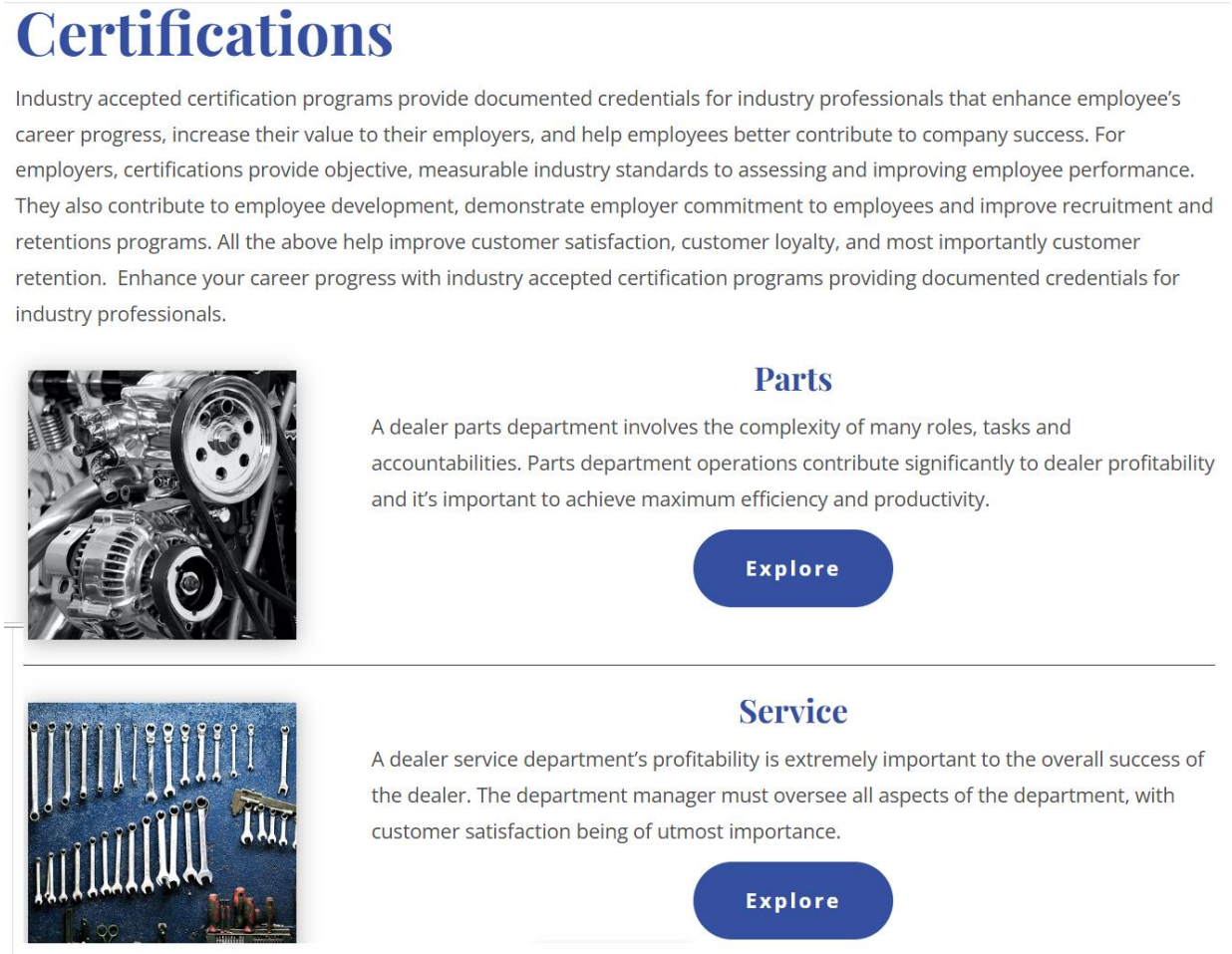
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Certifications

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



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



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3) After selecting the desired department, the certifications screen for the selected department will be displayed showing the various certifications available. The 4 step process is laid out on the screen.

Step 1 Determine Your Skill Level
To start the certification process, you MUST first take the Diagnostic Assessment. The score you achieve will determine how you proceed.



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.

Step 1 - Determine Your Skill Level

DIAGNOSTIC ASSESSMENT	Determine Skill Level	$50.00	Purchase

Step 2 Prerequisite Classes & Reassess

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

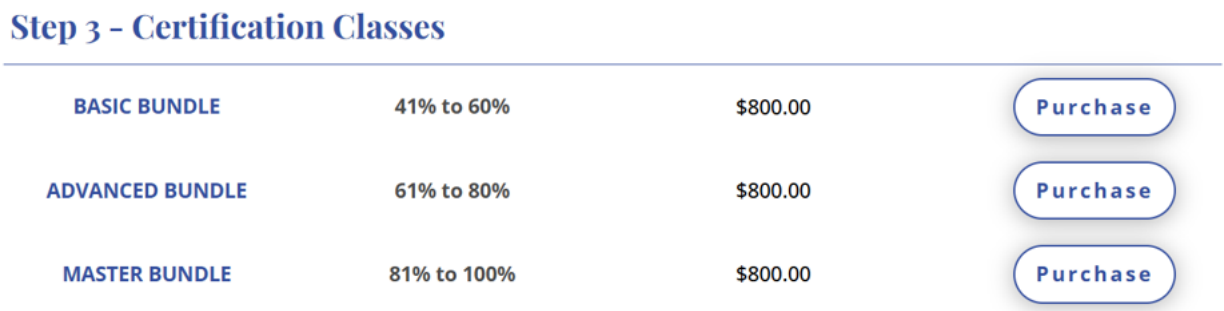
Step 2 - Prerequisite Classes & Reassess

PREREQUISITE BUNDLE	40% or Less	$800.00	Purchase
DIAGNOSTIC ASSESSMENT	2nd Attempt		

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Step 3 Certifications Classes

Based on your assessment score, purchase and take the appropriate class bundle.

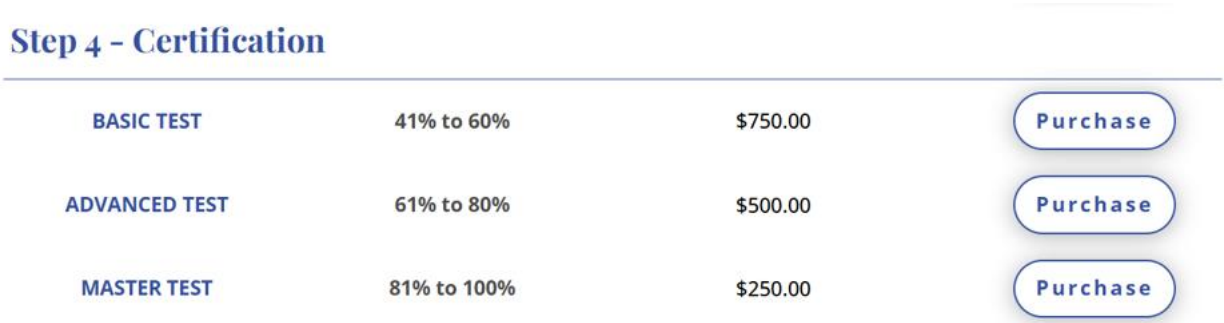


Step 3 - Certification Classes

BASIC BUNDLE	41% to 60%	$800.00	Purchase
ADVANCED BUNDLE	61% to 80%	$800.00	Purchase
MASTER BUNDLE	81% to 100%	$800.00	Purchase

Step 4 Certification

Lastly, purchase and take the appropriate certification test.



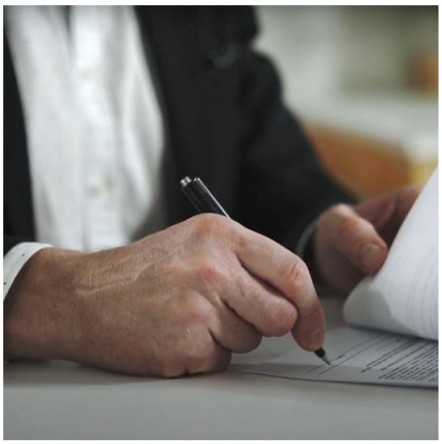
Step 4 - Certification

BASIC TEST	41% to 60%	$750.00	Purchase
ADVANCED TEST	61% to 80%	$500.00	Purchase
MASTER TEST	81% to 100%	$250.00	Purchase

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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)

$800.00

Learning Without Scars offers industry job function certification programs that are unique within the capital goods industries. In order to enter into our certification program, the employee has to demonstrate their level of job-specific skills and knowledge via a Diagnostic Certification Assessment. For those that score on the low end, a prerequisite bundle of classes is highly recommended.

Employees have the option to enter certification programs at any of the three levels: Basic, Advanced or Master; however, we highly recommended that students select an entry point based on the score of the Diagnostic Certification Assessment. The certification learning content continually builds as the learner progresses through the three levels. For the best and most successful learning experience, it makes sense to follow the learning path guidance we offer.

The First Level of Certification is "Basic." This is an entry-level credential that demonstrates foundational knowledge or skills that expand upon those offered in the prerequisite classes. It's designed for beginners or others that could benefit from a "refresher" curriculum, and serves as another stepping stone toward achieving more advanced qualifications. There are eight classes that one must successfully complete in order to take the Basic Certification Test which consists of one hundred and twenty questions.



LWS: Parts Teleselling (ENG)



LWS: Parts Instore Merchandising (ENG)



LWS: Parts Purchasing and Expediting (ENG)

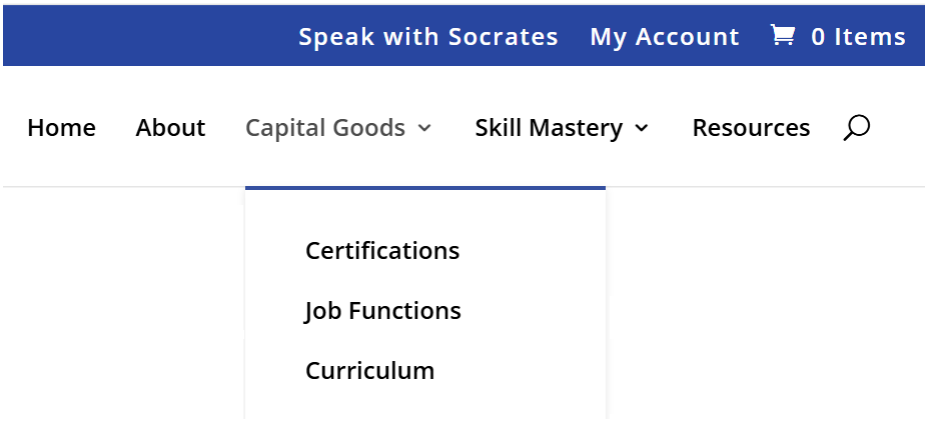
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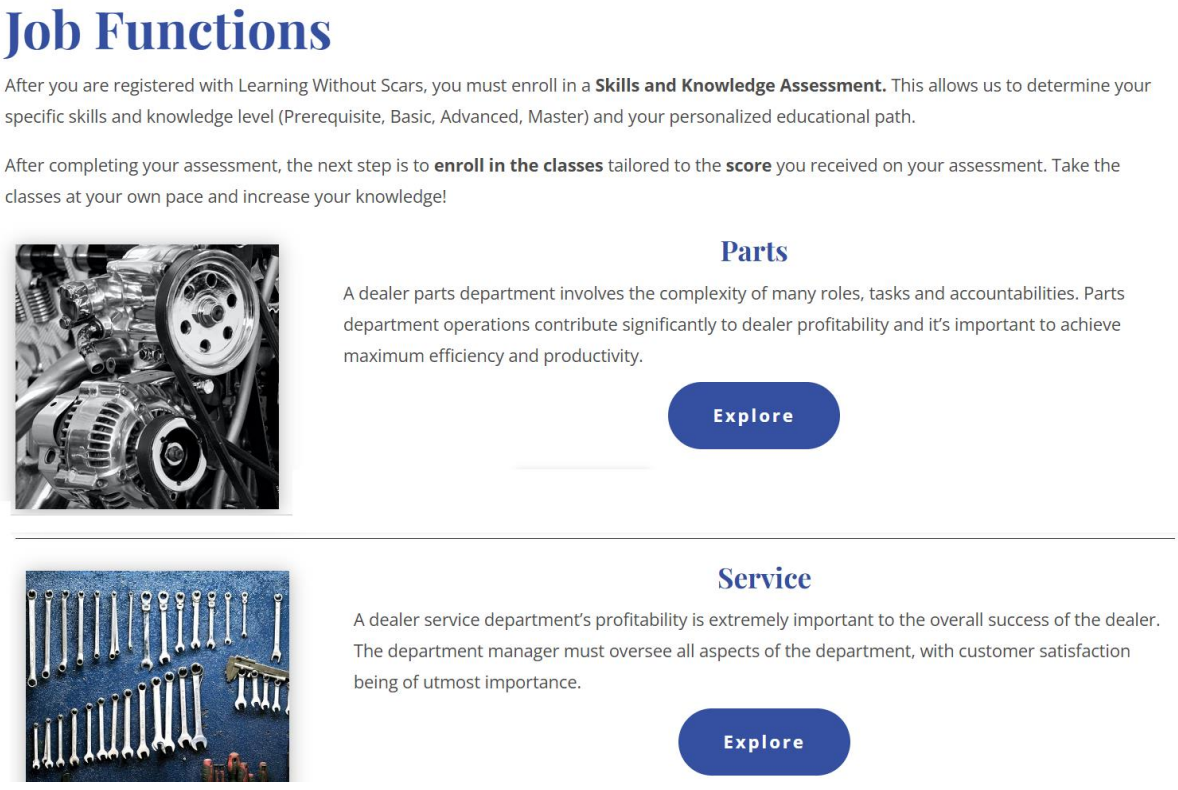
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Job Functions

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



2) The next screen will present a background of our educational offerings and individual buttons to access Assessments or Classes. Click the section heading (More Information, Find Your Score, and Get Educated) for additional information on the Job Functions process.



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3) After selecting your desired button, you will navigate to the respective screen. The top of the screen will show the assessments available for each role within a department. Before you start taking classes, you must first take an assessment which will determine the recommended classes you should take.



Parts

After you are registered with Learning Without Scars, you must enroll in a **Skills and Knowledge Assessment.** Click on the job function to purchase the assessment most relevant to the education you seek. This allows us to determine your specific skills and knowledge level (Prerequisite, Basic, Advanced, Master) and your personalized educational path.

Step 1 - Take Assessment

COUNTER & TELEPHONE SALES	$79.50	Purchase
OFFICE	$79.50	Purchase
WAREHOUSE	$79.50	Purchase
INVENTORY MANAGEMENT	$79.50	Purchase
PURCHASING & EXPEDITING	$79.50	Purchase
MANAGER	$79.50	Purchase

4) After taking the assessment, go to the bottom of this screen and click on the desired role.



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Based on the score you received on your assessment, click on any of the classes in the section (Prerequisite, Basic, Advanced, Master) that corresponds to the score you received. 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.

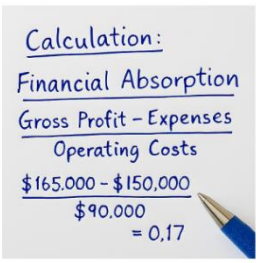
Counter & Telephone Sales

Prerequisite (Assessment 40% or Less)



LWS: Parts Change WDC (ENG)

$149.00



LWS: Parts Absorption WDC (ENG)

$149.00



LWS: Parts What's Your Why WDC (ENG)

$149.00



LWS: Parts The Art of the Possible WDC (ENG)

$149.00

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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 and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). The full description of the product is listed on the Description tab.



LWS: Parts Basic Inventory Control WDC (ENG)

$149.00

1 **Add to cart**

Description

Description

Have we completed the transformation of the inventory from being managed by people to being controlled by systems? This program will reintroduce the fundamentals of Inventory Control so that everyone can understand why we have the parts we have, and don't have the parts we don't have. In the market today, customers are demanding more service from suppliers, and suppliers are shrinking assets at the same time. That is quite a contradiction and one which is impossible to explain without knowledge of the subject. How do we expect the customer contact personnel to be able to serve customers without understanding Inventory Management? This class solves that problem.

The basics of order point and order quantity theory will be discussed and explained in a style that is simple and clear. Lead times, order costs and carrying charges will be exposed and details given as to their content. The fundamental metrics to employ to maintain control of the performance from the inventory rules in the dealer business system will also be covered.

Finally, the Backorder Analysis function will be described in detail such that the participants can proceed from the webinar to the operation and conduct this analysis to determine what it is that is causing backorders and what they should do about it. The program will provide you with the understanding and tools necessary to manage a parts inventory more effectively.

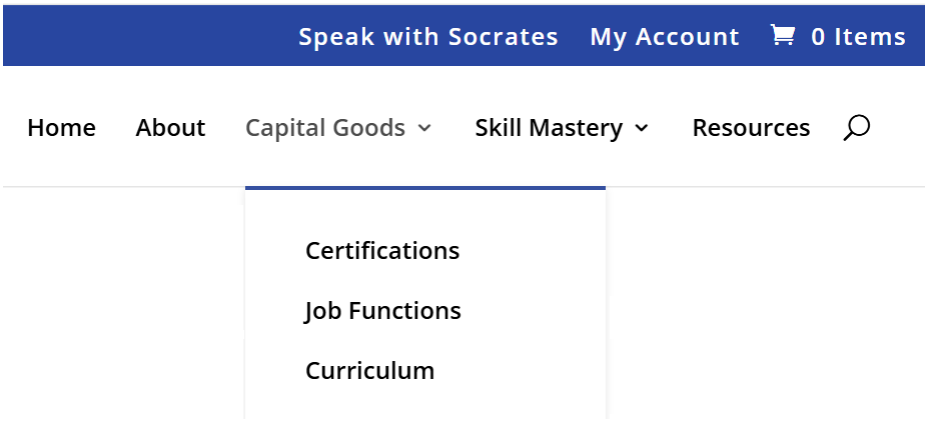
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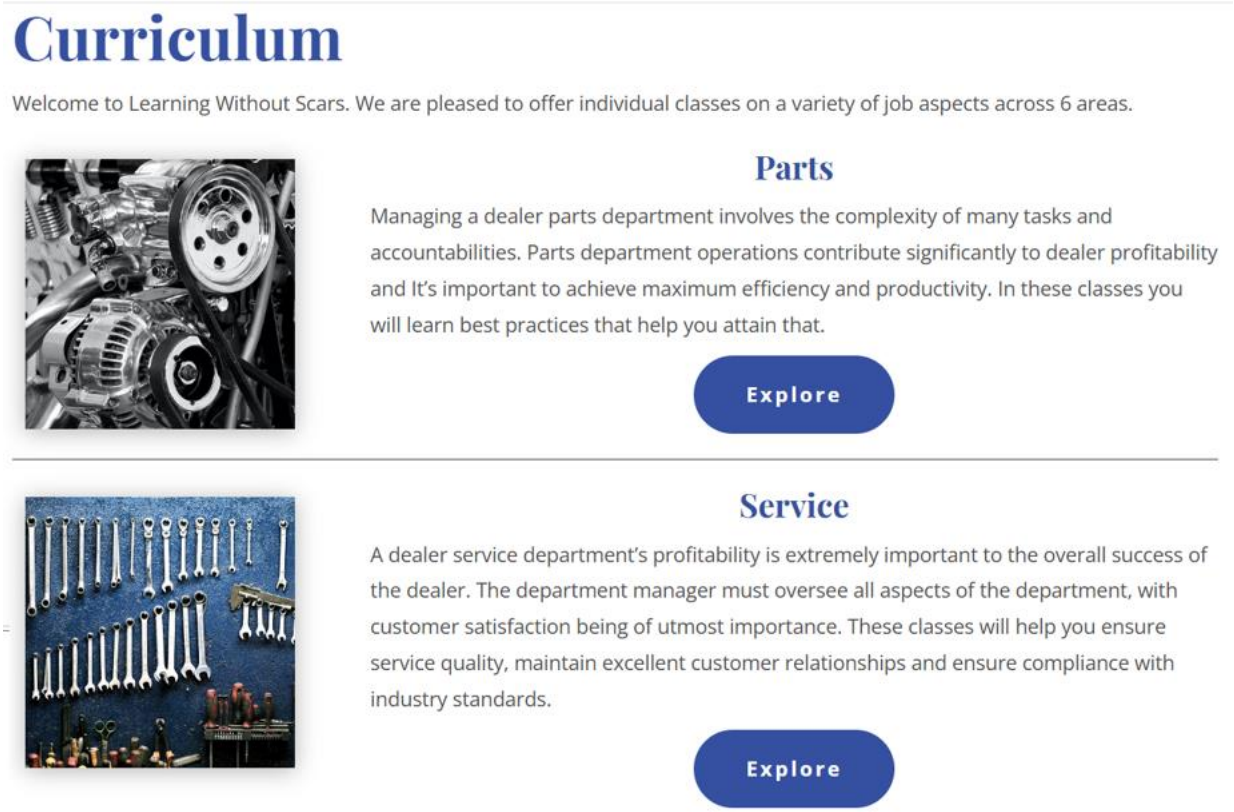
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Curriculums

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



2) 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.

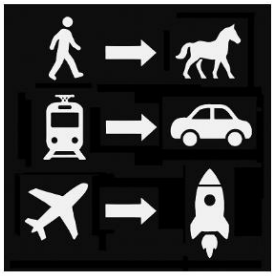


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3) After selecting the desired department, you will be shown a list of available classes for that department. Simply hover over the desired class and click it to purchase.

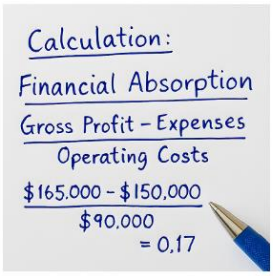
Parts Curriculum

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 level of learning.



LWS: Parts Change WDC (ENG)

$149.00



LWS: Parts Absorption WDC (ENG)

$149.00



LWS: Parts What's Your Why WDC (ENG)

$149.00



LWS: Parts Campaigns and Promotions WDC (ENG)

$149.00

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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 and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). The full description of the product is listed on the Description tab.



LWS: Parts Campaigns and Promotions WDC (ENG)

$149.00

1 **Add to cart**

Description

Description

A new reality continues apace. Everyone by now has been affected by "telemarketing" and I trust your tele-selling life has had a successful start. But, even with the sales aspect of the job, it is hard to hold onto a performance edge: to stay motivated and excited. The job, over time, gets to be too much of a routine.

We need to generate excitement and energy in the department. We need to operate with regular campaigns and promotions. Something special needs to be going on all the time. To do this, we need to inject campaigns and promotion planning into our sales forecasts and annual budget plans. Campaigns and promotions have to become an integral part of the life in a parts business.

We provide a structure to the campaign and promotion activities with the use of a Promotion Planning Tree (PPT). The PPT provides a road map of activities, and a check list, to ensure that we get everything right. It allows everyone to be involved in the development of the campaigns and promotions so that there is understanding of what it is we are aiming to do. It allows vigorous debate in the development of the campaigns and promotions so that everyone is involved in the programs. It brings back the excitement to the job.

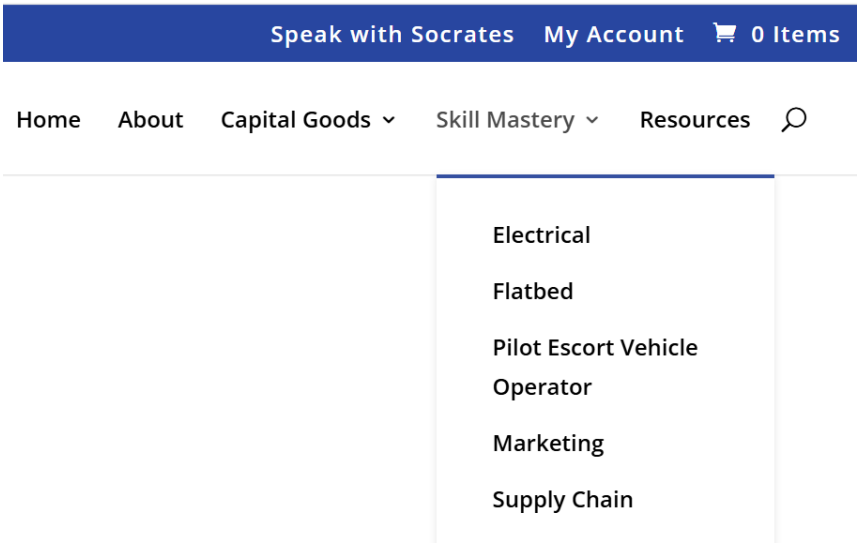
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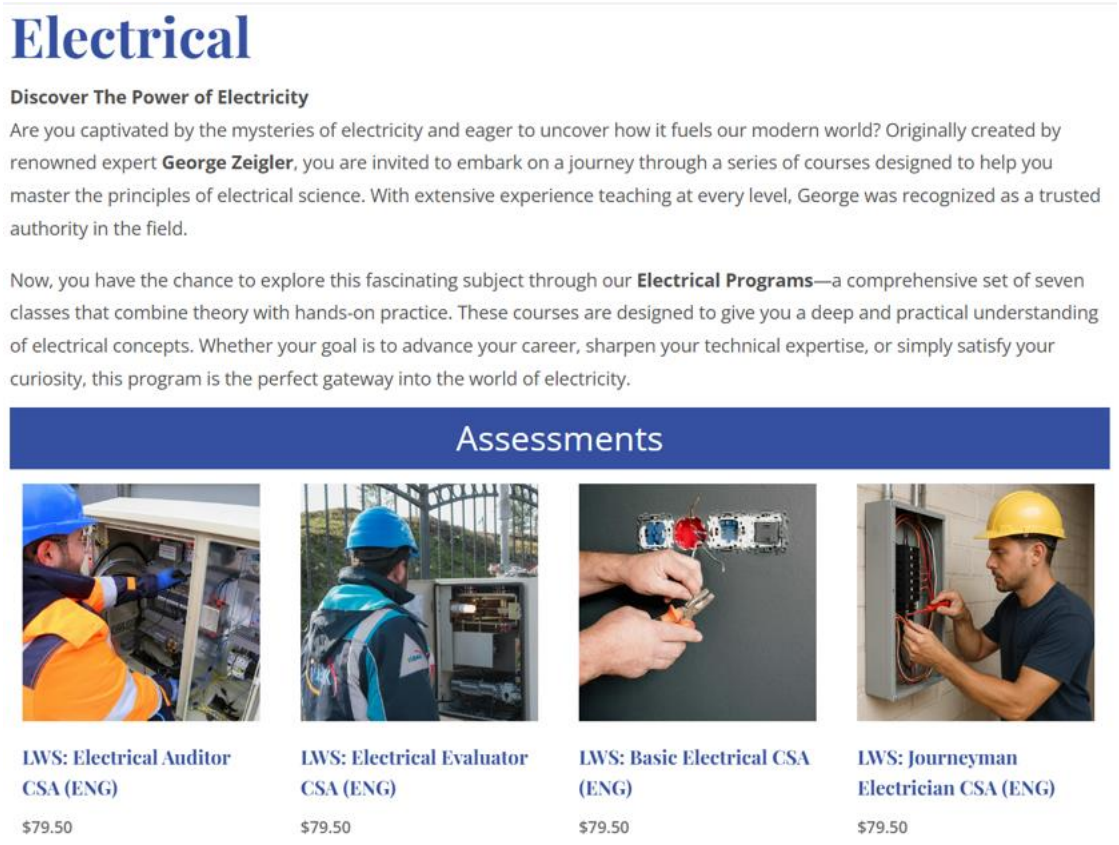
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Electrical

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



2) Once selected, you will be presented with a screen listing the various assessments and classes available. Simply hover over the desired assessment or class and click it to purchase.



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Classes



LWS: Basic Electrical Fundamentals (ENG)

$149.00



LWS: Understanding Electrical Power (ENG)

$149.00



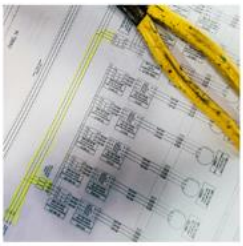
LWS: Understanding National Electrical Code (ENG)

$149.00



LWS: Electrical Safety in the Workplace (ENG)

$149.00



LWS: Understanding Electrical Circuits and Drawings (ENG)

$149.00



LWS: Electrical Mastering Ohm's Law (ENG)

$149.00

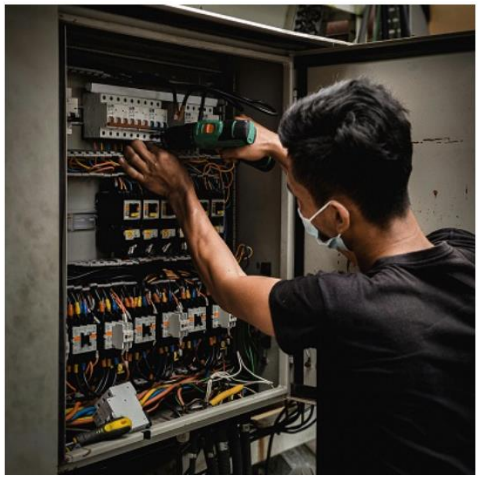


LWS: Understanding AC and DC Currents (ENG)

$149.00

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3) After you have selected a specific assessment or class, 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). The full description of the product is listed on the Description tab.



LWS: Basic Electrical Fundamentals (ENG)

$149.00

1 Add to cart

Description

Description

This class offers a comprehensive study of electricity, examining its historical development, fundamental principles, theoretical foundations, and core concepts. Key topics include electric circuits, current, voltage, resistance, and power.

Definition of Electricity: Electricity is a fundamental form of energy arising from the presence and movement of positive and negative charges. It occurs naturally in phenomena such as lightning and can also be generated artificially through devices like generators. Defined by the motion and interaction of electrons, electricity is studied extensively across scientific disciplines for its governing laws and behaviors. Electricity represents the flow of electrical power or charge. As a secondary energy source, it is produced by converting primary sources such as coal, natural gas, oil, nuclear energy, and renewables. While these sources may be renewable or non-renewable, electricity itself is not classified as either.

By engaging with this essential subject, you not only expand your knowledge but also contribute to creating a safer and more supportive workplace for yourself and your colleagues.

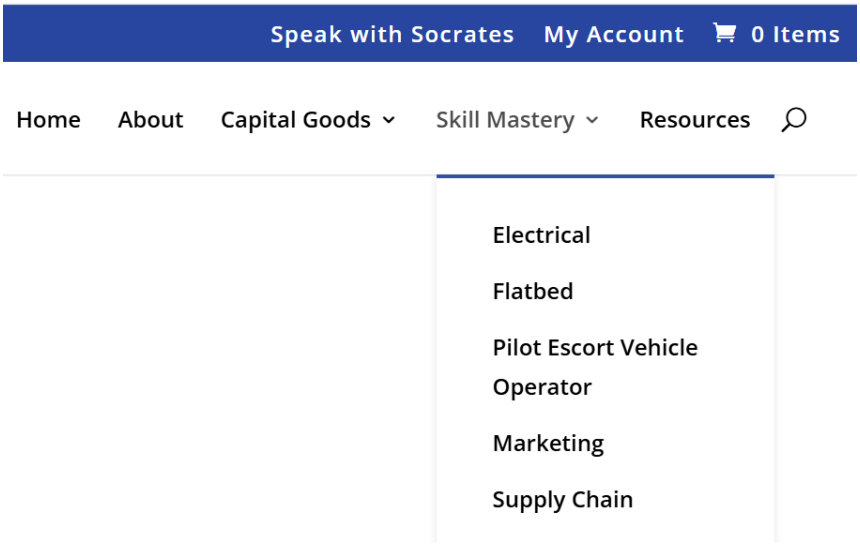
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Learning Without Scars Online Education

(Rev. 10/24/2026)

Flatbed

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



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2) Once selected, you will be presented with a screen listing the various assessments and classes available. Simply hover over the desired assessment or class and click it to purchase.

Flatbed

Our Flatbed education is a U.S. focused and carriers operating outside the U.S. should verify the requirements applicable to your jurisdiction.

Introduction to Flatbed (ITF) Training

Our *Introduction to Flatbed (ITF) Training* course delivers a comprehensive education on the fundamentals of flatbed trucking, with a strong emphasis on **federal regulations, cargo securement, and driver safety**.

Designed to guide operators through the requirements outlined in the *Electronic Code of Federal Regulations (eCFR) 49 CFR 393,* this program covers the securement of diverse cargo types such as **metal coils, dressed lumber, paper rolls, concrete pipes, and more**. Participants will gain hands-on knowledge of securement devices—including **chains, straps, and friction mats**—and learn the correct use of equipment like **coil racks, bulkheads, and V-boards** to ensure cargo stability and full compliance with federal law.

Key topics include:

- **Federal Bridge Formula & axle weight regulations**: Learn how to properly distribute loads, avoid axle overloading, and meet legal weight limits.
- **Driver fitness & safety standards**: Understand how to maintain health, meet fitness requirements, and follow essential safety protocols on the road.

By the end of the course, participants will be equipped to meet the **rigorous demands of the flatbed trucking industry**, ensuring safe, compliant, and efficient transportation of goods. This training is invaluable for **new drivers seeking foundational knowledge** as well as **seasoned professionals looking to sharpen their expertise**.

Users should reference the Electronic Code of Federal Regulations (eCFR) while completing this assessment. The eCFR provides the official regulatory language necessary to correctly answer questions and apply proper securement standards.

eCFR Website

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The purpose of the **flatbed assessments** is to evaluate a driver's current knowledge of cargo securement, safety practices, and applicable federal regulations in order to identify strengths and gaps. This allows individuals and companies to place drivers into the appropriate level of training, ensuring they receive targeted, relevant education rather than a one-size-fits-all approach. By establishing a baseline, the assessment helps improve training efficiency, supports compliance, and ultimately contributes to safer operations and reduced risk across the industry.



LWS: Basic Flatbed CSA (ENG)

$79.50



LWS: Fundamentals of Flatbed Securement CSA (ENG)

$79.50

Classes



LWS: 01 FSSG ITF Section 1 – Part 1 Lecture (ENG)

$100.00



LWS: 02 FSSG ITF Section 1 – Part 2 Lecture (ENG)

$100.00



LWS: 03 FSSG ITF Section 1 – Part 3 Lecture (ENG)

$100.00



LWS: 04 FSSG ITF Section 2 – Part 1 Lecture (ENG)

$100.00



LWS: 05 FSSG ITF Section 2 – Part 2 Lecture (ENG)

$100.00



LWS: 06 FSSG ITF Section 3 – Part 1 Lecture (ENG)

$100.00



LWS: 07 FSSG ITF Section 3 – Part 2 Lecture (ENG)

$100.00



LWS: 08 FSSG ITF Section 4 – Part 1 Lecture (ENG)

$100.00



LWS: 09 FSSG ITF Section 8 – Part 1 Lecture (ENG)

$100.00



LWS: 10 FSSG ITF Section 9 – Part 1 Lecture (ENG)

$100.00

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3) After completing all of the Flatbed classes, students have the opportunity to show their knowledge with a final, comprehensive assessment.

Upon completion of the 10 classes above, students have the opportunity to show their knowledge with this final, comprehensive assessment.



LWS: FSSG ITF Final Assessment Activity (ENG)

$79.50

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4) After you have selected a specific assessment or class, 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). The full description of the product is listed on the Description tab.



LWS: Fundamentals of Flatbed Securement CSA (ENG)

$79.50

1 Add to cart

Description

Description

The Comprehensive Skills Assessment (CSA) covers the essential federal regulations for cargo securement on flatbed vehicles. This assessment verifies knowledge of the general performance standards, which require securement systems to withstand specific g-forces (0.8g deceleration forward, 0.5g acceleration rearward, and 0.5g acceleration lateral), and the fundamental rule that the aggregate working load limit (AWLL) of tiedowns must be at least 50% of the cargo weight. It tests the application of rules determining the minimum number of tiedowns based on cargo length, such as requiring two tiedowns for the first 10 feet of an unblocked article, plus one additional tiedown for every 10-foot fraction thereof beyond the first 10 feet, and validates knowledge of device integrity, including the mandatory use of edge protection to prevent abrasion and the prohibition of knots in tiedowns. Furthermore, the CSA delves into detailed, commodity-specific requirements, covering proper securement for loads like metal coils (subject to specific rules at 5,000 lbs. or more), logs (requiring bunks and stakes), and heavy equipment (requiring a minimum of four tiedowns for items over 10,000 lbs.), ensuring the load is contained, immobilized, or secured to prevent shifting or falling in all directions.

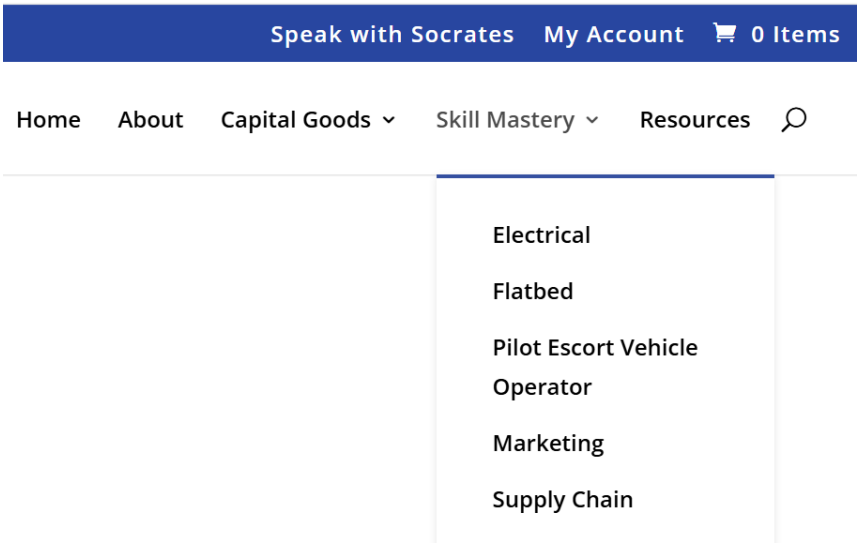
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Learning Without Scars Online Education

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Pilot Escort Vehicle Operator

1) After you have successfully signed in, hover over the **Skill Mastery** menu option on the Learning Without Scars website (LearningWithoutScars.org) and select **Pilot Escort Vehicle Operator**.



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2) Once selected, you will be presented with a screen listing the various assessments and classes available. Simply hover over the desired class and click it to purchase.

Pilot Escort Vehicle Operator

Pilot Escort Vehicle Operators play a critical role in the safe and efficient movement of oversized and overweight loads. Our programs introduce the responsibilities, practices, and professional standards required to support these specialized transport operations. Participants will gain a practical understanding of how pilot escort drivers help protect the traveling public, assist transport drivers, communicate hazards, and support compliance with applicable regulations and permit requirements.

Our programs are designed for new and experienced operators who want to build confidence, strengthen safety awareness, and understand the expectations of the pilot escort profession. Through clear instruction and practical examples, learners will explore route awareness, vehicle positioning, communication procedures, equipment requirements, traffic control considerations, and the importance of professionalism on every assignment.

Classes



LWS: Pilot Escort & Bucket Truck Safety (ENG)

$100.00

3) 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 and you will be directed to the Checkout page where you can pay for your product (see the Purchase Process section of this manual). The full description of the product is listed on the Description tab.



LWS: Pilot Escort & Bucket Truck Safety (ENG)

$100.00

1 **Add to cart**

Description

Description

This training course is produced by VECTOR Vehicle Escort Compliance Training and Operational Risk for educational purposes directed at sworn law enforcement officers with citation authority. The regulatory frameworks, citation templates, and statute chains represent the professional analysis and doctrinal opinions of VECTOR Vehicle Escort Compliance Training and Operational Risk based on publicly available federal and state law.

This material does not constitute legal advice. Officers should consult their agency's legal counsel and the applicable state prosecutor before issuing citations in specific fact patterns. Regulatory language changes: officers are responsible for verifying current statutory text through official sources before issuing any citation.

VECTOR Vehicle Escort Compliance Training and Operational Risk accepts no liability for citations issued based upon this training that are subsequently dismissed, reversed, or found to be legally deficient. The statute chain methodology is a training framework designed to equip officers with analytical tools, not a guarantee of prosecutorial outcomes.

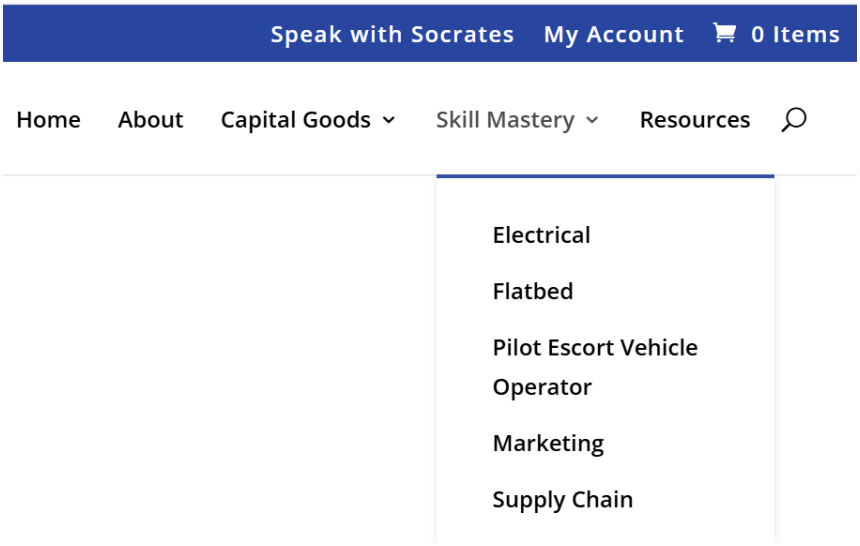
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Marketing

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



2) Once selected, you will be presented with a screen listing the various lectures available for Marketing Basics and Marketing Research.



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Marketing Research



LWS: Introduction to Marketing Research (ENG)

$100.00



LWS: Primary Research Observation Experimentation (ENG)

$100.00



LWS: The Research Process (ENG)

$100.00



LWS: Qualitative Research (ENG)

$100.00



LWS: Secondary Data Management (ENG)

$100.00



LWS: Marketing Sampling (ENG)

$100.00



LWS: Marketing Communicating Results (ENG)



LWS: Marketing Data Analysis (ENG)

$100.00



LWS: Marketing Questionnaire Design (ENG)



LWS: Primary Research Surveys (ENG)

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3) After you have selected a specific lecture, 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). The full description of the product is listed on the Description tab.



LWS: Marketing Strategy (ENG)

$100.00

1 Add to cart

Description

Description

The marketing strategy and planning are all guided by the organization's overall strategic plan. We will first discuss those strategies and the importance of partnerships in creating customer value. We will then examine how the choice of target markets influence a myriad of decisions in the development of the marketing offerings, mix and program.

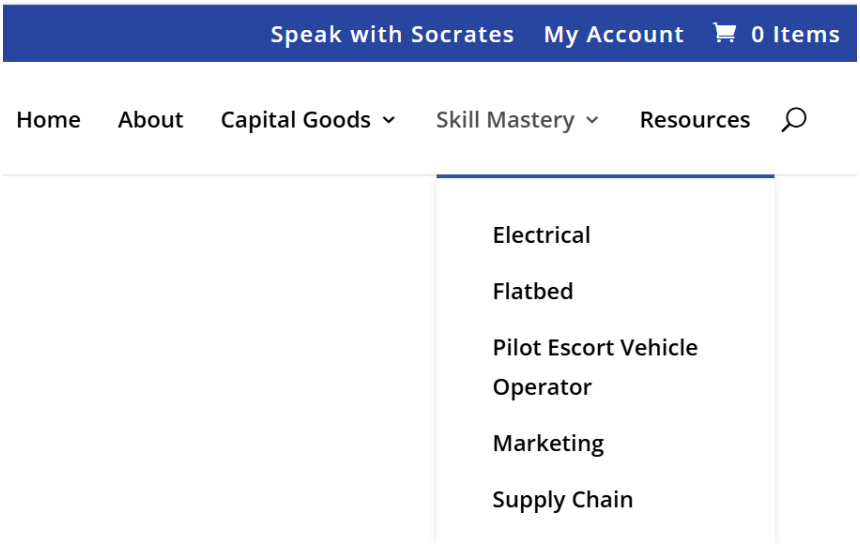
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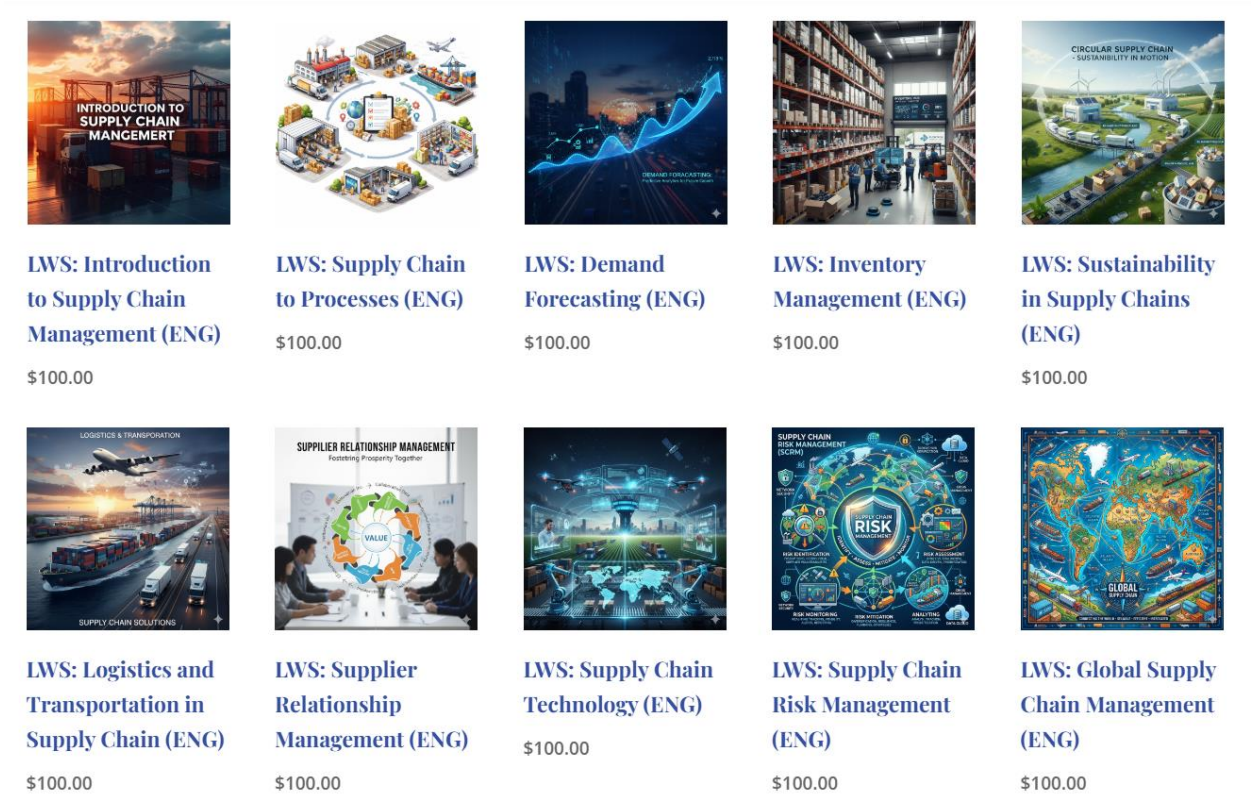
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Supply Chain

1) After you have successfully signed in, hover over the **Skill Mastery** menu option on the Learning Without Scars website (LearningWithoutScars.org) and then select **Supply Chain**.



2) Once selected, you will be presented with a screen listing the various Supply Chain Lectures available.



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3) After you have selected a specific lecture, 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). The full description of the product is listed on the Description tab.



LWS: Introduction to Supply Chain Management (ENG)

$100.00

1 Add to cart

Description

Description

This lecture offers an in-depth exploration of SCM's pivotal role in modern business. SCM involves the comprehensive management of all processes related to sourcing, procurement, production, and logistics to ensure that goods and services are delivered to customers efficiently, cost-effectively, and with high quality. The lecture underscores the complexity and dynamism of today's global supply chains, requiring businesses to adopt sophisticated strategies and technologies for effective management.

Key components of SCM discussed include suppliers, manufacturers, distributors, retailers, and customers. The lecture explains how these elements interconnect to form a seamless, efficient supply chain that not only reduces costs but also enhances operational efficiency and customer satisfaction. Effective SCM is portrayed as a critical factor for businesses seeking to gain a competitive edge in the market, as it enables them to respond swiftly to changes, optimize resource use, and maintain high service levels.

Additionally, the lecture highlights the importance of risk management and sustainability in SCM. It discusses how companies can proactively mitigate risks associated with supply chain disruptions and adopt sustainable practices to minimize environmental impact, thereby enhancing brand reputation and meeting regulatory requirements.

Overall, the lecture positions SCM as an essential discipline for businesses aiming to achieve long-term success in an increasingly interconnected and competitive global marketplace.

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Product Review Page Exceptions

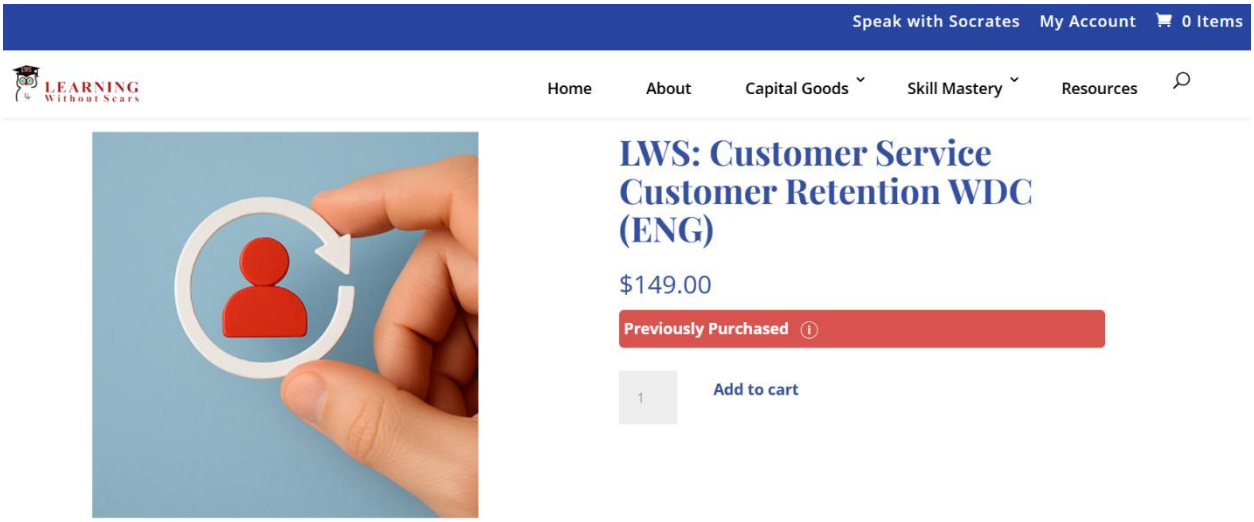
When you click on any class, you will be directed to the Product Review page listing all the information about that specific class (or bundle).

If you have previously purchased that class, the following message will be displayed notifying you of this situation.

Why is this important?

Our learning management software does not allow a student to take the same (named) class more than once. In most cases, taking a class a second time in unlikely however not entirely. Assessments, for example, are something that can, and should, be taken every year until you reach the highest level.

Learning Without Scars has a plan to address the assessments scenario specifically. However, if you find a need to take a non-assessment class more than once, please contact Learning Without Scars so we can help address your need.



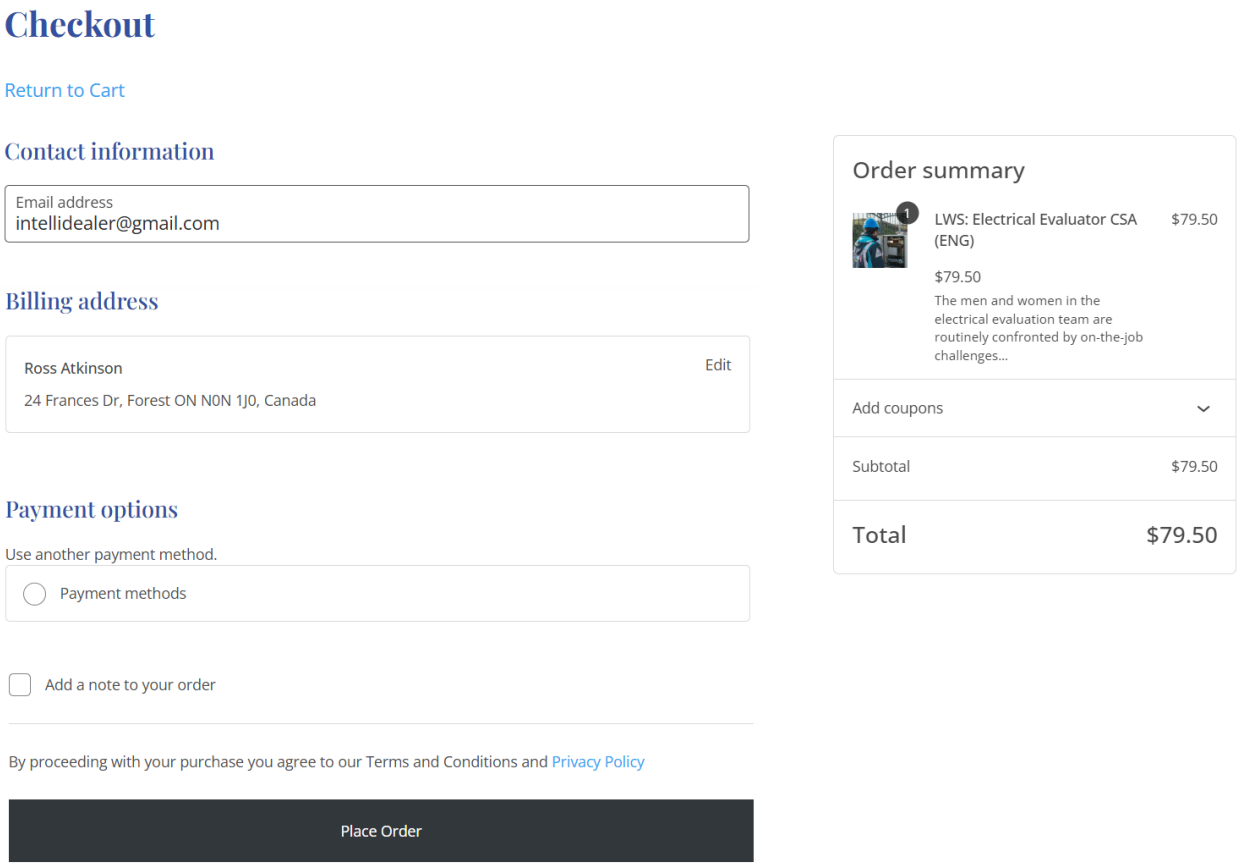
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Purchase Process

The Checkout page allows you to pay using a credit card. If you want to purchase additional products, you can simply go into the **Capital Goods** and **Skill Mastery** menu options, repeat the process of searching and selecting a product. If you wish to return to the Shopping Cart to adjust the items in your cart, either click on the Return to Cart link below the Checkout heading or click on the shopping cart icon in the top right corner of your screen.



Please note that the Billing Information and Payment Options can be filled out by someone other than the registered student. This is handy if the business you are working for wants to pay for your education.

A supervisor, department head, manager, etc. can fill out their billing and credit card information accordingly. HOWEVER, it is recommended that the "Save payment information to my account for future purchases" remains unchecked.

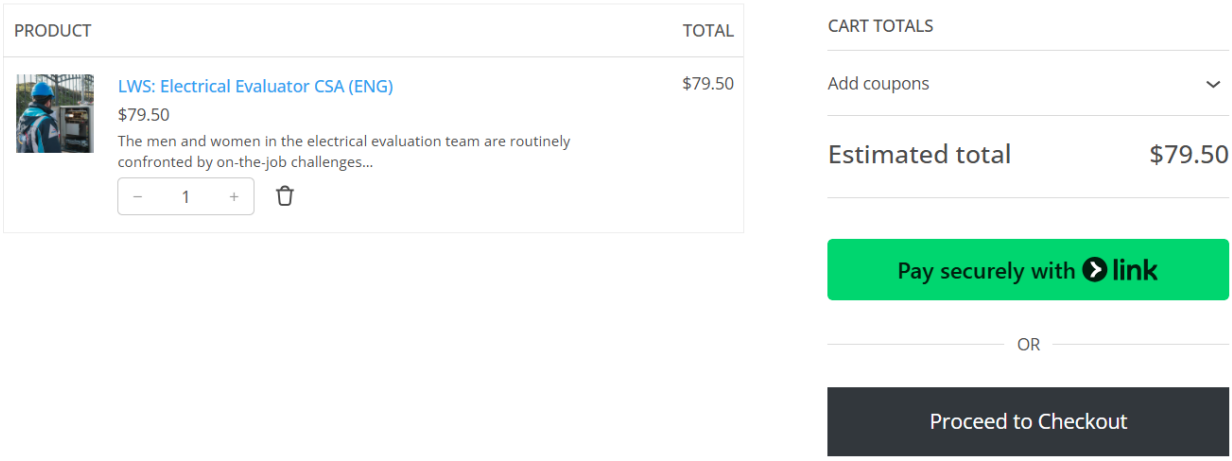
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Shopping Cart

If something is placed into a cart, you will notice the number of items shown to the right of the shopping cart icon in the top right corner.



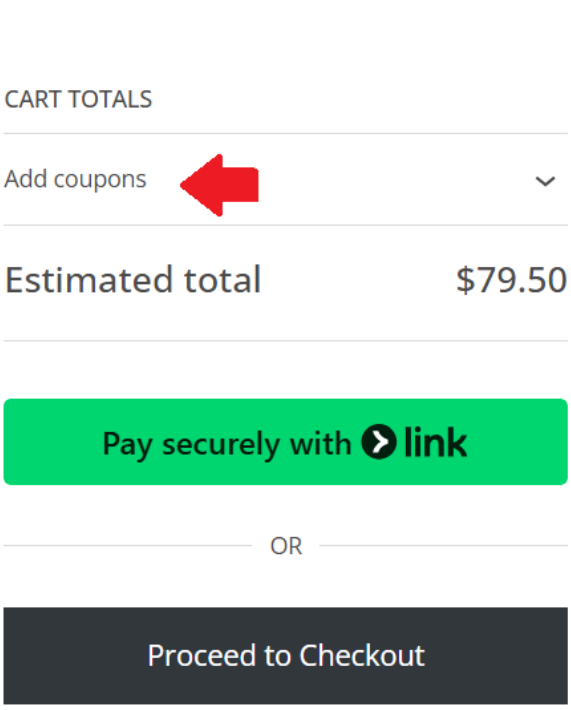
If you click on this area, you will be taken to the Shopping Cart screen where all your selected products are listed and the option to proceed to checkout.

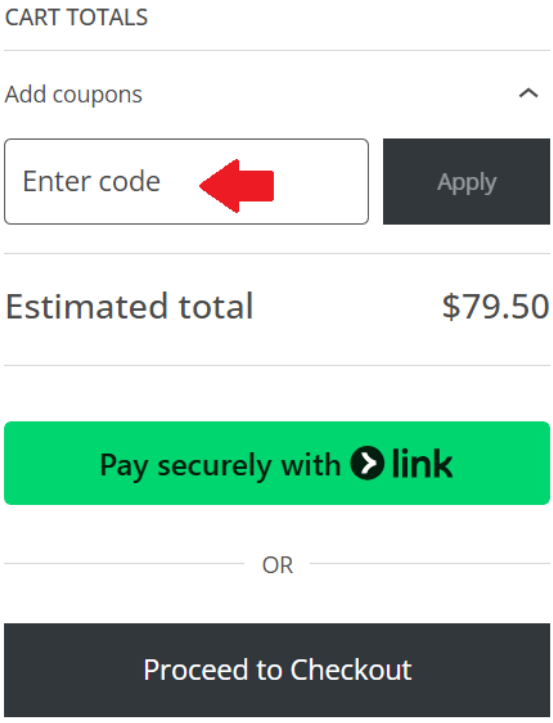


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Coupons

If you have a coupon that you would like to apply for the purchase, press the down arrow to the right of **Add coupons**. 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.





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Resources

The **Resources** menu option gives you access to numerous, free resources. You can sign up for Blogs and Newsletter and will be emailed that content when it is published.



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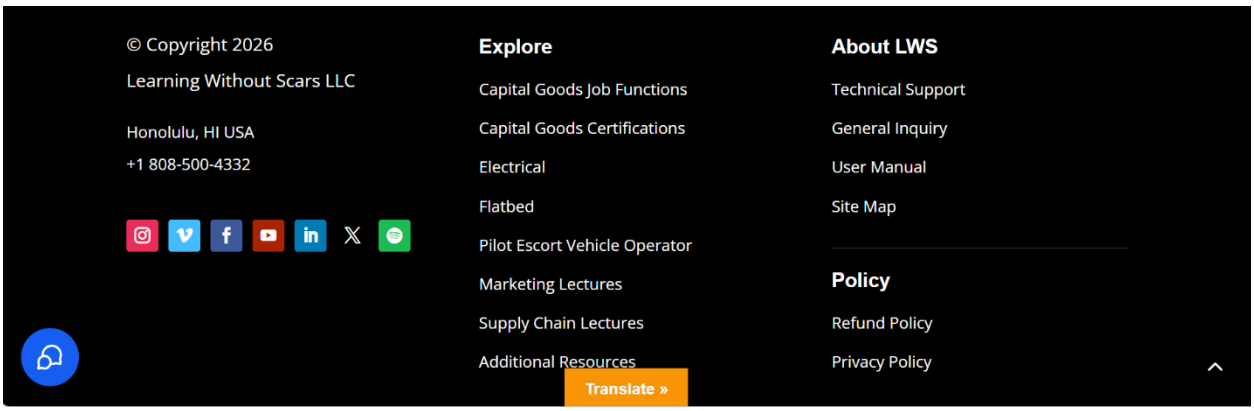
Footer

The footer on every page offers access to the social platforms Learning Without Scars uses. It also offers quick access to various offerings for you to explore.

This includes access to a Site map and this User Manual along with our Policies.

Should you require support, Technical Support and General Inquiry are also available.

Note: Before filling out and submitting a form, take the time to review this document as well as the FAQ page to see if it answers your question.



Learning Without Scars Online Education

(Rev. 10/24/2026)

Special Screen Functionality

You will notice the following icons/links on all the pages on the website.

	**Botton Left** - Get instant answers here. Type your question or talk to Socrates! The interactive chat session helps you find the correct answer to your questions.
	**Top Blue Bar** - Clicking on this link will open a new tab allowing users to verbally Speak with Socrates and ask questions. Socrates will then answer with audio responses. You can leave this tab open and return to the website, and you will still be able to interact with Socrates. This is helpful so that you can browse the website while receiving instructions!
	**Bottom Center** - Show the website in your preferred language. Please note that product name and descriptions will only be available in English.
	**Bottom Right** - When you start scrolling down the page, this icon will display and when clicked, it will take you back to the top of the webpage.
	**Right Side of Menu** - Clicking on this icon will open a search bar allowing users to search the contents of the website including webpages, blogs, products, etc.
	**Top Right** – If you are using a device with a small screen, the menu will not be displayed across the top. Use this icon to display all the menu options in a single dropdown.

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