

# EXPERT PROGRAMS FREQUENTLY ASKED QUESTIONS



## Expert Recognition Programs | Frequently Asked Questions

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### ABOUT THE EXPERT PROGRAM

- 1. What is an Expert?** An Expert is a well-trained individual – among the best and most knowledgeable in their field. A Stellantis Performance Institute Expert is a person who demonstrates knowledge mastery by completing a series of designated courses and passing a comprehensive final exam (minimum 80 percent score.)
- 2. What is the Expert Program?** The program consists of five disciplines: Ram, Jeep®, Uconnect, Mopar® and Technology. The Expert Program strives to establish and affirm expert-level competence among dealership professionals, offering additional training and recognition awarded for completion.
- 3. How do I become an Expert?** You must complete all of the courseware and final exam required for each Expert designation. (Note: Completion of all Expert courseware is a prerequisite for each Expert Exam.)
- 4. How long does Expert status last?** The Expert Programs are based on the calendar year and are tied to specific curriculum requirements and Expert Exam. To earn or maintain Ram, Jeep, Uconnect, Mopar and/or Technology Expert status, you must complete the current year's requirements.
- 5. If I was an Expert the previous year, does my Expert status carry over into the current year?** No. The Expert Programs are annual and end at 11:59 p.m. EST on December 31 of the program calendar year.
- 6. If I was an Expert the previous year, how do I maintain my Expert status?** For each Expert Program designation earned the previous year, simply complete any new courseware and pass the new Expert Exam within the current calendar year. To ensure your readiness, it is recommended that you thoroughly review all web courses and posttests prior to taking the exam. It is also recommended that you

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download and thoroughly review the “Expert Programs – Tips for Success” document, available under the Resources tab on the Learning Center.

7. **What are the extra courses I need to complete to achieve Expert status?** Always refer to the annual- and brand-specific “Expert Requirements” dropdown in your Certification Plan on the Learning Center. Each dropdown will identify any new or updated course requirements and a new Expert Exam each year.
8. **I see several Expert course requirements in my Certification Plans. Will any additional Expert course requirements be added during the year?** Some Expert designations may undergo minor curriculum changes including new or updated courses during the program year. HOWEVER, once the final Expert Exam is successfully completed – REGARDLESS OF SUBSEQUENT CURRICULUM CHANGES – Expert Status is awarded and is final for the program year. Any remaining new course requirements will appear as requirements for the following program year.

## ELIGIBILITY

9. **What position codes are eligible to become an Expert?** The Expert Programs are intended primarily for the position codes found in the table on the last page of this document. If you are one of these position codes, you will find Expert Program dropdowns in your Certification Plan on the Learning Center. If you do not see the Expert dropdowns in your Certification Plan you can still participate in the Expert Program and earn Expert lapel pins for the designations of your choosing.
10. **The Expert dropdowns are not in my Certification Plan. How can I become an Expert and earn lapel pins?** If the Expert dropdowns are not in your Certification Plan, you can complete the required courses and exams by searching for them on the Learning Center. Go to **My Learning > Courses > Search Courses >** and enter the course code.  
Course requirements and course codes for each of the Expert designations can be found on the Expert Recognition Program page on the Learning Center. Go to **Resources > Recognition Programs > Expert Program**
11. **My dealership does not sell Ram (or Jeep), but I would still like to earn the Expert designation and lapel pin. Is this possible?** Yes. Even if your dealership does not carry a particular brand, you will still see a dropdown for that Expert designation in your Certification Plan. You can also search for and complete these courses and their respective exams. Go to **My Learning > Courses > Search Courses >** and enter the course codes.

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12. **I'm new. Can I become an Expert?** Yes, if all criteria are successfully completed you can achieve Expert status – for one or more Expert designations – in your first year.

## REWARDS

13. **What are the rewards of becoming a Ram, Jeep, Uconnect, Mopar and/or Technology Expert?** All dealership positions will receive a distinctive Expert lapel pin that proclaims your mastery of a specific designation: Ram, Jeep, Uconnect, Mopar and/or Technology.
- In addition, Experts have access to high-res program-year Expert logos as well as sample layouts of business cards and social media for self-promotion. Promotional materials will be available on your MyFCARewards.com redemption site.
- Select primary positions are eligible to earn Certified Professionals reward points if all annual Certification requirements are completed (Levels 0-3) by 11:59 p.m. EST on the last day of the program (calendar) year. Refer to the 2021 Certified Professionals Recognition Program Rules for details. (Position Codes must be PRIMARY – Secondary Position Codes are not eligible for reward points. Must be employed at an FCA Group Dealership through December 31, of the program year.)
14. **When do I receive my Expert lapel pin and rewards (if eligible)?** Lapel pin distribution occurs on a quarterly basis to those who qualify. Communication regarding Certified Professionals reward points distribution is announced in the first quarter of the following calendar year.
15. **How can I receive a Display Case for my Lapel Pins?** Cases are awarded to Experts who complete the Ram, Jeep, Uconnect and Mopar Expert programs during a program year and are Certified by year end. Technology Expert is not a requirement to receive a case for 2021. Cases are typically sent in the first quarter of the following calendar-year along with a personalized letter highlighting your accomplishment. Display Cases are sent only if a case was not received the previous year.
16. **Where do I redeem my Expert reward points?** All Certified Professionals reward points including points for each Expert designation earned are redeemed through the MYFCARewards dashboard (DealerCONNECT>Training>Stellantis Performance Institute>MYFCARewards). Reward points can be combined with other earned points and can be used on a selection of over 8,000 items, including exclusive Expert-branded merchandise and wearables.

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## HOW TO GET STARTED

17. **How do I get started?** To see the requirements for each Expert designation, go to your Certification Plan, select the Program Year and then the desired Expert designation under the Display dropdown.
18. **What's in it for me? Why would I want to become an Expert?** Attaining Expert Status is an accomplishment. It is a way to proclaim your competence in specific areas, build customer confidence in you and help you stand out from peers and competitors.

## TAKING THE EXAM

19. **Is the Expert Exam required every year?** Yes, to achieve Expert status in the designation(s) of your choosing, you will need to take the new Expert Exam every year in addition to any new courseware identified in your Certification Plan. Be sure to properly prepare by thoroughly reviewing all web courses and posttests prior to taking the exam. It is also a good idea to download and thoroughly review the "Expert Programs – Tips for Success" document, available under the Resources tab on the Learning Center. And be sure to print course bonus materials to reference during an exam.
20. **How many times can I take the Expert Exam?** For each Expert designation, you are allowed three attempts per Test Module to pass with a score of 80% or better. Failing any given Test Module a third time will result in ineligibility for Expert status for that program year. However, you will become eligible to try again the following program year.
21. **What counts as an "Attempt" when I take the exam?** For the Ram, Jeep, Uconnect, Mopar and Technology Exams – a Test Module "Attempt" is counted when you select "Launch Test." Before you select "Launch Test" be sure you are prepared to complete all test questions. The Test Modules are not timed, but if you exit the test or your computer session "times out" the attempt is counted with a 0% score. For all Expert Exams, carefully read the instructions before beginning and be sure you have set aside at least 20 uninterrupted minutes to complete each Test Module.
22. **Do I have to complete the entire exam at one time?** No. There is no time limit to complete an entire Expert Exam. It is recommended that after completing one Test Module, you exit the exam, and then thoroughly prepare for the next Test Module before attempting it. To prepare, retake the course and pass the course posttest, download the course bonus materials – and have those bonus materials available for reference during the exam.
23. **Can I review my incorrect answers on a failed Test Module to prepare for my next Attempt?** Yes. The incorrect questions are identified, however, the correct answers are not. Also note that because

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questions are randomly pulled from a large pool of questions, students may or may not receive the same questions during later attempts. A student's best strategy for success is reviewing the Expert courses and posttests, downloading and reviewing the course bonus materials, and having those resources available during the exam.

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**KEY ELIGIBLE POSITION CODES / POSITION NAMES / POSITION GROUP NAMES**

| Eligible Position Codes | Position Name                    | Position Group                |
|-------------------------|----------------------------------|-------------------------------|
| 01                      | 01 - Dealer Principal            | Dealership Top Five - USA     |
| 02                      | 02 - General Manager             | General Sales Manager         |
| 03                      | 03 - General Sales Manager       | General Sales Manager         |
| 04                      | 04 - Sales Manager               | Sales Manager - USA           |
| 05                      | 05 - Truck Sales Manager         | Truck Sales Manager - USA     |
| 08                      | 08 - Parts Manager               | Parts Manager - USA           |
| 09                      | 09 - Service Manager             | Service Manager - USA         |
| 12                      | 12 - New Car Salesperson         | Sales Consultant - USA        |
| 13                      | 13 - Service Advisor             | Service Advisor - USA         |
| 14                      | 14 - Parts Advisor               | Parts Advisor - USA           |
| 17                      | 17 - Service Director            | Service Manager - USA         |
| 18                      | 18 - Shop Foreman                | Service Technician - USA      |
| 20                      | 20 - Lube Specialist             | Service Shop Employee - USA   |
| 22                      | 22 - Vice President              | Dealership Top Five - USA     |
| 23                      | 23 - Service Technician          | Service Technician - USA      |
| 27                      | 27 - Assistant Service Manager   | Service Advisor - USA         |
| 28                      | 28 - New Vehicle Prep            | Service Shop Employee - USA   |
| 29                      | 29 - Warranty Administrator      | Warranty Administrators - USA |
| 32                      | 32 - Parts Director              | Parts Manager - USA           |
| 33                      | 33 - Service/Parts Director      | Service Manager - USA         |
| 35                      | 35 - Parts/Service Director      | Parts Manager - USA           |
| 36                      | 36 - President                   | Dealership Top Five - USA     |
| 37                      | 37 - Owner/Partner               | Dealership Top Five - USA     |
| 40                      | 40 - Assistant Parts Manager     | Parts Advisor - USA           |
| 41                      | 41 - Commercial Manager          | Business Link Manager - USA   |
| 42                      | 42 - Commercial Sales Consultant | Business Link Sales Con - USA |
| IM                      | IM - Internet Sales Manager      | Internet Sales - USA          |