

## Compliance Reviews

PAA performs compliance reviews in the dealership. A standard compliance review examines business records and customer files to assess that procedures used by dealership personnel and policy decisions made by management are in compliance with the respective laws and regulations. Based on the results of a review, PAA:

- Provides a detailed report on the policies and procedures being utilized by the dealership.
- Highlights areas of compliance with emphasis on areas of non-compliance.
- Provides recommendations to assist in compliance implementation.

## PAA Performs the Following Reviews:

- Sales Process
- Privacy, Safeguarding and Red Flags
- Sales & Use Tax
- 8300 Cash Reporting

## About PAA

We are the New Car, Truck and Powersports Dealers State Association, working for over 1,400 members in the automotive industry through legislative and industry representation, educational programs, communications and community relations activities.



1925 North Front Street  
Harrisburg, PA 17102  
[www.paa.org](http://www.paa.org)

A circular graphic with a blue background and white text that reads "CONTINUING EDUCATION". The graphic is set against a background of a laptop keyboard.

**CONTINUING  
EDUCATION**

## Career Awareness

PAA has developed a tool kit for dealerships to utilize for outreach to students, parents, guidance counselors and teachers for the purpose of promoting careers in the automotive and heavy-truck industry. Attracting young people to the opportunities in dealerships has become increasingly difficult, particularly in the technician field. The tool kit provides guided presentations for students, both middle school and high school, career brochures, and guidance in reaching out to schools. Located: [www.paa.org](http://www.paa.org)

## Education & Training

- Agent Services Training
- Career Awareness
- Compliance Reviews
- Manuals
- MISC. Training
- Notary Training
- Webinars



## Agent Services Title Training

PennDOT contracts require training for anyone involved in completing motor vehicle transactions and/or is responsible for accuracy of paperwork. PAA's training courses are PennDOT certified. We offer the following training courses and options:

- **Basic Training Course** (*online & virtual*)
- **2-day Titling & Registration Certification Course** (*in-classroom*)
- **Advanced Training Course** (*online & virtual*)
- **PAA also offers any of the Agent Services Training for Basic and Advanced Course in the dealership.**

## Notary Training

The PA Department of State mandates that all notary publics complete a 3-hour notary course when they are first commissioned and recommissioned. A Notary Public's commission is renewed every four years.

PAA offers the mandated Rulona-compliant 3-hour basic notary course and advanced notary course online.

- Courses are self-paced so that you can go in and out of the training as much as needed.
- Both courses are available 24/7.
- The PAA Notary Trainings are only offered as **online** courses.

## Miscellaneous Online Training

In addition to the Agent Services and Notary Training offered online, PAA offers the following online courses:



### Red Flags Employee Training Program –

This course is offered as an annual rooftop subscription to enable dealers to train their employees meeting the FTC Red Flags Rule requirements. Dealerships must train all employees who handle sensitive information to know how to identify, detect and respond to Red Flags.



### Freon/Mobile AC Training –

Automotive technicians who repair or service motor vehicle air conditioning systems must be trained and certified through a U.S. Environmental Protection Agency (EPA) approved program. PAA offers an online certification and testing program.



**Professionalism on the Phone** – PAA developed a phone course focusing on the importance of good telephone techniques and exceptional customer service. The training, like all the online training, is self-paced and can be taken from any internet-based computer.

## Manuals

PAA sells several manuals to assist dealerships with compliance and paperwork:



### Title and Registration Manual

PAA writes and produces this 900+ page manual covering all aspects of title and registration processes, managing deals, and maintaining compliance



### Dealer Advertising Guide

This guide to Pennsylvania's law on dealer advertising was prepared by PAA in conjunction with the Office of the Attorney General. (*Free to PAA Members*)

## Webinars

PAA offers webinars on a variety of dealer topics throughout the year. The webinars are typically 45-60 minutes in length.

## Contact Us



Education/Training  
1-800-242-3745



Register Online  
[www.paa.org/seminars](http://www.paa.org/seminars)