

## 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
- Safety Inspection & Data Analysis



We are the New Car and Truck Dealers State Association, working for over 1400 members in the automotive industry through legislative and industry representation, educational programs, communications and community relations activities.

If your business is anyway involved in the automotive industry, we welcome and encourage you to become a PAA Member.

## CONTACT

Education/Training Department:  
1-800-242-3745

## REGISTER

Register Online for trainings that are offered online: [www.paa.org/seminars](http://www.paa.org/seminars)

Pennsylvania Automotive Association  
1925 North Front Street  
Harrisburg, PA 17102  
Ph: 800-242-3745  
[www.paa.org](http://www.paa.org)

## Pennsylvania Automotive Association

### Education and Training

## SERVICES

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



## AGENT SERVICES TRAINING (TITLE)

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

## NOTARY TRAINING

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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 online and is currently working on the 3-hour online advanced notary course.

The course is self-paced so that you can go in and out of the course as much as needed. The course is available 24/7. The PAA Notary Training is only offered as an **online** course.

## MISCELLANEOUS ONLINE TRAINING

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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.

## WEBINARS

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

## MANUALS

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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.
- **Safeguarding and Identity Theft and Red Flags Manual** - All dealerships must have a written policy in place describing the "safeguards" used to protect customers' private information. This manual can be customized to meet the dealership's individual requirements.
- **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*)

## CAREER AWARENESS

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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)