







RV Technical Institute Board of Directors,

2020. What a year. Hard to believe that it was only a year ago that we were welcoming the first test pilot group for our Level 2 curriculum and planning for a full year of in-person classes. Sure, online delivery of the curriculum was on the plan, but we did not expect to have to get that up and running so quickly. What has impressed me the most over the past year is the way our talented and dedicated staff pivoted so quickly in response to the pandemic, ensuring we did not miss a beat when it came to offering training and certification. And that would not have been possible without the support of this incredible board who recognized and approved moving forward with developing the self-paced, online program.

As we look to 2021, we have a lot of things to look forward to. The self-paced, online program is gaining momentum with over 30 classes sold in just the last ten days. That is a number that is expected to increase significantly with an additional marketing push this month. Our Authorized Learning Partners are getting up and running and ready to host classes across the country. Level Two text books will be available in the coming weeks, allowing students another way to receive training and get certified that fits their schedule. The transfer of credentials from the legacy RV Industry Association/RVDA program to RVTI is underway, bringing clarity and awareness of our program to even more RV technicians. And most exciting of all, the Level Two Self-Paced, Online program will be launching later this Spring.

The RV industry had a great year in 2020 as many first timers discovered the joys of RVing. It is now up to our industry to make sure those consumers have a great experience. At one point or another, all those new customers are going to need to have something fixed, and by increasing the number of trained and certified RV technicians we can make sure those consumers are able to get their RVs fixed better the first time.

Thank you for your support and I can't wait to see what together we will accomplish this year!

Curt Hemmeler



# 2021 BOARD OF DIRECTORS



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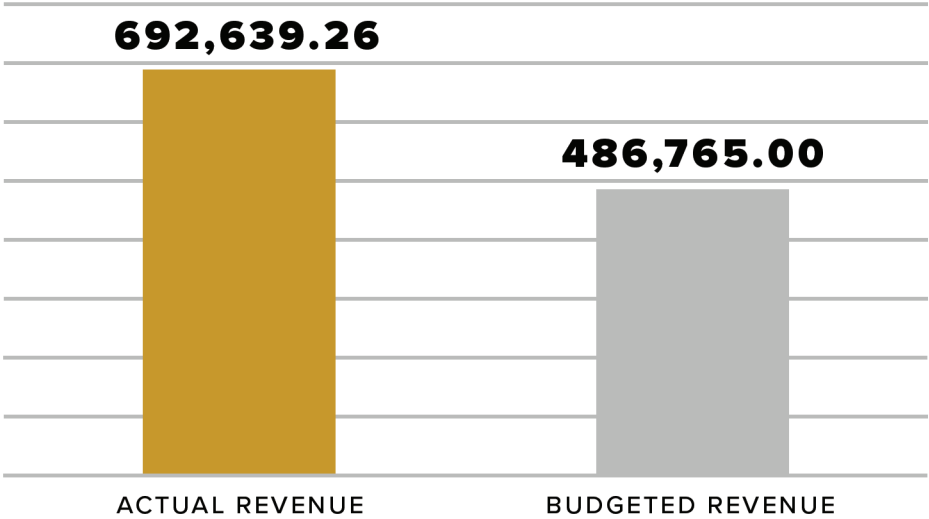
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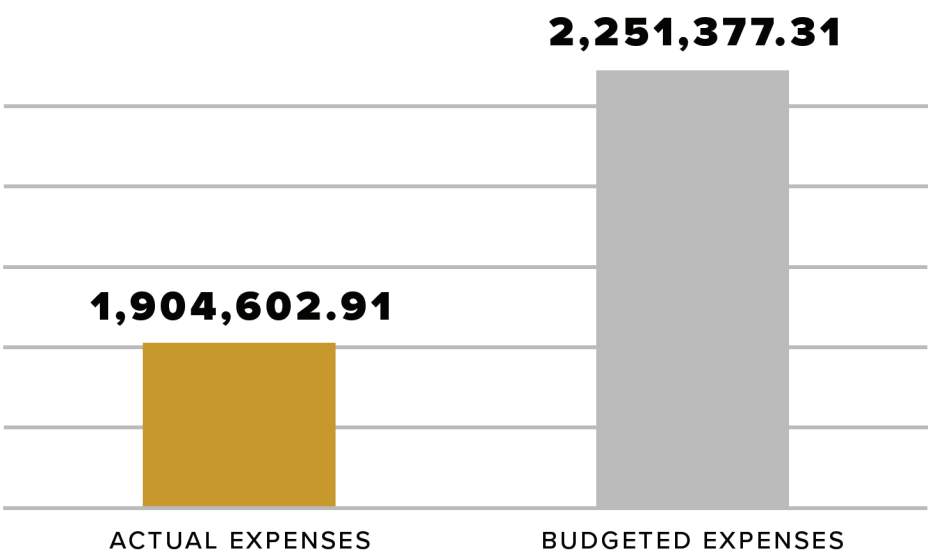
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# 2020 FINANCIALS

## REVENUE



## EXPENSES



# RV TECHNICAL INSTITUTE

## AUTHORIZED LEARNING PARTNERS

The RV Technical Institute's **Authorized Learning Partner** program is a network of regional training partners approved to deliver the Institute's standardized training on a local or regional basis. Learning Partners have access to the programs full curriculum, training materials, learning management system (LMS) and testing, as well as training from the RV Technical Institute's staff on how to track student progress and deliver the curriculum.

Affinity RV Service Sales & Rentals

Byerly RV

Campers Inn

Camping World Technical Institute

C & R Auto Sales

General RV Center

Grand Design

Greenwood RV Service

Indiana Dept. Of Correction (Oakland U)

Johnston RV Center

Keystone RV Center

La Mesa RV Center, Inc.

Legacy RV Center, LLC

McClain's RV

Meyer's RV Supercenter

PRVCA

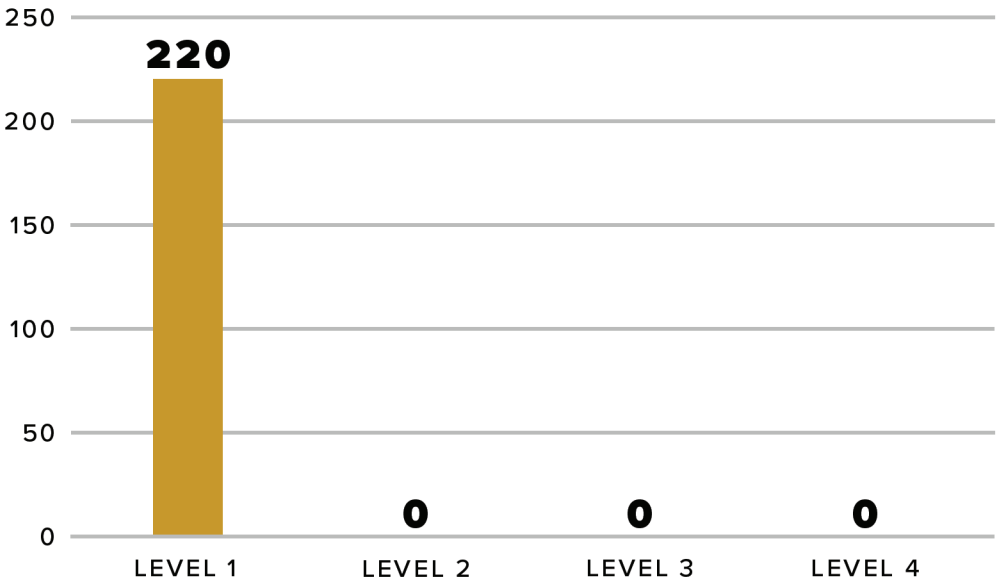
RnR RV Center

Ron Hoover RV

RV Service Academy

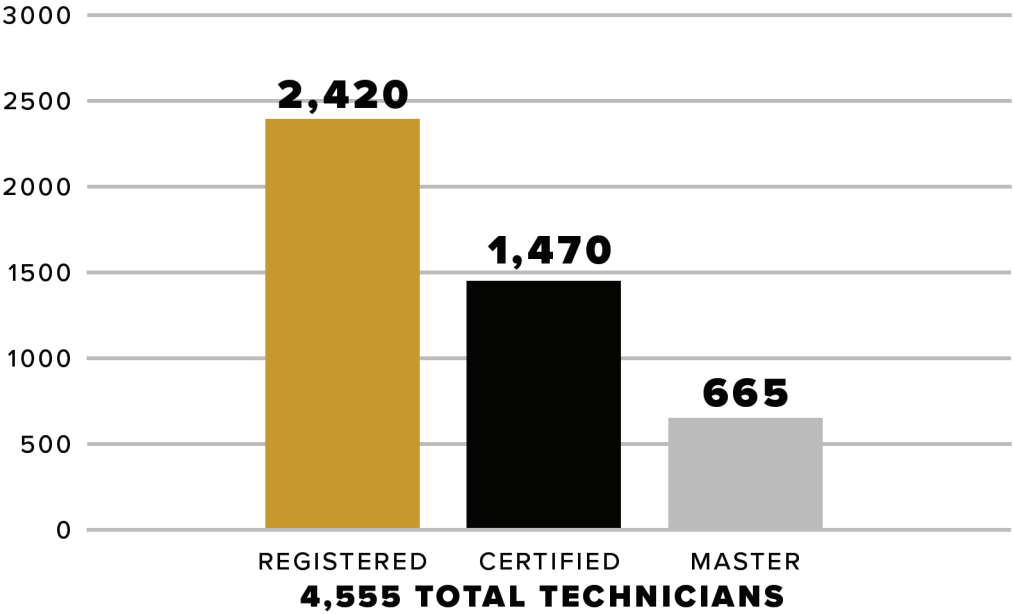
Windham School District

## 2020 RV TECHNICAL INSTITUTE CERTIFICATIONS



RV DEALERS' ASSOCIATION/  
RV INDUSTRY ASSOCIATION

## TRANSFERS





# RV TECHNICAL INSTITUTE

DEVELOPS ONLINE TRAINING PROGRAM

**As more and more American consumers take to the road to enjoy the outdoor lifestyle, skilled RV technicians are in high demand.**

The mission of the RV Technical Institute is to attract, train, and retain a skilled workforce for RV maintenance and repair, with the intent of ultimately improving the RV consumer experience.

Already, by jump-starting a new comprehensive training program, and with just one year under their belts, the RV Technical Institute is making that goal a reality.

**A Cornerstone of the new RV Technical Institute curriculum is its hands-on training.**

In January, the Institute welcomed its inaugural class to Elkhart, Ind., for an 8-week long course covering the new Level 1 RV technician curriculum and a pilot of the Level 2 curriculum.

The diverse mix of 25 students featured both current RV technicians looking to become certified, as well

as people new to the RV industry in search of better career opportunities. About half of the class came from dealerships across the country who are committed to addressing repair event cycle time and providing a high level of service. The other half included retirees looking to fill the need for technicians who can repair RVs in campgrounds, and several women (including a new mom) who were taking advantage of the opportunity to expand their skills and job prospects through the training program.

As more classes were added to the calendar, they quickly sold out, putting the Institute on-pace to train over 1,000 students at the Elkhart campus in 2020.

Then in March, everything changed.

With the onset of the coronavirus pandemic, the Institute quickly pivoted to keep the momentum



 **649**  
2020 TECHS TRAINED

**1,600**  
2021 TRAINING PROJECTION

“

**I wanted to complete the course so I could kill two birds with one stone - fix my own camper and get a job at a dealership. What I didn't realize, was just how much I would learn during the 8-week course.**

— Ralph Decker, *RV Technical Institute Student*

”



going, and began providing trainings via online webinar classes. The classes were well attended with overwhelmingly positive feedback from students and RV dealer partners. But the webinar trainings were just a small part of a larger strategy for the RV Technical Institute to reach significantly more RV technicians from across the country.

**“We’ve listened to the industry, our stakeholders, and our friends at the RV Dealers Association and believe the new self-paced, online program will meet the training needs of the RV technicians of today and the future. Particularly now, when RV dealers and service centers are so busy, the new course allows RV technicians to receive the Institute’s gold standard of training at any time that fits their own schedule.”**

— Curt Hemmler, *RV Technical Institute Executive Director*

**Learning Online At Your Own Pace**

In October, The RV Technical Institute team and partners at Bisk Education launched a brand-new, immersive, online course for the Level 1 training. Unlike the in-person or live webinar format the RV Technical Institute implemented earlier in the year, the new online program is completely self-paced, allowing the student to complete the training and testing according to their own timeline and schedule.

The self-paced, online program is currently offered for RV Technical Institute’s Level 1 class where students complete modules on Propane Systems, Electrical Systems, Water Systems, Appliances, Generators, Chassis, and Body. An RV technician who successfully passes the class and Level 1 exam will leave with the knowledge and skills needed to prepare an RV for customer delivery by verifying the operation of all components.

But the RV Technical Institute isn’t stopping there. The industry can expect the launch of a fully online and immersive Level 2 class in 2021.

With the concept of traditional education changing radically in 2020, the move to online learning for the RV Technical Institute could not have come at a better time. The RV Technical Institute’s quick pivot enabled the industry to continue to deliver training on the only industry-wide certification and meet the training needs of the RV technician of today and the future.

The millions of new RVers should feel confident that the RV industry is hyper-focused on creating more trained RV technicians, allowing owners to get their RVs fixed quicker, and get back on the road to enjoy their favorite outdoor pastimes.

**2021 GOALS**



Design a self-paced on-line course (SPO) to support RVTI Level 2 certification including both written and virtual performance exams and have open for registration and use by July 1, 2021.



Work with the RVTI Certification Commission to review and potentially redesign the criteria to become an RVTI Level 3 Certified Technician/Specialist and launch the program with registration and review procedures to the industry by October 1, 2021.



Train and/or test 1,600+ Techs through all delivery methods by December 31, 2021.



Execute an Additional 10 Learning Partner Contracts in 2021.

