

BATTERY KNOWLEDGE

CLUB ASSIST LEARNING PORTAL

The AAA Learning Plan



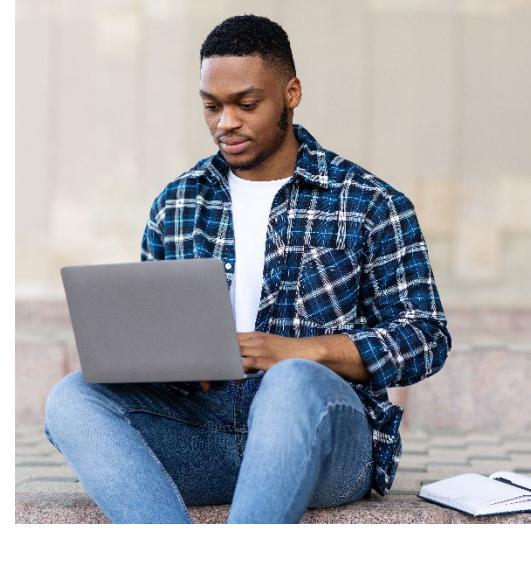

The screenshot shows the main interface of the AAA Learning Plan. At the top, there are seven navigation icons: 'My Profile' (blue), 'My Courses' (green), 'Course Catalog' (dark blue), 'My Activities' (light gray), 'My Team' (blue), 'My Club Assist' (green), and 'Contact/Support' (light gray). Below these are three smaller sections: 'BRANCH REPORT' (blue), 'COURSES REPORT' (blue), and 'USER MANAGEMENT' (blue). At the bottom, there are two boxes: 'LMS USER GUIDE' (blue) with a 'VIEW USER GUIDE' button, and 'Does a new technician need to register for an account?' (blue) with a 'NEW USER SIGN-UP VIDEO' button.

The [AAA Learning Plan](#) has quickly become an integral part of the onboarding process for new AAA Battery Service Technicians across the U.S. This E-Learning tool is a great refresher for more experienced Techs too!

Designed specifically for AAA Battery Service Program success, the AAA Learning Plan offers a series of courses developed to instill foundational knowledge about the Battery Program and how it brings value to AAA Members. The AAA Learning Plan also teaches warranty coverage, the importance of soft skills, MBC-1000 tester basics and much more. All of this is wrapped up in an e-Learning experience that can be completed at the learner's own pace, at any time.

The AAA Learning Plan includes the following eLearning courses:

- [AAA Battery Basics](#) – Explores functional and foundational knowledge of the automotive battery and the AAA mobile Battery Service program.
- [AAA Soft Skills](#) – includes the following eLearning modules:
 - Understanding Communication
 - Building Rapport, Trust, and Credibility
 - Presenting Solutions
 - Overcoming Member Objections
- [Tester Usage: MBC-1000](#)



To enroll click here: [AAA Learning Plan](#)