

# PawnTrain Training Classes

The Phase Titles are hyperlinks which go directly to the phase.

## Phase 1 - Basics

Level	Class Title	Duration (min)	*Does not include quiz time
<input type="checkbox"/> 01-01	Welcome to PawnTrain		
<input type="checkbox"/> 01-02	Getting to Know the PawnTrain Dashboard		
<input type="checkbox"/> 01-03	Viewing My Quiz Results/Quiz Attempts/Certificates		
<input type="checkbox"/> 01-04	Welcome to Our Pawn Shop? What Is a Pawn Shop?		
<input type="checkbox"/> 01-05	Pawn Shop-Main Transactions		
<input type="checkbox"/> 01-06	What Is a Pawn Shop? - Main Transactions & More		
<input type="checkbox"/> 01-07	What Is a Pawn Shop? Wrap Up & Phase Certification		

## Phase 2-Diamond & Gold On The Counter

Level	Class Title	Duration (min)	Duration 45:51
<input type="checkbox"/> 02-01	Diamond & Gold on the Counter – 01, 10:00		
<input type="checkbox"/> 02-02	Diamond & Gold on the Counter – 02, 6:12		
<input type="checkbox"/> 02-03	Diamond & Gold on the Counter – 03, 2:55		
<input type="checkbox"/> 02-04	Diamond & Gold on the Counter – 04, 24:00		
<input type="checkbox"/> 02-05	Diamond & Gold on the Counter – 05, 2:44		

## Phase 3 - Pawnbroker Fundamentals

Level	Class Title	Duration (min)	Duration 1 Hr 34:33
<input type="checkbox"/> 03-01	Is It a Buy?, 16:04		
<input type="checkbox"/> 03-02	Loan Standards, 17:13		
<input type="checkbox"/> 03-03	Sales Standards, 12:08		
<input type="checkbox"/> 03-04	Layaway Program, 9:40		
<input type="checkbox"/> 03-05	Phone Etiquette, 16:01		
<input type="checkbox"/> 03-06	Buy, Build, Bump, 11:14		
<input type="checkbox"/> 03-07	Data Security, 12:13		

#### Phase 4 - Collateral Categorization

Level	Class Title	Duration (min)	Duration 37:46
<input type="checkbox"/> 04-01	Collateral Categorization - Category A, 7:01		
<input type="checkbox"/> 04-02	Collateral Categorization - Category B, 11:46		
<input type="checkbox"/> 04-03	Collateral Categorization - Category C, 10:11		
<input type="checkbox"/> 04-04	Collateral Categorization - Category D, 8:48		

#### Phase 5 - NEHA

Level	Class Title	Duration (min)	Duration 34:14
<input type="checkbox"/> 05-01	NEHA – 01, 16:00		
<input type="checkbox"/> 05-02	NEHA – 02, 6:38		
<input type="checkbox"/> 05-03	NEHA – 03, 11:36		

#### Phase 6 - Jewelry Requisites

Level	Class Title	Duration (min)	Duration 2 hr 23 mins
<input type="checkbox"/> 06-01	Jewelry Requisites - Jewelry Value - Precious Metals, 18:28		
<input type="checkbox"/> 06-02	Jewelry Requisites - Jewelry Sales - Part 02, 11:43		
<input type="checkbox"/> 06-03	Jewelry Requisites - Jewelry Sales - Part 03, 15:22		
<input type="checkbox"/> 06-04	Jewelry Requisites - Selling Rings in Our Pawn Shop – 01, 11:46		
<input type="checkbox"/> 06-05	Jewelry Requisites - Selling Rings in Our Pawn Shop – 02, 17:53		
<input type="checkbox"/> 06-06	Jewelry Requisites - Selling Necklaces, Bracelets – 01, 12:39		
<input type="checkbox"/> 06-07	Jewelry Requisites - Selling Necklaces & Bracelets – 02, 11:54		
<input type="checkbox"/> 06-08	Jewelry Essentials - Designer, Branded, Custom, Estate, 13:32		
<input type="checkbox"/> 06-10	Jewelry Requisites - Watches, Other Valuables – 01, 23:57		
<input type="checkbox"/> 06-11	Jewelry Requisites - Watches, Other Valuables – 02, 6:06		

#### Phase 7 - Diamond Requisites - Overall Value

Level	Class Title	Duration (min)	Duration 59:36
<input type="checkbox"/> 07-01	Diamond Requisites – 01, 15:42		
<input type="checkbox"/> 07-02	Diamond Requisites – 02, 14:58		
<input type="checkbox"/> 07-03	Diamond Requisites – 03, 5:46		
<input type="checkbox"/> 07-04	Diamond Requisites – 04, 12:30		
<input type="checkbox"/> 07-05	Diamond Requisites – 05, 10:40		

## Phase 8 Product Knowledge-Electronics

Level	Class Title	Duration (min)	Duration 1 hr 34 mins
<input type="checkbox"/> 08-01	TV-General Technology, 12:47		
<input type="checkbox"/> 08-02	TV-Brands & Models, 15:27		
<input type="checkbox"/> 08-03	Laptops-Overview, 11:31		
<input type="checkbox"/> 08-04	Laptops-Specifications-2023 Models, 9:21		
<input type="checkbox"/> 08-05	Wireless & Bluetooth Speakers, 10:52		
<input type="checkbox"/> 08-06	Wireless Speakers Comparison, 11:20		
<input type="checkbox"/> 08-07	Bluetooth Speakers, 9:42		
<input type="checkbox"/> 08-08	Wrap Up - Wireless & Bluetooth Speakers, 2:03		
<input type="checkbox"/> 08-09	PlayStation vs Xbox, 11:42		

## Phase 9-Product Knowledge-Generators & Cordless Drills

Level	Class Title	Duration (min)	Duration: 45:36
<input type="checkbox"/> 09-01	Cordless Drills-12 Volt, 9:22		
<input type="checkbox"/> 09-02	Cordless Drills-18-20 Volt, 7:47		
<input type="checkbox"/> 09-03	Impact Driver, 6:13		
<input type="checkbox"/> 09-04	Generators-Home & Portable, 11:34		
<input type="checkbox"/> 09-05	Generators-Large, 10:40		

## Phase 10-Product Knowledge-Firearms, Safety & Record Keeping

Level	Class Title	Duration (min)	Duration:44:33
<input type="checkbox"/> 10-01	Firearms Safety Basics, 6:30		
<input type="checkbox"/> 10-02	Firearms Transaction Record – 4473, 14:43		
<input type="checkbox"/> 10-03	Product Knowledge – Handguns, 23:20		

## Phase 11-Social Media in our Pawn Shop

Level	Class Title	Duration (min)	Duration: 39:48
<input type="checkbox"/> 11-01	Using Google to Manage Reviews, Gain Customers & More – A & B, 18:25		
<input type="checkbox"/> 11-02	Projecting your Google Review Score, 3:24		
<input type="checkbox"/> 11-03	Social Media in Our Pawn Shop – Facebook, 8:23		
<input type="checkbox"/> 11-03	Social Media in Our Pawn Shop – X, 9:36		

## Phase 12-Gold Testing-A Deeper Dive

Level	Class Title	Duration (min)	Duration: 37:37
<input type="checkbox"/> 12-01	Gold Testing - A Deeper Dive - Magnet & Loupe, 8:09		
<input type="checkbox"/> 12-02	Gold Testing - A Deeper Dive - ACID Test, 8:21		
<input type="checkbox"/> 12-03	Gold Testing - A Deeper Dive - Electronic Testers, 4:53		
<input type="checkbox"/> 12-04	Gold Testing - A Deeper Dive - X-Ray / XRF, 7:44		
<input type="checkbox"/> 12-05	Gold Testing - A Deeper Dive - Testing Bullion & Platinum, 7:37		

## Phase 13-Diamond Requisites

Level	Class Title	Duration (min)	Duration: 2 Hr 6 Mins
<input type="checkbox"/> 13-01	Diamond Requisites - Clarity of Diamonds - Part A, 11:02		
<input type="checkbox"/> 13-02	Diamond Requisites - Clarity of Diamonds - Part B, 11:21		
<input type="checkbox"/> 13-03	Diamond Requisites - Color in Depth, 13:18		
<input type="checkbox"/> 13-04	Diamond Requisites - Cut & Value, 18:15		
<input type="checkbox"/> 13-05	Diamond Requisites - Carat Weight, 15:02		
<input type="checkbox"/> 13-06	Diamond Requisites - The Daily Pawn & Retail Business, 15:34		
<input type="checkbox"/> 13-07	Diamond Requisites - Diamonds on Display, 18:32		
<input type="checkbox"/> 13-08	Diamond Requisites - Cut Supplement, 21:55		

## Phase 14-General Loss Prevention

Level	Class Title	Duration (min)	Duration: 2 Hr 9 min
<input type="checkbox"/> 14-01	Loss Prevention – General Loss Prevention, 16:45		
<input type="checkbox"/> 14-02	Loss Prevention – Loss Prevention-Robbery Awareness & Preparation, 11:11		
<input type="checkbox"/> 14-03	Loss Prevention - Robbery Awareness & Response, 14:22		
<input type="checkbox"/> 14-04	Loss Prevention - In Progress Robbery Response, 17:14		
<input type="checkbox"/> 14-05	Loss Prevention - Post Robbery Response, 8:28		
<input type="checkbox"/> 14-06	Loss Prevention - Culture of Honesty - Internal Theft Prevention, 12:34		
<input type="checkbox"/> 14-07	Loss Prevention - Creating a Culture of Honesty, 16:20		
<input type="checkbox"/> 14-08	Loss Prevention - General Asset Protection - Product Protection, 17:51		
<input type="checkbox"/> 14-09	Loss Prevention - General Asset Protection - Fraud Prevention, 13:58		

## Phase 15-Financial Metrics-Pawnbroker

Level	Class Title	Duration (min)	Duration:31:53
<input type="checkbox"/> 15-01	Financial Metrics - Pawnbroker Beginner, 12:54		
<input type="checkbox"/> 15-02	Financial Metrics - Pawnbroker Intermediate, 9:58		
<input type="checkbox"/> 15-03	Financial Metrics - Pawnbroker Advanced, 9:01		

## Phase 16-Time Management

Level	Class Title	Duration (min)	Duration:33:19
<input type="checkbox"/> 16-01	Time Management – 01, 13:23		
<input type="checkbox"/> 16-02	Time Management – 02, 9:11		
<input type="checkbox"/> 16-03	Time Management – 03, 10:45		

## Phase 17-History Of Pawn

Level	Class Title	Duration (min)	Duration:53:51
<input type="checkbox"/> 17-01	History of Pawn - 3000 BC, 9:28		
<input type="checkbox"/> 17-02	History of Pawn - Through 18th Century, 7:16		
<input type="checkbox"/> 17-03	History of Pawn - Through 19th Century, 8:26		
<input type="checkbox"/> 17-04	History of Pawn - Through 20th Century, 7:44		
<input type="checkbox"/> 17-05	History of Pawn - Through 21st Century, 11:32		
<input type="checkbox"/> 17-06	History of Pawn - And Beyond, 9:25		

## Phase 18-Selling In Our Store

Level	Class Title	Duration (min)	Duration: 54:31
<input type="checkbox"/> 18-01	Sell the Features & Benefits - Not the Discount, 9:58		
<input type="checkbox"/> 18-02	Product Protection Plan, 9:12		
<input type="checkbox"/> 18-03	The Departure, 11:26		
<input type="checkbox"/> 18-04	Boomerang, 14:55		
<input type="checkbox"/> 18-05	We Want You Back, 9:00		

## Phase 19-Timepiece Education

Level	Class Title	Duration (min)	Duration: 1 Hr 32 Mins
<input type="checkbox"/> 19-01	Timepiece Training - Styles & Quality, 7:21		
<input type="checkbox"/> 19-02	Timepiece Training - 2023 - Styles & Models, 9:45		
<input type="checkbox"/> 19-03	Training - 2022 - Styles & Models, 11:25		
<input type="checkbox"/> 19-04	Timepiece Training - Bracelets & Clasps, 10:09		
<input type="checkbox"/> 19-05	Timepiece Training - Models & Styles Foundation #1, 13:54		
<input type="checkbox"/> 19-06	Timepiece Training - Models & Styles Foundation #2, 10:57		
<input type="checkbox"/> 19-07	Timepiece Training - Models & Styles Foundation #3, 10:00		
<input type="checkbox"/> 19-08	Timepiece Training - Models & Styles Foundation #4, 18:16		

## Phase 20-Merchandising, Planogram Execution & the Loan Guarantee Program

Level	Class Title	Duration (min)	Duration:35:00
<input type="checkbox"/> 20-01	Merchandising & Planogram Creation & Execution, 27:00		
<input type="checkbox"/> 20-02	Loan Guarantee Program, 8:00		

## Phase 21-Loan Balance & Inventory Portfolio

Level	Class Title	Duration (min)	Duration: 1 Hr 52 Mins
21-01	Loan Growth Focus, 29:35		
21-02	Loan Yield & PSC, 19:39		
21-03	Inventory Yield & Inventory Turns, 12:35		
21-04	Mark Up, Margin, and Sales Gross Profit, 32:35		
21-05	SNAP, 16:53		

## Phase 22-Sexual Harassment Education & Awareness

Level	Class Title	Duration (min)	Duration: 55:57
<input type="checkbox"/> 22-01	Sexual Harassment-Education & Awareness, 16:45		
<input type="checkbox"/> 22-02	Sexual Harassment-Why Harassment Happens, 11:28		
<input type="checkbox"/> 22-03	Sexual Harassment-Bases of Power-Formal, 6:07		
<input type="checkbox"/> 22-04	Sexual Harassment-Bases of Power-Personal, 4:55		
<input type="checkbox"/> 22-05	Sexual Harassment-Reporting, 11:51		
<input type="checkbox"/> 22-06	Sexual Harassment-Training & Prevention, 4:51		



**SUPV 300**

Level	Class Title	Duration (min)
<input type="checkbox"/> 300-01	Standards of Pawn - 01	
<input type="checkbox"/> 300-02	Standards of Pawn - 02	
<input type="checkbox"/> 300-03	Standards of Pawn - 03	
<input type="checkbox"/> 300-04	Standards of Pawn - 04	
<input type="checkbox"/> 300-05	Standards of Pawn - 05	
<input type="checkbox"/> 300-06	Standards of Pawn - 06	
<input type="checkbox"/> 300-07	Standards of Pawn - 07	

**SUPV 301**

Level	Class Title	Duration (min)
<input type="checkbox"/> 301-01	Pawn Shop Metrics - Keys to Net Revenue	
<input type="checkbox"/> 301-02	Pawn Shop Metrics - Keys to Net Operating Income	
<input type="checkbox"/> 301-03	Pawn Shop Metrics - Mark Up % & Margin %	
<input type="checkbox"/> 301-04	Pawn Shop Metrics - Keys to Inventory Yield	
<input type="checkbox"/> 301-05	Pawn Shop Metrics - Keys to Inventory Turns	

**SUPV 302**

Level	Class Title	Duration (min)
<input type="checkbox"/> 302-01	Pawn Shop Metrics - Keys to Loan Delta	
<input type="checkbox"/> 302-02	Pawn Shop Metrics - Keys to Loan Yield	
<input type="checkbox"/> 303-03	Pawn Shop Metrics - Forfeit Rate	
<input type="checkbox"/> 304-04	Pawn Shop Metrics - Motivating for Profit	
<input type="checkbox"/> 305-05	Pawn Shop Metrics - Putting the Learnings Into Practice	

**SUPV 303**

Level	Class Title	Duration (min)
<input type="checkbox"/> 303-01	Green Flags in Our Pawn Shop - Income Statement	
<input type="checkbox"/> 303-02	Green Flags in Our Pawn Shop - Balance Sheet	
<input type="checkbox"/> 303-03	Green Flags in Our Pawn Shop - Cash Flow - Operating Activities	
<input type="checkbox"/> 303-04	Green Flags in Our Pawn Shop - Cash Outflow	
<input type="checkbox"/> 303-05	Green Flags in Our Pawn Shop - Investing Activities	

**SUPV 304**

Level	Class Title	Duration (min)
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Level	Class Title	Duration (min)
<input type="checkbox"/> 304-01	Leadership - HR Skills to Motivate Our Team	

### Accreditation Certification

Level	Class Title	Duration (min)
<input type="checkbox"/> 500	Diamond Requisites - Accreditation	
<input type="checkbox"/> 501	Jewelry Requisites - Accreditation	
<input type="checkbox"/> 503	Timepiece Education - Accreditation	
<input type="checkbox"/> 504	General Loss Prevention - Accreditation	
<input type="checkbox"/> 505	Standards of Pawn - Accreditation	
<input type="checkbox"/> 506	History of Pawn - Accreditation	
<input type="checkbox"/> 507	Loan & Sales Standards, Layaways, Financial Metrics - Accreditation	