

# KCS v6 Fundamentals Certification

Offered by the KCS Academy

## **This entry-level certification is intended for:**

- Internal or external Support Agents
- Knowledge workers fielding interactions with employees, peers, or customers
- Anyone interested in learning the basics of KCS

## **Someone who holds a KCS v6 Fundamentals certification understands:**

- KCS Principles and Core Concepts
- KCS benefits
- The KCS article and the process for creating one
- How to integrate the KCS process into the workflow
- How the knowledge worker's KCS performance is assessed

## **Benefits of holding a certification:**

- Understanding of the value of KCS to an organization
- Understanding of KCS Principles and Core Concepts
- Understanding of the value that process integration provides
- Understanding of leading vs lagging indicators
- KCS v6 Fundamentals certification and access to logo

## **Benefits of having certified individuals on your team:**

- Verification that individuals understand KCS Principles and Core Concepts
- Understanding of what should be measured to drive desired behaviors
- Understand what should be measured for knowledge worker
- Consistent vocabulary for KCS participants

*The KCS v6 Fundamentals certification exam is an online, non-proctored exam consisting of about 25 multiple choice questions. There is a time limit of 60 minutes.*

*A separate [KCS v6 Fundamentals online training course](#) is available as preparation.*

**[Click here for more information.](#)**