

# KCS v6 Trainer Certification

Offered by the KCS Academy

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

- Experienced trainers who hold the KCS v6 Practices certification and intend to sell and deliver accredited KCS training

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

- How to train, facilitate, make judgments, and explain how to apply KCS Principles and Core Concepts, Practices, techniques, and adoption best practices based on a thorough understanding of KCS
- How to facilitate workshop exercises and handle objections
- How to ensure KCS alignment with customer service best practices

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

- Demonstrates ability to successfully teach the KCS methodology
- Ability to market, sell, and deliver accredited KCS curriculum (royalties apply)
- Access to accredited Consortium training materials that can be co-branded
- Member of the community of KCS Certified Trainers: provide input and feedback on KCS standards and KCS updates
- KCS v6 Trainer certification, access to logo, listing on [Certified Trainers page](#), and listing of workshops on the [KCS Academy site](#)

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

- Identify experienced KCS trainers who understand the relationships between KCS Principles and Core Concepts, Practices, and techniques
- Verification that individuals have the competencies required to teach the KCS methodology
- Certified KCS Trainers can offer perspective and guidance on adoption challenges
- Reduced time to obtain benefits from KCS and reduction in “restarts” of KCS initiative

*The KCS v6 Trainer certification exam is a proctored exam consisting of about 45 fill-in-the-blank and essay questions. No supporting materials are allowed. There is a time limit of 100 minutes. The exam is just one of several steps required to become a KCS v6 Certified Trainer. Please see the [program overview](#) for details.*

[Click here for more information.](#)