



January 8, 2007

Technical Training Announcement

In an effort to increase product knowledge and decrease calls for technical support, BCS Training is implementing a new policy regarding students who do not achieve the minimum passing score on their end of course certification tests. The policy is as follows and is effective immediately:

For On Line courses, if a student fails a certification test, they will be required to retake the entire on line course instead of just retaking the test.

For Instructor Led courses, if a student fails a certification test, they will also be required to retake the entire course. The student can either retake:

- another Instructor Led course at the Dealer/Distributors expense
- the equivalent On Line course

In either case, a student will not be certified until retaking the entire course and test again.

Questions regarding this policy can be directed to the contact information listed below.

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