



## RISO Train the Trainer Certification Request Form

RISO Authorized Dealers, in good standing, may apply for the RISO Train the Trainer Certification Program. RISO defines *in good standing* as having a current, executed RISO Domestic Dealer Agreement (or other appropriate contractual document, as applicable), and current up-to-date financial status. RISO Certified Train the Trainers may train and certify technical staff members on RISO products under the following guidelines:

Location must be authorized by RISO, Inc. and in good standing. Each location authorized to sell and service RISO products must have a certified technician for each approved product.

- + The designated trainer must possess good speaking and writing ability; be experienced in related equipment (copier or fax); have a strong electro-mechanical background and be competent and proficient with computers, popular software programs and the internet. Please enclose any previous manufacturer Train the Trainer Certifications along with your request.
- + To qualify for RISO Train the Trainer program each candidate must participate in the three phases of the certification process.  
The three phases to the certification process are:
  1. **Student phase:** As a student the candidate must attend a baseline class in the product they are seeking certification and pass the course with a 95% or higher to qualify for phase 2 and 3.
  2. **Observer phase:** As an observer the candidate will return and help the RISO Technical Trainer with a class. The RISO Trainer may assign a section or sections that the candidate will present to the class.
  3. **Instructor phase:** As an instructor the candidate will conduct an entire class solo adhering to RISO curriculums, tests and practical exams. The RISO Technical Trainer will observe, evaluate, and grade the candidate. The evaluation includes but is not limited to- Subject knowledge, preparedness, communication skills, class interaction and class empathy. The candidate must pass this phase with an 80% or higher.

In the event that the candidate trainer fails to meet a 95% in the student phase or the 80% on their final evaluation, the candidate does not qualify for the Train the Trainer certification. The candidate may re-register for the program after six months have passed from the end of the current class. There are no tuition refunds for non-passing grades. Each new Train the Trainer registration requires a payment of the current fee.

- + Training classes must adhere to RISO curriculums, tests and practical exams, as outlined in the course curriculums.
- + Training classes must conform to RISO class room requirements as follows:
  1. One RISO product of the appropriate series in operating condition for every 2 students.
  2. A level of appropriate supplies, masters, inks, paper and accessories for all RISO equipment.
  3. Adequate training facilities with space for AV equipment, white board, flip chart and tools for every technician.
  4. Dealers are responsible for maintaining all training equipment.
- + Train the Trainers are required to maintain up-to-date training records, and to report all training classes, participant names, all test material, scores and certification information to RISO Technical Training Administration within 5 working days of the completion of training. RISO will add the information to the Training Data Base, ensuring that the authorized location receives



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training credit for classes conducted. ID Cards will not be provided for technicians because they are supported directly by the Train the Trainer Certified Instructor.

- ✚ Train the Trainers are required to attend RISO Update Instructor Seminars and are responsible for maintaining an up-to-date library of training and technical materials in every service location.
- ✚ RISO Train the Trainers and in-house training programs may be audited and evaluated on a regular basis as part of an on-going quality control process. If minimum requirements and standards are not being met, RISO retains the right to cancel certification without prior notice. Action steps and a timeline for implementation will be established for re-certification.
- ✚ RISO reserves the right to evaluate at any given time all certified Train the Trainers for the purpose of recertification.
- ✚ All RISO authorized locations employing and using a certified Train the Trainer for RISO Product Technical Training are considered self supporting and are responsible for their own technical support. Self supporting dealer support call information will be directed back to the Train the Trainer Instructor for evaluation and resolution. However, the Trainer candidate may call the hotline should they ever need support.
- ✚ Self-supporting dealers are required to maintain a fully trained and certified technician at each authorized location and sub-location selling and servicing RISO equipment. An abuse of this requirement can be deemed terms for loss of certification and any authorized location abusing this requirement will be put on 30-day notice.
- ✚ In the event the certified instructor should terminate employment with the dealer, the instructor's training status will also terminate. If a dealer elects to remain self supporting, the dealer has 90 days to name another candidate for certification following the original training policies.
- ✚ When field support is requested, the In-house trainer is responsible for ensuring that the RISO product is set to specifications and that all proper procedures have been followed before the field visit.
- ✚ Certified trainers are responsible for conducting a minimum of 1 technical class per quarter, and only RISO In-house Certified Technical Trainers may conduct classes and certify technicians. Abuse can and will lead to cancellation of in-house certification for the location.
- ✚ Certification applies only to the authorized participating dealer and is not transferable. Certified In-house Trainers are restricted to their participating dealership.

### **Application and Certification Policies and Fees**

RISO Authorized locations requesting RISO Train the Trainer Certification must complete a RISO Train the Trainer Certification Program Request Form. This form can be requested from Technical Training Administration. All requests will be reviewed and must be approved by RISO Technical Operations. An on-site visit to inspect the proposed training facilities is part of the approval process. When approved, the Dealer will be notified by email and a \$2000.00 Train the Trainer application/certification fee will be automatically billed to the requesting location's account. For those that are already part of Train the Trainer program, there will be a \$500 fee for every additional series. These fees are non-refundable.



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Once approved, the requesting location has 30 days to designate a Train the Trainer candidate who meets the above guidelines. The designated trainer must enroll in a RISO Technical Trainer course.

The candidate has nine months from the date of the first class to complete the certification process. If determined necessary, a RISO Certified Instructor or Technical Field Support Representative may audit the newly Certified Train the Trainer, at a dealer located class, within 90 days of certification.

### **RISO Train the Trainer Application entitles the participating dealer to:**

- ✚ One tuition free Technical Trainer Course per year.
- ✚ Tuition free attendance at all RISO Update Seminars for each product certification.
- ✚ One RISO technical course curriculum and related materials for each applicable product certification.

### **RISO Train the Trainer Certification Disclaimers**

RISO retains the right to:

- ✚ Evaluate the trainer and all RISO product technical training programs performed by its RISO certified trainer.
- ✚ Conduct training evaluations at either the dealer location or at a RISO, Inc. designated location.
- ✚ If deemed necessary, revoke, suspend, or cancel training certification and provide dealership written notice.
- ✚ Charge participating dealer for field support visits if in RISO's judgment the technical problems should have been resolved by the Train the Trainer technical staff. Charges will be based at \$1200.00 for the first day and \$600.00 per every half day following.
- ✚ Repair RISO equipment at the onsite location or a location designated by RISO to ensure proper training and RISO product representation.