

## **L1 Certification Prerequisite for Potential L2 Students**

### **Current Policy:**

- The Level Two Program has its powerful transformational impact to large extent because of the experience, knowledge and caliber that the participants are Level One Instructors. Therefore Level One Instructor certification is a prerequisite for any student participating in a Level Two Program. Exceptions may be made, if the Lead Trainer determines that any “guest students” will not dilute the impact of the course.

### **Additional Policy Clarifications:**

- All written PR for Level Two courses should clearly state that Level One Certification is a prerequisite for the course. No mention should be made of possible exceptions.
- In the event that the Lead Trainer does allow “guest students” to participate in the course, it must be made clear to those students that they will not receive KRI certification for it.

*Approved by TTEC April 2007*