

# Client Certification Courses

Before you, a Service Partner, can begin servicing a client program, you must take and successfully complete a client certification course. Certification is an investment opportunity. Like an aesthetician, realtor or general contractor, it prepares the learner to be a true professional. Learners will gain keen knowledge related to the client, call types, customers, and how to be successful.

The charges for these courses usually range between \$4.99 and \$250. This is required by clients in order to be able to service their account. The course provides information on the client's systems that will be used by agents during servicing, as well as the performance metrics laid out in the operative Statement of Work and other information about the client program.

## **What To Expect**

Courses range anywhere from 10 days to 8 weeks in length. Each session is normally 4 hours long. Often the course is instructor-led but there are also self-directed components, and there may be requirements to complete prior to

the next day's class. Everything is virtual. Videos and audio components are built into the online experience.

## **Make An Informed Commitment**

The certification experience closely reflects the real world. The Opportunity Announcement will provide you with all the information you need – including information about certification – to decide whether a given client program is the right opportunity for your business before you commit your business' resources.

We suggest that you:

- Take the time to [learn about the opportunity](#) inside out.
- Read through the Opportunity Announcement.
- Talk to your business owner and any other agents who may have taken the course.
- Take the time to attend information sessions and ask questions BEFORE you make the commitment to the certification course.