

Komatsu Service Institute(KSI)

FREQUENTLY ASKED QUESTIONS

- 1. Who can attend Komatsu Service Institute?** *This training event is for service department managers and administrators.*
- 2. If we have problems in registering, who we should contact?** *Please contact the KSI Team at KSI@komatsuna.com .*
- 3. What is the criteria to graduate?** *Students are required to take 60 credit hours of training (including 16 hours of professional training) to achieve KSI Certification: Expert of Customer Support.*
- 4. I attended KSI in prior years when I was with another distributor. Will these credit hours transfer?** *Yes. All KSI records are kept in our Learning Management System. If you change distributors, your course records including KSI Certification will transfer.*
- 5. How do I know if I can graduate this year?** *You will need to check your LMS records. Since it takes 60 credit hours of training to graduate, you must have enough 'professional' hours (must be 16) and 'standard' hours scheduled to equal 60 by the end of the KSI session you are scheduled for. Our team will also send emails out to those individuals that would be able to graduate if they attend the currently promoted session.*
- 6. How do I know what classes I have taken in the past?** *Review your records in LMS to see what courses you have taken in prior KSI sessions.*
- 7. Will my PST training count for KSI?** *No. Unfortunately, these are two separate programs and the training is not the same at each event.*
- 8. Do any of the classes have 'pre-requisites'?** *Yes, but only a few. You will see any pre-requisites listed when you enroll in courses for the event.*
- 9. Are there any pre-requisites required for the Test Drive Business War Games course?** *There is NO pre-requisite for this course, however, it is best if you have a good understanding of financial statements and business strategy.*

- 10. How many times in a year will KSI be offered?** *Each year the KSI Team will evaluate attendance and determine if we have 1 or 2 events. We will update our 'KSI Website' with new dates as they are scheduled.*
- 11. Do we need to bring steel toed shoes along with any other PPE?** *No. All required PPE will be supplied, however, if you will be taking the Machine Controls Class you will need 'closed toe shoes' – no flip flops or sandals.*
- 12. One of my employees cannot attend, is it possible to transfer all his courses to another person?** *No. If an employee is unable to attend, they must DROP the courses they are signed up for. Anyone wishing to register for courses at the KSI event, must do so in LMS.*
- 13. Can we send a person to the KSI event without registering for any courses?** *If you wish to attend the KSI event, you will need to register for them in LMS. Due to popular demand of this event, we anticipate that registration will close because many classes will be FULL.*
- 14. I have been put on a 'wait list' for a class. How will I know if I get 'confirmed' in the class?** *If someone DROPS the class you are 'waitlisted' in, the KSI Team will review who is on the waitlist and will give priority to those students that can graduate. If no one is on the waitlist that could graduate, then the first person that was waitlisted will be moved to a confirmed seat and an email will be sent to the student.*
- 15. When I tried to register for the courses the website says, "Registration Closed". Is there something I can do to participate in this training this session?** *We will only close registration if most of our courses are FULL making it impossible to create a class schedule for the entire event. Please contact the KSI Team at KSI@komatsuna.com if you would like to see what classes are still available.*

