

CUSTOMER BULLETIN 460

11th December 2019

SUBJECT:	TRAINING VALIDITY AND DIGITAL CERTIFICATES
APPLICABLE TO:	CONTROLMASTER® TRAINING
DISTRIBUTION:	SALES, SERVICE, TRAINING AND MAINTENANCE PERSONNEL OF THE ABOVE EQUIPMENT

HISTORY	RCT conducts training courses that provide operators and maintenance staff with the skills required to effectively operate and maintain our products. Trainees currently receive a printed certificate that acknowledges their attendance and completion of each course. There is currently no validity period imposed on our training courses.
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ISSUE RAISED	Due to continued high demand for automation technology, and the rapid changes and uptake of digital technology in our product offerings, a validity period is now required to ensure all trainees have the skills necessary to operate and maintain the latest RCT solutions.
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DIAGNOSIS	Not applicable.
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ACTION TAKEN	<p>All training courses will now have a validity period of two years from the date of issue of the certificate, effective from 1st January 2020.</p> <p>As an added improvement, RCT will now issue a signed digital certificate to the trainee's employer once the training is completed. A printed certificate can be issued upon request, and will still be automatically printed for regions where a physical certificate is preferred over the digital-only option.</p>
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PRODUCT PHOTOS	Not applicable.
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