



Kubota Engine
Academy
Training Policy

1. Access to eLearning Courses

All Kubota Engine America Distributors' and authorized full-service and specialized Dealers with Kubota Engine America dealer contracts are eligible to participate in Web-Based Training (eLearning) courses. Distributors pay an annual fee giving unlimited access to their employees, which includes access for their Dealers' employees as well. **Registered learners will be required to login at least once a year to prevent account deactivation.**

Dealer OEMS do not qualify for access to Kubota Engine Academy. However, OEMs who wish to gain access to eLearning courses at Kubota Engine Academy should contact their Distributor about becoming a full service or specialized Dealer.

2. Registering New Learners for Kubota Engine Academy

Distributor administrators will register all new learners in Kubota Engine Academy with a target time of seven days. Once a new learner is registered, a welcome email with login information will be sent to the learner.

All additional support and requests should be emailed to: kea_ex.academy@kubota.com.

3. Registering New Dealers for Kubota Engine Academy

KEA will register all new dealers in Kubota Engine Academy with a target time of seven days, after requests are made at time of contract, or when requested by a Distributor. (See Attachment 1)

4. Training Structure

Kubota Engine Academy is structured on a progressive learning path. Each learner progresses through each level after completing prerequisites and coursework for advancement to the next level. Once a learner completes the courses within each category, a certificate is earned in that category.

Attachment 2 illustrates the progressive learning structure, which defines the "**Learners Path**" for each Kubota Certification: Skilled Service Technician (Level 300), Master Trainer (Level 400 – Distributors Only).

A. Level 100 - Fundamentals (eLearning Courses)

These eLearning courses are recommended for completion by all learners but are optional. *Distributor Master Trainers are required to take these courses for certification.*

B. Level 100 - Kubota Service and Engine Basics (eLearning Courses)

These eLearning courses are **required for completion by all service technicians within 90 days of registration** into Kubota Engine Academy. *Email notifications will be sent to learners at the time any required training is overdue.*

C. Level 200 - Prerequisites for Instructor Led Training events (eLearning Courses)

These eLearning prerequisites are to be *completed before attending* any level 300 instructor-led event in order to be eligible.

D. Level 300 - Certified Skilled Service Technician (Instructor-Led Training)

Class is structured as 20% classroom and 80% hands on lab activities. These instructor led classes will be conducted by a Certified Distributor Master Trainer or any KEA Training Instructor. After completing the course, the learner will obtain a Skilled Service Technician certification valid for five years.

E. Video Based Training (eLearning Courses/ VILT)

Virtual Instructor-Led Training Videos (VILT) covers topics not reviewed in level 300 classes. KEA will notify learners when new video-based training courses are added by posting them in the "Latest News" section on the Kubota Engine Academy dashboard.

F. Level 400 – Certified Master Trainer Workshop (Instructor-Led Training) – Distributors Only

Master Trainer Certification is only available for Distributors. This certification allows the Master Trainer to facilitate specific level 300 Instructor-led course for their full service and specialized Dealers. Master Trainers can be certified in one or all the categories of instruction (Attachment 2) that are applicable to their Kubota Distributor contract.

To be eligible for Master Trainer certification, the Distributor's employee must meet these requirements:

- Serve in the Service Technician role for at least 2 years.
- Complete **all** level 100, 200, 300 and video-based training courses applicable to the certification path (Attachment 2).
- Hold a current Level 300 Skilled Service Technician Certification in the areas they will be instructing, earned at Kubota Engine Academy Lincolnshire, Illinois Training Center.
- Pass the Master Trainer exam with a score of 80% or more before attending the Master Trainer Workshop event.
- Attend Master Trainer level 400 Workshop at Kubota Engine Academy Lincolnshire, Illinois Training Center.

Requirements for a Distributor Master Trainer to certify a learner as a Skilled Technician:
(Distributors Only)

- Contact KEA to set up your ILC session in the academy website.
(Master Trainers do not have access to create sessions on their own)
- Master Trainer will enroll learners in an ILC class.
- Mark attendance and close out classes.
- Master Trainer will Manage waitlist and schedule appropriate courses per load.
- Class size must be reasonable to give each learner an opportunity for hands-on activities.
- Master Trainer must conduct training from the Kubota instructor workbook and replicate training activities learned at the Kubota Corporate Training Center to the best of their ability.
- Master Trainer will administer pre- and post-assessments.
- Master Trainer will print and distribute completion certificates.
- KEA will audit Master Trainers conducting a class via electronic evaluation.
- Master Trainer certification is good for 5 years. Recertification is granted by completing the Master Trainer recertification exam and completing any new eLearning course(s) launched.
- Attend Kubota Engine Academy Lincolnshire, Illinois Training Center **only** to complete the 5 year Level 300 Skilled Service Technician Recertification.

5. Distributor Responsibility

Distributors are responsible for maintaining a fully trained service staff by participating in the KEA eLearning and instructor-led class offerings. Distributors are responsible for all costs associated with annual LMS access fees. Distributors must have at least one Certified Master Trainer at all times in any one of the areas of instruction (Attachment 2).

- A. Distributors are responsible for ensuring their Dealers are meeting the requirements of the training policy.
 - Audit dealer learner profile information to verify it is accurate and up to date.
 - Notify KEA of learners who have not logged in for 11 months or more.

6. Dealer Responsibility

One Service Tech from each dealer (Full/Specialized) must be a Certified Skilled Technician (level 300) in the engine category they service. To obtain this certification, the tech must complete the required 100 level courses and applicable level 200 prerequisites prior to attending instructor-led training. A distributor Certified Master trainer will conduct level 300 instructor-led courses. ***Optional: Any learner can attend a level 300 class at Kubota Engine America corporate training center in Lincolnshire, IL.***

- A. Every learner will be expected to maintain 8 course credits annually. This can be achieved by completing Option A or Option B.
 - Option A: Complete any 4 eLearning courses (each eLearning course is worth 2 credits)
 - Option B: Attend 1 Level 300 instructor led Class (each level 300 instructor led course is worth 8 credits).
- B. Skilled Service Technician Certification is good for 5 years. Recertification is granted by attending the applicable level 300 class again.
- C. Any learner with the customer primary position as service technician must complete the required eLearning within 90 days (see section 4B).

7. Course Fees and Cancellations

An Instructor-led training course fee will be charged the day the training event begins. Cancellations by Kubota Engine America will be made if a class does not have sufficient enrollment within two weeks before training begins. Learners enrolled in a cancelled class will have the option of attending the next scheduled class.

If a learner is unable to attend instructor-led training, they must cancel in writing within 2 weeks of the scheduled class to avoid incurring a charge for the course. Alternate attendees may be substituted if they have completed all applicable eLearning prerequisites before attending an instructor-led class.

Credit for attending class will not be given to learners that leave the class early or do not complete the required online prerequisite courses.

Attachment 1

Kubota Engine Academy Training Registration Form

At least one technician from each dealer must be registered in Kubota Engine Academy.
Please fill out required information below for each employee to be registered.

| | |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee's Full Name | |
| Employee's Company Email Address | |
| Employee's Phone Number | |
| Company Address | |
| Dealer Name and Code | |
| Primary Position | <input type="checkbox"/> Administrator <input type="checkbox"/> Compliance <input type="checkbox"/> Dealer Development <input type="checkbox"/> Engineering <input type="checkbox"/> Parts <input type="checkbox"/> Principal <input type="checkbox"/> Sales <input type="checkbox"/> Service <input type="checkbox"/> Service Manager <input type="checkbox"/> Training <input type="checkbox"/> Warehouse |
| Dealer's Engine Specialties | <input type="checkbox"/> Electronic Diesel <input type="checkbox"/> Mechanical <input type="checkbox"/> Spark Ignited <input type="checkbox"/> Kubota Generators |
| Language for Profile | <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Portuguese |

| | |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee's Full Name | |
| Employee's Company Email Address | |
| Employee's Phone Number | |
| Company Address | |
| Dealer Name and Code | |
| Primary Position | <input type="checkbox"/> Administrator <input type="checkbox"/> Compliance <input type="checkbox"/> Dealer Development <input type="checkbox"/> Engineering <input type="checkbox"/> Parts <input type="checkbox"/> Principal <input type="checkbox"/> Sales <input type="checkbox"/> Service <input type="checkbox"/> Service Manager <input type="checkbox"/> Training <input type="checkbox"/> Warehouse |
| Dealer's Engine Specialties | <input type="checkbox"/> Electronic Diesel <input type="checkbox"/> Mechanical <input type="checkbox"/> Spark Ignited <input type="checkbox"/> Kubota Generators |
| Language for Profile | <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Portuguese |

Attachment 2:

Certification Road Map - Distributor

