

Education Services

Professional Training, Professional Certification and Mentoring

Systems and games are constantly evolving—shouldn't your operators' knowledge be evolving with them? As machines change to add value in terms of operational returns and player enjoyment, a more educated operator is a more effective operator. The operator who will benefit you the most is the one who knows how to use, support and optimize emerging technology and the new class of EGMs.

Take your operators' skills to the next level.

With **Professional Training** and **Professional Certification**, you have access to two educational programs powered by IGT University. A dynamic **Mentoring** program is also available.

Give your operators an educational upgrade with **Professional Training**.

Your operators' knowledge boost starts with the IGT University catalog. Operators can choose from a variety of IGT Systems and EGM classes to enhance their knowledge of how to utilize, maintain and best employ those products.

Professional Certification is the ticket to success.

The IGT University catalog also offers operators the opportunity to have resources certified by tiers for specific positions listed below.*

*Both Training and Certification classes are offered in a classroom setting.

Learn from the best with **Mentoring**.

The Mentoring service is a customized comprehensive program designed for one main purpose—to improve the way existing IGT Advantage and EZPay customers make use of their systems. Using IGT resources, it will encompass detailed training, specific troubleshooting and recommendations for increasing efficiencies within each area engaged.

Education Services

Drive business value to new heights.

How do retaining resources, boosting morale and finding recruiting differentiators sound to you? If you're as interested as we think you are, this is for you:

- Fuel revenue growth by optimizing your existing Systems and EGMs
- Decrease machine downtime with first-touch, in-house resolution
- Reduce operational costs and improve the player experience

Professional certification tiers:

- **IGT Specialist** – Welcome to “Everything You Need to Know 101”

For students who are new to the gaming industry or are transitioning to a new department.

- Keep your operators at the head of the class with **IGT Expert**

Optimize the way staff approach solutions by focusing on best-in-class operations and service practices.

- Help your best and brightest shine with **IGT Master**

This top-level certification is tailored for students seeking to expand their knowledge of IGT products to the highest available level.

The Professional Certification Package Features Position Specific Certification:

Accounting/Audit Operations	Security and Surveillance Operations
Cage Operations	Slot Floor Operations
Casino Marketing	System Administration
Pit Staff (Table Games)	Slot Technical Training
Players' Club Operations	Customized certification available upon request

Knowledge is power. If you're ready to give your staff the educational services they need to thrive, contact your IGT representative today.

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