



BlackBerry Certification Program Guide

BlackBerry Certification Program policies and procedures

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About this guide

The guide contains policies and procedures for candidates interested in pursuing BlackBerry® certification. For the most up-to-date information, please refer to www.blackberry.com/certification or email questions to certification@blackberry.com.

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BlackBerry Certification Program Guide

Research In Motion (RIM) is a leading designer, manufacturer and marketer of innovative wireless solutions for the worldwide mobile communications market.

Through the development of integrated hardware, software and services that support multiple wireless network standards, RIM provides platforms and solutions for seamless access to time-sensitive information including email, voice communication, text messaging (Short Message Service (SMS)) and Multimedia Messaging Service (MMS)), Internet and intranet-based applications.

RIM was founded in 1984. Based in Waterloo, Ontario, RIM has offices in North America, Europe, and Asia Pacific.

For more information visit www.rim.com.



Note

This document is updated regularly. For the most up-to-date version of this document, refer to www.blackberry.com/certification.

What is the BlackBerry Certification Program?

The BlackBerry® Certification Program is an industry standard in excellence that is designed to validate your level of skill and knowledge of specific BlackBerry products and services. BlackBerry certification will help to set you apart in the competitive world of mobile devices and applications.

Overview of the BlackBerry Certification Program

The BlackBerry Certification Program is designed to enhance your professional credibility by providing quantifiable proof of skills and knowledge.

The BlackBerry Certification Program exams are role-based and focus on the practical application of BlackBerry solution knowledge required by specific roles. These roles align with the stages in the deployment of BlackBerry solutions. Currently, BlackBerry certification will be available for the following roles:

- BlackBerry Certified Support Specialist
- BlackBerry Certified Server Support Specialist
- BlackBerry Certified System Administrator
- BlackBerry Certified Solution Designer
- BlackBerry Certified Application Developer
- BlackBerry Certified Technical Sales Professional
- BlackBerry MVS Certified Integration Specialist



BlackBerry Certified Support Specialist

This certification stream is designed to validate the skills and knowledge of technical professionals who work in contact centers or help desk environments that provide support for BlackBerry devices in a BlackBerry® Enterprise Server or BlackBerry® Internet Service environment.

BlackBerry Certified Support Specialist candidates will be required to pass one exam related to supporting BlackBerry devices in a BlackBerry Internet Service or BlackBerry Enterprise Server environment.

If a candidate successfully completes the exam *Supporting BlackBerry Devices in an Enterprise Environment*, they may also pursue a BlackBerry Certified Server Support Specialist designation.

Candidates who successfully complete an exam for this certification will receive a BlackBerry Certified Support Specialist designation.



BlackBerry Certified Server Support Specialist

This certification stream is designed to validate the skills and knowledge of technical professionals who work in contact centers or help desk environments that provide introductory to mid-level support for the BlackBerry Enterprise Server.

BlackBerry Certified Server Support Specialist candidates will be required to pass two exams.

- An exam related to supporting the BlackBerry Enterprise Server
- The *Supporting BlackBerry Devices in an Enterprise Environment* exam from the BlackBerry Certified Support Specialist designation

Candidates who successfully complete the two exams required for this certification will receive a BlackBerry Certified Server Support Specialist designation.



BlackBerry Certified System Administrator

This certification stream is designed to validate the skills and knowledge of technical professionals who install, configure, and manage the BlackBerry Enterprise Server.

Candidates will be required to pass an exam related to Maintaining the BlackBerry Enterprise Server.

Candidates who successfully complete the exam for this certification will obtain a BlackBerry Certified System Administrator designation.



BlackBerry Certified Solution Designer

This certification stream is designed to validate the skills and knowledge of technical professionals who provide technical consulting services to BlackBerry® Enterprise Solution customers.

Candidates will be required to pass two exams

- An exam related to Maintaining the BlackBerry Enterprise Server from the BlackBerry Certified System Administrator designation
- An exam related to designing and deploying the BlackBerry Enterprise Solution

Candidates who successfully complete the two exams required for this certification will receive a BlackBerry Certified Solution Designer designation.



BlackBerry Certified Application Developer

This certification stream is designed to validate the skills of technical professionals responsible for designing Java® or Web applications for the BlackBerry solution.

Candidates will be required to pass two exams

- The *Developing Applications for the BlackBerry Solution* exam
- An exam related to developing either Java or Web Applications for the BlackBerry platform

Candidates who successfully complete the two exams required for this certification will receive a BlackBerry Certified Application Developer designation.



BlackBerry Certified Technical Sales Professional

This certification stream is designed to validate the skills and knowledge of technical sales professionals providing technical sales support for the BlackBerry solution (including BlackBerry products and services).

Candidates for the BlackBerry Certified Technical Sales Professional designation will be required to complete the *Selling the BlackBerry Solution for Technical Sales Professionals* exam.

Candidates who successfully complete the required exam for this certification will receive the BlackBerry Technical Sales Professional designation.



BlackBerry Certified Integration Specialist

The BlackBerry MVS Certified Integration Specialist certification is designed for technical professionals responsible for fully implementing the BlackBerry MVS solution in a single site/single cluster environment.

Candidates are required to pass the exam related to *BlackBerry MVS Integration*.

Candidates who successfully complete the exam for this certification will obtain a BlackBerry Certified Integration Specialist designation.

General questions about the BlackBerry Certification Program can be directed to certification@blackberry.com.

What does BlackBerry certification mean to me?

A candidate who has passed an exam for one or more roles in the BlackBerry Certification Program has demonstrated proficiency with one or more BlackBerry products or solutions in a specific role. To receive accreditation in the BlackBerry Certification Program, you must pass one or more product-related, task-oriented proficiency exams.

BlackBerry certification provides the following benefits to individuals

- Builds an expert reputation
- Strengthens contributions to your organization
- Validates your BlackBerry knowledge
- Stays current with technology trends
- Demonstrates your BlackBerry skills and knowledge

Exam security

Ensuring the integrity of BlackBerry Certification Program material is vital to maintain the value of the credentials you've earned. Exam results will be monitored regularly for any abnormalities. If an abnormality is found in a candidate's results, an investigation will be conducted that may result in the candidate's certification status being removed.

Abnormal results may lead to one or more of the following:

- Invalidation of scores and/or candidates will be asked to retest at no cost to them
- Change to pass/fail status or retest requested
- Revocation of any achieved certifications (including previous exams that are not the violating exam attempt)
- Banning from participation in the program for a specified time period or indefinitely
- Legal action

The candidate may also be barred from pursuing any further BlackBerry certifications

Cheating includes:

- Using any unauthorized materials for test preparation or attempting an exam under false pretenses or with the goal of assisting another person
- Removal of exam items, whether by recording device or memorization.
- Verbally discussing, posting, or otherwise sharing exam content, or comments on content which may provide value to others preparing for the exam, whether for a fee or not
- Providing access of test center personnel to their computer during the exam without a technical issue
- Soliciting test materials
- Collusion with test center personnel

BlackBerry Certification materials and exam content is proprietary and confidential property of Research In Motion. Research In Motion does not authorize the recording, copying, distribution or sale of exam content or practice exams. Distribution and/or use of proprietary and confidential content in violation of the BlackBerry Certification Candidate Agreement may void your exam results, jeopardize your certification and result in further action by Research In Motion. Please

review the Candidate BlackBerry Certification Agreement in detail before proceeding with any exam. Should you have any questions, please contact us at certification@blackberry.com.

Preparing for an exam

How do I prepare?

Successful completion of an exam will require both experience with the product and knowledge of the information referenced in the exam guide and the exam blueprint for each certification.

As new exams become available, updated exam guides and exam blueprints can be found at www.blackberry.com/certification. The exam guides will list specific training materials that are available and align to that particular exam.

The following BlackBerry® Training resources may be available to help you prepare for exams:

- BlackBerry Coach - Self Study Guides
- BlackBerry Training offerings
 - Instructor-led training
 - Open session training
 - Web-based training
- Tutorials and resources from www.blackberry.com

Ensuring the integrity of BlackBerry Certification Program material is vital to maintain the value of the credentials you've earned. BlackBerry Certification Materials and Certification Exam content is proprietary and confidential property of Research In Motion. Research In Motion does not authorize the recording, copying, distribution or sale of exam content or practice exams. Distribution or use of proprietary and confidential content in violation of the BlackBerry Certification Candidate Agreement may void your exam results, jeopardize your certification and result in further action by Research In Motion. Please review the BlackBerry Certification Candidate Agreement in detail before proceeding with this exam. This agreement is also available for review on our website. Should you have any questions, please contact us at certification@blackberry.com.

How do I get training?

The following resources will provide information on how you can register for BlackBerry Training courses:

- Contact Education Services at blackberrytraining@rim.com
- Review information available at www.blackberry.com/training

How do I register for a BlackBerry certification exam?

1. Visit www.blackberry.com/certification and research the certification stream that you are interested in.
 - a. Read the BlackBerry Certification Program Guide.
 - b. Read the exam guide for the exam you are interested in.
 - c. Review the exam objectives in the exam guide.
 - For each objective, evaluate your own knowledge. If you feel confident performing an objective, you should not need training. If you find an objective(s) that you are not confident in performing, you may want to pursue further preparation in this area. This will allow you to customize your study time to fit your requirements.
2. Once you have chosen the appropriate certification stream, click **Sign up for an exam now** at www.blackberry.com/certification or visit www.prometric.com/blackberry. If you register through the www.blackberry.com/certification website, you will be redirected to the Prometric® website.

Note



Prometric is the test delivery provider of all BlackBerry certification exams.

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3. Using Prometric's web site, you can select a date and time to write your exam. (You may also register over the phone or in person at a test service provider's location).

Note



A BlackBerry Certification Program ID (BCPID) will be assigned to you after you have attempted your first exam and your account will be created in the BlackBerry Certification credential management system. The BCPID will be used by BlackBerry Certification Program administrators.



Please note, while BlackBerry certification exams are available at most Prometric testing centers globally, you may not attempt an exam at a testing center where you have been employed or under contract within 30 days of your test date without permission from the BlackBerry Certification Program. To request permission or if you have any questions, please contact: certification@blackberry.com.

Caution

Writing a BlackBerry certification exam

1. You should arrive at the testing center 15 minutes before your scheduled time. You will be required to provide 2 pieces of identification. At least one should be a valid photo ID.



Note

The primary ID must have a permanently affixed photograph and a signature and must be valid (not expired). An ID must be an original document and not a photocopy or a fax.

- A primary ID must have a permanently affixed photo of the candidate, along with the candidate's signature.
- A secondary ID must have the candidate's signature.

Identification is considered to be valid (non-expired) as long as it does not have an expiration date that has passed.

Valid photo IDs

The following are acceptable forms of identification:

| Primary ID | Secondary ID |
|---|---|
| <ul style="list-style-type: none"> • Government-issued driver's license • Passport • Military ID | <ul style="list-style-type: none"> • Credit card • Any primary ID |

Note: A credit card can be used as a primary form of ID only if it displays both a photo and a signature and is not expired. Any credit card can be used as a secondary form of ID as long as it displays a signature and is not expired.

2. You will be asked to store any personal items in a designated secure area outside of the testing room.
3. You will be asked to read the Test Regulation Form and sign if you agree to it. Any violations to the Test Regulation Form may result in your test being forfeited without refund, and the potential to be permanently decertified from the program and ineligible for any further certification.
4. You will attempt the exam. For more information on what to expect while writing the exam, please refer to "What to expect while writing a BlackBerry certification exam" on page 24.
 - At the beginning of the exam you will be asked to read and agree to the BlackBerry Certification Program Candidate Agreement.
5. Once you complete the exam, you will immediately be given a score report letting you know if you have passed or failed.
 - a. If the certification stream only requires one exam, and you pass, or if you have passed the last exam required for your certification stream, you will become BlackBerry Certified.
 - b. If the certification stream requires that you pass more than one exam, and you pass, you will receive credit for the exam. You will then need to register and pass the other exam(s) in order to become BlackBerry Certified.
 - c. If you do not pass, you will be provided with study information. You should also review the BlackBerry certification retake policy. For more information, please refer to "Exam Retake Policy" on page 26.

6. Your exam results will be imported into the BlackBerry Certification credential management system.

Obtaining your exam results

You will receive a score report immediately after taking an exam. If you write a beta exam, score reports will be sent to you following analysis and scoring of the beta exam (approximately 12-14 weeks).

If you do not pass the exam, your score report will include feedback that will allow you to focus your studying before attempting the exam again. If you are interested in taking a BlackBerry Training course, please refer to "How do I get training?" on page 19.



Note

It is recommended that you keep copies of score reports for your records.

Viewing your certification results

Upon completion of your first exam, you will receive an email message with the information needed to activate your account and view your BlackBerry certification profile, history, and status. The BlackBerry Certification credential manager can be accessed at www.blackberry.com/mycert.

Results are generally imported within 72 hours of exam completion, however in some cases it may take up to one week before results are accessible through the credential manager.

Once your results have been posted to the credential manager, you will be able to monitor your progress toward the completion of all BlackBerry Certification Programs.

What to expect while writing a BlackBerry certification exam

All exams are closed-book exams; you are not allowed to bring books or any other materials into the testing room. The test center will provide you with an erasable noteboard and marker for use during the exam, but you must return these materials to the Prometric test center administrator at the end of your exam in order to receive your score report.

On the day of your exam, make sure that you arrive at the test center 15 minutes early. When you arrive, the test center will inform you of how much time you should expect to spend to complete all steps necessary for testing.



Note

If you arrive more than 15 minutes after the scheduled appointment time, you will not be allowed to write the exam and you will not receive a refund.

If you do not show up to write a scheduled exam, you will not receive a refund.

Before taking the exam, you will be required to show two forms of identification.

Live exams (not beta) are computer-delivered, consisting of 60-70 multiple-choice questions. You will have 90 minutes to complete the exam. Printed results will be given to you at the testing center immediately after you complete the exam. For more information on beta exams, please refer to “Beta exams” on page 27.

Currently, BlackBerry certification exams are only available in English.

There will be no refunds given in the following situations:

- Failure to show up for an exam
- More than 15 minutes late and refused admission
- Cancelling the scheduled appointment less than 24 hours prior to the scheduled time

What to expect if you pass a BlackBerry certification exam

When you pass an exam, the testing center will send your name and results to BlackBerry Certification Program administrators. Your test results are entered into the BlackBerry Certification credential management database. A unique BlackBerry Certification Program ID (BCPID) is created for first time candidates, and test results are linked to the profile and previous exam results.

Once you have completed all certification requirements (including multiple exams if required), your welcome kit containing your paper certificate will be processed and shipped via postal mail to the address provided in your profile. Your welcome kit should arrive in eight to ten weeks. You will also be given access to a logo representing your certification achievement via the BlackBerry Certification credential manager. Guidelines for the usage of BlackBerry Certification Program logos will also be provided



Note

It is important that your profile information in the BlackBerry Certification credential manager is kept up to date to ensure prompt delivery of your welcome package.

Your name will also be added to our BlackBerry Certification Program mailing list to receive special announcements and information throughout the year.

What happens if you fail a BlackBerry certification exam

If you fail an exam, you will be required to wait a certain amount of time before attempting it again. Please see the “Exam Retake Policy” on page 26.

Review the objectives in the exam guide again and consider taking training as needed based on your comfort level with all the objectives.



Note

If you would like to dispute the status of an exam, please email certification@blackberry.com.

Exam Retake Policy

The following wait periods will be enforced when attempting an exam:

| Attempt | Wait Period* |
|----------------|-----------------|
| First attempt | no wait period |
| Second attempt | minimum 5 days |
| Third attempt | minimum 14 days |

Note: The wait period starts the day of the last unsuccessful attempt.

If you write and pass an exam before the wait period is over, the certification will be considered invalid and you will need to rewrite the exam once the wait period has ended.

Each exam can be attempted a maximum of 3 times in a 3 month period.

Once you have passed an exam, you cannot retake the same exam unless the exam objectives change.

- If the objectives for an exam change, the exam number will also change

Candidates will only be allowed one attempt at beta exams.

Why is there a retake policy?

There are several reasons why an exam retake policy has been implemented for the BlackBerry Certification Program.

Within the certification industry it is common to implement a waiting period between retakes. Wait periods help ensure that the certification the candidate is working towards remains as valuable as possible.

The wait period assists with security and integrity and helps to provide a consistent basis for measuring the skills and abilities of candidates. Waiting for a period of time helps to demonstrate that the candidate truly understands the job tasks being verified.

The wait time also allows candidates to review areas where they received low scores.

Beta exams

RIM offers beta versions of exams as new and updated questions are developed. Beta exams provide you an opportunity to attempt a new exam before it is released to the general public. A beta exam will consist of approximately 150 questions to be completed over 4 hours.

BlackBerry certification beta exams will be available by invitation only and candidates will be asked to answer all of the questions that may be used in the final exam.

If beta candidates pass a beta exam, they will receive credit for the exam towards the related certification. (If the designation requires more than one exam, candidates will be required to pass both before receiving their designation). It may take some time to receive the results in some cases; depending on how long the exam stays in beta.



Note

Discounted exam vouchers may be available for candidates that have been invited to participate in a beta. For more information please contact certification@blackberry.com for details.

If you would like to be considered for a beta exam, please email certification@blackberry.com with the certification stream and platform of interest.

Violating test center rules

Keeping exams secure is extremely important. Security measures help to ensure that the value and integrity of the exams are upheld.

If a candidate violates test center rules, the candidate is permanently ineligible for any BlackBerry certification. The exam that the candidate attempted will be discarded and the candidate will not receive a refund for the exam fee. Test center personnel are authorized to take immediate and appropriate measures against candidates who are caught violating test center rules.

Candidates will be required to review and sign the Test Center Regulation form at the test center prior to beginning the exam.

If you suspect that someone has violated test center rules during an exam, please notify the test center **AND** contact the BlackBerry Certification Program team at certification@blackberry.com.

After the exam

Exam retirement vs. exam expiry

Your BlackBerry Certification Program status can be monitored through the BlackBerry Certification credential manager, including expiry dates and certification maintenance requirements. Prior to your certification expiry, you will receive an email notification with the steps you need to take to maintain your certification status.

The goal of the BlackBerry® Certification Program is to have a minimum exam life of 12 months and to create or update exams around major product versions. Each updated exam only affects those existing BlackBerry Certified Professionals who were certified under the old exam and any other candidate who wishes to be certified for the particular certification role subject to the updated exam.

The retirement periods for an exam will be dependant on new product release schedules and old product EOL schedules. As a result, some exams may co-exist. When the exam retirement timeframes are established they will be communicated to candidates.

The previous exam will no longer be available during the retirement period and all new candidates and already BlackBerry certified professionals will be required to take the updated exam.

If you are an existing BlackBerry certified professional and the updated exam is not successfully completed within the retirement period, your certification will lapse.

When an exam is retired, the BlackBerry certification remains valid but the exam is no longer available to be written.

When an exam expires, the BlackBerry certification is no longer valid and the exam is no longer available to be written. If new products or product versions are released and Research In Motion (RIM) determines, in RIM's sole discretion, the new products and services have an impact on the topics covered in an exam, a new exam will be released.

Exams will expire around the time that the corresponding product is discontinued.



Note

For the purposes of the BlackBerry Certification Program, a product is considered to be discontinued when RIM does not release any further service packs or hotfixes for that product.

Managing your Certification

The BlackBerry Certification credential manager allows you to track and manage your BlackBerry Certification Program profile and status.

Using the BlackBerry Certification credential manager you can:

- View and update your profile
- View your exam history
- Monitor your certification progress and status
- Submit support requests
- Publish your credentials to a third party
- Access logos and other certification materials

Upon completion of your first exam, your results will be imported into the credential manager and you will receive an email message outlining how to activate your account and verify your results. You will also be assigned a BCPID that will be your unique identifier within the BlackBerry Certification Program and should be referenced in all correspondence with the BlackBerry Certification Program team.

Through the BlackBerry Certification credential manager, you will be able to monitor your full exam history, your certification status and certification expiry dates. The BlackBerry Certification credential manager can be accessed at www.blackberry.com/mycert.

Once a certification has been achieved, the credential manager will trigger the processing of your welcome package. As your profile information will be used to distribute your welcome package, it is important that this information is kept current. Access to BlackBerry Certification Program logos for the certifications achieved and guidelines for their usage will also be made available for candidate use through the BlackBerry Certification credential manager.

In addition to allowing candidates to manage and monitor their BlackBerry Certification Program profile and results, the credential manager can, with candidate agreement and permissions, facilitate the verification of BlackBerry Certification credentials to third parties through the Publish Credential and Credential Verification features. For more details on these features, please log into the BlackBerry Certification credential manager at www.blackberry.com/mycert or contact the BlackBerry Certification Program team at www.blackberry.com/certification.

Special offer for BlackBerry Certified candidates

The BlackBerry Certification Program is pleased to offer candidates holding BlackBerry Certification a 10% discount on future exams!

To receive this discount, you must submit a request through the request form within the BlackBerry Certification credential management system. Your request will be reviewed and, upon approval, you will receive an email notification including your discounted voucher code for use in your next BlackBerry Certification exam registration. For your records, your assigned voucher code will also be available to you in the history area of the credential management system.

Please Note: Candidates may request one voucher at a time. All vouchers are subject to Prometric Voucher Terms and Conditions, which can be accessed at www.blackberry.com/certification/voucherterms. Vouchers are for personal use by the requesting candidate only. Unauthorized distribution of vouchers may result in the denial of future voucher requests.

Exam development process

The exam development process takes approximately 3-4 months. The following information provides a breakdown of the process for creating a new exam.

Job task analysis

The first step in the exam development process is to complete a detailed job task analysis. The analysis is a breakdown of all the tasks that make up a specific job function. This analysis includes identifying the knowledge of BlackBerry solutions, skills, and abilities that relate specifically to the performance area being analyzed.

Exam definition document

The results of the job task analysis provide the framework used to develop the exam objectives. The development of exam objectives involves translating the job tasks into a comprehensive set of more specific and measurable knowledge, skills, and abilities. The resulting list of exam objectives forms the basis for the development of both the certification exams and the training materials.

Exam blueprint

The list of proposed objectives are compiled into a survey and given to a group of subject matter experts. The survey participants are asked to rate the level of expertise, frequency, criticality, and importance for each of the objectives identified.

An exam blueprint is created from the survey results. The exam blueprint breaks down the topics covered on the exam, what percentage of the final score each will represent, and the approximate number of questions for each topic.

Item writing workshop

A pool of items is developed based on the results of the exam blueprint. During this phase, items are reviewed and revised to ensure that they are

- Technically accurate
- Properly worded, clear, and relevant
- Not biased toward any population, subgroup, or culture
- Not misleading
- Testing practical knowledge rather than obscure or trivial facts

Items that meet these criteria are included in the initial item pool and used for the beta exam.

Beta exam

The reviewed and edited items are collected into a beta exam pool. During the beta exam, each participant has the opportunity to respond to all the items in the pool. Each participant will be given the same exam items but they will be provided in random order. A minimum number of candidates must complete the beta exam before it is closed and moved to the beta analysis phase. Betas testing periods may be extended for this purpose.

Beta analysis

The results of the beta exam are analyzed to determine which items should be included in the final exam. This analysis is based on many factors, including item difficulty and relevance. Generally, the desired items are those that can be answered correctly by 25 to 90 percent of the beta exam candidates.

Also during this phase, the minimum passing score for the exam is determined. The minimum passing score differs from exam to exam because it is based on an item-by-item determination of the percentage of candidates who have answered the item correctly and would be expected to answer the item correctly.

Final exam

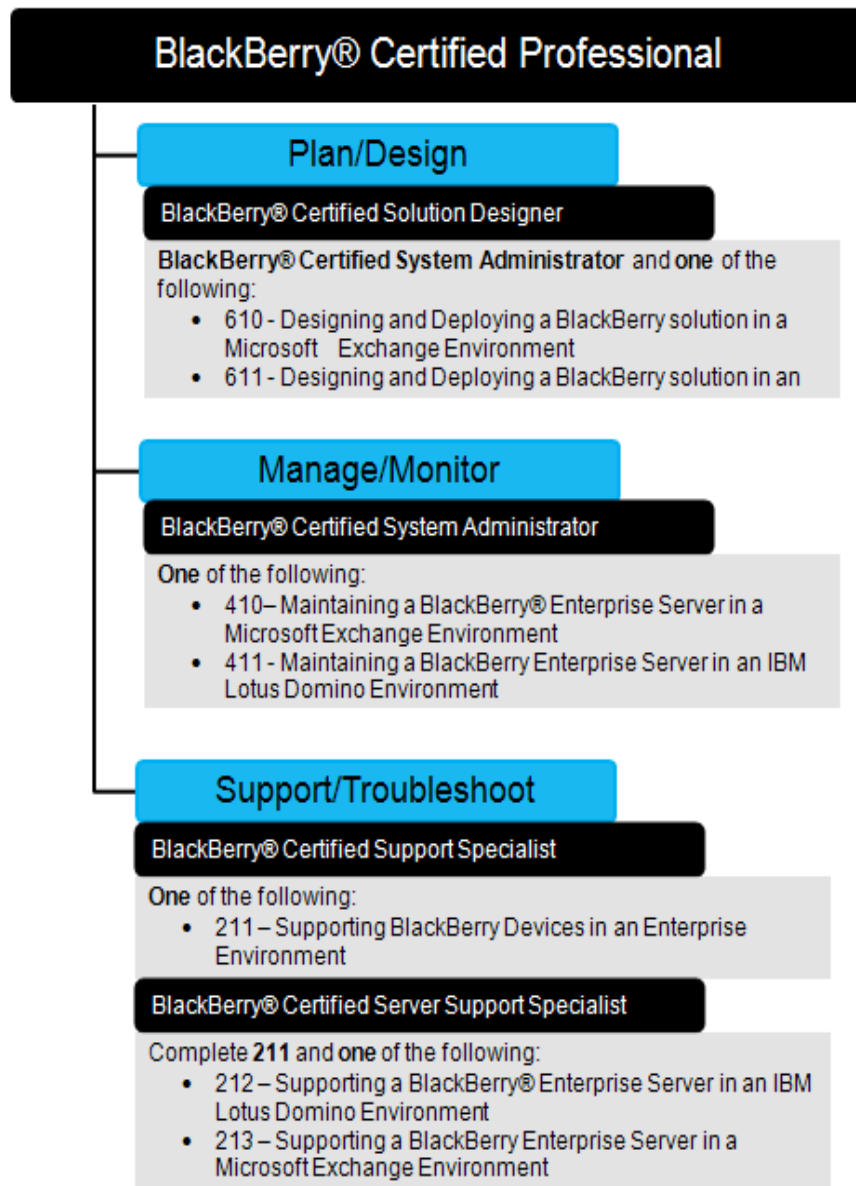
The final version of the exam is created and sent to an independent test service provider that has been authorized by RIM to administer BlackBerry certification exams.

Certification Details

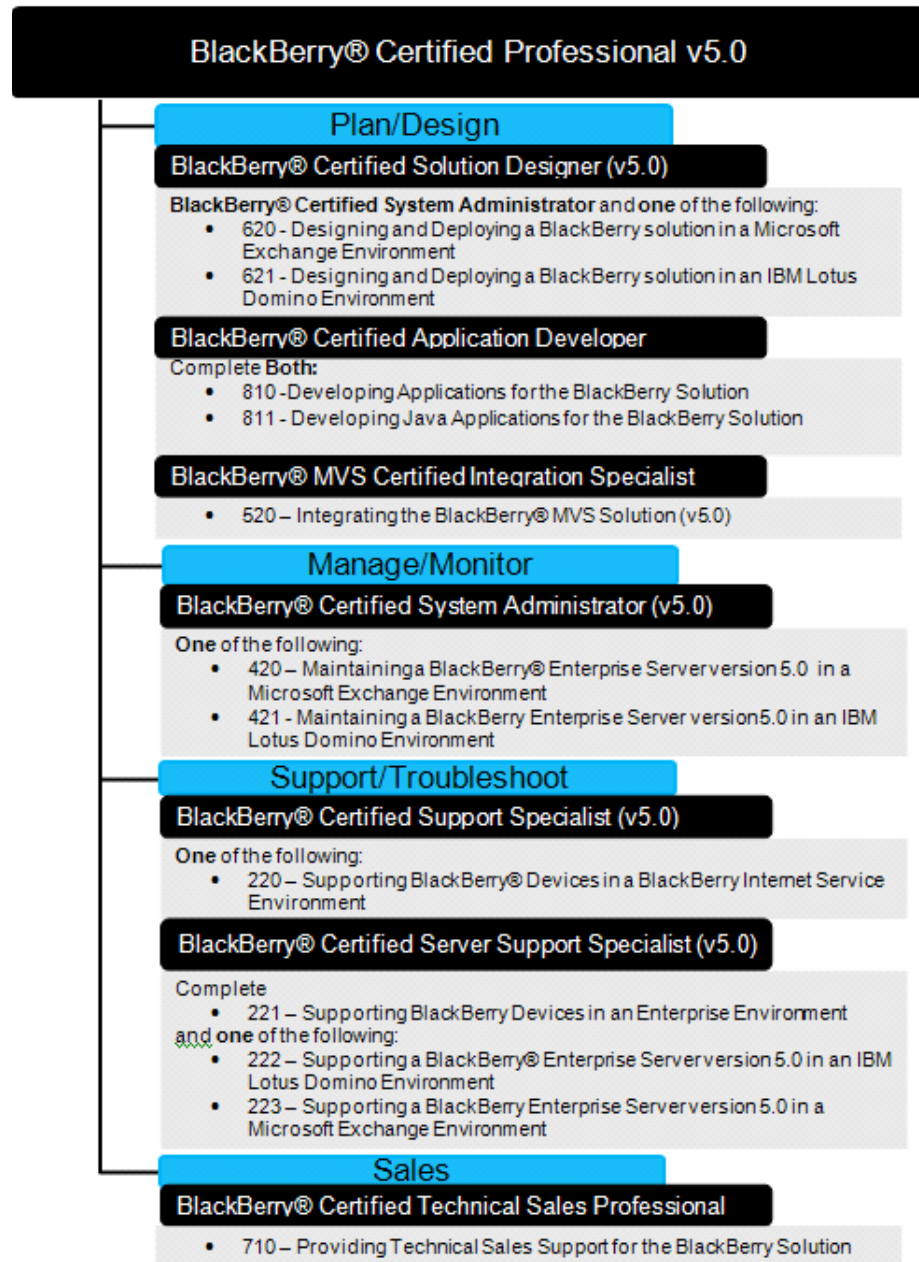
The following BlackBerry Enterprise Server 4.1 exams will be expiring February 28, 2011. For further details on the retirement process and the corresponding replacements, please visit:

www.blackberry.com/certification/retirement

BlackBerry Certified Professional Exams (pre BlackBerry Enterprise Server 4.1)



BlackBerry Certified Professional Exams (version 5.0)





Note

With the recent release of BlackBerry Enterprise Server 5.0, new versions of most exams have been released. As a result there are two versions of the exams. If a certification requires multiple exams, they must be completed within the same product software version in order to fulfill the BlackBerry Certification requirements.

For more detailed information on a particular certification stream, refer to the exam guides located at www.blackberry.com/certification.



Candidate BlackBerry Certification Agreement



Note

You will need to accept the terms and conditions of this agreement in order to proceed in attempting any BlackBerry certification exams at the test center.

Please read these terms and conditions of use carefully. Your exam process to begin your candidacy of receiving a BlackBerry Certification Designation cannot be completed until you provide your consent to the terms and conditions of this Agreement by clicking "I Agree" below. Otherwise, click "I disagree" below to cancel your exam attempt if you do not wish to be bound by the terms and conditions of this Agreement. This Agreement shall only be binding upon you in relation to the specific Certification Designation you choose when you consent to the terms and conditions of this Agreement. You shall be required to enter into a new agreement with RIM for each Certification Designation you apply to attain. If you determine that you do not agree with the terms and conditions of this Agreement, you will not be able to re-schedule the dates of any Certification Exams you request to attend and no refunds or any other form of compensation (including any form of credit) will be available to you for any Certification Exams that you request to re-schedule or cancel.

The terms and conditions of this Agreement form a binding legal agreement between you and Research In Motion Limited on behalf of itself and its affiliated companies ("RIM").

Purpose

RIM understands that its various BlackBerry and Enterprise products, infrastructure and software (collectively "RIM Products") are extremely complex and require a certain level of expertise to ensure that a professional is proficient in helping others when they are installing, deploying, using, selling or training others to use these RIM Products. At the same time, RIM must ensure that professionals who are working on such RIM Products have this expertise. By complying with this Agreement and successfully completing a Certification Exam together with any other Certification Requirements, RIM will grant you the right to describe yourself as a Certified BlackBerry Professional in addition to any other rights granted to you by this Agreement. The Certification Requirements for each Certification Designation will be determined by RIM and, depending on which Certification Designation you have chosen and qualified for, you will be able to use a designated title that is related to your Certification Designation.

Definitions

"Agreement" shall mean this Candidate BlackBerry Certification Agreement and all other documents incorporated by reference in this Agreement. Unless the context requires otherwise, the defined terms when used, and where the context so admits, the singular shall include the plural and vice versa.

"Certification Designation" shall mean the specific Certification Program certification designation granted to you upon successful completion of and compliance with the Certification Requirements for the applicable product line, service or technology as specified in this Agreement.

"Certification Exam" shall mean the applicable certification test for the particular Certification Designation, for which you have registered.

"Certification Materials" shall mean any materials supplied by RIM in relation to a Certification Designation. All such Certification Materials shall be considered to be a part of this Agreement.

"Certification Program" shall mean the specific rules and procedures as mandated and updated by RIM for acquiring, maintaining and using any of the following Certification Designations:

Technical Certifications:

- BlackBerry Certified Support Specialist
- BlackBerry Certified Server Support Specialist
- BlackBerry Certified System Administrator
- BlackBerry Certified Solution Designer
- BlackBerry Certified Trainer
- BlackBerry Certified Application Developer

Organizational Certifications:

- BlackBerry Certified Training Center
- BlackBerry Certified Reseller

All such rules and procedures are reproduced in this Agreement and on the Certification Program Website, and are subject to change as detailed in this Agreement.

"Certification Program Website" shall mean the web site located on the world wide web at www.blackberry.com/certification or any other web site designated by RIM from time to time. All information available on the Certification Program Website shall be considered to be a part of this Agreement.

"Certification Requirements" shall mean those requirements specified or referenced in this Agreement that you must meet in order to acquire, use and maintain the Certification Designation and use of the Logos in accordance with the terms of this Agreement.

"Certified BlackBerry Professional" shall mean both (i) an individual who has successfully completed the Certification Requirements for at least one Certification Designation, has received and continues to abide by all applicable Guidelines and Post Certification Materials, and continues to maintain such Certification Designations in good standing in accordance with the Certification Requirements; and (ii) the designation by which an individual who has complied with (i) may refer to herself/himself in accordance with the Post Certification Materials.

"Course Materials" shall mean any materials supplied by RIM and made available to participants either directly by RIM or by authorized third party suppliers and which are provided to you for and during your participation in a training event related to the Certification Program.

"Guidelines" shall mean the guidelines provided by RIM regarding the use of the Logos.

"Logos" shall mean the specific Certification Program's Trademarks designated for the Certification Program generally and for any of the Certified BlackBerry Professional Certification Designations as specified in this Agreement, as found in the Post Certification Materials or as described on the Certification Program Website, and other Trademarks that are specifically referenced in the Post Certification Materials as being licensed to you under this Agreement. The use of Logos shall be subject to the requirements as detailed in the Guidelines.

"Personal Data" shall mean any information supplied by you to RIM or to one of its designated third party providers, at either RIM's or the designated provider's request or which you freely provide, that is information capable of identifying you or which is considered to be private information as defined by any relevant privacy legislation that binds RIM or its designated provider.

"Post Certification Materials" shall mean those materials that you receive and/or have made available to you on the Certification Program Website upon your successful completion of the Certification Requirements in relation to each Certification Designation you receive and which shall include the Guidelines. All such Post Certification Materials shall be considered to be a part of this Agreement. RIM shall determine, at its sole discretion, in which manner you are able to receive the Post Certification Materials.

"RIM Trademarks" shall mean all Trademarks, excluding Logos.

"Third Party Provider Website" shall mean any web site that is expressly referenced on the Certification Program Website but only to the extent that such websites are specifically referenced as being directly related to the Certification Program.

"Trademarks" shall mean all registered or unregistered trademarks, trade names, service marks or logos of RIM.

Term and Termination

This Agreement shall come into force upon your execution of this Agreement. Certification for all of the Certification Designations for which you have met and continue to meet the Certification Requirements and for which you have passed the Certification Exam as more fully described in this Agreement shall remain in effect and this Agreement shall specifically relate to the Certification Designation that you indicated upon your execution of this Agreement. Such Certification Designation, once granted, shall remain in effect and in good standing until this Agreement is terminated. Either you or RIM may terminate this Agreement, with or without cause, on one month's written notice. However, if you repudiate this Agreement, materially breach any of its terms or make any material misrepresentation to RIM, RIM may terminate this Agreement at any time without notice to you. RIM's only obligation is to provide the notice called for in this Agreement, when necessary, and in addition to any other limitation of liability defined in this Agreement, RIM IS NOT LIABLE FOR ANY CLAIMS OR LOSSES WHERE RIM HAS ELECTED TO PURSUE ITS RIGHTS UNDER THIS SECTION.

This Agreement shall automatically terminate on the day that you have failed to meet the Certification Requirements for maintaining any of your Certification Designations.

Failure by you to adhere to the terms and conditions as outlined in the Business Conduct section of this Agreement shall permit RIM to terminate this Agreement immediately with notice to you. Upon termination of this Agreement, you shall no longer have any of the rights or privileges granted to you by this Agreement, including the right to identify yourself as a Certified BlackBerry Professional and to use any Logo.

Should you fail to comply with the Rights Granted section in relation to your use of the Logos and fail to cure such non-compliance after written notice by RIM, in addition to any other remedies that RIM may have, RIM may terminate your license to use the Logos with immediate effect.

Additionally, you agree to promptly return to RIM all Certification Materials and Post Certification Materials, along with any modifications thereto that are provided to you by RIM or its designated third party providers, or provide RIM with written confirmation that all such Materials, including all copies and modifications thereof, have been destroyed and/or permanently deleted.

This Agreement shall be considered to void ab initio if you have not complied with the eligibility requirements as described below in the Eligibility section of this Agreement.

Certification

In order to obtain a Certification Designation, you must successfully complete the initial Certification Exam together with any other Certification Requirements for that Certification Designation (this may include successfully completing more than the initial Certification Exam). Any other certification requirements that are required for you to complete your Certification Requirements shall be detailed on the Certification Program Website or in any relevant Certification Materials.

Maintaining Certification

In order to maintain your Certification Designation, you must successfully complete any ongoing Certification Requirements as mandated by RIM. These Certification Requirements shall be detailed on the Certification Program Website. You are solely responsible for keeping yourself informed of the continuing Certification Requirements and for maintaining your Certification Designation. If you do not complete the continuing Certification Requirements within the time frame specified by RIM on the Certification Program Website, your Certification Designation will be revoked without further notice to you and the termination provisions shall apply to you in respect of that Certification Designation.

Certification Courses

RIM may offer, at its sole discretion, Certification Courses that relate to specific Certification Designations. Such courses shall only be required where the Certification Requirements specifically reference the course but shall otherwise be optional. RIM or its designated course delivery provider may administer and offer such courses. You may be provided with Course Materials for any such course.

Fees

RIM or any of its designated course delivery providers may require the payment of a fee for the enrolment in a Certification Course, the attainment of Certification Materials, for anything that you are required to complete or provide to RIM or any of its designated third party providers in order to satisfy a Certification Requirement or to enroll in, attend, write and receive your results for the Certification Exam. You cannot attain your Certification Designation until all such fees have been paid in full, with proof of such payments, if necessary.

Rights Granted

Upon your payment of any fees, the proper execution by you of any further required agreements and your satisfaction of any Certification Requirements, RIM grants to you a personal, non-exclusive, revocable and non-transferable license to use the Logos, Certification Materials, Course Materials and Post Certification Materials, as applicable, and the right to describe yourself as a Certified BlackBerry Professional having the credentials related to your Certification Designation, where both such aforementioned rights shall be subject to the terms and conditions contained in this Agreement and the Guidelines, as modified from time-to-time by RIM and made available to you, for the purposes of performing your obligations and rights pursuant to this Agreement and the Certification Program.

You acknowledge that your use of the Logos is limited to the use licensed in this Agreement and that you have not acquired, and will not acquire, any ownership rights therein. You agree not to use the Logos in a manner likely to cause confusion with, dilute or damage the goodwill, reputation or image of RIM Products. You agree not to use the Logos as a feature or design element of another logo or trademark. Upon request by RIM, you shall supply RIM with: (i) specimens of your use of any Logo and execute or obtain execution of, and (ii) the instruments that may be appropriate to register, maintain or renew the registration of any Logo in the market. The use of any Logo by you does not transfer to you any further right, title, or interest in or to the Logo and all such use and associated goodwill will inure to the benefit of RIM. You shall not register, attempt to register or lay a common law claim to any Logo or any mark confusingly similar with a Logo. You do hereby acknowledge that the maintenance of the reputation and quality associated with the Logos requires the highest quality and utmost uniformity with respect to RIM Products and services associated with the RIM Trademarks and Logos. RIM reserves the right to inspect your use or display of the Logos from time-to-time to ensure that such use or display is in accordance with the terms of this Agreement. You shall permit RIM or its authorized agent to inspect and monitor your goods and/or services, at RIM's cost, to determine and verify that the Logos are being used in accordance with the terms of this Agreement.

Conditions of Rights Granted to You

In consideration of granting you the above rights in relation to a Certification Program, you agree to: (a) provide true, accurate, current and complete Personal Data; and (b) maintain and promptly update the Personal Data to keep it true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete, or RIM has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, RIM has the right to suspend or terminate this Agreement. RIM's use of such

Personal Data for which use you do hereby grant your consent is subject to the Privacy Policy section of this Agreement.

Privacy Policy

RIM's Privacy Policy can be found at the following web site: http://na.blackberry.com/end/legal/privacy_policy.jsp. Where you intend to write a Certification Exam in order to become a Certified BlackBerry Professional, you may be requested to provide Personal Data to RIM and/or to any of RIM's third party providers. Once you have provided your Personal Data to either RIM or RIM's designated third party provider, your Personal Data may be accessed by other third parties who have entered into agreements with RIM to provide services necessary to administer the Certification Program as contemplated under this Agreement. You agree to provide such Personal Data and acknowledge that your Personal Data shall be used in a manner consistent with the information provided to you in this Agreement, the policies as provided to you upon your registration with RIM, registration with such designated third party providers or as the designated third party providers may otherwise advise you. All such Personal Data shall also be subject to the privacy policies provided to you at such time.

In order to have access to Course Materials, Certification Materials or Post Certification Materials on the Certification Program Website, you will be required to create your own user account to which access will be restricted via a password. Additionally, to properly register for a Certification Exam or Certification Course, you may be required to create your own user account with either RIM or the designated third party provider, as applicable. You are responsible for all activities that occur under your accounts or passwords related to the Certification Program Website and the Third Party Provider Websites and agree to keep your passwords confidential. You will immediately notify RIM of any unauthorized use of your accounts or passwords or any other breach of security. You will not disrupt the functioning of the Certification Program Website or any Third Party Provider Websites, solicit another user's password or otherwise act in a manner that interferes with the use of the Certification Program Website or Third Party Provider Websites including by other users. You may not use the Certification Program Website or Third Party Provider Websites in any manner which could damage, disable, overburden or impair the Certification Program Website, the Third Party Provider Websites and/or any RIM services (or the networks connected to any such site or services) or interfere with any other party's use and enjoyment of the Certification Program Website, Third Party Provider Websites and/or any RIM services (or the network connected to any such site or services). You may not attempt to gain unauthorized access to the Certification Program Website, Third Party Provider Websites and/or any RIM service, other accounts, computer systems or networks connected to

RIM's systems, through hacking, password mining or any other means. You may not access, use or attempt to access or use any materials or information that you are not authorized by this Agreement to access or use.

Your access to the Certification Program Website will be governed by the applicable terms of use agreement as provided on the Certification Program Website. Additionally, your access to Third Party Provider Websites shall be governed by the applicable terms of use agreements provided for on each of the respective Third Party Provider Websites you access.

You acknowledge and agree to grant RIM and any of RIM's designated third party providers the right to collect, store, process, use, transmit, communicate, disclose and manage your Personal Data whether such data is received from you via the Certification Program Website, a Third Party Provider Website or when you provide such Personal Data directly to RIM or the designated third party provider. Your Personal Data shall be collected, stored, processed, used and managed in order to administer the Certification Exam to you, process and validate your answers, provide you with any Certification Materials, Course Materials and Post Certification Materials together with any relevant correspondence, and to contact you with any certification inquiries you might address to RIM or a designated third party provider, or for RIM to otherwise comply with any notice provisions in this Agreement or as found on the Certification Program Website and Third Party Provider Websites. Depending on where you live, RIM may be required to transmit your Personal Data to other countries or your Personal Data may be collected, stored, processed, used or managed in another country and you hereby give RIM and any of RIM's designated third party providers your permission to do so.

Business Conduct

You agree to conduct your business in a way that does not adversely affect RIM's reputation or goodwill. RIM may, at its sole discretion, determine whether your services meet RIM's standards.

You agree to not use any misleading or unethical tactics.

You agree to not make any representations, warranties or guarantees either on behalf of RIM or about any RIM Product, your Certification Designation, the process by which you attained your Certification Designation or how anyone else can obtain a Certification Designation.

RIM's Liability

IN NO EVENT SHALL RIM OR ITS AFFILIATES BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY DAMAGES OF ANY KIND

RELATING TO THIS AGREEMENT, INCLUDING COURSES, CERTIFICATION MATERIALS, POST CERTIFICATION MATERIALS OR COURSE MATERIALS. IN NO EVENT SHALL RIM OR ITS AFFILIATES BE LIABLE TO YOU FOR, AND YOU HEREBY WAIVE YOUR RIGHT TO, ANY INDIRECT, ECONOMIC, SPECIAL, COMMERCIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, LOSS OF BUSINESS REVENUE OR EARNINGS, LOSS OF EMPLOYMENT, LOST DATA, DAMAGES CAUSED BY DELAYS, OR A FAILURE TO REALIZE EXPECTED SAVINGS) DIRECTLY OR INDIRECTLY ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, WHETHER OR NOT SUCH DAMAGES COULD REASONABLY BE FORESEEN OR THEIR LIKELIHOOD HAS BEEN DISCLOSED TO RIM.

THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET OUT IN THIS AGREEMENT SHALL APPLY: (A) WHETHER AN ACTION, CLAIM OR DEMAND ARISES FROM A BREACH OF WARRANTY OR CONDITION, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER KIND OF CIVIL OR STATUTORY LIABILITY CONNECTED WITH OR ARISING OUT OF THIS AGREEMENT; (B) TO RIM AND ITS AFFILIATES, AS WELL AS TO RIM'S OR ITS AFFILIATES' DIRECTORS, OFFICERS, EMPLOYEES, AND INDEPENDENT CONTRACTORS. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OR EXCLUSIONS OF CERTAIN TYPES OF DAMAGES AND/OR OF IMPLIED CONDITIONS OR WARRANTIES. THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS SET FORTH IN THIS AGREEMENT SHALL NOT APPLY ONLY IF AND TO THE EXTENT THAT THE LAWS OF A COMPETENT JURISDICTION REQUIRES LIABILITIES BEYOND AND DESPITE THESE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS.

Your Liability

In addition to damages for which you are liable under law and the terms of this Agreement, you will indemnify, defend and hold RIM harmless for claims and expenses (including attorneys' fees and court costs) by others made against RIM (particularly regarding statements, representations, or warranties not authorized by RIM) arising out of your conduct under this Agreement however arising, in whole or in part, which may be brought or made against RIM, or its affiliates, officers, employees or assigns, in connection with: (i) any personal injury, property damage or other claims which are caused, directly or indirectly, by any negligent act, omission, illegal or willful misconduct by you; (ii) your use or misuse of a Certification Designation and/or the Logos; (iii) your use or misuse of Confidential Information (as defined below); (iv) your relations with anyone else that are related to the Certification Program; and/or (v) your breach of any obligations or warranties under this Agreement.

RIM's Representations and Warranties

RIM assumes no responsibility for any typographical, technical, substantive or other inaccuracies in the Course Materials, Certification Materials or Post Certification Materials or any modifications thereto or to any webpage located on the Certification Program Website. RIM reserves the right to periodically change information that is contained in Course Materials, Certification Materials, Post Certification Materials or in a course; however, RIM makes no commitment to provide any such changes, updates, enhancements or other additions to you in a timely manner or at all. RIM provides to you all Course Materials, Certification Materials and Post Certifications Materials "AS IS" and without any warranty or representation, whether implied or express, of any kind.

Your Representations and Warranties

In addition to any other representations or warranties that you provide in this Agreement, you represent and warrant that (i) you will refrain from any conduct that could reflect unfavourably on or may harm the goodwill and reputation of RIM or its products and (ii) you shall not make any representation, warranty or promise on behalf of or binding upon RIM.

Agreement Modifications

In order to maintain flexibility in the Certification Program RIM reserves the right, except to the extent that RIM is expressly precluded by applicable law, to make changes to this Agreement either to reflect changes in business practices, or to reflect changes in or required by law, by posting notice of the change at <http://www.blackberry.com/legal/index.shtml>

General Provisions

Each of us agrees that:

1. Any terms of this Agreement, which by their nature extend beyond the date this Agreement ends, remain in effect until fulfilled.
2. This Agreement is governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein, without regard to conflict of laws provisions.
3. Both parties will submit to the exclusive jurisdiction of the courts located in the Province of Ontario. Both parties irrevocably waive any objection on the grounds of venue, forum non-conveniens or any similar grounds and irrevocably consent to service of process by mail or in any other manner permitted by applicable law. Both parties further hereby

waive any right to a trial by jury with respect to any lawsuit or judicial proceeding arising or relating to this Agreement.

4.If any one or more of the provisions of this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, any such provision shall be severable from this Agreement, in which event this Agreement shall be construed as if such provision had never been contained herein.

5.Either RIM or one of its affiliates and you may provide any document and sign any document in an electronic version, and that the acceptance of such a document shall be binding upon that party as if such document were in writing. Both parties agree that this clause meets the requirements of any applicable laws within their jurisdiction that may apply to the use of and/or acceptance of electronic documents.

You agree:

- 1.That certification does not ensure that you will qualify for any particular employment.
- 2.That your rights under this Agreement are not property rights and, therefore, you cannot transfer them to anyone else or encumber them in any way.
- 3.Not to assign, or otherwise transfer, this Agreement or your rights or obligations under this Agreement, without RIM's prior written consent. Any attempt to do so is void.
- 4.That any failure by RIM to insist on strict performance or to exercise a right when entitled, does not prevent RIM from doing so at a later time, either in relation to that default or any subsequent one.
- 5.That any acceptance or other communications of any kind from you that contain any additional terms with respect to this Agreement, such additional terms shall be null and void ab initio and of no force and effect.
- 6.That RIM retains all rights, title and interest in and to all information, content and data contained in the Certification Exams, Certification Materials, Post Certification Materials and, unless the contrary is indicated in the Course Materials, in the Course Materials and all copyrights, patent rights, trademark rights and other proprietary rights thereto provided under this Agreement.
- 7.No waiver by RIM of a breach or omission by you under this Agreement shall be binding on RIM unless it is expressly made in writing and signed by a signatory of RIM. Any waiver by RIM of a

particular breach or omission by you shall not affect or impair the rights of RIM in respect of any subsequent breach or omission of the same or different kind.

8. This Agreement is the complete agreement between us regarding this transaction, and replaces all prior oral and written agreements relating to the transaction and shall include (and you agree that you are responsible for viewing and abiding by) the terms of use that governs your use of this site.

Confidentiality

The Certification Exam (including without limitation, questions, answers, worksheets, computations, drawings, diagrams, length and number of exam segments and/or questions, or any communication related to the Certification Exam), Certification Materials, Post Certification Materials and Course Materials are the confidential property of RIM ("Confidential Information") and are made available to you solely for the purpose of testing your knowledge in the technical area referenced in the title of the applicable Certification Exam in order to grant you a Certification Designation and to further describe the rights of your Certification Designation.

You agree to hold such Confidential Information in strict confidence and to take all reasonable precautions to protect it; not to use Confidential Information at any time during the term or after the termination of this Agreement in any way not expressly authorized by this Agreement and that, except as otherwise provided for in this Agreement; you will not communicate, disclose, publish, reproduce or transmit any Confidential Information to any third party in any form.

The Course Materials, Certification Materials, Certification Exams or Post Certification Materials will at all times remain the exclusive property of RIM or its affiliates. You do not acquire any intellectual property rights in or to the Course Materials, Certification Materials, Certification Exams or Post Certification Materials or to any modifications, improvements or enhancements thereto, howsoever developed, including patents, designs, Logos, RIM Trademarks, copyright or trade-secrets under this Agreement, except the limited rights granted under this Agreement. Any unauthorized copying or distribution of the Course Materials, Certification Materials, Certification Exams or Post Certification Materials without the express written consent of RIM is strictly prohibited.

Eligibility

At the time you register for a Certification Exam you must be of the age of majority in all of the jurisdictions in which you will be a Certified BlackBerry Professional in order to be eligible for the Certification

Program. Those who are not of the age of majority as described in this section are not eligible to complete any Certification Exams under the Certification Program and Certification Exams completed by such individuals are void and invalid.

Acronym list

B

BCPID
BlackBerry Certification
Program ID

E

EOL
End of Life

M

MMS
Multimedia Messaging
Service

R

RIM
Research In Motion

S

SMS
Short Message Service

Acronym list
