BlackBerry Coach
BlackBerry Certification Program

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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**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 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 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 MVS 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 an exam related to *BlackBerry MVS Integration*.

Candidates who successfully complete the exam for this certification will obtain a BlackBerry MVS 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, regardless of the reason, 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, possibly at their own expense
- 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
- 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

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

Preparation 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 Global Learning Solutions at training@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 Schedule 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.

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.

   **Caution:** 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.

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:

<table>
<thead>
<tr>
<th>Primary ID</th>
<th>Secondary ID</th>
</tr>
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<tbody>
<tr>
<td>• Government-issued driver’s</td>
<td>• Credit card</td>
</tr>
<tr>
<td>license</td>
<td>• Any primary ID</td>
</tr>
<tr>
<td>• Passport</td>
<td></td>
</tr>
<tr>
<td>• Military ID</td>
<td></td>
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</tbody>
</table>

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 may 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 either BlackBerry Certified or BlackBerry Expert, depending on which exam you have written.

   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 or BlackBerry Expert.

   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 16.

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

You may 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 may 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 11.

*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 17.

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), you will be provided with instructions on how to retrieve and download a free electronic copy of your certificate. You will also have the option of requesting a paper copy of your certificate, at a cost to be borne by you. Should you choose a paper certificate, it will be processed and shipped via postal mail to the address provided in your profile, and 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, or are asked to rewrite it, you will be required to wait a certain amount of time before attempting it again. Please see the “Exam Retake Policy” on page 16.

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:

<table>
<thead>
<tr>
<th>After the first attempt</th>
<th>Minimum 5 days</th>
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<tr>
<td>After the second attempt</td>
<td>Minimum 14 days</td>
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</table>

**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. This will be at your own expense.

Each exam can be attempted a maximum of 3 times in a 3 month period. For example, assume your first attempt is on February 1, your second attempt on February 20, and your third on March 30. If you need to attempt the exam again, the earliest you would be able to do so would be May 1, after the first attempt drops out of the 3 months 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 some of its 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 up to 300 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. Beta exams may not be available in all regions.

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**

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 expires as well and is no longer valid. In general, exam and credential expiry usually occur approximately 6 months after the exam retirement.

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 (end of life) schedules. As a result, some exams may co-exist. When the exam retirement timeframes are established they will be communicated to candidates on our website at www.blackberry.com/retirement.

After an exam is retired and no longer available, all new candidates – as well as existing BlackBerry Certified professionals wanting to maintain their certification – 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.

**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!

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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/voucher-terms. Vouchers are for personal use by the requesting candidate only. Unauthorized distribution of vouchers may result in the denial of future voucher requests.
Certification Details

BlackBerry Certification Program Exams

A detailed description of all of our BlackBerry Certification Program exams can be found on our website at www.blackberry.com/certification.

Here you will find exam guides, links to resources, and information regarding prerequisites, if any.

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.