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### **Accreditation Overview**

Accreditation is the only vehicle by which partners are assessed by Symantec. Accreditation counts towards Symantec Partner Program achievement status with access to Partner Program benefits, rewards and incentives, dependent upon partner type, level and geography. Please login to <https://partnernet.symantec.com> to confirm partner benefits.

Symantec Partner Program accreditation offerings are comprised of the **Symantec Technical Specialist (STS)** and **Symantec Sales Specialist (SSE)** programs. These programs are available exclusively to partners in a free, flexible online format via [PartnerNet](#).

### **Symantec Technical Specialist (STS) Program**

Accreditation as a Symantec Technical Specialist is intended for technical professionals. It provides partners with the ability to demonstrate their proven product and technical knowledge to potential end users, providing a competitive advantage in the marketplace. Achievement of STS accreditation is required for partners to validate their technical knowledge and achieve recognition and partner program level and benefits for their organization.

### **Benefits of Becoming a Symantec Technical Specialist**

STS provides recognition and credentials in a competitive marketplace and additional financial benefits for partner organizations. By achieving technical Accreditation partners can receive the above mentioned benefits as well as recognition in a consistent and recognized program.

### **Symantec Sales Expert (SSE) Program**

Achieving accreditation as a Symantec Sales Expert assists partners to position and sell Symantec products and solutions more effectively. The SSE program is available exclusively for partners online and free of charge via PartnerNet.



Benefits of becoming a Symantec Sales Expert include the above mentioned benefits as well as:

- Detailed Sales level understanding of Symantec products and solutions
- Increased competitive advantage and end user satisfaction
- Online certificates of accomplishment
- Authorization to use the SSE logo for an individual's business card

[Learn more about these programs>](#)

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## **Accreditation Frequently Asked Questions**

### **How can I learn about the benefits for achieving specific accreditations?**

Benefits related to the STS & SSE programs can be found on the SSE & STS Benefits overview section in the training section of PartnerNet.

### **How can I find the training to prepare for each accreditation assessment?**

Each assessment has a curriculum path for recommended training. Curriculum paths for each product can be found on the Training landing page and on the SSE & STS pages in PartnerNet.

### **What products have accreditation associated to them?**

You can find the most up to date information on available product accreditation on PartnerNet.

### **How does a partner company receive Partner Program credit for accreditations?**

For a partner organization to receive credit, candidates must associate themselves with their company in CertTracker. The data from CertTracker is automatically imported into PartnerNet. If someone changes their place of employment they need to update their record in CertTracker for their new company to receive Partner Program recognition.

### **What is CertTracker?**

It is an online assessment tracking tool available through [www.symantec.com/certracker](http://www.symantec.com/certracker).

Assessment scores normally post to CertTracker within 2-3 business days. Once your first assessment score posts to CertTracker, a CertTracker account will automatically be created for you and you will receive an account activation notice via email.

To complete your award, you will need to access your CertTracker account and accept the online agreement found under the "Supporting Requirements" link. Once you accept this agreement, your award will be granted and you will receive your certificate via email within one business day.

### **Where is information about Symantec Partner Program requirements and benefits available?**

Information regarding Partner Program benefits and requirements is available from <http://www.symantec.com/partners> or by logging into [PartnerNet](#).

### **Where is more information about training available?**

More information regarding partner accreditation is available in the Training section of PartnerNet at <https://partnet.symantec.com/Partnercontent/Training/Home.jsp>.



### **I have existing partner certifications – how do these fit into the program?**

As we continue to enhance and develop our end user training programs, we have recently announced updates to some of our legacy Certification programs which will help us provide access to the highest quality training and certification for our end users. These new certifications **will not** count toward s the partner program, however some existing legacy certifications are still accepted within the partner program until such time as accreditation is available .The [list of available certifications](#) and [training paths](#) shows what is currently offered.

Several new Availability Certification beta exams have launched and as a result, some Availability Certifications will expire on 31 December 2008. In addition, historical Symantec Security Certifications expired beginning on February 29, 2008. Any Security Certifications over 24 months old on February 29, 2008 expired at that time.

Partners who hold expiring Availability and Security certifications have been notified by email. Those individuals are encouraged to complete STS accreditation to validate their technical knowledge. While partners may choose to complete end user certification, there is no Symantec Partner Program benefit in doing so.

### **What is required to achieve an STS or SSE accreditation?**

Candidates must “pass” the assessment and accept an online agreement to achieve an STS or SSE accreditation. The online agreement can be viewed and accepted through the program tracking site CertTracker.

Additional information about Symantec Certification is available at <http://www.symantec.com/business/training/certification/index.jsp>. Partner Program representatives in each region can provide further assistance. Email details for each country are available from the PartnerNet login page at <https://partnernet.symantec.com>

### **Accreditation vs. Certification Overview**

The Symantec Accreditation program is different from the Symantec Certification program.

Symantec Certification is created specifically for end users who administer and manage Symantec technologies and is an industry benchmark for skills and knowledge of Symantec products and solutions.

While partners may choose to complete end user certification, *there is no Symantec Partner Program benefit for them in doing so*. To achieve benefits and program levels, partners are required to participate in the Symantec Technical Specialist and Sales Expert accreditation programs. Accreditation assessments are available exclusively via PartnerNet for Symantec partners.

To learn more about the difference between Partner Accreditation versus End user Certification, the [comparison table](#) in this document provides an outline of the two programs.



### Accreditation and Certification comparison table

	Accreditation (STS)	Certification
Target audience	Partners and Employees Accreditation programs are not available to end users	End Users Partners and employees may choose to participate if they have a specific interest
Symantec Partner Program contribution	Contributes to meeting company SPP requirements. May also contribute to eligibility for rebate programs	No contribution
Focus area	Point product. Designed to validate the knowledge of technical professionals who sell and implement Symantec products	Designed to ensure that individuals have the knowledge and skills to install, configure, administer, maintain and troubleshoot Symantec applications
Exam preparation	No cost online training, Instructor led training, hands-on experience, Partner enablement toolkits, webcasts. Refer to PartnerNet for more info.	Instructor led training, web-based training, virtual training, product documentation, 6-12 months hands-on experience
Exam Cost	No cost	Cost to participate. Exam cost is incurred at each attempt
Exam delivery method	Online via PartnerNet	Exams are computer-based and delivered only at authorized proctored testing centers
Exam completion time	Assessments have a time limit of 60 – 75 minutes	Exams have a time limit of 60 – 90 minutes
Attempts allowed	As many times as needed	As many times as needed with a minimum of three days between attempts
Qualification validity	Two years	No expiration date for candidates who have not already received an expiration notice for a legacy exam
Certificate / logo	Electronic certificate; Logo for use on individual's business cards	Printed certificate; Logo for use on individual's business cards
Notification of expiry of participant qualification	Automated system generated E-mail notification to address in CertTracker ( <a href="http://www.symantec.com/certtracker">www.symantec.com/certtracker</a> )	Automated system generated E-mail notification to address in CertTracker ( <a href="http://www.symantec.com/certtracker">www.symantec.com/certtracker</a> )
Where can candidates view their records?	Participant history is available online in CertTracker ( <a href="http://www.symantec.com/certtracker">www.symantec.com/certtracker</a> )	Participant history is available online in CertTracker ( <a href="http://www.symantec.com/certtracker">www.symantec.com/certtracker</a> )
More information	Available from the Training area of PartnerNet at <a href="https://partnet.symantec.com/Partnercontent/Training/Home.jsp">https://partnet.symantec.com/Partnercontent/Training/Home.jsp</a> or email <a href="mailto:Accreditation@Symantec.com">Accreditation@Symantec.com</a>	Available from the Training area of symantec.com at <a href="http://www.symantec.com/business/training/certification/index.jsp">http://www.symantec.com/business/training/certification/index.jsp</a> or email <a href="mailto:Customer_Certifications@Symantec.com">Customer_Certifications@Symantec.com</a>