

# Avature Certification Program

Intro Guide

# Avature Certification Program

The Avature Certification Program has been designed to upskill users and provide them with the comprehensive knowledge they require to administer the Avature platform successfully. Our blended learning approach offers on-demand resources, live training, hands-on practice in an interactive environment and final evaluations for official Avature recognition.

We offer four levels of certification to cater for all needs: Associate, Advanced, Admin, and Subject Matter Expert.

## Benefits



Sharpen your Avature skills and gain a deep dive on Avature functionality.



Execute tasks with **confidence** and **expertise**.



Flexible training approach: optimal mix between virtual training sessions and self-study.



Get a **course completion certificate** upon successful completion of these courses that will be valid for 1 year.



Keep skills up to date with training exams that are updated with new tools, platform enhancements and product releases.



Acquire **admin-specific rights** to Avature's configuration tools\*.



**Interact** with instructors and other users.







**ROI for you and your company:** To allow your company to assess your knowledge for a position in which Avature is used as part of the role.

\*Disclaimer: Enhanced Access Addendum

# Certification Levels

Avature certifications come in all shapes and sizes, Whichever level you choose, you will unlock opportunities.

| Levels   | Target Audience   | Description   |
|--|---|---|
|  <b>Associate Certification</b>               | Avature Beginners or Users in the path of becoming an Admin                                 | Covers fundamental know-how on Avature's building blocks and Admin essentials.  |
|  <b>Advanced Certification</b>                | Experienced Avature Users or Users in the path of becoming an Admin                         | Focuses on processes, enabling individuals to maximize their Avature knowledge by leveraging system capabilities, useful real-life scenarios and tips and tricks.         |
|  <b>Admin Certification</b>                 | Avature Admins with access to advanced configuration settings                               | Analyses end-to-end processes, troubleshooting common scenarios and advanced Admin functionality.   |
|  <b>Subject Matter Expert Certification</b> | Highly-experienced Avature Admins responsible for adjusting advanced configuration settings | Allows participants to be autonomous in the creation of new processes on Avature and wanting in-depth knowledge on configuration, reporting & security around the system. |

# AMER Schedule

| 2024 | Certification | Course Length   | Start Time                   | Evaluation      |
|------|---------------|-----------------|------------------------------|-----------------|
| Q1   | Associate (1) | Jan 8 – Jan 19  | 12:00 pm EST                 | Jan 23 – Jan 25 |
|      | Advanced (2)  | Feb 8 – Feb 22  | 12:00 pm EST                 | Feb 27 – Feb 29 |
|      | Associate (1) | Mar 11 – Mar 22 | 1:00 pm EDT                  | Mar 27 – Mar 29 |
|      | Admin (3)     | Mar 14 – Mar 27 | 1:00 pm EDT                  | Apr 2 – Apr 4   |
| Q2   | Advanced (2)  | Apr 10 – Apr 23 | 1:00 pm EDT                  | Apr 26 – Apr 30 |
|      | SME (4)       | Apr 18 – May 2  | 1:00 pm EDT                  | May 7 – May 9   |
|      | Associate (1) | May 13 – May 24 | 1:00 pm EDT                  | May 28 – May 30 |
|      | Admin (3)     | May 30 – Jun 12 | 1:00 pm EDT                  | Jun 18 – Jun 20 |
|      | Advanced (2)  | Jun 11 – Jun 25 | 1:00 pm EDT                  | Jun 27 – Jul 1  |
| Q3   | SME (4)       | Jul 11 – Jul 24 | 1:00 pm EDT                  | Jul 30 – Aug 1  |
|      | Associate (1) | Jul 15 – Jul 26 | 1:00 pm EDT                  | Jul 30 – Aug 1  |
|      | Advanced (2)  | Aug 13 – Aug 28 | 1:00 pm EDT                  | Sep 3 – Sep 5   |
|      | Admin (3)     | Aug 16 – Aug 28 | 1:00 pm EDT                  | Sep 3 – Sep 5   |
|      | Associate (1) | Sep 16 – Sep 27 | 1:00 pm EDT                  | Oct 1 – Oct 3   |
|      | SME (4)       | Sep 19 – Oct 2  | 1:00 pm EDT                  | Oct 8 – Oct 10  |
| Q4   | Advanced (2)  | Oct 17 – Oct 31 | 1:00 pm EDT                  | Nov 5 – Nov 7   |
|      | Admin (3)     | Oct 24 – Nov 6  | 1:00 pm EDT/<br>12:00 pm EST | Nov 12 – Nov 14 |
|      | SME (4)       | Nov 21 – Dec 5  | 12:00 pm EST                 | Dec 10 – Dec 12 |

Visit the [FAQs](#) section for more details.

# APAC Schedule

| 2024 | Certification | Course Length   | Start Time    | Evaluation      |
|------|---------------|-----------------|---------------|-----------------|
| Q1   | Admin (3)     | Jan 11 – Jan 24 | 10:30 am AWST | Jan 30 – Feb 1  |
|      | SME (4)       | Feb 29 – Mar 13 | 10:30 am AWST | Mar 19 – Mar 21 |
| Q2   | Associate (1) | Apr 3 – Apr 18  | 10:30 am AWST | Apr 23 – Apr 25 |
|      | Advanced (2)  | May 9 – May 22  | 10:30 am AWST | May 28 – May 30 |
|      | Admin (3)     | Jun 13 – Jun 27 | 10:30 am AWST | Jul 2 – Jul 4   |
| Q3   | SME (4)       | Jul 18 – Jul 31 | 10:30 am AWST | Aug 6 – Aug 8   |

Visit the [FAQs](#) section for more details.

# EMEA Schedule

| 2024 | Certification | Course Length   | Start Time                      | Evaluation      |
|------|---------------|-----------------|---------------------------------|-----------------|
| Q1   | Associate (1) | Jan 8 – Jan 19  | 2:00 pm CET                     | Jan 23 – Jan 25 |
|      | Advanced (2)  | Feb 8 – Feb 22  | 2:00 pm CET                     | Feb 27 – Feb 29 |
|      | Admin (3)     | Mar 14 – Mar 27 | 2:00 pm CET                     | Apr 2 – Apr 4   |
| Q2   | SME (4)       | Apr 18 – May 2  | 2:00 pm CEST                    | May 7 – May 9   |
|      | Associate (1) | May 13 – May 24 | 10:00 am CEST                   | May 28 – May 30 |
|      | Advanced (2)  | Jun 11 – Jun 25 | 10:00 am CEST                   | Jun 27 – Jul 1  |
| Q3   | Admin (3)     | Jul 15 – Jul 25 | 10:00 am CEST                   | Jul 30 – Aug 1  |
|      | Associate (1) | Sep 9 – Sep 20  | 10:00 am CEST                   | Sep 24 – Sep 26 |
|      | SME (4)       | Sep 19 – Oct 2  | 10:00 am CEST                   | Oct 8 – Oct 10  |
| Q4   | Advanced (2)  | Oct 1 – Oct 11  | 10:00 am CEST /<br>10:00 am CET | Oct 16– Oct 18  |
|      | Admin (3)     | Oct 24 – Nov 6  | 10:00 am CET                    | Nov 12 – Nov 14 |
|      | SME (4)       | Nov 21 – Dec 5  | 10:00 am CET                    | Dec 10 – Dec 12 |

Visit the [FAQs](#) section for more details.

# Bypass Evaluations

If you are an Avature-savvy user, you can always register for a Bypass Evaluation to skip up to the first three certification levels.

| 2024 | Bypass             | Evaluation      |
|------|--------------------|-----------------|
| Q1   | Level 1            | Jan 23 – Jan 25 |
|      | Levels 1, 2, and 3 | Jan 30 – Feb 1  |
|      | Levels 1 and 2     | Feb 27 – Feb 29 |
|      | Level 1            | Mar 27 – Mar 29 |
| Q2   | Levels 1, 2, and 3 | Apr 2 – Apr 4   |
|      | Level 1            | Apr 23 – Apr 25 |
|      | Levels 1 and 2     | Apr 26 – Apr 30 |
|      | Level 1            | May 28 – May 30 |
|      | Levels 1 and 2     | May 28 – May 30 |
|      | Levels 1, 2, and 3 | Jun 18 – Jun 20 |
| Q3   | Levels 1, 2, and 3 | Jul 2 – Jul 4   |
|      | Level 1            | Jul 30 – Aug 1  |
|      | Levels 1 and 2     | Jul 30 – Aug 1  |
|      | Levels 1, 2, and 3 | Sep 3 – Sep 5   |
| Q4   | Level 1            | Oct 1 – Oct 3   |
|      | Levels 1 and 2     | Oct 1 – Oct 3   |
|      | Levels 1, 2, and 3 | Nov 5 – Nov 7   |

Visit the [FAQs](#) section for more details.

# Do You Already Hold an Avature Certificate?

Each certificate is valid for one year. To get recertified, you can attend a recertification session to update you on the latest features and refresh what you were certified on the previous year.

| Suggested Regions | Recertification       | Date   | Time                          |
|-------------------|-----------------------|--------|-------------------------------|
| AMER              | Level 1               | May 14 | 1:00 pm EDT                   |
|                   | Levels 1 and 2        | May 16 |                               |
|                   | Levels 1, 2, and 3    | May 20 |                               |
|                   | Levels 1, 2, 3, and 4 | May 22 |                               |
| EMEA/APAC         | Level 1               | May 7  | 9:00 am CEST/<br>3:00 pm AWST |
|                   | Levels 1 and 2        | May 14 |                               |
|                   | Levels 1, 2, and 3    | May 16 |                               |
|                   | Levels 1, 2, 3, and 4 | May 21 |                               |
| AMER              | Level 1               | Sep 3  | 1:00 pm EDT                   |
|                   | Levels 1 and 2        | Sep 5  |                               |
|                   | Levels 1, 2, and 3    | Sep 10 |                               |
|                   | Levels 1, 2, 3, and 4 | Sep 12 |                               |
| EMEA/APAC         | Level 1               | Sep 2  | 9:00 am CEST/<br>3:00 pm AWST |
|                   | Levels 1 and 2        | Sep 4  |                               |
|                   | Levels 1, 2, and 3    | Sep 10 |                               |
|                   | Levels 1, 2, 3, and 4 | Sep 12 |                               |

Please note there is a minimum attendance requirement for holding a recertification session. Due to lack of registrants, training may be cancelled, where a subsequent session will be offered.

Visit the [FAQs](#) section for more details.



## FAQs

### Who can sign up for the program?

You can only get a certificate if you are an employee of a company that operates with Avature. No prior Avature experience or programming know-how is required.

### Does it have a cost?

Yes, you can reach out to your Avature representative to learn more about pricing.

### How much prep time do I need to get certified?

On average, it takes 2 weeks to get certified in any of the four certification levels. Given that most lectures are between 1 and 2 hours long, you should consider a half-day training block during those certification weeks. If you are completely new to Avature, you may have to spend a minimum of 10 hours per week between lectures and practice.

### May I sign up for multiple levels?

You may participate in one or more certification levels. If you are applying for the Advanced Certification, you must hold an Associate Certification or have passed the equivalent evaluation. If you are applying for the Admin Certification, you must hold an Advanced Certification or have passed the equivalent evaluation.

### What does the final evaluation consist of?

The evaluation consists of scenario-based exercises for each of the certification levels. The passing mark is 75%, meaning that the level of knowledge required is high. You will be able to sit for the evaluation twice.

When you pass a final evaluation, you will earn a certificate and a digital badge, which you can share online with your professional network.

### What happens if I fail an evaluation?

You will have two attempts to pass an exam (both for a specific certification level or bypass evaluation)

## FAQs

### Can I cancel and reschedule my participation in a certification level or evaluation?

All participants will be able to reschedule at no additional cost and participate in a later training course/evaluation of their choice, pending availability.

### If I want to skip three certification levels, do I need to take three bypass evaluations?

No, bypass evaluations' content increase as more certification levels are skipped. Bypass Associate and Advanced evaluation's content is related to both levels' curricula, whereas Bypass Associate, Advanced, and Admin Certification evaluation includes features and functionality from the three certification levels.

### Does my certification expire?

Yes, certificates are valid for a year. You can keep skills up-to-date and stay on top of Avature's new functionality with our learning courses and exams that are continuously updated. To maintain your certification, you'll be required to attend refresher session to stay current with our new releases. Re-certification dates are available in this document.

### Does the certification syllabus change?

Yes, certifications' and bypass evaluations' syllabus is updated annually to incorporate new features and best practices. Program's content is subject to change without prior notice.

### Can a certification course be canceled and rescheduled?

There is a minimum attendance requirement for holding a training session and due to lack of registrants, training for a particular level may be cancelled, where a subsequent session will be offered.

### If I miss a re-certification instance, can participate in the next one?

If you do not complete the required renewals, your certification will expire. You can re-earn certificates by attending the following recertification session on any of the published dates.

## FAQs

### How long are recertification sessions?

Recertifications length vary based on how many levels are being covered. Sessions' maximum length is 2 hours.

### If I'm certified in all levels, do I have to sign up for multiple certifications?

No. You simply need to register for a recertification session that covers all certification levels you're interested in.

# Contact Us to Learn More

For more information about **Avature Certification Program**, please contact your Avature representative or visit our website

[www.avature.net](http://www.avature.net)

