



QAD Certification Program Guide

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QAD Certification Program Guide

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QAD Inc.

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Table of Contents

Overview	1
Program Eligibility, Method of Certification and Resulting Status	1
Certification Offerings	2
Functional Certifications.....	2
Technical Certifications.....	2
Preparing for Certification	3
Study Topics	3
Recommended Training Courses	4
Instructor-led Training Courses	4
Online Training Courses.....	5
QAD Product Documentation	5
Recommended Preparation per Certification	5
About the Exams	6
Format of the exams	6
Registration and Fees.....	6
Exam Check-in	7
Exam Results	7
Certification Marketing Opportunities	8
Maintaining Certification	8
Termination	8
QAD Certification Program Charter	9
Program Purpose	9
Certification and Maintenance.....	9
General Requirements	10
Logo and Trademarks.....	10

QAD Code of Professional Responsibility 11

Overview

Skills and credentials are essential in today's competitive marketplace. The QAD Certification Program provides QAD employees, customers and alliance partners with a means of certifying the breadth and depth of their product knowledge.

QAD Certified Professionals develop their skills through study and practice, and demonstrate those abilities by successfully completing one or more certification exams.

QAD certifications provide reliable validation of training and experience and a distinct competitive advantage by:

- accelerating professional development
- improving productivity
- increasing confidence
- enhancing credibility

Whether you are an experienced ERP professional or new to the industry, QAD Certification helps build the expertise required to lead your organization's efforts to implement, administer and gain maximum value from QAD software.

Program Eligibility, Method of Certification and Resulting Status

The QAD Certification Program is open to all individuals employed by an organization with a current partner agreement or QAD software licensing agreement.

Certification is obtained by examination at designated QAD offices around the world. Exams are conducted in a proctored environment and results are strictly confidential.

Successful completion of any exam earns candidates the title of QAD Certified Professional in the relevant discipline and license to use the QAD Certified Professional logo on their personal business card. Continued use of the logo and the title QAD Certified Professional is subject to meeting annual requirements for maintaining certified status (as discussed later in this document).

Certification Offerings

QAD certification offerings are targeted to specific areas of expertise and grouped into two basic categories: functional and technical. Functional exams certify understanding of application features and functions and the ability to apply that knowledge to solutions for specific business requirements. Technical exams certify an understanding of the underlying application architecture and the ability to install, administer and customize QAD Applications. Current certification offerings are listed below.

Functional Certifications

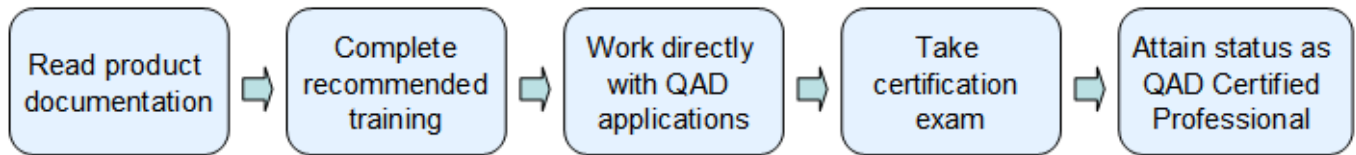
- QAD Certified Professional - Standard Financials
- QAD Certified Professional - Enterprise Financials
- QAD Certified Professional - Manufacturing
- QAD Certified Professional - Customer Management
- QAD Certified Professional - Supply Chain – EE
- QAD Certified Professional - Services and Support Management (SSM)
- QAD Certified Professional - Enterprise Asset Management (EAM)

Technical Certifications

- QAD Certified Professional – Foundation Technology and Implementation - EE
- QAD Certified Professional – Foundation Technology and Customization - EE

Preparing for Certification

The path to certification requires significant preparation. Candidates may attempt certification at any time, but participation in a formal preparation process is highly recommended. Candidates are encouraged to read related product documentation, complete recommended coursework and work directly with QAD Enterprise Applications before attempting any certification exam.



Preparation + Examination = Success!

Study Topics

The QAD Certification Program Study Guide provides detailed information about topics addressed in each exam, and lists key concepts, significant terminology and other information you should know and understand.

A copy of the Study Guide is available for download on the QAD Education website at <http://www.qad.com/education>. Look for the *Certification Study Guide* link in the *Certifications* box in the lower right corner of the web page. (See image below.)



Recommended Training Courses

Recommended training courses are identified for each certification. You can view the courses associated with a specific certification exam by visiting our learning portal and selecting the appropriate category from the course catalog. Categories associated with certification are prefaced with the word "Exam" for ease of recognition.

Access to the learning portal can be obtained via the QAD Education website at <http://www.qad.com/education>. Look for the *Online Training* link in the *Register for Training* box in the upper right corner of the web page. (See image below.)



Instructor-led Training Courses

QAD Education offers regularly-scheduled, instructor-led classes in support of all certification exams. A current course catalog and the schedule of classroom training can be found on the QAD Education website at <http://www.qad.com/education>.



Online Training Courses

Online training is available 24 hours a day, 7 days a week via the QAD learning portals. Online courses feature QAD product experts delivering focused training on specific areas of QAD product functionality. A new self-study feature provides access to virtual lab environments where you can work directly with QAD Enterprise Applications software.

Learning portals can be accessed from the QAD Education website at www.qad.com/education.

Note: Access to online training courses requires a QAD web account. For information on obtaining a web account go to QAD Web Accounts at <http://support.qad.com/resources/accounts.html>.

QAD Product Documentation

Use your QAD web account to access QAD Enterprise Applications product documentation, which includes user guides, glossary, release bulletins, and technical references. Product documentation can be found on the Support website at <http://support.qad.com>. This material can also be ordered online using the Materials Order Form at <http://support.qad.com/downloads/mof>.

Recommended Preparation per Certification

Certification may be obtained through successful completion of a single exam. However, in most cases, multiple training classes should be completed before an exam is attempted. Refer to the Certification Study Guide for a list of recommended training courses for each exam. The Study Guide can be found on our website at www.qad.com/education.

About the Exams

Test questions originate from subject matter covered in the QAD Enterprise Applications training and implementation classes, as well as QAD Enterprise Applications documentation and release bulletins. Successful completion of the exams requires knowledge of and direct experience with QAD software. Test validity, time allocation, and grading methods have been checked against a representative sample group.

Format of the exams

- Certification exams are administered online in a proctored environment at QAD offices around the globe.
- Test questions are true/false and multiple choice. Some questions require using QAD Enterprise Applications to enter information and make decisions based on the results.
- Many questions are scenario-based and ask you to determine how QAD Enterprise Applications can be used to solve business problems in real-world situations.
- All test questions are in English. Participants who are not fluent in English and have an approved Request for Extra Time form will be allowed extra time to complete an exam.
- Time allotted for completion varies by exam. Typical testing time is two to four hours.

Registration and Fees

- PKS Exams are offered on a regular basis at QAD regional offices. Refer to our website at www.qad.com/education for the current schedule of PKS exams, details on exam fees and our exam cancellation policy.



- Candidates may register online at www.qad.com/education. At time of registration candidates will be asked to indicate acceptance of standard terms and conditions as outlined in the QAD Certification Charter agreement.
- Before registering for any certification exam, candidates should review the Certification Study Guide and know the modules, test topics, and key terminology very well.
- Test participants who are not fluent in English should contact the regional proctor to request extra time to complete the exam.
- Participation in the QAD Certification Program is at the discretion of QAD.

Exam Check-in

- You will be expected to show a photo ID (passport, driver's license) with a signature for admittance to the test site.
- Be sure to allow plenty of time to arrive at the test site. Once the doors are closed and the test session begins, no one will be permitted to enter.
- Regional proctors can assist you with any questions you may have. However, should you have questions regarding the certification process, contact the PKS Administrator by email at pkstest@qad.com.

Exam Results

- Results are available immediately upon exam completion and are sent to test takers automatically via email.
- The passing score for each discipline is 70%.
- Test takers with scores of 85% or better demonstrate a superior level of knowledge and are awarded Certification with Honors.
- Failure to pass the same exam three consecutive times requires a six-month waiting period to reschedule for the same discipline.
- All test scores are strictly confidential.

Certification Marketing Opportunities

Upon successful completion of a certification exam you will receive a certificate proving your status as a QAD Certified Professional. You will also be licensed to use the QAD Certified Professional logo on your business card. You may use the QAD Certified Professional designation only to promote your qualifications related to the use of the applicable product or technology and for no other purpose.

Certification is granted to individuals only. Certification of an individual does not imply QAD Endorsement of any organization with which that individual is associated.

Maintaining Certification

To maintain your status as a QAD Certified Professional QAD certifications must be kept up to date. Status will be reviewed and renewed annually. The requirements for maintaining current certification are as follows:

- Participation in designated continuing education requirements. (Requirements may vary by certification and status as a QAD customer or partner.)
- Continued employment by an organization with a current software licensing agreement or partner licensing agreement.
- Annual confirmation of current contact information and written notification to QAD of any interim changes in contact information.
- Successful completion of additional exams as required to accommodate significant changes in software functionality.

Note: Re-examination will occur no sooner than 36 months after initial certification and will address new functionality only.

Termination

QAD reserves the right to terminate your certification status and revoke your designation as a Certified QAD Professional Designation if it is determined, at QAD's sole discretion, that you have cheated on any certification exam, have aided in cheating on a certification exam or have disclosed

certification exam questions to any third party. Notice of termination will be sent to your last known mailing address. You will have 30 days to appeal the decision by contacting education@qad.com.

You may terminate your status as a QAD Certified Professional at any time upon written notice to QAD.

QAD Certification Program Charter

Program Purpose

- Ensure a quality pool of professionals who work with QAD products: employees of QAD, QAD partners, and QAD customers.
- Provide skilled QAD professionals with credentials to highlight their skills in QAD products and commitment to the QAD community.
- Help QAD customers make informed decisions by providing them with the means to distinguish and select among professionals to perform their work.

Certification and Maintenance

Certification credentials recognize professionals with superior knowledge of QAD products and their implementation.

QAD will grant certification to individuals on the following basis:

- The individual passes the initial certification exam with a score of 70% or better. Certification is granted only for the domain addressed in that exam.
- The individual undergoes continuing professional or technical education as may be directed by QAD as part of the certification maintenance requirements.
- The individual passes follow-up exams or other testing as may be required by QAD. Details will be posted on the QAD website.
- The individual provides updated contact information as part of certification maintenance.
- The individual at all time adheres to the QAD Certified Professional Code of Responsibility.

General Requirements

- There are fees associated with training and certification exams.
- Certification and certification maintenance will require the QAD Certified Professional to maintain a QAD web account.
- QAD provides no warranty implied or otherwise about the success of the QAD Certification Program nor the results an individual can expect from participation in that program.
- Certification credentials indicate mastery of product knowledge they may not be used to imply their work is endorsed or warranted by QAD. Individual cannot do or say anything (including but not limited to using the logo) that implies warranty by QAD.
- QAD may end or change the QAD Certification Program details or marketing at any time at its discretion with no liability to the QAD Certified Professional or the organization for which they work.
- QAD may in its discretion withdrawal an individual's certification for failure to comply with the rules of the program. QAD accepts no liability for withdrawal, and no training, certification or other fees will be refunded.
- The QAD Certified Professional immediately relinquishes any rights or privileges associated with certification and the QAD Certification Program if they fail to maintain their certification status at least annually.
- No license to or right to use the QAD products is given; use of the products is covered by the QAD end user license agreement.

Logo and Trademarks

At all times while the individual remains in good standing the individual may use the "QAD Certified Professional" title and logo per the following guidelines:

- The whole logo must be used and the logo can't be altered. Check the QAD website for the latest version of logo and usage guidelines.
- Certification Logo use is granted to the individual passing the certification exam and maintenance requirements. Certification is not transferrable between individuals or to the

company employing the individual. Individual use of the logo/trademarks cannot be used to imply that a firm they represent is certified.

- No rights to or use of any other QAD logo or trademark is conferred or permitted.

QAD Code of Professional Responsibility

QAD Certified Professionals must adhere to the QAD Code of Professional Responsibility. The code requires the individual to:

- Comply with the standards and requirements of the QAD Certification Program.
- Perform duties associated with his/her areas of certification with objectivity, due diligence and professional care, in accordance with professional standards and best practices.
- Accept assignments that are consistent with his/her certification, skills and experience.
- Work only with properly licensed copies of software. Report illegal use to QAD or other appropriate personnel.
- Use the program logos, trademarks and title "QAD Certified Professional" according to QAD Certification Program guidelines.
- Respect proprietary and confidential information entrusted to him/her surrounding the use of QAD software and provision of services.
- Perform responsibilities at the highest ethical standards.
- Report the improper use of QAD Certified Professional credentials to the local QAD management team.