Ribbon Academy
Partner Recertification Guide

Table of contents

Introduction

Ribbon Academy is designed to skill and certify partners based on the user's role for each product. To maintain product knowledge and skills, Ribbon requires partners with Support and/or Implementation certifications to recertify every two years. This document provides the options and process for recertification for all products currently available for partners.

In this document, the term LMS is used to describe the system that supports the training events. LMS stands for Learning Management System.

Notifications

Email notices will be delivered to the student 30 Days and 15 Days prior to certification expiration. The notification will contain information about the expired certification along with a link to this document on the Ribbon Website.

Getting Started

If you currently hold a Ribbon certification, you will have two options for maintaining your certification.

Option one - take a test out exam that supports your certification. A look up table below will assist you with finding the certification test out exam based on the title of your specific certification. You can visit the partner portal, go to the "TRAINING" tab and then locate the certification in the widget view "Recommended Courseware". In addition, you can add the certification title in the main search bar to locate and enroll in the certification.
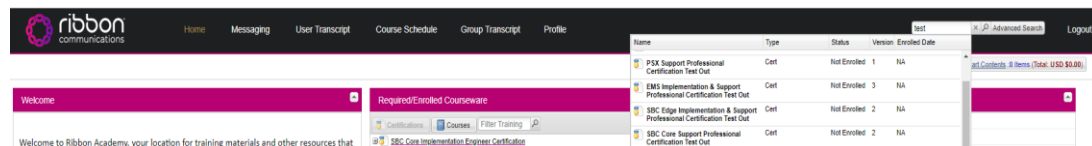
Option two – If it has been more than two years since you certified and/or your skills are not at the level they should be, we recommend you enroll and attend the full certification which may include self-paced prerequisite training and leader led courses.

If you choose to take the full certification, please review the Ribbon Academy Partner Certification Quick Start Guide to assist you with registration.

Begin your Test Out Exam

Below is the current list of certifications and the process for locating the appropriate tests for the certification you hold. Once you log into partner portal, select the "TRAINING" tab to navigate to the LMS. Once there, locate the certification under the "Recommended Courseware" widget or use the main search bar top right of the home page to locate the certification. You will have to enroll in the certification which will require Ribbon to validate. Expect a delay to begin your certification for this reason. The Enroll button will be greyed out during this validation process.

Below is a screen shot detailing the view and the list of certification test outs, select the one you require based on the listings below for each certification.

This is a listing of the available certification tests.

Review the following sections to identify the certification test out for the certifications you currently hold. Enrollment instructions will follow that section.

SBC Edge Implementation and Support Professional

If you hold any of these certifications, the test out exam is **SBC Edge Implementation and Support Professional Test Out.**

SBC Edge Support Engineer Certification
SBC Edge Implementation Engineer Certification
SBC Edge Implementation and Support Certification Training
SBC Edge Support Certification Training
Gold Edge Implementation Certification
Gold Edge Support Certification
Workshop - SBC1K2K- Exam Professor
Workshop -SBC 1000- 2000 – Tenor Accreditation
Gold Edge Implementation Certification Training
Gold Edge Support Certification Training

Note: You may have two certifications for SBC Edge, Support and Implementation. Going forward only one combined Support and Implementation certification is required. Your current certification expiration is based on the latest certification acheived.

SBC Core Support Professional

If you hold any of these certifications, the test out exam is **SBC Core Support Professional Test Out.**

SBC Core Support Engineer Certification- 30400
SBC Core Support Certification Training- 28103
Gold Core Support Engineer Certification
Workshop: SBC 5000-7000-SWe Accreditation
Workshop - SBC 5K7K - Exam Professor

Note: You may have two certifications for SBC Core for Support. Going forward only one support certification is required. Your current certification expiration is based on the latest certification acheived.

PSX Support Professional

If you hold the PSX Support Certification, the test out exam is **PSX Support Certification Professional Test Out.**

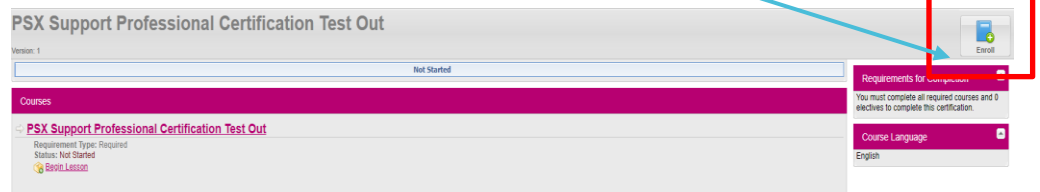## EMS Implementation and Support Professional

If you hold the EMS Implementation and Support Certification**,** the test out exam is **EMS Implementation and Support Professional Test Out.**

Process to Enroll and Complete Exam.

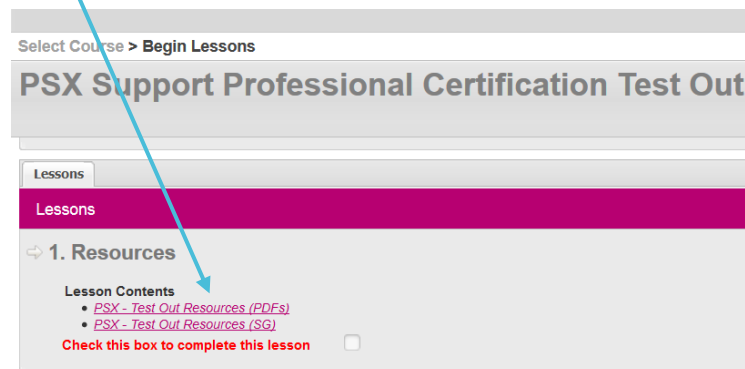**Log into partner portal and select the "TRAINING" tab to navigate to the LMS.**

Once there, locate the certification under the "Recommended Courseware" widget
or use the main search bar top right of the home page to locate the certification.
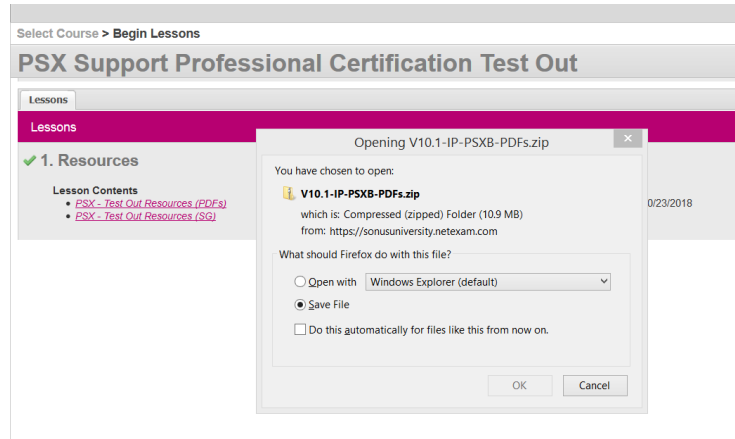Once you select the required test out another window will pop up. Click on "Enroll".

Once you enroll, the system will require Ribbon administration approval. Expect a delay as this is a manual process. Enroll button will be greyed out during this validation process.
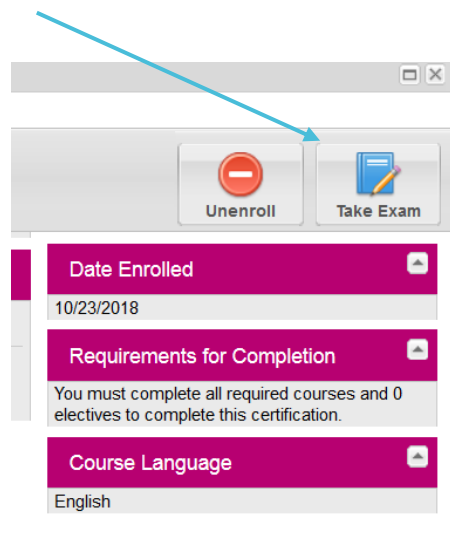
Example below, the PSX Certification contains lesson with content. Launch the lesson and download the courseware for review (7-zip is recommended).
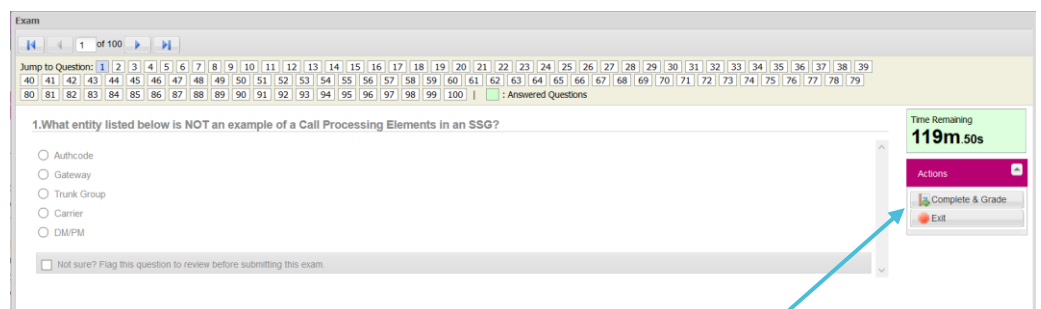

The LMS will provide you with a choice to download or open the document. We recommend you download for review.

When your done downloading the check box will be selected as complete. If you choose not to select the courseware for download, don't forget to **Check this box to complete the lesson** as this allows you to take the exam. Note: you will have three attempts to achieve a passing score of 80%.
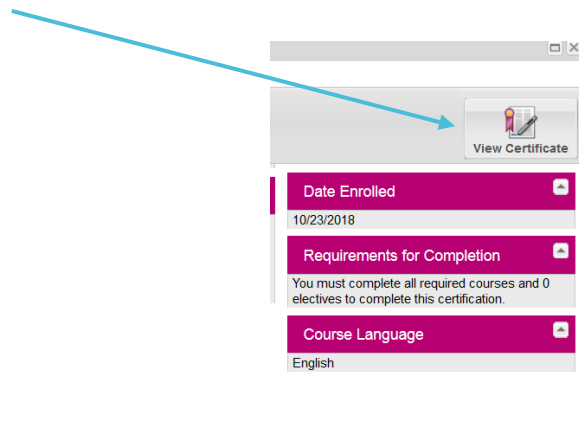

Exams are designed to pull a random set of questions from a larger pool of available questions. Each time you take the exam, the order and potential list of questions will change. Time remaining will count down until the exam is passed or the time elapses. Each attempt is allotted 8 hours to complete.
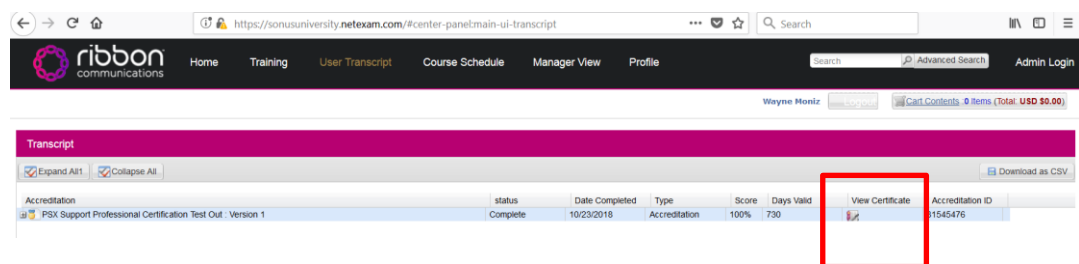

Complete each question and when you're ready, select Complete and Grade.

Once the exam is complete and you have achieved a passing score, the certification certificate is available for print or download. Also note the LMS will send the Certificate in an email. You will find it on the top right side of your LMS page.

If for any reason you're not able to view the Certificate or it appears to be misaligned when viewing, it may be a browser issue. Download and view to resolve. Also note you can go to your "User Transcript" to view and download the Certificate as well.

If you have any questions regarding the test out exam, please contact channelsupport@rbbn.com