# Training Certification FAQs

## General Questions:

**What is training certification?**
Masters Certification – Designed to meet the needs of resellers or third-party trainers that provide in-depth training to customers on SMART Board interactive whiteboards and SMART Board software. Participants will be certified to present a full-day Master's Session.

**How is certification different than Train-the-Trainer?**
Our existing Train-the-Trainer program instructs your on-staff trainers how to help others within your organization master your SMART product. SMART training certification takes the Train-the-Trainer program to a much higher level, with in-depth content analysis and role-playing examples based on the workshop materials. Once certified, you will be able to train others both inside and outside your organization.

**How do I become certified and where do I go?**
You can attend one of our upcoming training certification events offered in various cities across North America, or we can come to you with an on-site session.

**What is the cost of certification?**
For pricing, e-mail training@smarttech.com or call us at 1.888.42.SMART, ext. 8536.

**Is there special pricing for education?**
No. Education customers wanting to certify three or more people can bring us on site to do the certification session. The price of the three-day Master's Certification package is designed to keep these costs down.

**What does the price include?**
The price includes the following:
- Pre-certification materials
- Certification binder and resources CD-ROM
- Certificate, letter of completion, certification logo and listing on the SMART website (www.smarttech.com)
- Certification trainer expenses

**Are there prerequisites for certification?**
Yes. Prior to the event, each participant must attend a full-day Master's Event or on-site session delivered for the most recent version SMART Board software. Please note that most training certification events will be preceded by a full-day SMART Master's Event for those who do not have the prerequisite. For on-site sessions, a three-day package can be arranged to meet this requirement.

**Are there pre-certification activities I need to do before the session?**
Yes. Participants will need to complete a pre-certification package including readings, research, competency checks and assignments.

**I already attended an event or on-site session. Does this count towards certification?**
We had a major release of our SMART Board Software 9.0 on January 24, 2005. You would need to have attended an on-site session or event after that date to meet your prerequisite for training certification.

**What can I expect at the session?**
- Master's Certification will include role-modeling, role-playing and discussing best practices in training SMART Board interactive whiteboard users

- Before attending a Master's Certification Session, all attendees will have completed a pre-certification package
- Participants who complete the Master's Certification requirements are certified to run a full-day SMART Master's Training Session

**How long is each session?**
A typical day will go from 9:00 a.m. to 4:00 p.m., with a one-hour break for lunch and several breaks in the morning and in the afternoon.

**How many participants will there be?**
Each session is designed to accommodate approximately five participants for Master's Certification. SMART reserves the right to reschedule an event if fewer than five people register per session.

**Who should be attending?**
Master's Certification is for anyone who wants to present a full-day SMART Master's Session on SMART Board interactive whiteboards, with version 9.0 of SMART Board software.

**What if I use a Macintosh® operating system?**
Certification is presently only available for the current version of SMART Board software on Windows®. Please call 403.228.8536 to place your name on a list for SMART Board interactive whiteboard Mac training certification.

**Can I get certified on SynchronEyes® software or SMART Ideas® software?**
SMART currently only offers certification for SMART Board interactive whiteboards and SMART Board software.

**Does SMART refer customers to certification centers?**
We will refer people to the SMART website, which lists all certified individuals.

## Post-certification Questions:
**Am I allowed to give certificates to people that I train?**
Yes, you can create your own certificates saying that participants completed a SMART Master's Session. If you choose to purchase production-quality *Learner Workbooks* from SMART, you will also receive our completion certificates.

**How long does certification last?**
Your certification will be valid for the current release of the software. At SMART's discretion, you will be expected to attend an online recertification for any minor releases (point release, e.g., 9.1) within 30 days of release. A face-to-face recertification will be required for major releases of the software within 60 days.

**Are there any ongoing requirements once I successfully complete certification?**
You will need to send us a monthly count of the number of sessions and participants that you trained, maintain a 90% satisfaction rate on your sessions (average of 3.6 on our 4-point scale), and pass an audit of any session a SMART Certification Trainer attends. SMART will also provide additional support to certified trainers, should they fall below the quality standard.

**Where will I get my materials and certificates?**
You can print from your resources CD-ROM materials and certificates for your sessions or purchase production-quality *Learner Workbooks* from SMART.

## Registration and Payment Questions:
**How can I order an on-site session or register for a certification event seat?**

**To order an on-site session,** please call 1.888.42.SMART ext. 8536 to place your order and schedule a date.

**To register for an event,** there are several methods:

♦ **E-mail** the certification order form to training@smarttech.com with payment information (i.e., credit card information or PO # and any invoicing instructions).

♦ **Fax** the POs with a cover sheet to the attention of Training Services at 403.228.2500. An order form *must* accompany the PO so we have the participant information. Customers may call or e-mail Training Services to confirm the fax was received if they have not received a confirmation by e-mail within a few days of submitting the order form.

♦ **Mail** checks, made payable to SMART Technologies Corporation, with an order form to:

SMART Technologies Corporation   or   SMART Technologies Inc.
Attn: Training Services                     Attn: Training Services
1655 Fort Meyer Drive, Suite 1120     1207 – 11 Ave. SW, Suite 300
Arlington VA 22209                    Calgary, AB T3C 0M5
USA                                     Canada

Please allow adequate lead time (3–4 weeks) for the order to reach us and be processed, as we need to have time to send out the pre-certification materials.

## Event-specific Questions:

**Is lunch provided?**
Light refreshments will be available throughout the day, but no lunch is provided.

**What time do I need to be there to sign in?**
Please arrive by 8:45 a.m. to check in, as the session begins promptly at 9:00 a.m. In fairness to all attendees, anyone arriving after 9:30 a.m. will not be admitted to the session.

**What is the cancellation policy?**
To cancel, please contact SMART Technologies Inc. at least 10 business days prior to the scheduled event, and you will receive a 100% refund. If you cancel fewer than 10 business days prior to the event, you will forfeit the session fee; however, you may apply this fee to another SMART training certification event held within one year of the original cancelled session, provided that you register on or before the new event's registration deadline.*

*In making this option available, SMART Technologies Inc. neither represents the occurrence of subsequent SMART certification events within the year, nor asserts that any ensuing SMART Master's Events will be held in your region.

**What if I just don't show up?**
No refund is available to participants who do not show up for their registered session and do not notify SMART in advance.

**How do I make changes once I have registered?**
To make changes to your registration, e-mail training@smarttech.com or call 1.888.42.SMART, ext. 8536.