This document outlines frequently asked questions for the North America roll-out and implementation of the Motorola Solutions Certification Program.

Question: What is Motorola Solutions announcing?
Answer: Motorola Solutions is announcing the availability of the first Professional Level Technical Certification. The Design Point (PTP and PMP) Solutions and Deploy Point (PTP and PMP) Solutions Technical Professional Certification Examinations are now available for scheduling through Prometric, Inc. This is in addition to the Associate Technical and Sales certifications that are currently being rolled-out.

Question: How does the Certification program relate to the different levels in PartnerEmpower?
Answer: The different levels within PartnerEmpower are based on several criteria; the certification program is one of these criteria. Channel partners will be asked to maintain a level of competent staff to meet these requirements. The actual number of individuals varies by Region and Technology.

Question: If I already hold a Fixed or Mobile Wireless Engineer (MWFE) or a Motorola Wireless Systems Engineer (MWSE) certification do I need to re-certify?
Answer: Yes, however you will not be required to complete the Certification for the PartnerEmpower program until your current certification expires. WiBB Partners who have achieved either a Fixed or Mobile Motorola Wireless Field Engineer (MWFE) or Motorola Wireless Systems Engineer (MWSE) certification will receive transition credit within the WNS PartnerEmpower program. Achievement of the Mobile versions of the certifications will receive transition credit within both of the Mesh and Point portfolios. Achievement of the Fixed versions of the certifications will receive transition credit within the Point portfolios. These Fixed partners can achieve Mesh transition credit if they take the Solo & Quattro Supplement course.

Question: How many Certifications are planned?
Answer: The Motorola Solutions Certification is a dynamic program and will be expanding and changing to meet the needs of all three Technology Tracks. The number of planned certifications varies by track. The current program is designed to provide the following specializations:
Question: How much training do I need to take?
Answer: The amount of individual training varies by technology and specialization. Individual curriculum listings are available in the Learning Management System.

Question: What types of Assessments or Exams should I expect?
Answer: Motorola Solutions will be using various means of assessing the candidate’s comprehension and understanding of concepts and material. Competency assessments may be handled through assessments/exams depending on the course. Assessments/exams types may include:

- **Test-outs** which are assessments used to determine the comprehension of topics before a course is scheduled. Students may attempt a Test-Out one time and if successful they will be given credit for the course. Not all courses will have Test-Outs available.

- **Short Assessments** will also be used during, or upon completion of most of the courses. Different from the Test-Out option, these tests are designed to be completed during or upon completion of the course.

- **High-Stakes Exam** which not only is given after completion of all of the courses and material for a level, but also requires an individual go to a Third Party Testing Center and show proof of identity. Motorola Solutions will be using High-Stakes Exams for the Technical Professional and Technical Master level Certifications only.

Question: What if I have already taken the courses?
Answer: Motorola Solutions constantly updates the content included in our training programs with current products so we strongly encourage everyone to sign-up for the new courses. We have also provided a Certification Blueprint for each of the High Stakes examinations that should be reviewed. If you feel you are current on the content contained in the Blueprint then going right to the Certification Exam might be the path for you.

Question: I noticed that I have completed some of the courses but not all of them, when are the additional courses going to be available?
Answer: Each track will be rolled-out over a period of time; this will include new courses and the continual maintenance of the existing courses and examinations. Current revisions and availability dates will always be posted on the Learning Management systems.

Question: I currently hold a certification from the PartnerSelect program, what happens to that certification?
Answer: Current PartnerSelect product certificates will remain valid until the 2 year expiration at which time the individual will need to complete the current Product Access requirements.
Question: I am interested in completing a Certification, how do I know which courses to take?
Answer: We will be posting Learning Plans for each of the Specializations on the Learning Management System which can be printed or automatically listed in your learning plan. These Learning Plans will include all courses and Certification Assessments required to complete the Certification.

Question: What happens to the existing partner certifications?
Answer: Partners are not currently certified under the channel programs, partners are accredited by employing a certain amount of individuals that hold certifications. Access to products will not change until the individual certifications expire. UnderPartnerSelect product certifications are valid for a two year period.

Question: What is the difference between Product Access training and Certification training?
Answer: Courses may exist in both requirements however, Product Access training requirements are placed on a partner company and certification requirements apply to an individual.

Question: How much does training cost?
Answer: The cost to the individual varies by course content, length and mode of delivery.

Question: Is there a Test-Out option?
Answer: Motorola Solutions recognizes the fact that a lot of individuals already know some or all of the content included in the curriculum and as such we want to make available test-out options where possible. For the majority of the On-line courses test-out options are available. For the Professional level certification examinations candidates may review the Certification Blueprint and attempt the examination. Upon success they will become certified, if they fail they will receive a score report which will highlight the areas they need additional training on before attempting the examination again.

Question: Are the Certification examinations confidential?
Answer: All content, specifically questions, answers and diagrams of the certification exams are the Intellectual and confidential property of Motorola Solutions. They may not be copied, reproduced, modified, published, uploaded, posted, transmitted, or distributed in any way without the express authorization and consent of Motorola Solutions.

Question: Do I need to agree to anything to become certified?
Answer: Candidates who register for exams must agree they have read and will abide by the terms and conditions of the Motorola Solutions Certification Confidentiality Agreement before beginning the certification exam. The agreement applies to all exams. Signing and adhering to this agreement is required to be officially certified and to maintain a valid certification.

Question: Where can I schedule a Certification test?
Answer: Motorola Solutions has partnered with Prometric, inc. and all Certifications exams can be scheduled at a local testing center through the Prometric website: http://www.prometric.com/MotorolaSolutions
Question: What happens if I fail the test?
Answer: If you fail the examination you will be provided with a Score Report which will detail your individual performance in each of the domains you were tested on. This information will allow you to determine what additional training you will need before attempting the test again.

Question: Is there a Retake policy?
Answer: Students will be allowed three (3) attempts at passing the high stakes exam after which they will be required to complete the coursework, if they have completed the coursework in the past they are being asked to revisit the coursework again. Students may re-attempt a high stakes exam every 30 days.

Question: How can I track my progress and how will I know when I have achieved certification?
Answer: Students will be able to track their progress through their individual learning plan which is maintained within the Learning Management System.

Question: How long is a Certification valid?
Answer: Each individual will be considered certified for a period of two years. After the two year time period Motorola Solutions will either extend the certification annually if the amount of changes have been limited or will require a recertification exam be completed by the individual. We may also ask individuals to re-certify prior to the end of the two-year period because of changes to the product or changes in the training and certification curriculum. In such instances, we will provide the individual with plenty of time to complete the new coursework and assessment.

Question: What is a High-Stakes examination?
Answer: Depending on the technology area there may be an individual exam or multiple exams required to achieve certification. The number of examinations is based on the content begin tested as well as the time available to complete an individual examination. All High-Stakes examinations are closed book (no external material allowed) and approximately 90 minutes in total testing time. Upon successful completion of the examinations and achieving a cut score the student will be credentialed in a respective area within the program. Candidates who do not achieve a cut score will receive an analysis of their scoring and be asked to wait 30 days before attempting the examination again.

Question: Is there a cost to take a test?
Answer: The fee to take an exam is $200 USD and must be paid each time an examination is attempted.

Question: How do I register for the Certification Exams?
Answer: Go to www.Prometric.com/MotorolaSolutions and you will find all of the currently available certification exams. You can also register by phone, regional contact numbers are listed at www.Prometric.com. Please be sure to complete all of the training requirements, or review the exam Blueprint prior to attempting the certification exam. There are over 3,000 testing centers worldwide.
Motorola Solutions Certification Program
Frequently Asked Questions
North America

Question: How are the Certified Professional exam(s) set up?
Answer: The Certified Exam(s) consists of approximately 70 to 80 challenging multiple-choice questions delivered in a secure, proctored testing environment. You will have 90 minutes to complete the exam. Reference materials and discussion between examinees is strictly prohibited.

Question: Are there study guidelines or sample questions available?
Answer: Yes. There is an Examination Blueprint available for each of the Certification exams. These Blueprints will be made available from the Certification landing page on the Regional learning portals. Please note: This document is a general outline of the topics and content that may be covered in the exam. It is not meant to serve as a sample exam.

Question: What other Certifications will Motorola Solutions offer?
Answer: Currently, specializations and certification exams are being developed to support the different Technology Tracks offered and the PartnerEmpower program and are expected to be available throughout 2011 and into 2012.

Question: Will Motorola Solutions training help me to become certified?
Answer: Motorola Solutions training—combined with your professional experience—is the best way to prepare for certification exams.

Question: When will I receive my exam results?
Answer: You will know immediately at the Prometric testing center if you have passed or failed. A Score Report will be available on the screen, at the end of the exam, as well as given to each of the participants.

Question: Who can I contact to verify that an individual is a certified Motorola Solutions Professional?
Answer: If you would like to find out if a person is certified please contact your regional Training Lead.

Question: How do I contact Motorola Solutions for more information regarding the Certification program?
Answer: Additional information can be obtained by sending an email to: Certifications@MotorolaSolutions.com or www.MotorolaSolutions.com/Training