



# Icertis Certified Trainer (ICT)

Version 1.0

## Icertis Certified Trainer - Program Guide 2023

### Introduction

This document defines the requirements for holding the Icertis Certified Trainer (ICT) title. Icertis requires that any professional instructor first obtain this credential before they can deliver any Icertis-authorized course. This program is for Icertis-recognized partners.

The program demands the highest standards regarding product knowledge, presentation/delivery skills, classroom management, and facilitation skills to ensure a remarkable training experience for partners to make them successful.

The Icertis Certified Trainer Certification Program is a 'closed' program: after an initial screening, successful applicants are invited to join the program. ICI Academy will only accept applications directly from the Icertis partner management, not the ICT candidate. Only qualified ICTs may deliver authorized Icertis training.

### Icertis Certified Trainer Program

To provide the highest quality training experience for its partners, Icertis developed the credential of ICT. The status of ICT has specific requirements associated with it, and any individual who intends to teach Icertis-authorized course content must first obtain this credential. The certification includes not only demonstrating a strong implementation background but also validating the teaching and delivery style of the Instructor Candidate (as defined herein) regarding the standards defined by ICI Academy.

This program may require all or some of the following criteria:

- (i) ICI platform knowledge validation via passing exams through ICI Academy's standard certification program and/or
- (ii) That the instructor proves the relevant ICI platform knowledge and ability to deliver an Icertis-authorized course through intense training, workshop(s), and certification(s).

Once the Instructor Candidate has successfully completed all the steps necessary to become an ICT, that individual can deliver Icertis-authorized courses for which they have completed that course's teaching requirements, as defined by the relevant Training Plan.

An ICT can only train the current active ICI practice users of Icertis recognized partner. The trainer cannot train other entities (past Icertis practice users, Icertis customers, Icertis partners, other Independent Software Vendors (ISVs), Icertians, and external entities, including educational institutions).

An exception needs to have the express written consent from a Senior Vice President SVP or above of ICI Academy.

An ICT may not, at risk of loss of their credentials and permission to deliver any Icertis-authorized course:

- (i) represent themselves as an ICT while delivering any course comprised of courseware and other materials not created or sanctioned for use by ICI Academy;
- (ii) develop or deliver training courses on Icertis products that directly compete with those offered by Icertis or
- (iii) deliver any other non-authorized or grey market Icertis training courses.

It will be necessary for an ICT to periodically re-certify when significant software releases occur or ICI Academy, at its sole discretion, deems it significant enough to require re-certification. An ICT must keep current with an active ICI Academy Train-The-Trainer subscription.

## **Icertis's Responsibilities to Instructors**

Icertis will also support the instructor through several initiatives:

- Provide access to Icertis-owned self-study content, and instructor hours, on a first-come, first-served basis so that the instructor can prepare and practice technology concepts and courseware labs.
- Provide access to ICI Academy shared training instance during the ICT training
- Provide technical support for the initiative described above.
- Monitor the performance of the instructor through online evaluation systems.
- Provide electronic instructional material.
- provide information about upcoming changes in course content and curriculum tracks.
- Offer train-the-trainer sessions where appropriate.
- When applicable, invite current ICTs to participate in beta testing programs.

## ICT's Responsibilities to Icertis

An ICT is subject to continual requirements to fulfill the obligations of the credential. Icertis expects the following ongoing tasks to be performed by an ICT:

- Maintain a current understanding of Icertis's product offerings.
- An ICT should not use personal data provided about participants unless explicitly approved by Icertis.
- Conduct training engagements in the highest-quality, professional manner expected of Icertis's ICI Academy.
- Do not use any Icertis engagement as a forum or venue to promote their own business interests or those of a third party without the prior written consent of Icertis.
- Only teach Icertis-authorized classes for which the instructor is authorized.
- Prepare and set up classes for a successful delivery.
- Inform ICI Academy of any technical or otherwise issues as quickly as possible.
- Compliance with all EULAs and non-disclosure agreements (NDAs). An ICT will not share or use any Icertis proprietary content or material without written consent from Icertis.
- An ICT acknowledges any information or materials that relate to Icertis products (including pricing, product roadmaps, license keys, strategic marketing, plans, and source code) will be considered Icertis confidential information, whether or not marked as such.
- Immediately notify ICI Academy if there is a change in engagements or agreements.

## Teaching Classes as an ICT

Once an Instructor Candidate has obtained the ICT credentials, additional requirements may be required to teach additional courses. An Instructor Candidate is defined as any instructor who has yet to obtain the ICT credentials nor previously taught an Icertis-authorized course.

Major updates to any Icertis-authorized courseware may require recertification by Icertis, at its sole discretion. Icertis will communicate the method of recertification to all instructors through multiple means of communication. The recertification process may include train-the-trainer sessions, online sessions, exams, recorded modules, etc. Each course published by ICI Academy will have a level of prerequisites that will need to be met before delivery can commence.