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Accreditation Overview

Accreditation is the only vehicle by which partners are assessed by Symantec. Accreditation counts towards Symantec Partner Program achievement status with access to Partner Program benefits, rewards, and incentives, dependent upon partner type, level, and geography. Please login to <https://partnernet.symantec.com> to confirm partner benefits.

Symantec Partner Program accreditation offerings are comprised of the **Symantec Technical Specialist (STS)**, **Symantec Sales Expert (SSE)**, and **Symantec Sales Expert Plus (SSE+)** programs. The recommended preparation for these programs is available exclusively to partners via no cost online training, as well as Virtual Academy and instructor-led training via PartnerNet. The sales (SSE, SSE+) assessment exams are available to partners online and at no charge. All technical assessments (STS) are now delivered via a proctored environment and include a nominal testing fee.

Symantec Technical Specialist (STS) Program

Accreditation as a Symantec Technical Specialist is intended for technical professionals. Achievement of STS accreditation validates your technical knowledge and by achieving recognition, your company may qualify for partner program benefits.

Benefits of becoming a Symantec Technical Specialist include:

- Recognition and credentials in a competitive marketplace
- Additional financial benefits
- Knowing how to confidently install, configure, and deploy solutions and be able to perform a successful proof of concept leading to increased sales.

Symantec Sales Expert (SSE) Program

Accreditation for Symantec Sales Expert is intended for anyone who needs to market, position and sell Symantec products and solutions more effectively. Partners can take advantage of the sales training and assessments which are available online and at no cost.

Benefits of becoming a Symantec Sales Expert include the above mentioned benefits as well as:

- Drive larger deals with improved knowledge
- Differentiate yourself from the competition
- Satisfy customer needs by selling the right solution
- Measure achievement status and earn access to Partner Program benefits

Symantec Sales Expert Plus (SSE+) Program

Accreditation for Symantec Sales Expert Plus is intended for partner sales engineers. Learn how to effectively demo and give technical presentations on Symantec products and solutions.

Benefits of becoming a Symantec Sales Expert Plus include learning how to:

- Create effective technical presentations for Symantec products
- Demo Symantec products to customers
- Address product questions at a technical level

[Learn more about these programs>](#)

Accreditation Frequently Asked Questions

1. How can I learn about the benefits for achieving specific accreditations?

Benefits related to the STS, SSE, and SSE+ programs can be found on the [SSE](#), [STS](#), and [SSE+](#) main pages in the Symantec University for Partners section of PartnerNet.

2. How can I find the training to prepare for each accreditation assessment?

Each assessment has a training path for recommended preparation. Training paths for each product can be found on the [Training landing page](#) in PartnerNet.

3. What products have accreditation associated to them?

You can find the most up to date information on product accreditation on PartnerNet.

4. How does a partner company receive Partner Program credit for accreditations?

For a partner organization to receive credit, candidates must associate themselves with their company in CertTracker. The data from CertTracker is automatically imported into PartnerNet. If someone changes their place of employment they need to update their record in CertTracker for their new company to receive Partner Program recognition.

5. What is CertTracker?

It is an online assessment tracking tool available through www.symantec.com/certracker. Assessment scores normally post to CertTracker within 2-3 business days. Once your first assessment score posts to CertTracker, a CertTracker account will automatically be created and you will receive an account activation notice via email.

6. Where is information about Symantec Partner Program requirements and benefits available?

Information regarding Partner Program benefits and requirements is available from <http://www.symantec.com/partners> or by logging into [PartnerNet](#).

7. Where is more information about training available?

More information regarding partner accreditation is available in the Training section of PartnerNet at <https://partnernet.symantec.com/Partnercontent/Training/Home.jsp>

8. I have existing partner certifications – how do these fit into the program?

As we continue to enhance and develop our customer training programs, we have recently announced updates to some of our legacy Certification programs which will help us provide access to the highest quality training and certification for our end users. These new certifications will not count towards the partner program.

Partners who hold expiring Availability and Security certifications have been notified by email. Those individuals are encouraged to complete STS accreditation to validate their technical knowledge. While partners may choose to complete end user certification, there is no Symantec Partner Program benefit in doing so.

9. What is required to achieve SSE, STS, or SSE+ accreditation?

Candidates must pass the assessment and accept an online agreement to achieve an SSE, STS, or SSE+ accreditation.

10. How can I find more information about accreditation?

Additional information about Symantec Certification is available at <http://www.symantec.com/business/training/certification/index.jsp> . Partner Program representatives in each region can provide further assistance. Email details for each country are available from the PartnerNet login page at <https://partnernet.symantec.com>

Accreditation vs. Certification Overview

Accreditation is different from the Symantec Certification program.

Symantec Certification is created specifically for end users who administer and manage Symantec technologies and is an industry benchmark for skills and knowledge of Symantec products and solutions.

While partners may choose to complete end user certification, *there is no Symantec Partner Program benefit for them in doing so*. To achieve benefits and program levels, partners are required to participate in the Symantec Technical Specialist and Sales Expert accreditation programs, which are available exclusively to Symantec partners and employees.

To learn more about the difference between Partner Accreditation versus End User Certification, review the following comparison table between STS Accreditation and Certification. The SSE and SSE+ accreditations are similar to the STS accreditation except that they are delivered online, at no charge.

Accreditation and Certification Comparison Table

	Accreditation (STS)	Certification
Target audience	Partners and Employees Accreditation programs are not available to customers	End Users Partners may choose to participate if they have a specific interest
Symantec Partner Program contribution	Contributes to meeting company SPP requirements May also contribute to eligibility for rebate programs	No contribution
Focus area	Point product. Designed to validate the knowledge of technical professionals who sell and implement Symantec products	Designed to ensure that individuals have the knowledge and skills to install, configure, administer, maintain, and troubleshoot Symantec applications
Exam preparation	No cost online training, instructor-led training, hands-on experience, Partner enablement toolkits, webcasts. Refer to PartnerNet for more info.	Instructor-led training, web-based training, virtual training, product documentation, hands-on experience
Exam Cost	Low nominal fee. Exam cost is incurred at each attempt.	Cost to participate. Exam cost is incurred at each attempt.
Exam delivery method	Exams are computer-based and delivered only at authorized proctored testing centers.	Exams are computer-based and delivered only at authorized testing centers
Exam completion time	Assessments have a time limit of 60 – 90 minutes	Exams have a time limit of 60 – 90 minutes
Attempts allowed	As many times as needed with a minimum of three days between attempts	As many times as needed with a minimum of three days between attempts
Qualification validity	Two years	Until a newer version of the product and a new exam are released
Certificate / logo	Electronic certificate / Logo for use on individual's business cards	Electronic certificate / Logo for use on individual's business cards
Notification of expiry of participant qualification	Automated system generated email notification to address in CertTracker (www.symantec.com/certracker)	Automated system generated email notification to address in CertTracker (www.symantec.com/certracker)
Where can candidates view their records?	Participant history is available online in CertTracker (www.symantec.com/certracker)	Participant history is available online in CertTracker (www.symantec.com/certracker)
More information	Available from the Training area of PartnerNet at https://partnernet.symantec.com/Partnercontent/Training/Home.jsp or email Accreditation@Symantec.com	Available from the Training area of www.symantec.com at http://www.symantec.com/business/training/certification/index.jsp or email Customer_Certifications@Symantec.com

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