



EVOLUTION OF THE POLYCOM CERTIFIED VIDEOCONFERENCING ENGINEER (PCVE) CERTIFICATION – FAQ

Poly Infrastructure Professional Certification Launch

What change is being announced?

In April 2020 Poly's program for technical training and certification will be evolving and expanding with the launch of two new certifications, **Poly Infrastructure Specialist** and **Poly Infrastructure Professional**.

The **Poly Infrastructure Specialist (INFRA-SPC)** program will provide VNOC operators, support staff, technicians and systems engineers with an entry level training and certification program to allow them to become familiar with the function, features and operation of Poly Infrastructure products.

The **Poly Infrastructure Professional (INFRA-PRO)** program provides a more advanced training and certification program for support staff, technicians and systems engineers who are responsible for the installation and support of small-to-medium Poly infrastructure deployments.

The **INFRA-PRO** certification represents the evolution of the **Polycom Certified Videoconferencing Engineer (PCVE)** program.

Why is the program changing?

Polycom and Plantronics have come together to form one company, Poly, the global communications company that powers authentic human connection and collaboration.

To help our customers and partners to acquire and demonstrate technical competency on Poly solutions, Poly University is restructuring the certification program to provide a more flexible, modular approach to learning.

FREQUENTLY ASKED QUESTIONS (FAQ)

What is happening to the PCVE certification?

The **Poly Infrastructure Professional** certification is the evolution of the Polycom Certified Videoconferencing Engineer (PCVE) program.

In April 2020 Poly will be launching new exams to allow learners to achieve certification under the **Poly Infrastructure Specialist** and **Poly Infrastructure Professional** programs, which will supersede the PCVE program.

As from 29th May 2020, the PCVE exam and certification will no longer be offered.

What will happen to my PCVE certification?

When the PCVE exam is discontinued in May 2020, anyone who holds a valid PCVE certification will automatically be granted **Poly Infrastructure Professional** certification, with an expiry date equal to that of their PCVE certification.

Any existing PCVE certifications will continue to be valid until their natural expiry date. The PCVE certification is valid for two years from the date of acquisition.

PCVE holders will be entitled to use both the PCVE title and the **Poly Infrastructure Professional** title until the date of their PCVE expiry.

What are the exam requirements of the new certifications?

The **Poly Infrastructure Specialist** and the **Poly Infrastructure Professional** certifications each have multiple components.

The exam requirements for each are as follows:

<u>Certification</u>	<u>Requirements</u>
Poly Infrastructure Specialist (INFRA-SPC)	Poly Infrastructure Fundamentals Exam (INFFND-EX) UC Theory Fundamentals Exam (UCTFND-EX)
Poly Infrastructure Professional (INFRA-PRO)	<i>Poly Infrastructure Specialist (INFRA-SPC)*</i> Poly Infrastructure Intermediate Exam (INFINT1-EX) UC Theory Intermediate Exam (UCTINT-EX)

** Poly Infrastructure Specialist (INFRA-SPC) certification is a mandatory prerequisite for entry into the Poly Infrastructure Professional (INFRA-PRO) program*

FREQUENTLY ASKED QUESTIONS (FAQ)

How long is the Poly Infrastructure Professional certification valid for?

The **Poly Infrastructure Professional** certification is valid for two years from the date of acquisition.

For anybody who is being automatically granted **Poly Infrastructure Professional** status because they hold a valid PCVE, the date of acquisition will be set to be equal to the date of acquisition of the PCVE certification.

The **Poly Infrastructure Professional** certification will expire on the same date as the PCVE certification.

PCVE was just one exam, why does Poly Infrastructure Professional have so many components?

The PCVE exam was a single exam but was split into two main topic areas; part of the exam was on Polycom Infrastructure solutions, and part of the exam covered general UC Theory.

The Poly Expert Program framework is designed to be more modular, to allow learners to focus their learning on one topic at a time, and to allow multiple components of learning to be combined in different ways to suit the individual's requirements.

After certifying at **Poly Infrastructure Specialist level (INFRA-SPC)**, the learner is then required to take two exams to achieve **Poly Infrastructure Professional** certification (**INFRA-PRO**):

UC Theory Intermediate
Exam
UCTINT-EX

Poly Infrastructure Intermediate
Exam
INFINT1-EX

This represents the same split of topics as with the PCVE exam but allows for an expanded version of the UC Theory learning and assessment.

By defining UC Theory as a discrete topic, this allows the learning to be applied across multiple product disciplines and certifications.

The UCTINT-EX exam is a component of all Poly Professional level certifications, and once the exam is successfully completed, that learning can count towards multiple certification paths at that same level, without the need for the learner to retake the content.

For example, if a learner passes the UC Theory Intermediate Exam (UCTINT-EX) then that would count towards the **Poly Voice Professional** certification, AND the **Poly Video Professional** certification, AND also the **Poly Infrastructure Professional** certification. There is no need to repeat the learning across multiple Professional level certifications.

FREQUENTLY ASKED QUESTIONS (FAQ)

My PCVE certification is due for renewal a few months after the May 2020 cutoff date – what will happen to my certification?

Any existing PCVE certifications will be converted to **Poly Infrastructure Professional** certification, however that certification will expire on the expiry date of the PCVE certification, at which point it will be necessary to recertify.

How do I renew my Poly Infrastructure Professional certification after May 2020?

Any person holding a current valid PCVE certification or **Poly Infrastructure Professional** certification after 29th May 2020 can recertify to **Poly Infrastructure Professional (INFRA-PRO)** by taking one exam:

- **Poly Infrastructure Intermediate Exam (INFINT1-EX)**

Any person who has previously held either a PCVE certification or **Poly Infrastructure Professional** certification, but that certification has expired, is considered to be a new entrant into the program and would therefore be required to complete all of the requirements of the **Poly Infrastructure Professional** certification:

<u>Certification</u>	<u>Requirements</u>
Poly Infrastructure Professional (INFRA-PRO)	<i>Poly Infrastructure Specialist (INFRA-SPC)*</i> Poly Infrastructure Intermediate Exam (INFINT1-EX) UC Theory Intermediate Exam (UCTINT-EX)

** Poly Infrastructure Specialist (INFRA-SPC) certification is a mandatory prerequisite for entry into the Poly Infrastructure Professional (INFRA-PRO) program*

I have recently renewed my PCVE certification – will I have to take more exams when the new program launches?

Anyone who holds a valid PCVE certification on the May 2020 cutoff date will be automatically granted **Poly Infrastructure Professional** certification with an expiry date equal to that of their PCVE certification.

It will **not** be necessary to take additional exams to convert a valid PCVE certification to a **Poly Infrastructure Professional** certification.

When the PCVE certification expires two years after date of acquisition, the **Poly Infrastructure Professional** certification will also expire, and it will be necessary to take new exams to meet the recertification requirements of the **Poly Infrastructure Professional** certification.

For individuals who are employed by one of Poly's partner companies, it may be a requirement for that individual to follow additional learning or certification plans as part of Poly's Partner Program requirements.

FREQUENTLY ASKED QUESTIONS (FAQ)

My PCVE certification is due for renewal before the May 2020 cutoff date – should I wait for the new exam launch in April?

Test takers should be aware that the **Poly Infrastructure Professional** certification is more modular in its composition than the PCVE.

Whereas PCVE is just a single exam, the **Poly Infrastructure Professional** certification consists of two separate exam requirements, *Poly Infrastructure Intermediate Exam (INFINT1-EX)* and *UC Theory Intermediate Exam (UCTINT-EX)*.

In addition, the **Poly Infrastructure Professional** certification has a mandatory requirement that test takers should either hold a valid PCVE certification, or should complete the **Poly Infrastructure Specialist** certification BEFORE attempting the **Poly Infrastructure Professional** certification.

It is therefore recommended that individuals with PCVE certification which is close to expiry should recertify under the current single PCVE exam rather than wait to complete 4 exams under the new program.

What training is required for the **Poly Infrastructure Professional** certification?

The **Poly Infrastructure Professional** certification is attained by successfully passing a series of exams.

It is not a requirement of the program that an individual attend any training courses operated by the Poly University; however, each exam has one or more recommended training courses to help learners to understand the topics and to prepare for the exam.

Poly University courses are specifically tailored to the objectives of the Poly Expert Program certification exams and are an excellent way to learn the Poly solutions technologies and to prepare to pass the relevant certification exam.

<u>Exam</u>	<u>Recommended Course</u>
UC Theory Intermediate Exam (UCTINT-EX)	UC Theory Intermediate (UCTINT)
Poly Infrastructure Intermediate Exam (INFINT1-EX)	Poly Infrastructure Intermediate (INFINT1 / PCICT201)

How do I access the training associated with the Poly Expert Program certifications?

Poly University offers a full portfolio of training courses and learning opportunities for individuals working towards certification under the Poly Expert Program.

Training delivery formats include online e-learning courses, self-paced lab environments and instructor-led training sessions.

More information about available courses and exams can be found on the Poly University website or by emailing PolyUniversity@poly.com.

FREQUENTLY ASKED QUESTIONS (FAQ)

Where do I go to take the exams?

The **Poly Infrastructure Specialist** and the **Poly Infrastructure Professional** certifications are part of the new Poly Expert Program launching in 2020.

Poly Expert Program exams are administered by a third party, Questionmark Computing Limited, via an online proctoring solution.

There is no need to travel to a testing facility. Students will complete the exam online with a proctor watching over video.

More information about how to sign up for an exam is available on the Poly University website and in our FAQ, "**Taking Exams Online with Poly University**".

Is there a cost to taking the exams?

Each exam of the Poly Expert Program has an associated cost, and program components and costs are subject to change over time.

Please visit the Poly University for the most up-to-date information regarding certification requirements and associated costs.

Where can I find more information about the Poly Expert Program?

More information regarding the new Poly Expert Program can be found in our FAQ document, "**The Poly Expert Program FAQ**" and by contacting the Poly University team at PolyUniversity@poly.com.

Where can I find more information about the PCVE?

More information about the PCVE program and how to register for the PCVE exam can be found on the PCVE website at:

www.polycom.com/products-services/polycom-university/pcve.html

