



Frequently Asked Questions

CompTIA Authorized Delivery Partner Program	
Question	Answers
CompTIA Authorized Partnership Questions	
What is difference between the earlier CLA program and new CompTIA Authorized Partner Program?	<ul style="list-style-type: none"> The main benefit CLA was a listing on the CompTIA website under the training partner search tool. The new program is designed to accelerate revenue growth by providing significant financial incentives coupled with substantial sales and marketing resources to increase partner velocity, volume and financial performance. Please refer to the program guide for more detailed information.
Do associate members have to become a CompTIA Authorized partner?	<ul style="list-style-type: none"> They can stay an associate member until their membership expires. At expiration, they will need to renew as a CompTIA Authorized Partner.
Will current member IDs be the same?	<ul style="list-style-type: none"> Yes.
Is the Authorized Partner Program a global program?	<ul style="list-style-type: none"> Yes.
How do partners get more information on the Authorized Partner Program?	<ul style="list-style-type: none"> Below is a list of options to help partners learn more about the Authorized Partner Program at http://www.comptia.org/certifications/capp.aspx . <ul style="list-style-type: none"> Description of the program is available on the web site. A 9 minute recorded Webinar may be viewed. 1 page Fact Sheet can be downloaded. Authorized Partner Application can be downloaded. FAQ sheet can be downloaded. An email can be sent to capp@compTIA.org or they may contact their CompTIA account representative. An Application Kit may be requested, once the partner is ready to transition to the Authorized Partner Program. The kit includes: <ul style="list-style-type: none"> Instruction Letter. Application Form. Program Guide for detailed information. FAQs.
When will the new partner fees begin?	<ul style="list-style-type: none"> Members will be transitioned into the new program as your existing membership expires with fee payment due at application.
Will E2C qualify for this program?	<ul style="list-style-type: none"> E2C program participants will be transitioned into CompTIA Authorized Partner Program for Academics in 2010. Details to be announced soon.
How do partners identify their account representative?	<ul style="list-style-type: none"> They can call 630-678-8324 or email capp@compTIA.org.



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Voucher Purchase	
How do partners purchase discounted vouchers?	<ul style="list-style-type: none"> All Partners may purchase vouchers through CompTIA Online Store, Vue or Prometric.
How do partners purchase discounted CompTIA Press Bundles?	<ul style="list-style-type: none"> All partners receive the CompTIA member price for CompTIA Press bundles. All partners can purchase the bundles via the CompTIA Online store.
Partner Location Eligibility	
If an organization is part of a franchise, do they receive special pricing?	<ul style="list-style-type: none"> CompTIA may have special corporate agreements, so partners need to email their questions to capp@compTIA.org.
Are all locations covered under one partner application?	<ul style="list-style-type: none"> Yes as long as instructors at all locations are certified and all locations are under one entity.
Marketing Support	
Do all physical training centers under one entity receive plaques?	<ul style="list-style-type: none"> Yes, each physical location will receive a plaque.
When will the partners receive the plaques?	<ul style="list-style-type: none"> Once the application is approved, the plaques will be mailed out to all locations. Plaque will be sent out in Q1 2010.
How do the partners order collateral & posters?	<ul style="list-style-type: none"> In Q1 of 2010, partners will have access to a partner portal and will be able to order collaterals and posters then. In the interim, Authorized Partners should request materials through their account managers or email capp@compTIA.org. Authorized Gold and Platinum partners should contact their business development managers.
Marketing Development Funds	
What are the minimum qualifications?	<ul style="list-style-type: none"> Authorized Gold and Platinum Partners are eligible for Marketing Development Funds. Annual growth of at least 7.5% in CompTIA Voucher volume is required. Refer to the Program Guide for more information.
When are funds available for investment?	<ul style="list-style-type: none"> Marketing Development Funds (MDF) is accumulated quarterly from the partnership start date.
What can partners use their accumulated funds on?	<ul style="list-style-type: none"> For a list of approved marketing promotion programs – see the Program Guide.



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Content Questions	
<p>What is Authorized, Recommended and Official, content?</p>	<ul style="list-style-type: none"> • See the Program Guide for a description of the types of content.
<p>Where do I find CompTIA Approved Quality Content (QAQC Material)?</p>	<ul style="list-style-type: none"> • Currently all CAQC Materials are listed in: http://www.comptia.org/certifications/testprep/trainingmaterials.aspx • Following are the “official” content currently available: <ul style="list-style-type: none"> ○ CompTIA Press: https://store.comptia.org/default.aspx ○ Skillpack: http://www.axzopress.com/Search.aspx?SearchTerm=skillpack
Metrics that Matter (MTM)	
<p>If partners already use MTM, do they have to use a different log in for the CompTIA MTM program?</p>	<ul style="list-style-type: none"> • They use the same log in as they do now. • When they choose a CompTIA course they will have to select from a pre-defined list of courses.
<p>What are the required MTM scores to be approved as partners?</p>	<ul style="list-style-type: none"> • In the first year, we will not enforce a minimum score, but use the scores for Instructor and partner award programs. • If some scores are consistently low, CompTIA Business Development Managers will contact the partner to discuss how to improve.
Instructor Questions	
<p>Does the entire instructor staff who teaches CompTIA courses have to be certified?</p>	<ul style="list-style-type: none"> • Yes, every instructor in all locations will have to be certified.
<p>What if the Instructors are not certified?</p>	<ul style="list-style-type: none"> • Application will not be approved until the instructors are certified.
<p>Do Instructors have to be certified in the newest version of the certification?</p>	<ul style="list-style-type: none"> • Instructors have to be certified in the version they teach.