

## Frequently Asked Questions

**This FAQ document addresses questions about the transition of Teradata Certification exam delivery from Prometric to Pearson VUE.**

### **Why has TCPP changed exam delivery providers from Prometric to Pearson VUE?**

After a thorough RFP process, TCPP has decided to begin a new partnership with Pearson VUE for Teradata exam delivery services. The partnership with Pearson VUE will bring many benefits to our Teradata Certification candidates including an expanded, global testing channel, robust technology, enhanced security protocols, and best in class customer services.

### **Who is Pearson VUE?**

Pearson VUE ([pearsonvue.com](http://pearsonvue.com)) provides computer-based testing for IT, academic, government and professional testing programs around the world. Pearson VUE provides a full suite of services from test development to data management, and delivers exams through the world's most comprehensive and secure network of test centers in 180 countries. Pearson VUE is part of Pearson, the world's largest learning company with more than 40,000 employees working across the globe.

### **When is TCPP changing test delivery providers to Pearson VUE?**

Effective February 1, 2016, Teradata Certification exams will be delivered with Pearson VUE through their worldwide network of more than 4,600 testing centers. Teradata certification exams will no longer be available through Prometric testing centers at that time.

### **When will the transition from Prometric to Pearson VUE happen?**

Here is a list of important dates that you need to be aware of as it relates to this transition.

<u>Key Dates</u>	<u>Actions</u>
1/26/2016	First day to register for an exam with Pearson VUE ( <i>first available testing date will be 2/1/16*</i> )
1/31/2016	Last day to schedule or test at a Prometric Test Center
2/1/2016	First day to test on Teradata Certification exams at Pearson VUE

*\*Publishing of the Japanese version of exams will be slightly delayed at Pearson VUE. Information will be made available as soon as the dates are finalized*

### **How does this change affect me?**

This change will affect all TCPP candidates.

1. After February 1, 2016, all TCPP candidates will register and test with Pearson VUE.
2. All new and existing Teradata Certification candidates will need to create an account with Pearson VUE. Prior to January 26, 2016, TCPP will provide additional and very specific information on how to create your account with Pearson VUE.
3. If you have Prometric exam vouchers and those vouchers have not expired, Pearson VUE will accept them for payment. Questions on exam vouchers can be sent to [certification.teradata@teradata.com](mailto:certification.teradata@teradata.com).

### **What if I currently have a Teradata Certification exam scheduled with Prometric?**

If you have a test scheduled at Prometric, on or before January 31, 2016, no action is required. **Please Note:** Prometric's cancellation policy, as described on your Prometric confirmation email is still in force. You must adhere to the Prometric cancellation policy or you will lose your entire exam fee.

## **My Prometric Account and Teradata Exam History**

### **What will happen to my records and testing history from Prometric?**

All records and testing history are the property of the Teradata Certified Professional Program (TCPP), and will remain with TCPP in the [Teradata Certification Tracking System](#). Likewise, all new records created through Pearson VUE will be provided to TCPP for processing and storage. During and after this transition, you will have access to all of your testing records through the Teradata Certification Tracking System.

### **I have already taken and passed one of the exams required to earn a Teradata Certification at a Prometric Test Center. Can I take the additional required exams at Pearson VUE and still earn my Teradata Certification?**

Yes. Register for your next exam at Pearson VUE. All previous and future exam results are stored within the Teradata Certification Tracking System. Therefore, all of your exam history from Prometric and your future exams with Pearson VUE will come together in the same Tracking System and will not affect your Certification history or progress towards a future Certification. However, you will need to create an account with Pearson VUE. Prior to January 26, 2016, TCPP will provide additional and very specific information on how to create your account with Pearson VUE.

### **Will I be able to view my prior exam and certification history in my Pearson VUE record?**

No, your prior exam and certification history can only be viewed within the Teradata Certification Tracking System. As you begin testing with Pearson VUE your test history will then be available to view within your Pearson VUE record.

### **If I did not pass my exam at Prometric before the transition date, will I still need to follow the retake policy Pearson VUE?**

Yes. The retake policy does not change regardless of where you take the exam. If you failed an exam at Prometric, you will need to review and follow the specific exam [retake policies](#) before retaking the exam at Pearson VUE.

## Registering for a Teradata Certification Exam

### **Do I need to create an account at Pearson VUE?**

Yes. When you are ready to test you can create an account at [pearsonvue.com/teradata](http://pearsonvue.com/teradata). Prior to January 26, 2016, TCPP will provide additional and very specific information about creating a new account at Pearson VUE.

### **Will I be required to obtain a new ID at Pearson VUE?**

Your Pearson VUE ID will be the same as your Teradata (TDC) Testing ID, which can be obtained through the [Teradata Certification Tracking System](#). Prior to January 26, 2016, TCPP will provide additional and very specific information regarding your ID.

### **How do I register for an exam?**

Appointments may be made in advance or on the day you wish to test, subject to availability. Pearson VUE offers a variety of scheduling options: online, by telephone, and directly through the test center.

### **How do I pay for my exam?**

Exams can be paid for using a credit card or voucher. All exams will be charged in U.S. Dollars (USD) with the exception of exams in Japan which will be collected in Yen.

## Exam Vouchers

### **Will I be able to use a Prometric exam voucher that has not yet expired?**

You may use your exam voucher at Prometric on or before January 31, 2016. After that time, you will be able to schedule an exam at Pearson VUE using an unexpired Prometric voucher.

**Teradata Employees:** You may still use the voucher you downloaded through the automated distribution system accessed through the [TCPP Connections Group](#). However, there has been a change to the discount structure. You can find information on this change on the [Registration and Payment](#) tab of the TCPP Connections Group. Questions can be emailed to [ExamVoucher.TD@Teradata.com](mailto:ExamVoucher.TD@Teradata.com).

**Do I have to buy a voucher to schedule/purchase a Teradata exam with Pearson VUE?**

No, a credit card may be used for exam payment.

Teradata employees should review the *Registration and Payment* page within [Connections](#).

## **Test Day at a Pearson VUE Test Center**

**Where do I take a Teradata Certification exam?**

Effective February 1, 2016, all Teradata Certification exams will be available at Pearson VUE test centers, globally. On the same date, Teradata exams will no longer be available at any Prometric testing centers.

**Where are Pearson VUE Authorized Test Centers located?**

Pearson VUE currently has more than 5,000 test centers in more than 180 countries; including several hundred company-owned and operated Pearson Professional Centers. You can find a Pearson VUE Authorized Test Center near you by visiting the Pearson VUE website, selecting the Teradata program and then use the 'Find a test center' locator ([www.pearsonvue.com/Teradata](http://www.pearsonvue.com/Teradata)).

**What can I expect on test day at a Pearson VUE testing center?**

A video from Pearson Vue about what to expect on test day can be found here, <http://home.pearsonvue.com/test-taker/security.aspx>. Please note, not all procedures in the video may apply to the Teradata program.

**What changes have been made to the admission (testing center check-in) process at Pearson VUE?**

Additional security protocols are in place at Pearson VUE testing centers. In addition to the current identification and admission requirements, candidates taking a proctored exam at a Pearson VUE testing center will now be photographed and asked to provide a digital signature. The photograph and signature will become a permanent part of each candidate's Teradata certification record. Photographs taken during the check-in process will be printed on the Notice of Exam Completion and all candidate data will be securely stored and protected with the Pearson VUE and Teradata Certification Tracking System. These requirements may be modified according to local laws.

**Why does Pearson VUE capture digital photographs and my signature?**

Digital photographs and signature capture are used to further secure your testing information and Certification credentials. This security protocol may be used to assure employers that the person presenting the certification credential is the same individual who took the exam. Likewise, candidates are given peace of mind knowing that their credentials are protected. Further, this initiative will help to ensure that Teradata IT certifications maintain their integrity and value within the marketplace.

**Will the exam content be different at a Pearson VUE testing center?**

No, the exam content and scoring criteria will remain the same as it was for all exams published in the Prometric network. For

the most part, the exams' formatting will remain the same. In some circumstances, there may be a slight change to the exam formatting.

**Will the exam "look and feel" remain the same at Pearson VUE testing centers?**

Users may notice some minor changes in appearance in the Pearson VUE exam software; however we do not anticipate any impact to the user experience. If you wish to view a tutorial of the Pearson VUE testing software prior to your exam, [click here](#). You must first install the driver software. This will provide you with an understanding of the basic navigation and other available features. Please note, not all features in the tutorial will be included in all Teradata exams.

**I have a question that is not answered in this document, who do I contact?**

Email any additional questions to [certification.teradata@teradata.com](mailto:certification.teradata@teradata.com).