

# Training Certificate Guide

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## 1. Purpose

ZKTeco Certification Program is launched for ZK dealer who is longing to improve their skills and expertise in Time & Attendance and Security industry, specifically suitable for technical salesman. It aims at helping individual and company inspect their related professional skills and enrich their technical knowledge of ZK products, so as to strengthen client's confidence in the company and products, enhancing the brand value.

## 2. Conditions of Certificate

The certificate is only for dealer of ZKTeco.

Certificate application is arranged on a quarterly basis – January to March as the first quarter, April to June as the second quarter, July to September as the third quarter, while October to December as the fourth quarter. If a trainee fails to pass the examination, he/she needs to join the training courses in the next quarter again, and pass the examination to receive the certificate.

### 2.1 Conditions of Personal Certificate

S/N	Assessment Criteria	Description
1	Online Training Course Participation	It is required to attend at least five online training courses
2	Training in Headquarters/Branch	The trainee has not attended the online training course, but attended training courses held at ZK headquarters or branch instead (the brand office would help the trainee to apply for the certificate if he/she has finished required training at the branch office)
3	Exam Score	All trainees should take the examination for that quarter of courses. The exam score should not be lower than 80 (a total score of 100)

### 2.2 Conditions of Company Certificate

S/N	Assessment Criteria	Description
1	Online Training Course	It is required to attend at least five online training courses

	Participation	
2	Training in Headquarters/Branch	The trainee has not attended the online training course, but attended training courses held at ZK headquarters or branch instead (the brand office would help the trainee to apply for the certificate if he/she has finished required training at the branch office)
3	Number of Technicians and Maintenance Staff	This company should have at least 5 technician and maintenance staff in total (Corresponding branch can apply for exemption according to the actual situation of the company)
4	Number of Participants	At least 3 technicians and maintenance staff in the company need to attend the training course. (If they meet the conditions of personal certificate at the same time, they will also receive a personal certificate) (Corresponding branch can apply for exemption according to the actual situation of the company)
5	Cooperation Time	The company must have cooperative relationship with ZK for at least 2 years. (Corresponding branch can apply for exemption according to the actual situation of the company)
6	Communication with the Branch	The company should have a good cooperation with ZK local branch, and take the initiative to apply for training in the branch.
7	Exam Score	All trainees should take the examination for that quarter of courses. The exam score should not be lower than 80 (a total score of 100)

### 3. How to Get a Training

- a) Check ZKTeco online training email on time and register a webinar training course. Online training information is also available on ZK website.
- b) Take a training course in ZKTeco headquarters located in Shenzhen, China.
- c) Apply for training course provided by the local ZKTeco branch office.

### 4. How to Take the Exam

- a) ZK training team will send the exam paper to trainees via email.
- b) If a trainee takes the training in ZK headquarters or local branch office, the trainer will decide if he/she needs an exam.

## **5. Certificate Types**

- A. Personal Certificate -- Certificate of training
- B. Company Certificate -- Dealer Training Certificate
- C. Training certificate for trainee attended a training course -- Training Certificate

## **6. Validity of Certificate**

The certificate is valid within 2 years since the issue day.

## **7. Issuance of Certificate**

- a) Personal/Company Certificate:  
ZK local branch will send the certificate to the trainee. If there is no local ZK branch in trainee's region, we will send the certificate to the trainee along with the product order.
- b) Training certificate will be sent via email.

## **8. Appendix:**

### **8.1 Type of Training Course**

**ZKTeco provides three types of training programs:**

- A. Product technical training program ;
- B. General product and sales training program ;
- C. After-sales service and common problem solving training

### **8.2 Content of Certificate**

- Personal Certificate:

# Certificate of Training

*This is to certify that*

CANDIDATE NAME of Company Name

*has successfully completed ZKTeco training courses and the related certification exam*

*on DATE*

Thereby having the knowledge required to support & troubleshoot ZKTeco related product range

Validity: 24 months from the date of training

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- Company Certificate:

# Dealer Training Certificate

*This is to certify that*

Company Name

*has successfully completed ZKTeco training courses and the related certification exam*

*on DATE*

Thereby having the knowledge required to support & troubleshoot ZKTeco product range

Validity: 24 months from the date of training

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➤ Training Certificate:

# Training Certificate

*This is to certify that*

CANDIDATE NAME of Company Name

*has successfully completed the training course:*

Course Name

Thereby having the knowledge required to support & troubleshoot ZKTeco related product range

Course Date: \_\_\_\_\_

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