

Partner Certification Program

WorkForce Software® is committed to equipping our partners with the training needed to successfully deploy our comprehensive, cloud-based workforce management solutions. No matter what role you have in serving clients—from gathering project requirements to configuring the solution—our Partner Certification Program will provide in-depth training to help you contribute significant, measurable value to your client projects.

Centred on proven educational tools and rigorous testing, the program includes two distinct levels of certification designed to provide a rich combination of interactive courses and direct experience:

- Level 1: WorkForce Software Certified Associate
- Level 2: WorkForce Software Certified Professional.

Choose Your Track: Functional vs. Technical

Functional Attendee Profile	Technical Attendee Profile
Functional Consultant Solution Consultant Project Manager Testing Specialist Training Specialist	Configuration Specialist Solution Architect Technical Consultant Interface Engineer Data Collection Terminal Specialist

Participants can select functional training or technical training tracks. Your current role and how you interact with clients will determine which track is most appropriate for you. The technical track includes functional training and is required for anyone who will be performing technical configurations of WorkForce Software products.

Choose Your Designation: 'TA' or 'TA, AS'

All participants in the Partner Certification Program will be trained in our Time and Attendance solution and earn the 'TA' designation. This includes basic leave management and scheduling rostering functionality inherent to time and attendance processes. Participants who also want to be trained in our Advanced Scheduler application should choose options marked with the 'TA, AS' designation. Advanced Scheduler helps employers optimise workforce scheduling providing rostering for the right team at the right time, every time.

Level 1: Certified Associate

Certification and Designation Options	Classroom Training	eLearning Courses	Online Assessment
✓ Certified Functional Associate TA	40 Hours	10 Hours	TA
✓ Certified Functional Associate TA, AS		Additional 5 Hours	TA, AS
★ Certified Technical Associate TA	80 Hours	25 Hours	TA
★ Certified Technical Associate TA, AS		Additional 6 Hours	TA, AS

All Associate-level certification options include a combination of instructor-led training classes, self-paced eLearning training via the WorkForce Software Learning Management System (LMS), and a final assessment to demonstrate knowledge of the software applications and processes learned.

In addition to the instructor-led and eLearning training, participants will receive access to the sandbox instance utilised in their training classes, along with access to the WorkForce Software Training Forum for training-related support and materials, and to collaborate with other partners who have completed the training.

Level 2: Certified Professional

Certification and Designation Options	Hands-on Training & Project Work	Online Assessment
✓ Certified Functional Professional TA	3 Time & Attendance Projects	Functional Assessment TA
✓ Certified Functional Professional AS	3 Advanced Scheduler Projects	Functional Assessment AS
★ Certified Technical Professional TA	13 week Centre of Excellence Internship Program	Technical Assessment TA
★ Certified Technical Professional AS	3 Advanced Scheduler Projects	Technical Assessment AS

Professional certification includes a combination of project work mentored by members of the WorkForce Software Centre of Excellence Team, additional shadowing and training on specialised functional and technical topics, and a final assessment to demonstrate knowledge of the software applications and processes learned.

Because our classes are designed to build cumulative knowledge, only those participants who have successfully completed the Certified Associate training—and passed the Associate-level assessment—are eligible for participation in the Professional-level program.



How to Enroll Ready to get started?

Contact your WorkForce Software Global Alliances Manager or email training@workforcesoftware.com to enroll. For more information about the Partner Certification Program visit: workforcesoftware.com/partner-program.