

Requirements for Becoming a Accredited Compaq Technician (ACT)

**Compaq Computer Corporation
Compaq Services
North America Division**





Requirements for Becoming a Compaq ACT

Introduction

The Accredited Compaq Technician (ACT) Program is a Compaq Services, North America Channel Services, certification program recognizing expertise in Compaq product knowledge, configuration, installation, problem identification and resolution or repair.

Ideal candidates include Compaq-authorized service provider technicians responsible for problem resolution and repair of Compaq solutions. *Due to the privileged nature of the partnership between Compaq ACTs and Compaq, ACTs may not be employed by a competitor of Compaq.*

The ACT Program allows candidates to take advantage of the program's education and benefits, as well as recognizes their progress in the ACT Program. ACT candidates complete training and demonstrate Compaq product knowledge and problem resolution proficiency.

All training requirements must be met, the appropriate tests taken, and all maintenance requirements, as defined by Compaq, must be met. In return for this professional designation, Compaq provides ACTs with an appropriate suite of tools necessary to ensure the optimum problem resolution and support of Compaq products.

Compaq ACT

To receive this certification, the Compaq ACT candidate must demonstrate proficiency in product knowledge, configuration, installation, and repair of Compaq products. This is accomplished by passing the required Compaq exams. The course is listed below with pre-requisites and certification requirements.

Chart 1: Steps to Becoming an ACT

ACT	
Prerequisite	None
Core Requirements	Servicing Compaq Products (Course 200) and/or SCP Test Out
Testing Requirements	Successfully complete a test as prescribed by Compaq
Certification Requirements	Submit an application
Continuing Certification Requirements	SCP is a bi-annual requirement; Complete select computer-based training materials, Yearly ACT renewal application, and Additional maintenance requirements as prescribed by Compaq



Testing

The test required for the Accredited Compaq Technician is offered at Sylvan Prometric. Sylvan offers professional computer-based certification through a network of Authorized Sylvan Testing Centers throughout the US. To receive detailed information on Compaq testing, visit the Compaq Training web site at www.compaq.com/training or call Compaq PaqFax¹ and request the document, "Sylvan Prometric Testing Information."

Preparing for ACT Tests

To assist ACT candidates in passing the tests required by the ACT Program, Compaq provides the following support:

Compaq Training

The recommended method of preparing for the Compaq ACT tests is by attending Compaq training. ACT Training information and schedules are available from our web site at www.compaq.com/training or from Compaq PaqFax.¹ The *Compaq Training Information Catalog* on PaqFax provides a list of all of the available documents and document numbers. To obtain a list of the courses and course schedules, and to find out how to register for a class, you should download the respective document.

Maintaining ACT Accreditation

To ensure that Compaq ACTs have the knowledge and expertise to perform at their best with Compaq products, periodic maintenance training is required by Compaq. The amount of maintenance training required depends solely on Compaq product announcements, and whether Compaq determines that the new product training requires additional product or technical training.

The ACT is expected to complete the requirements within the amount of time specified by Compaq. This time period may vary depending upon the requirement. *Additionally, renewing ACTs are required to submit an ACT Application to Compaq regardless of whether there has been any maintenance training required during the two year period.* Prior to their renewal date, ACTs will be sent a letter reminding them to submit an application. Failure to comply with the maintenance requirements of the ACT Program within the specified period of time will result in de-accreditation of the ACT.

ACT Status

Accreditation for the Compaq ACT Program becomes effective when Compaq has notified a COMPAQ ACT candidate in writing. This accreditation will remain in effect as long as the ACT complies with all ACT maintenance requirements as prescribed by Compaq.

¹To access the Compaq PaqFax System, call 800-345-1518 and select option 1.



Frequently Asked Questions & Answers

Q1. Does the Compaq ACT Program apply to anyone?

A1. The ACT certifications are targeted to technicians and engineers who are involved with the configuration, installation, problem identification and resolution or repair of Compaq products. Ideal candidates include Compaq Service Providers responsible for Compaq products, etc. Due to the privileged nature of the partnership between Compaq ACTs and Compaq, ACTs may not be employed by a competitor of Compaq.

Q2. What is the shortest and longest amount of training time it would take to become a Compaq ACT?

A2. If an ACT candidate could pass all tests without taking the courses, the shortest amount of time would be the estimated length of time to complete the required test. It is **STRONGLY** recommended that ACT candidates take the course in preparation for the test. Statistics show candidates who take the course have a much better chance of passing the test.

The "Servicing Compaq Products" course is currently a three-day course.

Q3. How much does it cost to complete the Compaq requirements for becoming an ACT?

A3. The costs vary depending on whether you choose to complete the Compaq course prior to taking the required Sylvan Prometric exam. The fee for each ACT exam is \$100 to \$150 U.S. regardless of whether or not you take ACT course. If an ACT candidate chooses to complete the instructor-led course, there is also a tuition fee associated with the course. The fee can range from \$300 to \$400 U.S. per day. For a listing of course tuition fees, please visit Compaq's training web site at: www.compaq.com/training

Q4. When and where can I take training to prepare for the tests?

A4. Compaq publishes course descriptions and training schedules on the Internet at www.compaq.com/training and via PaqFax. Call 1-800-345-1518 and select the fax option. Course schedules are published in PaqFax Document 2027.

Q5. Does attendance at Compaq training meet the ACT completion requirements?

A5. No. All ACT candidates must complete a test to demonstrate Compaq product knowledge and configuration, installation, problem identification and resolution or repair proficiency. Compaq does, however, **STRONGLY** recommend that a candidate take the course to prepare for the tests.

Q6. Do the courses have tests within them?



- A6. No. Generally, all testing is done through Sylvan Prometric (formerly Drake). The course is offered to help you gain knowledge that helps you prepare for the test. The course alone DOES NOT meet ACT completion requirements.
- Q7. Does attendance at Compaq training, and successfully completing the test, meet the ACT completion requirements?**
- A7. No. All ACT candidates must also submit an application for ACT certification.
- Q8. If I don't pass the test, do I have to take the course before testing again?**
- A8. No. You may retake the test without having to attend training.
- Q9. If I fail the test and decide to take the course, how much time will I be given to take the course and retake the test?**
- A9. There is no time limit between failing a test and retaking a course. However, please note that Compaq only certifies that the test published at Sylvan will match the course topics for a minimum of four weeks following the class so it is important to take the test within four weeks of taking the course.
- Q10. If I take the course and fail the test, do I pay full tuition to retake the course?**
- A10. Yes. You will also have to pay the testing fee each time you take the test. There is no limit to the number of times you can retake the course and test.
- Q11. Is there any limit to the amount of time between my first test and the time I must finish any re-tests and apply for accreditation?**
- A11. No. As an ACT candidate, you should complete all testing within a six month period. This ensures that your knowledge is current when you apply for accreditation.
- Q12. How long after ACT candidate takes the test are the results recorded at Compaq?**
- A12. It takes five working days for test results to appear at Compaq. Students should not apply for ACT accreditation within five days of completing their tests. In addition, ACT candidates should send a photocopy of their score report with their accreditation application.
- Q13. What happens to an ACT who does not meet the maintenance requirements?**
- A13. An ACT who does not meet the maintenance requirements will first be sent a warning letter. If the requirements are not met within the specified period of time, a deactivation letter will be issued, at which point the ACT is no longer considered in good standing and loses all benefits related to the ACT Program. To regain ACT status, the candidate must meet all necessary requirements and submit a new ACT Application. Please also keep in mind some ACTs are designated by the service location as the individual(s) designated to



meet service authorization requirements. If you are that individual, it will be important for you to maintain the certification.

Q14. How will ACTs find out about ACT Maintenance Requirements?

A14. ACTs will receive a mailing each time ACT Maintenance Requirements are required. Compaq will allow adequate time for ACTs to prepare and complete all Maintenance requirements.

The information in this document is subject to change without notice. Compaq Computer Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance or use of this material. Product names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

©1998 Compaq Computer Corporation
All rights reserved. Printed in the USA
Compaq, Registered US Patent and Trademark Office.