

# Partner Programme FAQs

## ABOUT THE PROGRAMME

**Q: If I have a question about the programme and its structure where do I go and who can I ask?**

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**Q: Where do I find information about the new Partner Programme?**

You can access all partner resources at [www.accessdatapartnerprogramme.com](http://www.accessdatapartnerprogramme.com) or via the AccessData website under 'Partners'.

**Q: How will I know what new status I have been given?**

Your Partner Manager, Artem Kruzhilin will be in contact with you to let you know what status you've achieved.

**Q: If I am not happy with the status I have been given, how can I change it?**

If you are unhappy with the status you've received, you can speak with your Partner Manager, Artem Kruzhilin, and you will have 90 days to achieve the requirements for your desired status.

**Q: If I think I have met the requirements to move up a status, how is this achieved?**

If you believe you have met the requirements to move up a status, please speak to your Partner Manager, Artem Kruzhilin who will work with you to establish your new status.

**Q: As part of the new Partner Programme, will you be auditing my business to make sure I've met the requirements?**

Once you've been allocated your new partner status we will review your business to confirm your evidence is valid and that you meet the requirements of your status. We will notify you 30 days before any review is due to take place.

**Q: What do I do if I want to leave the programme?**

We hope that you will be satisfied with our new Partner Programme. However, we understand that circumstances change, therefore, if you wish to leave the programme please contact your Partner Manager, Artem Kruzhilin.

## ABOUT REQUIREMENTS AND BENEFITS

**Q: What notice will I be given about changes to requirements for my status and how much time will I have to meet the new requirements?**

During the year, we may add new requirements to ensure your success with AccessData. When we add new requirements, you will have 90 days to meet them. If you believe you will have difficulties meeting the timescales, please speak to your Partner Manager, Artem Krushilin.

**Q: If I fail to meet the requirements for my status, how and when could my status be changed?**

As part of the new Partner Programme, we will do as much as we can to support you in meeting the requirements. However, if you are consistently struggling to meet the requirements for your status, we will gladly discuss the options with you.

**Q: If you change the commercial benefits of the programme, how much notice will I be given?**

You will be given 90 days notice of any changes to the Partner Programme.

## ABOUT CERTIFICATION

**Q: If one of my employees leave and this puts me under the 'minimum number of trained employees' requirement for my certification, how much time will I get to resolve this?**

If a trained employee leaves the business, you will get 90 days to train and certify another employee.

**Q: What happens if my employee fails the assessment for their certification?**

The pass rate of all training is 80%. If an employee fails their training, they can retake any training at any time. We will also offer additional sales and engineer training where needed to ensure a pass rate.

**Q: If you add a new product to a certification, how long will I have to become certified in that product?**

You will have 90 days to become certified on any additional products added to our line.