

zenon Certification

at COPA-DATA

FAQ Document
www.copadata.com



zenon
by COPA-DATA

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1. Introduction

Around the world there are many well-trained zenon users who have excellent knowledge of zenon. zenon Certification has been introduced to help identify these experts.

From COPA-DATA's perspective we have prepared different types of zenon Training Courses – in person and/or online – for our software platform zenon (www.copadata.com/training). A listing of all available zenon Training Courses can be found on the [COPA-DATA website](http://www.copadata.com)¹. Following these courses, we offer zenon Certification Tests to all course delegates. Through these tests, we aim to ensure proof of knowledge achieved on an individual level, as well as for entire companies. After an individual has completed the requisite number of courses and zenon Certification Tests with us, zenon Certification is awarded on a personal basis.

There are three levels of zenon Certification: Basic, Advanced and Professional. Each of these levels can be achieved by taking different zenon Training Courses and passing the corresponding zenon Certification Tests (www.copa-data.com/zenon-certification-tests).

A company with certified employees can become a member of the COPA-DATA Partner Community which offers additional benefits to its members (www.copadata.com/partner).

In this document we aim to answer your questions regarding zenon Certification.

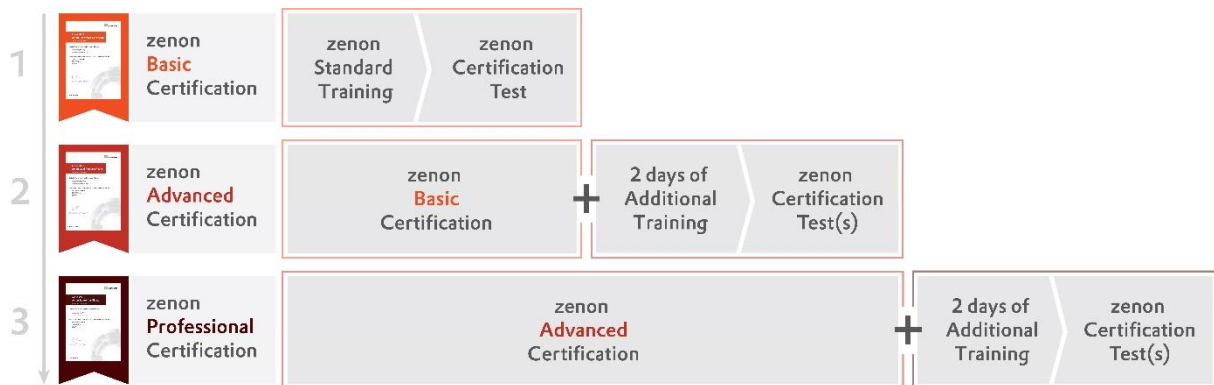
¹ Not all training courses are offered by every local COPA-DATA sales representative. Therefore, local differences may occur.

2. zenon Certification: General Information

2.1. Which zenon Certifications are available?

There are three levels of zenon Certification: Basic, Advanced and Professional. The levels are designed to reflect the zenon knowledge that an individual has acquired.

Here is a quick overview of the three different zenon Certifications:



2.2. Who can receive a zenon Certification?

Any individual working with zenon can receive a zenon Certification. zenon Certifications are given on a personal level, not on a corporate level. An individual can hold only one valid zenon Certificate at a time. If an individual reaches a higher level of zenon Certification, their existing zenon Certification is superseded and replaced by the higher rating.

2.3. How is a zenon Certification obtained?

A zenon Certification is obtained by attending the prerequisite number of zenon Training Courses and passing the associated zenon Certification Tests successfully. All zenon Certifications are approved and issued by COPA-DATA Headquarters.

2.4. What are the costs associated with zenon Certification?

There are no extra costs or fees for taking the zenon Certification Tests or for receiving a zenon Certificate. The cost of attaining certification is limited to the cost of the selected zenon Training Courses on which the zenon Certification is based.

2.5. What is the difference between zenon Certification and a zenon Certificate?

zenon Certification refers to the entire process of certification, whereas the zenon Certificate is the result of that process – it is tangible and is the actual certificate issued to an individual.

2.6. Where can I get information regarding the zenon Certification I already hold?

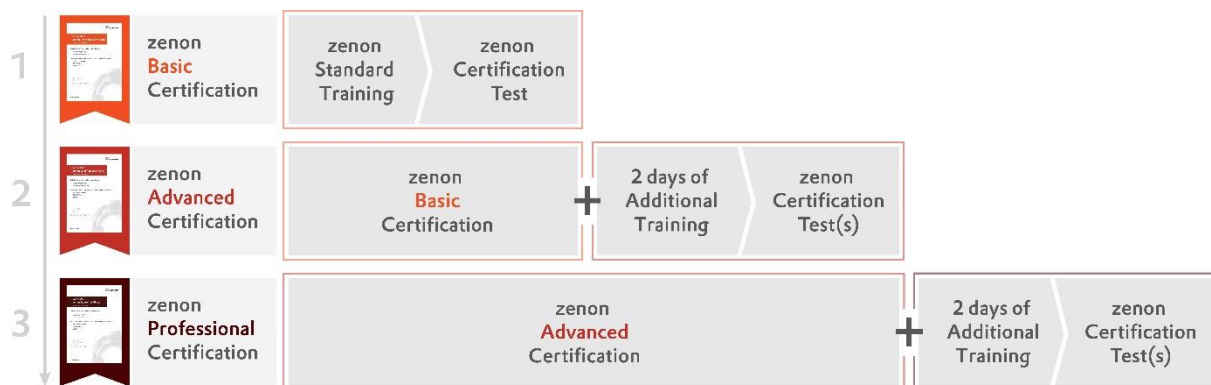
If you like to check your current status of zenon Certification, its validity, expiry date or any of the details pertaining to qualifying training courses or subsequent zenon Certification Tests, please contact your local COPA-DATA sales representative (www.copadata.com/contact). They will be happy to provide you with the required information (see section 9.3 for details).

3. How to attain zenon Certification

There are three levels of zenon Certification. In this section, we will explain how you can reach each of these levels.

3.1. zenon Certification: How can I become zenon Certified?

For an initial overview, take a look at the graphic below:



3.2. How can I obtain the zenon Basic Certification?

To achieve a zenon Basic Certification, you are required to complete the following steps:

1. Attend an official zenon Standard Training Course (see section 4.1 for details of the three applicable courses).
2. After completing the course, take and successfully pass the corresponding zenon Certification Test at www.copa-data.com/zenon-certification-tests
3. Once you have passed the zenon Certification Test for the zenon Standard Training Course you took, you automatically gain your zenon Basic Certification.
4. An email notification will be sent to you from COPA-DATA. It will include your personal zenon Certificate attached as a pdf file.
5. Your personal zenon Basic Certificate is valid for three years. The issue and expiry date of your zenon Certification are noted on your personal zenon Certificate, so keep your zenon Certificate safe.

3.3. How can I obtain the zenon Advanced Certification?

A valid zenon Basic Certification is a prerequisite of a zenon Advanced Certification. However, we recognize that different zenon users will have one of two different starting points when

seeking to achieve zenon Advanced Certification. There is no reason why you shouldn't progress quickly to attain your zenon Advanced Certification should you take the appropriate training courses and take the corresponding tests together.

- a) If you already have a zenon Basic Certification, to upgrade to a zenon Advanced Certification you will need to complete one or two zenon Additional Training Course(s) – equivalent to two days of training – and pass the corresponding zenon Certification Test(s) at www.copa-data.com/zenon-certification-tests.
- b) If you are starting from scratch, to attain your zenon Advanced Certification you will need to attend an official zenon Standard Training Course and successfully pass the corresponding zenon Certification Test PLUS complete two days of zenon Additional Training Course(s) and successfully pass the corresponding zenon Certification Test(s) at www.copa-data.com/zenon-certification-tests.

Once you have successfully passed the appropriate number of zenon Certification Test(s), corresponding with your training, you are automatically awarded zenon Advanced Certification. A notification will be sent to you from COPA-DATA together with your personal zenon Certificate attached as a pdf file. Your personal zenon Advanced Certificate is valid for three years. The issue and expiry date are given on your personal zenon Certificate.

An individual can only hold one valid zenon Certificate at a time. This means that your zenon Advanced Certificate replaces your existing zenon Basic Certificate. As a result, the three-year validity of your zenon Certification is refreshed and begins again on the date of issue of this, the most recently awarded, zenon Certificate.

3.4. How can I obtain the zenon Professional Certification?

The zenon Professional Certification is designed to further build on the knowledge you attained in order to achieve zenon Advanced Certification. However, we recognize that different zenon users will have one of three different starting points when seeking to achieve zenon Professional Certification.

- a) Those seeking to achieve zenon Professional Certification when starting from scratch will need to attend an official zenon Standard Training Course and pass the corresponding zenon Certification Test successfully PLUS complete four days of zenon Additional Training Courses and pass the corresponding zenon Certification Tests successfully.
- b) If you already hold a valid zenon Basic Certification, you will need to attend two to four zenon Additional Training Courses – the equivalent of four (4) training days – and pass the corresponding zenon Certification Tests at www.copa-data.com/zenon-certification-tests.

- c) If you already hold a zenon Advanced Certification, you will need to attend one or two zenon Additional Training Course(s) – the equivalent of two (2) training days – and pass the corresponding zenon Certification Test(s) at www.copa-data.com/zenon-certification-tests.

Please note, in the case of **zenon Online Training Courses**, the number of days is equivalent to the in-person training courses. Pass the corresponding zenon Certification Test(s) afterwards successfully. Find your test at www.copa-data.com/zenon-certification-tests.

Once you have successfully passed the appropriate number of zenon Certification Test(s), corresponding with the training courses you have completed, you are automatically awarded zenon Professional Certification. A notification will be sent to you from COPA-DATA together with your personal zenon Certificate attached as a pdf file. Your personal zenon Professional Certificate is valid for three years. The issue and expiry date are given on your personal zenon Certificate, so keep it safe.

An individual can only hold one valid zenon Certificate at a time. This means that your zenon Professional Certificate replaces your existing zenon Advanced Certificate. As a result, the three-year validity of your zenon Certification is refreshed and begins again on the date of issue of this, the most recently awarded, zenon Certificate.

3.5. Can zenon Online Training Courses count towards zenon Certification?

Yes. COPA-DATA offers some zenon Training Courses as online learning as well as classroom-based learning. Where an online course corresponds with a zenon Standard Training Course or a zenon Additional Training Course – and has an associated zenon Certification Test – it can count towards a zenon Certification. Please note, in the case of zenon Online Training Courses, the number of days is equivalent to the in-person training courses.

For the course to count towards your zenon Certification, you will need to pass the corresponding zenon Certification Test afterwards successfully. Find your test at www.copa-data.com/zenon-certification-tests.

3.6. Can I hold more than one zenon Certification at a time?

An individual can hold only one valid zenon Certification at a time. Once you reach a higher level of zenon Certification, your existing certificate is no longer valid because it has been superseded and replaced with the new (higher) zenon Certification.

4. zenon Training Courses: General

Since zenon Certification is based on zenon Training Courses, let's review which training courses qualify towards a zenon Certification. In this chapter, we will answer the most common questions with respect to [zenon Training Courses](#).

4.1. Which zenon Training Courses have associated zenon Certification Tests?

All off-the-shelf zenon Training Courses are shown in the image below².



There are three zenon Standard Training Courses: zenon Basic Training, zenon Operator Training, and zenon Supervisor Training. Take one of these courses and successfully pass the corresponding zenon Certification Test and you will achieve the entry level of zenon Certification: the zenon Basic Certification.

² Not all training courses are offered by every local COPA-DATA sales representative. Therefore, local differences may occur.

There are twelve (12) zenon Additional Training Courses. They range from one (1) to two (2) day courses. All twelve can count towards your enhanced certification process. Take the equivalent of two days of training (either one two-day course or two one-day courses) and pass the corresponding zenon Certification Test(s) for the course(s) and you will upgrade your zenon Basic Certification to a zenon Advanced Certification.

Take the equivalent of two more days of training (four in total, plus the standard basic training) and pass the corresponding zenon Certification Test(s) for the course(s) and you will upgrade your zenon Advanced Certification to a zenon Professional Certification. This is the highest level of zenon Certification.

COPA-DATA also provides customized or individual zenon Training Courses and tailored training workshops, but these bespoke training courses do not have corresponding zenon Certification Tests and therefore cannot count towards zenon Certification.

4.2. What is the difference between zenon Standard Training Courses and zenon Additional Training Courses?

zenon Standard Training Courses guarantee a basic knowledge of zenon. You must take one of the three available standard courses (and pass the corresponding zenon Certification Test) to attain your zenon Basic Certification.

zenon Additional Training Courses go into more depth on specific topics and require a zenon Standard Training Course as a prerequisite. These courses cover specific industries, features of interest, products, and modules and count towards zenon Advanced and Professional Certifications.

4.3. Where can I attend a zenon Training Course?

zenon Training Courses are delivered by certified zenon trainers worldwide, either online or in-person. View the full list of zenon Training Courses provided by COPA-DATA [here](#).

4.4. What is the cost of a zenon Training Course provided by COPA-DATA?

Please contact your local COPA-DATA sales representative for local, up-to-date pricing information (www.copadata.com/contact).

4.5. Will zenon Training Courses change from year to year?

zenon Training Courses are updated every year to include information about the latest zenon releases.

5. zenon Training Courses: Attendance Certificate

5.1. What is an Attendance Certificate?

The Attendance Certificate indicates that a person has attended one zenon Training Course delivered by certified zenon trainers.

5.2. What is the difference between an Attendance Certificate and a zenon Certificate?

An Attendance Certificate proves attendance of a zenon Training Course delivered by a certified zenon trainer. This is not the same as zenon Certification.

A zenon Certificate indicates holders have not only attended a zenon Training Course but also passed the relevant zenon Certification Test(s) and, therefore, have proven knowledge of zenon.

5.3. How and when do I receive an Attendance Certificate?

If you like to receive an Attendance Certificate, please request one from your trainer. In the case of an online training course please send a request to training@copadata.com after completing the course.

6. zenon Certification Tests: General

The zenon Certification Tests are provided by COPA-DATA at no charge and are required to be successfully completed as part of zenon Certification. For each off-the-shelf zenon Standard or Additional Training Course listed in our [training overview](#) there is a corresponding zenon Certification Test available.

In this section, we will answer the most common questions regarding the zenon Certification Tests.

6.1. Who can do a zenon Certification Test?

Anyone who has taken a zenon Training Course provided by a certified zenon trainer – either classroom-based or online – can complete the corresponding zenon Certification Test.

6.2. When should the zenon Certification Test for a specific zenon Training Course be completed?

At the earliest, a zenon Certification Test can be taken immediately after taking a zenon Training Course. At the latest, it must be completed within one (1) year of taking the course.

Note: this deadline does not apply in the case of **recertification** of an existing valid certificate (see chapter 10) where you are simply retaking a test you have previously passed. The training requirement is waived in this instance and the certified individual can simply retake the test.

6.3. How do I access the zenon Certification Test(s)?

zenon Certification Tests are available at www.copa-data.com/zenon-certification-tests.

6.4. How many questions does a zenon Certification Test include?

A zenon Certification Test always consists of ten (10) questions in total.

6.5. What constitutes a pass grade?

To pass the zenon Certification Test you need to give the correct answers to at least 60% of the ten (10) questions. The questions are randomized each time the test is retaken. All zenon Certification Tests are updated on a regular basis to reflect information about the latest zenon release. Tests are personal and cannot be handed over to someone else.

6.6. What happens if I don't pass the zenon Certification Test the first time?

You can take the zenon Certification Test up to three (3) times within 24 hours (first attempt + 2 retakes). After this, your account is then locked for 24 hours.

6.7. Are there zenon Certification Tests available for zenon Individual Training Courses?

There are no zenon Certification Tests available for zenon Individual Training Courses.

6.8. Are there zenon Certification Tests for COPA-DATA-delivered workshops?

Because workshops on very specific and individual topics do not represent standardized zenon Training Courses with defined learning objectives, there are no zenon Certification Tests available for them. As a result, workshops cannot count towards a zenon Certification.

6.9. How much time do I have to complete the zenon Certification Test?

There is a time limit of one (1) hour for all ten (10) questions. After this time, the test will end automatically. Depending on the answers given, you will either fail the test and it will count as one completed attempt, or you will pass and the completed test will count towards your zenon Certification.

6.10. In which languages are the zenon Certification Tests available?

The zenon Certification Tests are available in English and in German.

6.11. What is the cost of a zenon Certification Test?

There is no cost for taking a zenon Certification Test. It is an opportunity given to everybody who has undertaken a zenon Training Course and is a great chance to demonstrate the level of knowledge possessed.

7. zenon Certification Test: Validity

7.1. For how long is a zenon Certification Test valid?

A successfully passed zenon Certification Test is valid for three (3) years. This is especially important to note when you are planning certification or recertifying.

7.2. How can I extend the validity of a zenon Certification Test?

Simply retake the same zenon Certification Test. In the case of recertifying, we recommend this is done shortly before your existing zenon Certification expires.

7.3. Are there any costs when recertifying?

There are no costs for recertifying when you retake the zenon Certification Tests you previously completed to achieve your current level of zenon Certification. Additional costs only occur in the case of new or additional zenon Training Courses taken to achieve enhanced certification or recertification on a different basis.

However, we recommend that you retake all passed certification tests for training undertaken and keep them up to date. This way, any qualifying additional training can count towards the enhancement of your zenon Certification status.

7.4. Why will a successfully completed zenon Certification Test expire?

Because zenon is constantly evolving, there are always new functionalities to consider (see the [zenon Release & Support Cycle](#)).



We want to ensure that zenon Certifications and the related zenon Certification Tests are proof of acquired knowledge of the latest zenon version(s) provided by COPA-DATA. Therefore, after three (3) years, the zenon Certification Test(s) will expire and require renewal.

8. About your zenon Certificate

8.1. What information is shown on my personal zenon Certificate?

- ▶ Name of the individual holding the zenon Certificate
- ▶ Name of the organization to which the individual belongs (if applicable)
- ▶ Level of zenon Certification (Basic, Advanced, Professional)
- ▶ List of the last four (4) zenon Certification Tests successfully completed by the individual
- ▶ Issue and expiry dates of the zenon Certification
- ▶ Unique zenon Certificate number (13 digits)

8.2. Can the information on my personal zenon Certificate be changed?

If there is an error or a misspelling on your personal zenon Certificate (pdf document), please let us know at training@copadata.com and we will send you a corrected, updated version by email.

8.3. What does the number on the zenon Certificate mean?

The number on the zenon Certificate is a unique serial number consisting of 13 digits. It is automatically generated at the time your zenon Certificate is issued. It enables the unique identification of your zenon Certificate for various administrative purposes. Please include this number on all communication related to your zenon Certificate.

8.4. How do I receive my personal zenon Certificate?

The zenon Certificate will be sent to you via email as an attached pdf file.

8.5. Am I allowed to print my personal zenon Certificate?

Yes, you are allowed to print your personal zenon Certificate.

8.6. What happens to my zenon Certification if I move to a different company?

Because zenon Certification is awarded on an individual level, when you move to a different company you simply need to inform our team and we will update your zenon Certificate with the new company details.

You will then receive an email from us with a pdf attachment of the newly updated zenon Certificate featuring your updated company information. The validity and expiry date of your zenon Certification will remain unchanged.

If you need to update the company information on your zenon Certificate, please send your request to training@copadata.com.

9. zenon Certification: Validity and Expiry

9.1. For how long is a zenon Certification valid?

Once you achieve a zenon Certification (Basic, Advanced, Professional), it is valid for three years from the date of issue (as shown on the zenon Certificate).

9.2. Why does a zenon Certification expire?

zenon is constantly evolving. There are always new functionalities to consider (see the [zenon Release & Support Cycle](#)). We want to ensure that zenon Certifications are proof of acquired knowledge of the latest zenon version(s) provided by COPA-DATA. Therefore, after three years, the zenon Certification will expire if the recertification process is not completed.

9.3. How can I find out for how long my personal zenon Certificate is valid?

The information about how long your personal zenon Certificate is valid is given on the certificate issued by COPA-DATA. If you have lost your personal zenon Certificate, please get in touch with your local COPA-DATA sales representative and request a replacement.

As you approach the expiry date, a reminder will be sent to you via email three (3) months before your current zenon Certificate expires, so please keep COPA-DATA updated with your preferred contact email address.

The reminder will include details of all recently undertaken training and details of which zenon Certification Tests were passed and when. It will look something like this:

Training and Certification Overview

June 9, 2015 - October 9, 2021

Issued for: **Max Mustermann**

Company address: **Business Street #1, Postal Code, City, Country**

Certificate: **Advanced**

		2018						2021	
		Mar			Jun			Mar	Jun
Category	Name	13 Tue	14 Wed	15 Thu	16 Sat	17 Sun	18 Mon	15 Mon	18 Fri
Certificate	Advanced						18		18
Standard Training	zenon Basic Training	13	14	15				15	
Additional Training	zenon Logic Standard Online Training				16	17	18		18

zenon Training/Workshop

Issue Date/Test Completed

Expiration Date

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The quickest way to achieve recertification, is simply to retake the tests you have already passed. We recommend you begin this process as soon as you receive your reminder letter.

Find your test at www.copa-data.com/zenon-certification-tests.

9.4. What happens when my zenon Certification expires?

When your zenon Certification expires, your personal zenon Certificate is no longer valid. This may have implications for your company's partner status, so try to avoid this situation by renewing your zenon Certification before the expiry date. The recertification process needs to be completed in order to receive a renewed zenon Certification.

10. The Recertification Process

To keep your zenon Certification up to date, you will need to recertify every three years. In this section, we answer the most common questions relating to the recertification process.

10.1. How do I recertify to extend an existing zenon Certification?

There are two ways to approach the recertification process (a and b below).

- a. The easiest way to recertify is to retake and pass the same zenon Certification Test(s) which led to your current zenon Certification before your current zenon Certificate's date of expiry.

For example: you are in possession of a zenon Advanced Certificate. For recertifying successfully, the following steps need to be taken before your current zenon Certificate expires:

1. Retake and pass the zenon Certification Test for your zenon Standard Training at www.copa-data.com/zenon-certification-tests.
2. Retake and pass the zenon Certification Test(s) for the two days of zenon Additional Training Course(s) which led to your current zenon Certification at www.copa-data.com/zenon-certification-tests.
3. On the day your zenon Certification expires, a new zenon Certificate will be sent to you, provided all necessary requirements have been met.

- b. Alternatively, you may wish to attend a different but equivalent set of zenon Training Course(s) and pass the corresponding zenon Certification Test(s) successfully before your current zenon Certificate's date of expiry.

Note: all tests will be based on the latest zenon version.

10.2. Do I need to retake zenon Training Courses in order to recertify?

If you haven't attended a zenon Training Course within the last three (3) years, we recommend that you take refresher course(s) based on the latest version of zenon in order to pass the zenon Certification Tests again. However, this is not essential; you may choose to simply retake the test(s) if you wish.

Once you have successfully passed the appropriate number of Certification Tests, you will receive a new zenon Certification which will be valid for three (3) years.

10.3. Where can I find out what I have exactly to do in order to recertify?

To access this information, please get in touch with your local COPA-DATA sales representative (www.copadata.com/contact). They will be able to provide you with a training and certification overview (as illustrated in section 9.3).

11. Further Questions

Should you have further questions, comments or feedback, feel free to let us know at training@copadata.com.



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