

# Technical Certification and Re-certification

Gallagher makes a considerable R&D investment in Gallagher systems on an ongoing basis to ensure our systems are meeting the needs of customers now and for the future. To maximise the benefit for customers, it is vital that the technicians and engineers responsible for the design, commissioning, maintenance and enhancement of our systems installed on customer facilities are certified and are periodically tested to provide proof of their knowledge about the then current system through the re-certification process.

Certification is not just a core Channel Partner requirement, it has its benefits:

- > Marketed to customers and consultants, certification means they are assured that employees of our Channel Partner have been trained and tested to a minimum standard on the system.
- > It delivers tangible recognition for those channel partners who have invested in the higher levels of training.
- > As the penetration of our systems in markets continues to expand, certification and training translates to a

marketable skill for technical employees – and therefore is an employee benefit with potential prospects for higher levels of training.

- > Ultimately, it will translate to higher levels of customer satisfaction over the medium term as the skill level of technicians and engineers improves and can be validated.
- > For Gallagher, as a manufacturer, it means we can have confidence in the ability of our Channel Partners to represent our brands.

## **SCOPE OF CERTIFICATION AND RE-CERTIFICATION**

Certification and re-certification reflect a minimum standard achieved at a point in time. It only relates to Gallagher system knowledge commensurate with the level of certification and does not cover other related competencies such as business practices, documentation standards, level of IT competence.

## CERTIFICATION LEVELS

### ACCESS CONTROL

Individual technicians are currently certified to one of three levels of certification. Each certification level is achieved through the successful completion of prescribed training modules. Technicians must complete an application form prior to being accepted for training. Pre-evaluation of applicants may also be required.

The levels of certification for Access Control are:

1. Hardware Technician
2. Service Technician
3. System Engineer

At least one member of your team (in some regions the minimum is two) must be certified to System Engineer level to enable you to deliver first line technical support to customers. Table 1 details the certification levels and training modules required to be successfully completed.

**TABLE 1: ACCESS CONTROL CERTIFICATION LEVEL AND TRAINING MODULES**

CERTIFICATION LEVEL	CERTIFICATION ACHIEVED THROUGH THE SUCCESSFUL COMPLETION OF THE FOLLOWING TRAINING MODULES*
1. Hardware Technician	C892300 Gallagher Hardware & Communications
2. Service Technician	As per Hardware Technician plus: C892310 Gallagher Command Centre
3. System Engineer	As per Service Technician plus: C892320 Gallagher Advanced Menu-Based Functionality

\* Please note that further certification is required by Gallagher Access Service Technicians and System Engineers for the software configuration for Gallagher Trophy FT systems.

\* For specific details on the content delivered, pre-requisites, training schedule and investment required, please email [training@security.gallagher.co](mailto:training@security.gallagher.co) or check the Channel Partner Training link on the Gallagher support site [security-support.gallagher.co](http://security-support.gallagher.co)

System Integrators: Training is available to support software engineers who are required to develop interfaces to third party applications utilising Gallagher APIs. Training is tailored according to the interface requirements the software engineer is developing. Participants will be recognised with a Certificate of Attendance following completion of the training.

### PERIMETER

Individual technicians and engineers are currently certified to one of two levels of certification. Each certification level is achieved through the successful completion of prescribed training modules. Technicians and engineers must complete an application form prior to being accepted for training. Pre-evaluation of applicants may also be required.

The levels of certification for Perimeter are:

1. Installation Technician
2. Trophy FT System Engineer

For Networked Perimeter channel partners, at least one member of your team must be certified to System Engineer level to enable you to deliver first line technical support to customers.

Table 2 details the certification levels and training modules required to be completed.

**TABLE 2: PERIMETER CERTIFICATION LEVEL AND TRAINING MODULES**

CERTIFICATION LEVEL	CERTIFICATION ACHIEVED THROUGH THE SUCCESSFUL COMPLETION OF THE FOLLOWING TRAINING MODULES*
1. Installation Technician	G18200 Gallagher Physical Fence Installation
2. Trophy FT System Engineer	As per Installation Technician plus: C892150 Gallagher Trophy FT Configuration

\* For specific details on the content delivered, pre-requisites, training schedule and cost, please email [training@security.gallagher.co](mailto:training@security.gallagher.co) or check the Channel Partner Training link on the Gallagher Support Site [security-support.gallagher.co](http://security-support.gallagher.co)

## CERTIFICATION ASSESSMENT

Certification reflects a benchmarked skill competency assessment process. Assessment is measured on two levels, commensurate for each level of certification:

1. Practical assessment – building a pre-defined configuration of the system and a demonstration of its operation
2. A written or verbal question & answer based assessment (minimum of 70% to achieve certification)

Following the training, feedback to the technician's/engineer's employer is provided. If certification was not achieved, the feedback will include an explanation and options to remedy if desired.

## TECHNICIAN AND ENGINEER ID CARDS

ID cards are awarded to individual technicians once they have completed their initial certification and thereafter following successful re-certification. ID cards serve multiple purposes:

- > They validate to the customer that the technician is authorised to work with the system
- > They verify the level of certification attained by the technician which can be explained to customers if required
- > They include a unique identifier which enables Gallagher Technical Support to track who they are supporting and what level of support they are required to provide. For example, if a technician requires assistance beyond their level of competency the partner will be contacted to book training for the technician. If the technician persists in requesting assistance beyond their level of competence and has not undertaken training or is scheduled for training, the partner will be charged for the time taken to support the technician.

## CERTIFICATION ASSIGNED TO INDIVIDUALS

Certification is assigned to the individual and will be recognised in the event a technician / engineer is subsequently employed by another Gallagher Certified Channel Partner which has a signed partner agreement.

Please contact your Business Development Manager so our records can be updated and to facilitate a new technician / engineer certification ID card.

## CERTIFICATION OF CHANNEL PARTNER SUB-CONTRACTORS

Sub-contractors nominated by Channel Partners can apply to be trained and certified. A sub-contractor ID card is issued following successful certification/ re-certification.

## EXPIRY OF CERTIFICATION

Technical Certification is valid for a period of 24 months from the date of certification. The certification expiry date is printed on the card. Prior to the certification expiry date technicians are required to complete the re-certification process.

## RE-CERTIFICATION

Re-certification is a Skill Maintenance and Validation program. Re-certification is neither a refresher course nor training course. It is a test scenario to validate the technician / engineer commensurate with the level of their certification. The core principle behind this initiative is to ensure that technicians and engineers maintain the necessary skills to effectively work on our systems to the level shown on their ID cards.

While Gallagher will endeavour to contact technicians and engineers to prompt them to register for re-certification, the responsibility for registering prior to certification expiry resides with the technician/engineer. Failure to register before certification expiry may result in a lapse of certification which can impact on the individual's access to Gallagher Technical Support and the Channel Partner's ability to meet their partner obligations of employing minimum number(s) of certified personnel.

Registration for re-certification can be done via the Channel Partner Training link on the Gallagher web site. In some cases a channel partner may wish to re-certify groups of employees. This can be arranged.

Re-certification will require attendance at a re-certification test at a pre-organised venue. For technicians it will typically take 3 hours to complete the test; for engineers it could take up to a day. All the resources will be supplied for the test. The test will be conducted using the 'then current' version of the software and hardware products. The technician or engineer will be presented with a requirements scenario which they will then need to reflect in the design and configuration of the system. Re-certification is achieved when the system is successfully configured.

Re-certification options:

1. The training program includes scheduled dates and times for re-certification. A free option has been provided where re-certification is undertaken in the early evening.
2. Re-certification can be organised for alternative dates, times and venues on request. It could be complemented with a formal technical training session to train technicians and engineers on new system functionality commensurate to their level of certification. Please tell us your requirements. Price on application – please contact your Regional Office to arrange.

## CONCLUSION

Certification and re-certification of technicians and engineers is a requirement of Certified Channel Partners. It provides assurance to both customers and Gallagher, and is a marketable attribute for your company and technical employees. To discuss the status of technical certification for your technical employees please contact your Business Development Manager.

---

**GALLAGHER WORLD HEADQUARTERS**

Kahikatea Drive, Hamilton 3206  
Private Bag 3026, Hamilton 3240  
New Zealand

**TEL:** +64 7 838 9800

**EMAIL:** sales@security.gallagher.co

**REGIONAL OFFICES**

New Zealand..... +64 7 838 9800  
Americas.....+1 888 430 0770  
Asia.....+852 2910 7912  
Australia .....+61 2 9412 4477  
India.....+91 80 2661 1590  
Middle East .....+9615 808728  
South Africa.....+27 11 974 4740  
United Kingdom / Europe.....+44 2476 64 1234

Disclaimer: System configuration, network capacities and the volume of system activity affect performance. Please contact Gallagher for advice. In accordance with the Gallagher policy of continuing development, design and specifications are subject to change without notice. Gallagher Group Limited is an ISO 9001:2008 Certified Supplier. Copyright © Gallagher Group Limited 2011. All rights reserved.

