SAP TERP10 Certification Workshop
Frequently Asked Questions (FAQ)
Summer 2016

May 16-27, 2016
Northern Illinois University
College of Business
Operations Management & Information Systems (OM&IS) Department
Barsema Hall
DeKalb, IL
THE BASICS:

Q: Is TERP10 an associate level certification, and what does that mean?
A: Yes, the TERP10 is an associate level certification. SAP Education Services currently offers two levels of certification – associate and professional level. Associate certification focuses on the fundamental knowledge requirements for a consultant or project team member. The TERP10 exam is the most entry-level of associate certifications. The professional level certification requires deeper product understanding, proven project experience and business knowledge.

Q: What are the overall goals of the TERP10 course?
A: There are 4 key goals. First, explain the organizational structures used in each business process. Second, identify the key master data which must be maintained to execute each business process. Third, discuss the ERP transactions required to complete each business process cycle. And fourth, identify the key integration points between the different business disciplines supporting each business process cycle.

Q: What certification do students achieve if the exam is passed?
A: It is “SAP Certified Associate – Business Foundation & Integration with SAP ERP 6.0 EhP5”. It is considered an "associate" or entry level exam.

Q: What was the pass rate of the NIU OM&IS SAP TERP10 workshop?
A: We had 70% pass rate for our very first SAP workshop in summer 2015. In particular, for those who attended every classes in the two-week workshop, only one (1) student failed the test. The NIU pass rate is slightly higher than the national average. The student pass rate in North America was 69% in 2014.

Q: Is the certification valid forever?
A: No. All certifications SAP offers are release dependent. The validity of a given certificate expires no later than the date that SAP ends support for that product and release (essentially 2 releases back from what is currently available).

Q: Can someone with a TERP10 certification take a ‘delta’ exam when the next product release comes out?
A: For some certifications, SAP will choose to develop a ‘delta’ exam that focuses on the enhancements to a product available with the new release. The delta certification exam is then offered for those individuals that hold a certificate for the current release. SAP has not offered a TERP10 delta exam. As SAP moves forward, the concept of ‘delta’ exams will be phased out, as it conflicts with the various levels of skill/experience based and job-task focused certification SAP focuses on.

Q: What is the cost of the exam in North America?
A: The 2015 price for students taking the exam with classmates as part of their on-campus TERP10 is $290 USD. This exam fee allows one student to take the exam once when it is offered on their campus as part of the TERP10 course. Schools will incur additional costs – book, instructor and so on that may be passed on to students on a cost recovery basis.

Q: What is the price of taking the SAP TERP10 workshop at NIU?
A: $1,095 (cost covers professional instruction and training materials). The standard market price is $6,750. NIU is able to significantly reduce the cost due to its membership in the SAP University Alliances Program (UA).

Q: How much work is really required by students to do well on the exam?
A: Students are expected to attend class every day, all day. Class is typically scheduled from 8am – 5pm, but can vary. Most students arrive to the lab early and stay late to study. It is common for students to form study groups – especially on the weekend mid-class. Students that have tried to combine the TERP10 with a for-credit night class or other class project have historically done poorly. This class is not recommended unless the student is able to focus considerable time outside of class for exam preparation.

Q: What background should students have to do well on the exam?
A: NIU undergraduate/graduate students or alumni must successfully complete either OMIS 455 or OMIS 643 with a grade of C or better or have a minimum of one year SAP ERP experience prior to enrolling in the workshop.
Q: What are the keys to student success?
A: Read and understand all content in the book. Successfully complete all exercises. Be an active participant in class. Be prepared to study each night and over the weekend. Ask questions. Take ownership – the student is responsible for understanding ALL content presented in class and covered in the book.

Q: What content will be covered in class?
A: All content in the book will be covered. Additionally there will be quizzes / review activities to ensure that students understand not only the SAP products introduced but also the business processes ERP supports. This is not a “teach to the exam” type class.

Q: Some certified individuals use a “SAP Certified Associate” logo in their email signature block. Is that available to students passing the TERP10 exam?
A: Yes. Everyone that passes as associate level certification exam at SAP (i.e. TERP10) may utilize the SAP Certified Associate logo. In North America, the logo file will be distributed to those that have passed after their exam either by the exam proctor/instructor. If the proctor cannot personally ensure the student has passed, he/she will need to get the logo from SAP Education, as the UA team has no way to verify whether a person took the exam successfully due to privacy concerns. **UA is distributing this for Ed Services, to ensure that our students receive it as quickly as possible after the exam. SAP Education Services has determined the approved uses as well as restrictions for use. Those policies will be distributed at the same time as the logo itself, and those policies must be followed.

EXAM DETAILS:

Q: What are the most important concepts covered on the exam?
A: All content covered in the course should be studied, as all topics are fair game. See the “TERP10 Competencies” document for the weighting of course topics. Your instructor will provide more information during the workshop.

Q: What types of questions will be on the exam?
A: Exam questions are primarily multiple choice. Some will have a single correct answer, others will have multiple correct answers. There may be a small number of fill in the blank questions.

Q: How long is the exam?
A: 80 questions, 3 hours. The exam time cannot be interrupted or extended.

Q: How are exams scored?
A: Beginning in Q3 2009, the method of grading the TERP10 exam (and all other SAP exams) changed. The dichotomous scoring model scores multiple response questions as either correct or incorrect and does not give partial grades for responses. This better reflects the need for SAP customers and partners to know whether a certified individual can perform a task to the complete satisfaction of all concerned. Leaving a question blank is equivalent to a false response.

Q: How long is it before a student is notified of their pass / fail status?
A: The exam is scored as soon as the student has completed the exam. Pass / fail feedback is given immediately.

Q: Does the exam proctor know what questions will be on the exam?
A: No, the proctor does not have any visibility to the exam questions. The 80 questions randomly selected for the student will come from a very large test bank of questions so there is no way to predict which specific questions will be asked.

Q: Must the UA Faculty Coordinator proctor the exam or can the faculty who teaches the course proctor?
A: The campus may determine an appropriate person to proctor the exam. That person must be completely familiar with all of SAP’s rules for proctoring exams and must complete any necessary paperwork prior to proctoring their first SAP exam. In nearly all cases, the instructor also proctors the exam. When you submit your class request form, you must indicate who the proctor will be.
Q: Can a student have notes or access to any online tools like Help files during the exam? A: No. Students will not have online access to any resources and cannot bring anything at all into the exam (no papers, no cell phone, no backpacks, etc).

Q: What happens if a student fails the exam? A: The student may retake the exam immediately. Several years ago, the policy required exam participants to wait 30 days prior to another attempt. It will cost an additional $500 USD (current price, subject to change – consult SAP website for details) to retake the exam each time. Each person may attempt an exam a maximum of three times. University Alliances does not offer re-takes. The student will identify a test location / date on the sap.com website then will register directly.

Q: What if a student does not follow examination rules / procedures? A: If the infringement is considered minor, the exam will be marked as a “fail” and he/she will need to re-take the exam at a future date. If the infringement is serious, any certifications that may have been awarded will be revoked and the student will be excluded from future examinations.

Q: Can a student take the exam on a different day than the rest of the class? A: If the student wishes to take the exam at the discounted rate, he/she must take the exam at the scheduled time with the rest of the class. If the student is willing to pay full-price for the exam (currently $500 USD but subject to change – check the SAP website for details), then he/she may take the exam at a SAP training center or testing center on a day that exams are scheduled (exams are offered on a regular basis) like any customer or partner would.

Q: Does the exam proctor have any flexibility in how the exam is administered? A: No. The proctor must follow all directions for the exam. No exceptions can be made to any policy (for example – if a student does not have proper identification, he/she cannot take the exam – no exceptions, even if the proctor knows the student).

Q: Will SAP rescore / reconsider my exam, if a student barely missed reaching a passing grade? A: No. Unless a student experiences technical difficulties during the exam, it will not be reviewed and cannot be appealed.

ADMINISTRATIVE / CAMPUS:

Q: Will my campus be provided with the list of students and their pass / fail status? A: No. Due to SAP privacy policy, SAP cannot provide this information to anyone other than the student. The campus will need to collect pass / fail information directly from each student.

Q: What are the key things a campus needs to do for the course to be a success? A: Ensure that you have coordinated with the hosting site for systems information (provided a few days prior to class) and the instructor. Submit the necessary paperwork on time to ensure that students are properly registered for the course/exam. Students will need access to the computer lab before / after class each day as well as over the weekend for study, or they will need the ability to load the SAPGUI on their own laptops. It is most critical that student expectations be properly set (see question above) in terms of the amount of work required for success.

Q: Can my university use the TERP10 presentation materials or exercises from the book in other classes – to help students prepare for this? A: No. The exercises and presentation files cannot be used for any purpose other than teaching the TERP10 class to registered attendees. The materials are copyrighted by SAP and have only been provided for this specific use. They cannot, under any circumstances be used in another course. Additionally materials cannot be distributed to faculty (or others) on campus for any purpose. Any violation of this policy will be considered a copyright violation.

Q: What is the class format being offered by UA North America in 2015? A: Class format will be the traditional 2 week face-to-face class. There is 9 days of content delivery, with the exam on the 10th day.
Q: Can my university offer a TERP10 in a format other than the standard 2 week structure? A: A handful of schools have followed different schedules to fit into their schools calendar and instructor availability – so there is some flexibility. Some schools also tried giving a few more study days between the end of class and the exam day. Students in those courses did not do any better in terms of pass rate than those taking the course in its traditional 2 week format.

Q: When should we do the technical set up for the exam? A: The exam setup needs to be completed the night before the exam. The campus should be prepared to have a support person available to assist the instructor. Instructions will be provided prior to the class starting.

Q: Can we schedule the exam at any time? A: No. In 2015 the exam may only be offered on FRIDAY. We recommend that the exam be scheduled mid-morning (i.e. 8am), to give the proctor time to ensure that everything is properly working.

Q: Can students have access to the client prior to the first day or class or after the last day? A: No. The TERP10 client will be available 24/7 during the course itself, but the client is refreshed immediately after the class is completed to get it ready for the next certification academy.

Q: What is the minimum number of students who can attend a TERP10 course? A: SAP does not enforce a minimum. Each school must determine that number for themselves based on how it is recovering course costs. At NIU, a maximum of 52 seats are available for the workshop in summer 2016. Please register the workshop as soon as possible to hold your seat.

Q: Is the UA Faculty Coordinator responsible for all the needed exam arrangements and communications with SAP, or does the faculty member who is teaching the workshop handle all the required arrangements? A: It is up to the campus to determine who handles course details. Regardless of who submits the form and requests the client, the faculty coordinator must be in the loop – he/she is ultimately responsible for SAP activities on campus and must ensure that any other person(s) organizing the course follows all guidelines, admits only appropriate students into the course and so on.

TEACHING TERP10 FOR UNIVERSITY ALLIANCES

Q: How does a professor become TERP10 certified? A: UA encourages professors that have been using SAP in the classroom for a while and have an interest in teaching TERP10 on your (or other) campuses to consider becoming certified. Professors attend one of the many TERP10 student classes offered across North America to a) learn the TERP10 content, and b) observe best teaching practices. A professor must take the TERP10 exam and pass it to teach a TERP10 class on any campus – including their own. Schools will post their TERP10 course on a calendar in the UAC private workspace if spaces will likely be available. Consult the calendar and connect with the contact listed for the course directly.

Q: If a faculty member attends a TERP10 class and passes the exam, is he/she automatically qualified to be a TERP10 instructor for their school? Or must they take a special version of the TERP10 class and test to gain “instructor” status? A: If an UA faculty member successfully takes the course and passes the exam then he/she is certified to teach TERP10 at any UA member campus that arranges that with the instructor. By taking the TERP10 on a university campus, the instructor learns not only the SAP content but best practices for classroom management and exam preparation. That said, it is a challenging course to teach successfully if it is only done once a year.

Q: An individual with significant SAP ERP software experience would like to teach a TERP10 on our campus. He has not taken the TERP10 exam. Based on a decade of experience – will this work for us? A: No. SAP does not permit any person that does not hold a current certification for the exam in question to teach any certification course. Even if a person is certified in another area, he/she cannot teach TERP10 without passing the TERP10 certification exam.
Q: We are interested in having several of our qualified faculty “team teach” the TERP10 course. Is this OK?
A: As long as each faculty member is current with their TERP10 certification (i.e. each has attended TERP10 training and passed the current test specific to the current release of SAP ERP) then yes, you can team teach the course.

Q: The SAP Education Services policy states that no TERP10 teaching materials can be distributed or shared after the class, as they are SAP copyright material. So how does an instructor gain materials to enable him/her to effectively teach the TERP10 course? A: Certified instructors that are actively teaching TERP10 courses for University Alliances member schools will have access to current course content through the certified instructors area of UAC. Beyond this core group of individuals, distribution of the materials is tightly controlled.

REGISTRATION:

Q: How should I register the workshop?
A: The registration is now open at http://www.cob.niu.edu/omis/sap. Seats are limited for the workshop. If you are interested in attending NIU SAP TERP10 Certification workshop, please register soon.