About the Grandstream Academy

The Grandstream Academy is a centralized portal for all certification training needs, providing a streamlined training and certification process for our resellers, integrators and installers. The main features of the Academy include:

- Consolidated trainings page for all available trainings around the globe
- Multiple training levels including Certified Specialist, Certified Professional and Certified Expert
- Online exam with automatic grading
- Digital training certificates that can be viewed and downloaded at any time
- Marketing kits for tips on how to promote your certification status
- Different training types (Online, Onsite, Renewal and Self-training)

Certification Levels

Grandstream Certified Specialist (GCS)

- Intended for those who attend a basic certification training in any product category.
- The solutions available for GCS level are **UC, Networking, Video Conferencing Solution, and Facility and Security Management** (Not available for Self-training) **and** This basic level certification is meant to provide high-level knowledge on our products.
- Expiration is after **1 year.**

Grandstream Certified Professional (GCP)

- Intended for those who attend an advanced certification training in any product category.
- The solutions available for GCP level are **UC, Networking, and Facility and Security Management Solutions**
- This advanced level covers installations, settings and deployments using our products.
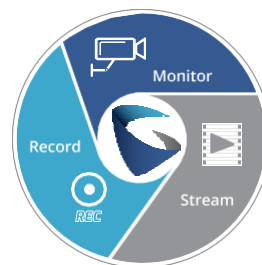- Expiration is after **2 years.**

Grandstream Certified Expert (GCE)

- Intended for those who attend an expert-level certification training in any product category.
- The solution available for GCE level is **UC Solution**
- This expert level covers troubleshooting, complex installations and deployments using our products.
- Expiration is after **2 years.**

It is required for trainees to follow the training levels to obtain higher certificates for the same Solution line.

The certification levels order is **GCS → GCP → GCE**.

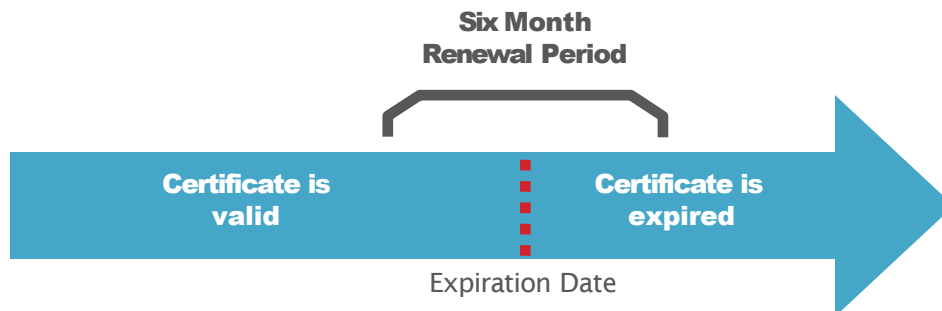|	UC Solution	Networking Solution	Facility & Security Solution	Conferencing Solution
Specialist (GCS)	Learn about: • UCM Specifications • UCM Installation and Deployment • UCM Features • UCM Call Management	Learn about: • GWN Routers • GWN Switches • GWN Access Points • GWN Centralized Management Platform	Learn about: • Security and Facility Management Technical Specifications • Installation and Deployment • GDS Manager	Learn about: • GVC Series • IPVideoTalk • IPVT10 • Video Conferencing Deployment Scenarios
Professional (GCP)	• Grandstream Certified Professional Level is a lab-based training for all solutions • Trainees get to use and configure Grandstream solutions and apply their knowledge from GCS trainings in a hands-on environment			
Expert (GCE)	Expert level is a lab-based training for advanced UC features: • API & 3rd party integration • Maintenance, security, and troubleshooting			

Onsite/Online & Self-Training Sessions

- **Onsite training sessions** can be organized for all the levels (GCS, GCP and GCE). Onsite trainings can also be done either for a specific level or as an event covering certification trainings for all the levels. Trainees will take exam at the end of the onsite training.

- **Online training sessions** include only GCS level where trainees will be trained through a webinar covering everything about the solution. At the end of the webinar, trainees will be able to take the GCS exam.

- **Self-training** are video lectures to learn from anywhere and anytime and get certified (with GCS level only) on your own schedule. Trainees will take exam at the end of the renewal training.

	GCS	GCP	GCE
Onsite Training	Yes	Yes	Yes
Online Training	Yes	No	No
Self-training	Yes	No	No

Renewal Process

Certified people can renew their certificates according to the following conditions:

- **No higher valid certificate available:** Higher certificates replace the lower ones, and there is no need to renew a certificate if the person owns one of a higher level

- **Valid period for renewal:** Certificate holders can renew their expired certificate 3 months before and 3 months after the expiration date

Six Month Renewal Period

Certificate is valid | Certificate is expired

Expiration Date

Notes:
- This applies to all certification levels
- GCS certificate can be renewed through self-training, while GCP and GCE can be renewed through a normal onsite training session
- After 3 months of the expiration date, the certificate will be deleted from our GS academy system, and in order to get re-certified, the trainee needs to start from the lowest level