BIAMP TESIRA EDUCATION & TRAINING PROGRAM - FAQ

PROGRAM OVERVIEW

What's new about the Tesira training program?

Starting with Tesira, we've completely redesigned our training approach to be role-based rather than one-size-fits-all. Instead of requiring participants to complete all courses, we now offer targeted training paths based on specific job roles, which dramatically increases relevance and reduces time requirements.

What are the different roles?

We've identified four key roles:
- **Solutions Advisor**
- **Design**
- **Technician**
- **Field Engineer**

How much time does the new training require?

The new Field Engineer certification path requires only 27 total hours (compared to 87+ hours previously) and covers 80 percent of typical Tesira applications. This represents approximately a two-thirds reduction in time requirement.

COURSE STRUCTURE

What's different about the course content?

The new approach features:
- Content divided based on role-specific needs
- Focus on skill development for each role
- Continuously updated content
- New tools for delivery and engagement
- Psychomotor skills training (hands-on practice)

What training formats are available?

Two formats are used:
- **Self-Paced Online (SPOL) -** Available for all roles
- **Instructor-Led In-Person (ILIP) -** Currently only available for Technician/Field Engineer certification

Who should attend the in-person certification course?

The ILIP certification course specifically targets Field Engineers whose jobs require hands-on use of Tesira software. We request careful consideration of attendees because the course focuses on software and hands-on exercises with no accommodation for sharing hardware.

Will there be a certificate of completion?

Yes, a certificate will be issued upon successful completion of the required courses.

CERTIFICATIONS

Are professional certifications available?

Yes. A certification for Field Engineer is currently available.

What does the new Field Engineer certification require?

The certification path requires the completion of the following:

- **SPOL Level 01:** Tesira AV Processing and Distribution - Software Programming (1.5-2 hours)
- **SPOL Level 02:** Tesira AV Processing and Distribution - Software Programming (8-9 hours)
- **LIP Level 03:** Tesira AV Processing and Distribution - Software Programming (2 days, 16 hours) - Required for certification

How long does certification last?

Certifications have a 3-year duration. Given the constant evolution of technology, consistency is maintained through renewal requirements, and continuation of generated content.

How do I maintain my certification?

Certification can be maintained through various activities:

- Participation in relevant content updates (updates only, not re-certification)
- Completion of content updates
- Participation in event-based relevant content (ISE, InfoComm, etc.)
- Customer training created or approved
- Future continuing education events

All certifications and renewal requirements will be tracked in the Learning Management System (LMS) and connected to the CRM portal.

What happens to current certifications?

There will be a grace period for all current holders of previous certifications when the new program launches. Coordination will ensure smooth transition during the overlap period.

Will coursework contribute to third-party accreditations?

Yes. Biamp values the accreditation processes and provides courses that meet or exceed the standards established by the industry's professional organizations. For an approved course list and their credit values, please see the following:

> **AVIXA –** RU Approved Course List at https://www.avixa.org/

> **BICSI -** BICSI Pre-Approved CECs at https://www.bicsi.org/

AVAILABILITY

When will the new training be available?

It's available NOW!

How do I register for training?

Visit the training portal at Biamp.com, click on a course and then click Enroll.

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