



# HP Certified Professional Program

Worldwide Program Guide  
Module 4 – Certification Exams

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## Validate your knowledge and skills through a certification exam

Certification exams are the means by which HP validates your knowledge and skills as they pertain to a specific certification topic. Each certification exam is carefully developed to ensure that the test items cover a broad range of practical job-specific knowledge.

Some HP certification exams are administered in person at a network of authorized testing centers located throughout the world, and some are conveniently offered over the Internet. In each case, exam registration is required.

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## Types of certification exams [↑](#)

### Proctored exams at Prometric (HPO-xxx)

Many of the proctored certification exams are administered at Prometric testing centers throughout the world. These centers provide a controlled environment, where you have no access to external tools or information resources.

Note: On occasion, HP may arrange to have an onsite test center at major training events hosted by HP, such as HP Technology Forum & Expo. Such a center is for the convenience of customers, partners and employees who attend the conference.

### Performance-based exams (HPO-xxx)

Some HPO exams are performance-based and use the Prometric Internet-based test (IBT) format and a virtual lab in a proctored testing location. These exams are primarily for certifications pertaining to HP Software.

### Web-based exams (HP2-xxx or HP3-xxx)

Certification tests labeled “HP2” or “HP3” are conducted over the web in a secure browser environment. This means they can be taken in the office or at home 24 hours a day. Web-based exams have a time limit. As a result, you must have a comprehensive understanding of the subject in order to complete the exam within the given time. Note: HP3 exams are not available in all regions.

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## Preparing for a certification exam [↑](#)

Test analysis conducted by HP and Prometric clearly shows that a comprehensive course of action that includes class attendance, self-study and subject matter review is required to successfully pass the certification exam on the first attempt. Therefore, it is essential that you:

- Take adequate time to study all the information presented in class.
- Review all HP-authorized reference documentation and support materials.
- Answer all Progress Reviews contained in the HP student training materials.
- Complete all written and “hands-on” lab assignments.
- Review all Exam Preparation/Self-Assessment Guides Exam Results.

*A word of caution:* There are numerous fraudulent websites where anyone can purchase so-called “certification exam study guides.” These websites do not have authorization from HP to sell or otherwise distribute certification exam materials. Obtaining test materials from such websites can seriously compromise the integrity of your certification exam, and you might be in violation of the HP Exam Security Policy. HP recommends that you only use HP-authorized exam preparation materials to help you prepare for your certification exam. If you have a question about study materials, please contact your regional HP Certified Professional Program Office.

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## Exam preparatory guides [↕](#)

A single certification exam might span the materials presented in several training courses, as well as knowledge that you should have developed through your own hands-on experience. For this reason, you may not be able to anticipate exactly what topics will be covered by the exam.

HP helps by providing an exam preparatory guide (EPG) for every certification exam we offer. The intent of an EPG is to set expectations about the content and the context of the exam and to help you prepare for the exam by recommending HP training courses and authorized reference and study materials. We highly recommend you use the EPGs; studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Exam preparatory guides are accessed via The Learning Center under the “My Learning” tab. First search for your specific exam and then click on the name of the exam. The EPG and list of associated courses for that exam are shown as attachments. Download and use the EPG to prepare yourself for the certification exam.

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## The Candidate Agreement [↕](#)

An HP candidate agreement is displayed on a screen before you take a certification exam at an authorized testing center. One of the ways HP protects the security of each exam is by requiring all candidates to agree to – and accept – the terms and conditions within the agreement in order to be able to start the exam. If you do not accept the terms and conditions within the candidate agreement, you will not be able to proceed with the exam and the cost of the exam will not be reimbursed.

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## Your exam results [↕](#)

Upon completion of your exam, you will receive a score report indicating your pass/fail status and your exam results by section (where appropriate). Your individual test results will be automatically sent to The Learning Center where your personal record of learning and certification is kept. HP typically receives your exam results within a week from the date the test was taken.

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## The exam retake policy [↕](#)

In the event that you have not passed the exam, you can retake it. Regular exam fees apply to all exams, regardless of whether or not you have taken the same exam before and did not pass. The exam retake policy is as follows:

For all proctored HPO-xxx exams

In the event a candidate fails his or her first (1st) attempt to pass an “HPO” HP Certified Professional Program examination, Hewlett-Packard does not require any waiting period between the first (1st) and second (2nd) attempt to pass such examination.

Before a candidate's third (3rd) attempt or any subsequent attempt to pass such examination, he or she shall be required to wait for a period of at least thirty (30) calendar days from the date of the last attempt to pass such examination.

In the event that a candidate passes any HP Certified Professional Program certification examination, he or she shall not be allowed to retake the same examination.

#### For web-based (on-demand) HP2-xxx and HP3-xxx exams

In the event a candidate fails his or her first (1st) attempt to pass an HP2 on-demand HP Certified Professional Program exam, Hewlett-Packard does not require any waiting period between the first (1st) and second (2nd) attempt to pass such exam.

After the second (2nd) attempt, he or she will be required to wait seven (7) calendar days to retake the same examination.

In the event that a candidate passes any HP Certified Professional Program Certification examination, he or she shall not be allowed to retake the same examination.

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## Exam security [↕](#)

HP knows you are investing a lot of time and money to become an HP Certified Professional. Therefore, exam security is extremely important to us in order to preserve the value in certification. HP and our test center partners take numerous measures to ensure the security of our exams. Some of these measures will be obvious to you; for example, we will ask for photo identification from you when you arrive at the test center. Other measures cannot be seen but are just as important in protecting the exam process.

If you suspect or are aware of a breach in exam security, you can send a confidential message about the instance to [examsecurity@hp.com](mailto:examsecurity@hp.com).

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## Exam vouchers and pricing [↕](#)

Individuals and organizations can pre-pay for a specific number of exams by purchasing exam vouchers. This allows the purchaser to obtain a discount on the "per exam" fee. Exam vouchers can be purchased in bulk by using the online ordering method. At this time, exam vouchers are available for all web-based exams and most proctored exams at Prometric facilities. Vouchers cannot be used for performance-based exams.

Pricing for exam vouchers vary according to your country of residence. Please refer to the voucher ordering website for pricing in your country of residence.

To place an order for vouchers, please visit <https://hp.my-certifications.com>.

#### Exam vouchers terms and conditions

- Vouchers ordered online are valid for 12 months from the date of purchase.
- Once vouchers are bought they cannot be returned for credit or any other form of reimbursement.
- Expired vouchers cannot be reactivated, extended or redeemed for other vouchers.

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## Find and register for an exam [↕](#)

Regardless of the type of HP certification exam you want to take, you must register for the exam in The Learning Center. In the case of a web-based exam, you can initiate execution of the exam within The Learning Center.

There are numerous ways to register for an exam. View the tutorial “Using The Learning Center” to learn how to find a specific certification exam and to register to take it. Access this tutorial at <http://h10120.www1.hp.com/partnerlearning/documents/UsingTheLearningCenter.pdf>.

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## Additional modules of this program guide [↕](#)

[Module 1: Program Introduction](#) – Discover who should become an HP Certified Professional, and why.

[Module 2: About HP Certification](#) – Learn about the five certification focus areas, the skills and competencies that are required for certification, and the lifecycle of a certification.

[Module 3: The Steps to Certification](#) – Discover how to get started on the path to HP certification.

[Module 4: Certification Exams](#) – Find out how to prepare for a certification exam, how to register to take an exam, and what exam security is in place to protect your investment in certification.

[Module 5: Overview of HP Partner Learning](#) – Discover a vast world of HP training, from online courses to instructor-led courses and hands-on labs.

[Module 6: Current Available Certifications](#) – HP has more than 100 technical and sales certifications. See the complete list of what certifications are currently available.

[Module 7: Regional information for U.S. and Canada](#)

[Module 8: Regional information for Latin America](#)

[Module 9: Regional information for Europe, Middle East and Africa](#)

[Module 10: Regional information for Asia Pacific](#)

[Module 11: Regional information for Japan](#)

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