

# Partner Certification Kickstart

FAQ (Frequently Asked Questions)

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## Partner Certification Kickstart overview

### What is the Partner Certification Kickstart Program?

The Partner Certification Kickstart program assists Google Cloud partners in preparing for certification exams by offering structured training. Upon completing the necessary activities within the program's timeframe (4 weeks for Foundational, and 10 weeks for Associate and Professional certifications), participants receive an exam voucher.

### What are the benefits of the program?

Eligible participants who enroll in and complete the program will benefit from:

- Unlimited access to all technical partner-only, on-demand content and labs
- Free exam voucher upon completing the required activities
- Reminder emails with helpful tips and resources to support certification

### Who is eligible to participate in the program?

The program and its benefits are exclusively for Google Cloud Partners. To be eligible, individuals must register using an email address associated with a recognized Google Cloud partner organization<sup>1</sup>. *A welcome email confirms registration, but not eligibility. If you don't receive the welcome email within 24 hours of registration, try to register again or contact the support team.*

### Are there any prerequisites to program participation?

To participate in the program, you need to register with an email associated with a Google Cloud partner organization.

### Are there any other costs associated with the program?

The main cost associated with the program is the time you'll need to invest in completing the required activities, preparing for the exam, and taking the exam itself.

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<sup>1</sup> The quantity of certification exam vouchers available to Google Cloud partners may be limited based on their partner level.

### **Is the program available in other languages besides English?**

The overall program experience – including the landing page and email communications – is offered in English. We have prepared one-page guides in [Japanese](#), [Spanish](#), [Portuguese](#), and [French](#) to assist you with the setup process.

### **If I successfully complete the program, does it guarantee I will pass the certification exam?**

The program will introduce exam topics and provide additional prep resources; but successful program completion does not guarantee that you will pass the certification exam.

### **Can I participate in the same program more than once?**

The program does not support multiple registrations for the same certification. While you might receive the nudge email reminders or other communications, you will not automatically receive multiple vouchers, regardless of your past completion/voucher status. If you have previously registered and wish to enroll again for the same certification, you will need to contact the support team and request another voucher. Please note that our voucher policy allows for only one voucher per person per certification.

### **Can I use the program for my recertification exam?**

The program is not intended to support recertification. If your certification expired up to 10 months ago or will expire in the next 2 months, you can request an exam voucher through the [Partner Recertification Program](#)

### **I registered but didn't receive a welcome email. What should I do?**

- You might have entered the wrong email address. Please try registering again.
- You might have registered with a public email domain (e.g., Gmail), which are ineligible.
- The emails might have been filtered into your spam or junk folder. Please check those folders.
- You might have unsubscribed from our emails. You can resubscribe [here](#)

You can also contact our support team but please ensure you wait at least 1 week after your initial registration. You can still continue the learning

### **How long will it take to complete the program?**

The program completion time, which varies by certification level and refers to the period for earning the voucher, differs from the actual study time needed, as that depends on individual learning pace.

- Foundational Certifications (like Cloud Digital Leader): You have four (4) weeks from your enrollment date to complete the required activities and earn the exam voucher.
- Associate and Professional Level Certifications: You have ten (10) weeks from your enrollment date to complete the required activities and earn the exam voucher.

If you take longer than the specified time to complete the activities, please reach out to our support team to see if you might still be eligible for a voucher.

### **What happens if I change my email address after enrolling?**

If you change your email address after enrolling, you'll need to update it in two places: [Google Cloud Skills Boost for Partners](#) and [CertMetrics](#) (first time [login instructions](#)). Once you've updated your email in both systems, please contact our support team: [cloud-partner-training@google.com](mailto:cloud-partner-training@google.com).

## Certification Vouchers

### **Are there limits to the number of certification exam vouchers our organization can receive?**

Yes! The number of vouchers an organization can earn depends on the partner level. Member-level partners are eligible for up to 5 technical and 2 foundational exam vouchers per year, while Partner-level partners can receive up to 10 technical and 3 foundational exam vouchers annually. Premier Partners do not have any limitations on the total number of vouchers they can earn. Regardless of your partner level, please remember there's a strict limit of one voucher per person per specific certification.

### **What activities are required to earn the certification exam voucher?**

For the complete list of required activities per certification, refer to the [Partner Certification Kickstart site](#).

### **Is there a time limit to complete the required activities to earn the exam voucher?**

Yes, for the foundational certifications (Cloud Digital Leader), required activities must be completed within four (4) weeks from the date of enrollment to earn the exam voucher. For Associate and Professional level certifications, the required activities must be completed within ten (10) weeks from the date of enrollment to earn the exam voucher.

### **What happens if I don't finish the activities within the specified timeframe?**

If you completed the activities after that time frame, you can contact the support team to determine voucher eligibility.

### **In which languages are the exams offered?**

Yes, some of the exams are available in other languages besides English. For instance, many exams are offered in Japanese. To see the specific languages offered for each certification, please click on the [certification](#) you are interested in. You will find a dedicated "language" section with details about the available options. Additionally, we have prepared one-page guides in [Japanese](#), [Spanish](#), [Portuguese](#), and [French](#) to assist you with the setup process.

### **How long is the voucher valid?**

Vouchers must be redeemed to book your exam within 4 weeks of being issued; however, exams can be scheduled for a future date outside of the 4 week redemption period. We strongly recommend taking your exam as soon after training as possible.

## Certification Exams

### **Can I use the voucher to book an exam in any language?**

YES! Vouchers can be used to book an exam in any available language for that exam. Japanese exams are available for most certifications and you can find more details in the "language" section listed under [each certification](#).

## What happens if I need to cancel or reschedule my exam?

You can find details and instructions about how to cancel or reschedule your exam [here](#).

## Will I be able to reuse the voucher if I need to reschedule my exam?

If you reschedule your exam before the reschedule window closes (72 hours before an onsite exam or 24 hours for an online exam), you may use the same voucher code (refer to [instructions on rescheduling or canceling an exam](#)). If you don't sit for the exam or cancel the exam outside of the exam reschedule window, the voucher code cannot be reused. And you will not be able to request a new voucher.

## Required platforms

### Where can I find the training?

[Google Cloud Skills Boost for Partners](#) is the primary platform hosting exclusive partner-only technical training, including all on-demand courses, hands-on labs, and structured learning paths. It is restricted to individuals with an email domain belonging to a Google Cloud partner. **Important:** To avoid unnecessary delays in receiving the voucher, be sure to use the same email address you used for registration to complete the required learning within the required time frame (4 weeks for Foundational, and 10 weeks for Associate and Professional certifications).

Access to Google Cloud Skills Boost for Partners is unlimited and provided at no cost to Google Cloud partners. If you have an existing account, simply [login](#). If you don't already have an account, follow the instructions [here](#).

### I am having trouble accessing the training content, what should I do?

It usually means you have to create an account. Follow the instructions [here](#).

### What if I already completed some courses under a different email address?

If you completed the learning within the last month under a different email address than the one you enrolled with, follow [these instructions](#) to update your account and your previous learning history will be carried over.

## Questions, feedback, and support

### Where can I learn more about Google Cloud certification exams?

For general information about Google Cloud Certifications, refer to the [Google Cloud Certification FAQs](#). To learn more about the certification exams, refer to the [Google Cloud Certification Help Center](#).

### Where can I submit constructive feedback for Google regarding this program?

Submit your feedback via [this form](#).

### Who should I contact with additional questions?

For questions related to Partner Certification Kickstart or technical issues related to Google Cloud Skills Boost for Partners, contact [cloud-partner-training@google.com](mailto:cloud-partner-training@google.com).