



# **WatchGuard Certified Training Partner Program Guide**

# Training Partnership with WatchGuard

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The WatchGuard Certified Training Partner (WCTP) program is a mutually beneficial partnership between our most highly qualified existing WatchGuard Partners or Distributors who are interested in providing training on WatchGuard products to our end users and Partner base.

It offers you a low cost-of-entry opportunity to enhance your revenue stream by offering endorsed technical training courses to WatchGuard's customers. We will count on you as a source of high-quality technical training for our valued customers. We believe that a well-trained customer base is more likely to buy additional WatchGuard products, and to promote WatchGuard products in their own personal network of colleagues and friends.

At a high level, the partnership offers these benefits:

- Access to the **WCTP** content in the WatchGuard Learning Center that includes:
  - Instructor Guides
  - Tips and resources geared toward technical trainers
  - Links to register for future *Train the Trainer* classes
  - Invitations to training sessions dedicated to certified trainers
- Complimentary exams for all certified trainers to renew certifications or try new exams
- Freedom to set your own price for the training you offer (royalty-free)
- Ability to purchase select appliances or virtual appliances through the WatchGuard NFR (Not for Resale) program at greatly discounted prices
- Presence on the WatchGuard website as a [WatchGuard Certified Training Partner](#) specifying your certifications
- Your training events, based on our curriculum, included on a master [technical training schedule](#) posted on our website
- WatchGuard Certified Trainer certificate
- Trainer Kit with official WatchGuard Certified Trainer polo shirt
- WatchGuard Certified Trainer logo to use in your email signature
- WCTP newsletters

# WatchGuard Certified Training Partner (WCTP)

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The WCTP program is for existing WatchGuard Partners or Distributors who are interested in providing training on WatchGuard products to our end users and Partner base. Entry to the program can be through any product line, in any order -- Network Security, Multi-Factor Authentication, Endpoint, or Secure Wi-Fi.

WCTPs must:

- Obtain a recommendation from their WatchGuard Sales team.
- Employ at least one [WatchGuard Certified Trainer](#), certified to train on at least one WatchGuard product.
- Have an adequate training facility that meets the [equipment requirements](#) described in this document.
- If providing [virtual instructor-led training](#), meet the setup requirements described in this document.
- Use courseware and a defined class structure provided by WatchGuard in any classes promoted on the WatchGuard website.
- Comply with WatchGuard Training's quality [assurance/auditing](#) procedures if requested.
- Offer at least 3 days of training per quarter on WatchGuard products, subject to annual review. The trainings can be a combination of Network Security, Multi-Factor Authentication, Secure Wi-Fi, or Endpoint Security based on your current certifications.

# How to Become a Certified Trainer

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You can become a WatchGuard Certified Trainer with any of the following product lines (in any order):

- Network Security (Locally-Managed and Cloud-Managed)
- Endpoint Security (WatchGuard Endpoint Security)
- Secure Wi-Fi (Wi-Fi in WatchGuard Cloud)
- Multi-Factor Authentication

To become a WatchGuard Certified Trainer you must first complete these prerequisites:

1. Achieve competence with the product line.
2. Attend an onsite or a virtual instructor-led training *Essentials* course\* led by a WatchGuard corporate trainer. Registration links can be found in the [WatchGuard Learning Center](#). If this is not possible, [contact us](#) to make alternate arrangements.
3. Attain and maintain current technical certification\*, achieved with a score of 90% or higher on the corresponding product technical exam. New candidates can request a one-time 50% discount voucher to take the exam by emailing us at [wctp@watchguard.com](mailto:wctp@watchguard.com).
4. After the above prerequisites are met, you must attend and pass the corresponding *Train the Trainer* class provided by a WatchGuard corporate trainer. *Train the Trainer* classes are offered virtually or at a WatchGuard corporate office. You can [contact us](#) to register.

\* *Network Security certification requires virtual instructor-led training attendance and exams for both Locally-Managed Fireboxes and Cloud-Managed Fireboxes.*

When you pass the *Train the Trainer* class, you are certified to teach the corresponding class. To retain Certified Trainer status, you must take and pass the Essentials Technical Certification exam(s) available in your specialization, with a score of 90% or higher, every two years. WatchGuard reserves the right to withdraw Certified Trainer status upon notice to the trainer at any time.

# Facility and Equipment Requirements

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To operate as a WatchGuard Certified Training Partner, you must have adequate classroom space that includes some WatchGuard branding or agree to provide Virtual Instructor-Led Training (VILT). At WatchGuard, we provide most of our Partner training sessions as VILT classes. We use a combination of a webinar and a cloud-based virtual network environment to enable our students to work hands-on with WatchGuard products, under the guidance of a trainer, with no travel required. To provide virtual training, a Training Partner must license the technology to set up virtual network environments for each student that allows instructor supervision during class. We fully support any Training Partner providing either type of training to WatchGuard customers, as long as the specific class setup is vetted through a WatchGuard corporate trainer. WatchGuard does not approve of technical training that does not include the opportunity for students to work hands-on with our products during class.

For all onsite training:

- Adequate access to Ethernet cabling to connect and configure equipment
- Projector, TV, and/or second monitor for screensharing software

For all virtual training:

- Teleconferencing tool for all students to view the training, such as GoToMeeting, WebEx, Zoom, or Teams

Optionally for all training, it can also be helpful to have:

- Whiteboard or flip chart/pens
- RADIUS, DNS, certificate authority, and web servers
- One supported version of Microsoft Windows Server configured as an Active Directory Domain Controller, with access to all student computers

For all trainings, internet access and adequate networking equipment is required. If you have questions about setting up a physical training lab for onsite classes (in person) or a virtual environment for virtual classes, please contact the [WatchGuard Training Team](#) directly.

## Additional Facility Requirements Based on Class

### **Network Security (Locally-Managed or Cloud-Managed) Additional Requirements**

- One computer or VM (with a supported Windows version) for each student and instructor
- One WatchGuard Firebox (T20 or greater) or FireboxV appliance per student and instructor
- A supported version of Windows Server with Hyper-V or VMware ESXi for Dimension VM deployments
- One gateway Firebox to manage the external connection for all students' Fireboxes

### **Secure Wi-Fi Essentials Additional Requirements**

- Access to a WatchGuard Cloud account with at least 1 WatchGuard AP that supports Wi-Fi 6 (802.11ax) for each student and the instructor
  - Students can use their own WatchGuard Cloud account or instructor can provide an environment with access to the AP management UI.
- Instructor must have access to a WatchGuard Firebox with built-in Wi-Fi (any Firebox T-series Wireless model)

### **Multi-Factor Authentication Essentials Additional Requirements**

- One computer or VM (with a supported Windows version) for each student and instructor
- Java Runtime Environment 8 Update 162 or higher, or Amazon Corretto 11 or higher must be installed on the computers
- One WatchGuard Firebox (T20 or greater) or FireboxV appliance for the instructor (for firebox integration)
  - Optional -- a WatchGuard Firebox (T20 or greater) or FireboxV for each student
- Each student and instructor must have access to an AuthPoint license
  - Students use their own account with licenses or instructor can provide
- Instructor must have access to an Active Directory environment for lab purposes

### **Endpoint Security Essentials Additional Requirements**

- One computer or VM (with a supported Windows version) for each student and the instructor
- Each student and instructor must have access to licenses for EPDR, Patch Management, Full Encryption, and ART.
  - Students use their own account with licenses or instructor can provide

# WatchGuard Not for Resale (NFR) Appliance Program

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The NFR program is available to all WCTPs who have met and maintain the training partner program requirements. Each training partner can purchase multiple Firebox appliances, Access Points devices, AuthPoint, or Endpoint licenses when the products are used to educate customers within a training environment. These products can be purchased at a substantial discount and include WatchGuard Support and security services subscriptions. We strongly encourage all WCTPs to participate in the NFR program even though some licenses may not work in all training environments.

## Quality Assurance/Auditing Requirements

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To maintain the highest quality of training classes that represent WatchGuard, all training partners must follow these guidelines:

- Share your WatchGuard class schedule with us in advance on a quarterly basis, due the last week of the previous quarter.
- Notify us of all class cancellations and schedule changes.
- Email us a class attendance list (including student names, organizations, and email addresses) for each class held so we can conduct training satisfaction surveys with your students. We will share the results with you.

We reserve the right to audit your classes at any time. This means that, with little or no notice, a WatchGuard representative could attend all or part of any of your training classes. We also reserve the right to request that you record all or some of a training class and submit it to us. If you are audited, we will provide feedback on the audit session to the local WatchGuard Sales team and to you.

# How to Get Started

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If you are interested in becoming a WatchGuard Certified Training Partner:

1. Talk to your WatchGuard Sales team representative. They will be happy to review this document with you to see if you meet initial requirements and will contact the WatchGuard Training Department.
2. Identify a Trainer candidate, make sure they meet the prerequisites, and contact us to register for a Train the Trainer class.
3. Request the *Acknowledgement and Compliance Agreement* and the *Contact Information Form* from [wctp@watchguard.com](mailto:wctp@watchguard.com). Sign and return both documents to WatchGuard to indicate that you comply with all training requirements described in this document.

## How to Add Another Certification

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Entry to the WatchGuard Certified Training Partner program can be through any product line (Network Security, Multi-Factor Authentication, Endpoint, or Secure Wi-Fi) and you can always add additional certifications. To add another product certification:

1. Achieve competence with the new product line.
2. Attend the virtual instructor-led training class taught by a WatchGuard corporate trainer for the additional product line.
3. Take and pass the relevant exam(s) with a score of 90% or above.
4. Attend and pass the corresponding Train the Trainer class provided by a WatchGuard corporate trainer. Information about the Train the Trainer class and dates for upcoming classes can be found in the WatchGuard Learning Center on the WCTP tab.

These requirements are detailed in the above section, [How to become a Certified Trainer](#).