



SCE Certification – Simple Overview

This document explains:

- How reps apply
 - How certification levels work
 - What instructors/admin must track
 - What reports to monitor
 - What causes delays or status issues
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1 How Reps Apply (SCE Certification Application)

📍 Located in **Vector Connect** → **Sales Tools** → **Service Calls** → **Service Call Elite Application**

Key Points:

- Application auto-selects correct certification level
 - If rep isn't eligible → they're notified
 - Rep chooses one of four upcoming Tuesday start dates
 - If no date selected → auto-assigned next session
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2 Certification Levels & Requirements

There are 3 tiers:



Tier 1 – Mentee

- Minimum **\$15,000 True Career CPO**
- Current SCE Level = None (N)

Process:

1. Rep applies

2. Admin assigns training session
 3. Rep gets confirmation email
 4. On training start Tuesday → rep gets login info
 5. Rep completes online training
 6. Status changes to **SHARPENING**
 7. Rep must complete sharpening demo within 120 days
 8. Instructor marks sharpening complete
 9. Rep purchases toolkit
 10. Admin confirms → rep marked CERTIFIED
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Tier 2 – Apprentice

- Minimum **\$45,000 True Career CPO**
- Must already be Tier 1 Certified
- Current SCE Level = M (Mentee)

Process:

- Apply
- Assigned training
- Complete online course
- Admin updates certification level

(No sharpening demo or toolkit required at this level.)

Tier 3 – Elite

- Minimum **\$100,000 True Career CPO**
- Must already be Tier 2 Certified
- Current SCE Level = A (Apprentice)

Process:

Same as Tier 2:

- Apply
 - Complete training
 - Admin updates certification
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3 Important Status Terms

Course Status Meanings

- **SHARPENING** → Waiting on sharpening demo
- **CANCELLED** → Rep cancelled training
- **INCOMPLETE** → Didn't finish training or sharpening in time
- **NONCOMPLIANT** → Didn't buy toolkit within 30 days of sharpening

Reps receive automatic emails when status changes.

4 Sharpening Demo Rules (Tier 1 Only)

- Must be completed within **120 days** of online training
 - Instructor schedules sharpening in Instructor Report
 - Instructor marks demo complete in system
 - If no toolkit purchase within 30 days → **NONCOMPLIANT**
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5 Toolkit Purchase Rules

After Tier 1 sharpening is completed:

- If no previous toolkit → rep must purchase
 - If rep previously had a toolkit (Kit Date filled) → no purchase required
 - Reapplying reps skip toolkit but pay \$30 reapplication fee
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6 Instructor Report (Main Tracking Tool)

Shows all reps in your division with \$10,000+ CPO.

Default Filter:

Shows reps in **SHARPENING status** (needs scheduling or upcoming demo)

Helpful Filters:

- **ALMOST APPRENTICE** → \$40k–\$44,999 CPO (M level)
- **ALMOST ELITE** → \$95k–\$99,999 CPO (A level)

You can also view:

- Training dates
 - Instructor assigned
 - Sharpening completion date
 - Toolkit purchase date
 - Contact info
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7 Weekly Sharpening Report

 Sent every Tuesday morning to instructors.

Shows reps who:

- Need sharpening scheduled
- Have upcoming sharpening
- Are still in SHARPENING status

Reps stay on report until sharpening is completed.

8 Training Session Rules

- Runs Tuesday 6:30am ET → Sunday 11:59pm ET (6 days)
 - If rep doesn't finish during session → must reapply and restart
 - Tier 1 videos available only to certified reps afterward
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9 Key Rules to Remember

- Must fully complete Tier 1 before applying for Tier 2
- Must fully complete Tier 2 before Tier 3

- 120-day sharpening deadline (Tier 1)
 - 30-day toolkit deadline
 - Incomplete reps must reapply
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10 Instructor's Main Responsibilities

- Monitor SHARPENING status reps
 - Schedule sharpening demos quickly
 - Mark sharpening complete in report
 - Watch for upcoming deadlines
 - Help "Almost Apprentice" and "Almost Elite" reps level up
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Big Picture

Tier 1 = Training + Sharpening + Toolkit

Tier 2 = Training only

Tier 3 = Training only

The most common delays happen because:

- Sharpening not scheduled
- Sharpening not marked complete
- Toolkit not purchased
- Rep misses training deadline