VMware Certification Program

Frequently Asked Questions

Overview

Q. What has been announced?

A. As of May 6, 2024, VMware by Broadcom is moving to simplify and streamline the program for all candidates. As a result, VCP, VCAP and Specialist certifications no longer require a mandatory training or other certification prerequisite. We are also introducing one price for VCTA, VCP, VCAP and Specialist exams. All exams in these categories are globally priced at USD$250.

The End-User Computing portfolio is not impacted by these changes. See below for catalog items not included in this announcement.

Pricing Changes

Q. I already bought a VCAP voucher at a cost of USD$450. How do I get a refund?

A. As of May 6, 2024, the new price for certification exam vouchers is effective. Any vouchers purchased after that date will be priced at USD$250. Any voucher purchases made before that date can still be used to register for an exam, regardless of when the exam is scheduled. However, we are not refunding or making changes to vouchers purchased prior to the date of the price change and any exams already scheduled to be attempted after May 6, 2024, will not have their price adjusted.

Q. Why did the price of exams change?

A. Moving to one price for all exams simplifies pricing across the certification program and makes higher-level credentials more affordable to certification candidates.

Q. Why didn't the cost of the VCDX Application and Defense change?

A. The ability to review and deliver the VCDX exams takes much more effort and planning than other exams in the portfolio. Therefore, we must maintain the current pricing of USD$995 each for the Application and Defense.

Q. I already paid for a required training that I no longer need. How do I get a refund?

A. VMware by Broadcom will not be issuing any refunds related to changes in our education, certification, and training offerings. This includes but is not limited to pricing changes, offering changes, and changes to our certification program requirements.

Program Changes

Q. What is the difference between a "2024" certification and a "2024 [v2]"?

A. Certifications with "[v2]" in their title indicate that the candidate earned their certification by passing the exam only and not with previously required training and/or additional certification. Some certification paths allow you to upgrade by taking a new training. This option will continue to be available.

For example, prior to May 6, 2024, a candidate may have earned the VMware Certified Professional - Data Center Virtualization 2024 certification. After May 6, 2024, a candidate would instead earn a VMware Certified Professional - Data Center Virtualization 2024 [v2] certification.

Q. Why did some candidates get a certification that looks different from what I earned?

A. The difference denotes a separation between candidates who earned a certification before May 6, 2024, via the historical method that included taking a prerequisite training and/or other certification. Candidates who earn their certification after May 6, 2024, where the new logic is applied, are assigned a different certification version.

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Q. If I passed an exam but didn't complete the training requirement before the May 6th changes, which certification version will I earn?

A. Candidates earning a certification after May 6 will hold a certification with [v2] in the name.

Q. I passed an exam but did not complete any of the other prerequisites for certification prior to May 6, 2024, will I automatically earn the new certification that does not require training?

A. No, the certifications are awarded based on when all requirements are completed. Candidates who do not complete all requirements for the standard 2024 versions will no longer have access to that path to certification.

Q. I have already passed the current exam. What upgrade paths are available to me to earn the 2024 certification?

A. If you earned the 2023 certification, the option to upgrade via an eligible training will continue to be available.

Q. Do I need to earn my VCP before attempting a VCAP exam?

A. As of May 6, 2024, candidates do not need to complete a VCP to attempt or be eligible to earn their VCAP Design or Deploy certification.

Q. Are any of the VCDX prerequisites affected by this change?

A. Yes. Only the VCAP Design certification will be required to apply for VCDX. The VCAP Design best represents the skills and competencies we want our candidates to have prior to applying for a VCDX certification.

Q. Is there a process for transferring VCAP/VCP vouchers to someone else if I no longer need them?

A. The terms and conditions of purchasing a voucher state that they cannot be shared or transferred.

Q. What is excluded from this announcement?

A. The End-User Computing (EUC) portfolio is excluded from this announcement. On February 26, 2024, KRR announced their intent to purchase the EUC business unit from Broadcom. As a result, the certification portfolio for EUC will be separated from Broadcom and their own rules and processes will be made at a later date. The EUC team has determined to make no changes to the program at this time.

Q. Which EUC certifications are excluded from these changes?

A. Career Certifications

- VMware Certified Technical Associate - End-User Computing 2024

- VMware Certified Professional - Digital Workspace 2024

- VMware Certified Professional - Desktop Management 2024

- VMware Certified Advanced Professional - Desktop Management Design 2024

- VMware Certified Advanced Professional - End-User Computing 2024

- VMware Certified Advanced Professional - Desktop Management Deploy 2024

- VMware Certified Design Expert - End-User Computing 2024

Specialist Certifications

- VMware Certified Master Specialist - Digital Workspace 2024

- VMware Certified Specialist - Workspace ONE 21.X Advanced Integration 2024

- VMware Certified Specialist - Workspace ONE 21X UEM Troubleshooting 2024

- VMware Workspace ONE for macOS Skills 2024

Badges and e-Certificates

Q. How will this affect my digital badge?

A. Any badges you have already earned will still be available to you. Any certifications earned after May 6, 2024, will be issued a new badge with the certification name including [v2] as a suffix and the appropriate badge metadata.

Q. Where do I access badges?

A. Candidates will continue to use the Credly site. Sign up or view your badges at
https://www.credly.com/users/sign_in

Q. Where do I download my e-Certificate?

A. Candidates will continue to use Certification Manager. After logging in, select the 'Certifications' menu. On the right-hand side of your achievement, you will see links to download your logos and e-Certificate.

Certification Manager

Q. Certification Manager looks different. How do I navigate it?

A. On May 6, 2024, candidates will see a new user interface for Certification Manager. Review the Welcome to the new Certification Manager 2.0 Platform document that details the specific to this change to learn more.

Q. I am a Broadcom candidate. Where do I learn about changes to the Clarus portal and other announcements?

A. Broadcom's announcements and Education FAQ can be found at
https://www.broadcom.com/support/education/software/certification/all-exams