



SNOWPRO™

CERTIFICATION

FAQS

UPDATED OCTOBER 28TH, 2021

TABLE OF CONTENTS

This booklet contains frequently asked questions about Snowflake’s Technical Certification, the SnowPro Certification. For specific information on each certification Snowflake offers, please visit <https://www.snowflake.com/certifications/>.

We’d like to thank you for being a part of the Snowflake Community. Without our customers and partners, Snowflake would not be the blizzard of innovation it is today in the data nation. We wish you the best on your journey to becoming a SnowPro!

Increase your Path to Success - SnowPro Assets	3
Registering for SnowPro Certification Exams	5
Where do I register for the exam?	5
How much does the exam cost and how many attempts do I get?	5
Am I allowed to access test aides during the exam?	5
Online Proctoring or Test Center Onsite testing, which should I choose?	5
Are there any discounts available for SnowPro Certification exams?	6
What if I fail my exam?	6
Is there a limit on how many times someone can fail a SnowPro Certification?	6
Who do I contact if I run into an issue with registering, scheduling, or taking an exam online?	6
Reschedule & Cancellation Policy	7
Can I reschedule my exam if I cannot make my scheduled appointment?	7
Can I cancel my exam?	7
What happens if I do not show up for my scheduled exam time?	7
Preparation for SnowPro Certifications	7
Is there a Sample Exam available?	7
I’m thinking about taking one of the Snowflake offered instructor led training courses. Where can I find additional information about Snowflake Instructor Led Courses?	8
Is training required in order to attempt the SnowPro Certifications?	8
Are there any On Demand courses available for SnowPro Certifications?	8
How is my score reported?	8
Will I receive a topic breakdown?	8
I failed my exam – how can I use the score report to prepare for a retake?	9
I failed, but I got 80% in one content area – that indicates passing, right?	9

Recertification	9
What are my options when my Certification expires?	9
When will my expiration date on my Certification be updated?	10
What is the cost of the Recertification exam?	10
SnowPro Digital Certification	10
When will I be receiving digital proof that I have passed the Snowflake Certification Exam?	10
How will I know if I've earned a badge?	10
How do I verify my Certification?	10
How do I opt in or opt out of the Certification Verification Portal?	11
What is an open badge?	11
Is there a fee to use the Credly platform?	11
What's to keep someone else from copying my badge and using it?	11
Where and how can I share my badge through Credly?	11
Can I export badges issued through Credly to other badge-storing platforms?	11
Can I import badges issued from other platforms into Credly?	12
Where can I receive a certificate form of my digital Certification?	12
I have a question about the Credly platform. Where can I find support?	12

INCREASE YOUR PATH TO SUCCESS - SNOWPRO ASSETS

Download and use the SnowPro Core Study Guide

Study guide provides direct links to resources for topics covered on the exam. Located on Snowflake University. <https://learn.snowflake.com/>

Review SnowPro Sample Exam Questions

Sample Exam Questions can be found at the bottom of each study guide

Watch courses on-demand

On-demand training covering Snowflake basic concepts. <https://training.snowflake.com/courses>

SnowPro Core Certification OnDemand Exam Preparation Course

Exam preparation course tailored to questions covered on the SnowPro Core Certification. Available through Snowflake's training portal <https://training.snowflake.com/courses>

Enroll in one of Snowflake's Instructor-led training courses

Instructor-led training will help you advance your Snowflake skills while you learn Snowflake best practices and complete hands-on labs.

Snowflake Fundamentals & Advanced Courses

To view the Snowflake Fundamentals & Advanced Courses schedule, visit <https://training.snowflake.com/>

Review Snowflake Documentation

Provides Snowflake overviews, tutorials and detailed references
<https://docs.snowflake.net/manuals/index.html>

Register for Snowflake Webinars

Webinars are a great way to get up to speed on everything Snowflake.
<https://www.snowflake.com/about/webinars/>

Utilize Snowflake Resources

One-stop shop for Snowflake publications, including case studies, articles, white papers and migration guides. <https://resources.snowflake.com/>

Visit the Snowflake Lodge Community

Engage in in-depth discussions about Snowflake.
<https://community.snowflake.com/s/>

Most importantly, draw on your own experience! Schedule your exam and become a SnowPro!

REGISTERING FOR SNOWPRO CERTIFICATION EXAMS

Where do I register for the exam?

Step by step requirements for registering for a SnowPro Certification exam can be found [here](#).

How much does the exam cost and how many attempts do I get?

The SnowPro Core Certification cost is \$175 (per attempt). Each registration will require the full \$175 amount.

Each exam in the SnowPro Advanced Certification series is \$375 (per attempt). Each registration will require the full \$375 amount.

Am I allowed to access test aides during the exam?

No, test aides of any kind are prohibited. Your testing space must be free of resources including but not limited to external monitors, paper, writing instruments, notes, devices, wearables, food, and/or water. Please review the [Snowflake Certification Exam Terms & Conditions](#) for more information.

Online Proctoring or Test Center Onsite testing, which should I choose?

There is no content variation between the online and onsite exams. You can choose where to take the exam based on your personal preference.

The Online Proctoring environment allows you to take the exam from the location of your choice such as your home or office. You will use your own computer for the exam in a locked down browser. A proctor will monitor you via screen-sharing applications and your webcam (either internal or external camera). You must have the ability to install software in order for an online exam to launch. Online Proctoring requirements can be found [here](#).

Testing centers are facilities operated from our exam delivery vendor. A computer will be provided onsite at the testing center and staff will assist with your check-in process including storing your belongings. Onsite proctoring requirements can be found [here](#).

Are there any discounts available for SnowPro Certification exams?

Snowflake offers bulk purchase discounts for voucher orders greater than 49+ exam vouchers. If you are interested, please email us at SnowProCertifications@snowflake.com with subject lines, “Bulk Purchase Discount Inquiry”.

What if I fail my exam?

If you do not pass an exam, do not give up, you can try again! If you do not pass an exam, you can take it again after 7 days. In this waiting period, we recommend you take that time to further your learning and education via on demand public Snowflake training and refresh on concepts where you may have struggled during the exam. You can find exam guides [here](#), don't forget to check out the listed SnowPro Tips.

Full payment is required each time you attempt the exam.

Is there a limit on how many times someone can fail a SnowPro Certification?

After three (3) attempts, we recommend that you attend one of the onsite Snowflake training courses. There is no limit on the amount of attempts.

Who do I contact if I run into an issue with registering, scheduling, or taking an exam online?

Kryterion helps provide support for everything related to administration of your exam. You can find a testing center, verify the technical requirements for online proctored exams, and run a system check prior to launching an online proctored exam. You can contact support 24/7.

If you need immediate support, please contact Kryterion's Online Support Team with technical issues via their [webform](#).

You can also find more support information from Kryterion [here](#).

RESCHEDULE & CANCELLATION POLICY

Can I reschedule my exam if I cannot make my scheduled appointment?

If you need to make any changes to your scheduled exam, please log into your [Webassessor account](#) and reschedule. The option to reschedule is located on the "My Assessments" tab.

For onsite exams scheduled at a Kryterion testing center, rescheduling must be made 72 hours prior to the scheduled exam time. If you are in this 72 hour timeframe a late rescheduling fee will be applied.

For online proctored exams taken remotely, a late rescheduling fee will be applied if you are trying to update the registration within 72 hours of your scheduled start time.

Can I cancel my exam?

Candidates can reschedule their exams, but no cancellations will be processed per terms and conditions agreed to during registration. In cases where an emergency situation has occurred (medical or a death) please contact Snowflake at SnowProCertifications@snowflake.com. Each case must have appropriate documentation and may result in a voucher or applicable discount to reschedule.

What happens if I do not show up for my scheduled exam time?

If you fail to show-up or reschedule your appointment you will forfeit your exam fee and/or applicable voucher. In cases where an emergency situation has occurred (medical or a death) please contact Snowflake at SnowProCertifications@snowflake.com. Each case must have appropriate documentation and may result in a voucher or applicable discount to reschedule.

PREPARATION FOR SNOWPRO CERTIFICATIONS

Is there a Sample Exam available?

Sample exam questions can be found on exam study guides. Find study guides on <https://www.snowflake.com/certifications/>.

These questions represent questions from prior exams and are indicative of the question format. The scope and content of future exams will evolve, and these questions may not reflect updated topics or the level of detail called upon for future exams and are provided for informational purposes only. Successfully answering these questions is not indicative of your ability to pass the actual certification exam.

I'm thinking about taking one of the Snowflake offered instructor led training courses. Where can I find additional information about Snowflake Instructor Led Courses?

All Snowflake Instructor Led courses can be found on <https://training.snowflake.com/schedule>.

Is training required in order to attempt the SnowPro Certifications?

We recommend that Customers and Partners attend the Snowflake Instructor Led courses as a part of their studying for the exam, but it is not a prerequisite.

Snowflake Instructor Led Courses can be found on <https://training.snowflake.com/schedule>.

Are there any On Demand courses available for SnowPro Certifications?

Check out the exam preparation course tailored to questions covered on the SnowPro Core Certification. Available through Snowflake's training portal <https://training.snowflake.com/courses>

How is my score reported?

Snowflake uses Scaled Scoring. Your scaled score is a conversion of the numbers you answered correctly on your exam form to a consistent standard scale.

Scaled scoring allows for consistent interpretation of scores across multiple exam forms based on statistical processing. Snowflake uses multiple exam forms to replace questions as needed and to preserve security of exams. As exam forms consist of different questions and may vary in difficulty, the forms are statistically equated to ensure candidates are all held to the same competency standard.

Will I receive a topic breakdown?

Candidates who fail will receive a domain topic level scoring upon test completion. Topic level results are designed to provide direction on areas where a candidate may be weak.

Candidates who pass will not receive a breakdown.

I failed my exam – how can I use the score report to prepare for a retake?

The score report indicates your **general** performance on each of the individual topics covered on the exam. It's important to note that the percentage correct for each topic represents only a portion of the

exam – each topic has unique weightings, meaning some topic areas have more questions on the exam than others. You cannot use this report to reverse your score item-by-item. The report ONLY provides general information about how you did on the exam overall.

The topic weighting for each exam can be found in its associated Exam Guide. All exam guides can be found [here](#).

I failed, but I got 80% in one content area – that indicates passing, right?

Not necessarily: For example, if you answered 80% of the questions in topic 1 correctly, but topic 1 has only 10-12% of the exam questions, you can be reasonably confident in your ability in this area, but your scoring represents only 8-9 correct answers out of a 100 question exam. If, however, you answered 50% of the questions in topic 2 correctly, and it was a heavily weighted content area (e.g., 30-35% of the exam), you can assume this is a topic where you should focus your studies, as your score indicates that you missed half of the questions in this topic, which represented a large portion of the total questions on the exam.

RECERTIFICATION

What are my options when my Certification expires?

For the SnowPro Core Certification:

1. Sign up for the abbreviated [SnowPro Core Recertification Exam](#) and achieve a passing score
 - Extends SnowPro Core Certification status for an additional 2 years
2. Sign up for a SnowPro Advanced Certification exam and pass, your SnowPro Core Certification status will roll up with your latest SnowPro Advanced Certification's expiration date
 - SnowPro Advanced Certification expiration dates do not roll up, each Role Based Certification expires two years after date passed

For the SnowPro Advanced Certifications:

Each SnowPro Advanced Role Based Certification will have their own Recertification exams. Stay tuned for announcements!

When will my expiration date on my Certification be updated?

Certification expiration dates should be updated within 1 week of your pass date.

What is the cost of the Recertification exam?

Registration fee for the SnowPro Core Recertification exam is \$88 USD.

SNOWPRO DIGITAL CERTIFICATION

When will I be receiving digital proof that I have passed the Snowflake Certification Exam?

We have partnered with Credly to translate the learning outcomes you've demonstrated into a badge. The technology Credly uses is based on the Open Badge Standards maintained by IMS Global. This enables you to manage, share and verify your competencies digitally. Your badge will be issued and managed through Credly's Platform and sent to you via email.

How will I know if I've earned a badge?

You will receive an email notification within a few hours from passing the exam with instructions for claiming your badge and setting up your account.

How do I verify my Certification?

Digital Certification badges are issued by Credly, to verify your certification, click on your badge link and click the 'verify' button on the top right.

How do I opt in or opt out of the Certification Verification Portal?

You will receive your digital badge via email and you will choose whether or not to share your SnowPro Certification badges. You can easily configure your privacy settings in the Credly platform.

What is an open badge?

Open badges are web-enabled versions of a credential, certification or learning outcome which can be verified in real-time, online.

Is there a fee to use the Credly platform?

No. This is a service we provide to you, at no cost.

What's to keep someone else from copying my badge and using it?

While badges are simply digital image files, they are uniquely linked to data hosted on the Credly platform. This link to verified data makes them more reliable and secure than a paper-based certificate. It also eliminates the possibility of anyone claiming your credential and your associated identity.

Where and how can I share my badge through Credly?

You can share your badge directly from the Credly platform to LinkedIn, Twitter and Facebook; over email; embedded in a website or in your email signature. You can download your badge and link it anywhere online.

Can I export badges issued through Credly to other badge-storing platforms?

Yes. Your downloaded badge contains Open Badge Infrastructure (OBI) compliant metadata embedded into the image. This allows you to store your badge on other OBI-compliant badge sites, such as the Mozilla backpack.

Can I import badges issued from other platforms into Credly?

Not at this time.

Where can I receive a certificate form of my digital Certification?

For a certificate version of the exam, you can follow Credly's instructions here:

<https://support.credly.com/hc/en-us/articles/360041542052-Video-Can-I-Print-my-Badge->

I have a question about the Credly platform. Where can I find support?

You can find answers to frequently asked questions [here](#).

