Mastek Certification Process

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By L&D

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1. Purpose

The purpose of this document is to lay down the procedure for Mastekeers to appear and get reimbursement for certification from external bodies and spread awareness on internal certification.

1. Scope

The scope of this document extends to all Units globally. Sponsorship to certification will be supported in India and overseas locations.

1. Objective

* To create abundance of highly engaged (4\*) and talented Mastekeers
* To upgrade knowledge, develop competency and employability of Mastekeers
* To provide a policy framework for availing various certification
* To promote Mastek Values

1. inputs

* Development needs derived from Business and Advisory Committees
* Certification Request from Mastekeers

1. STAKEHOLDERS AND THEIR ROLES

* **Certification Board:** The roles of Certification Board are to provide business requirements & prioritizations in the beginning of the year. Review business cases for inclusion of new certification in the scope and supporting on exceptions as required.
* **Advisory Committees:** The roles of Advisory Committees are support L&D Certification team for advanced certifications & exceptions. Mentorship and Guidance to learners to pick up the relevant certification considering Mastek current/future requirements and the role of Mastekeers.
* **L&D Certification Team:** The roles of L&D certification team are of overall facilitation, handling certification requests, learning support to Mastekeers, central repository of records, budget tracking & exit signoffs.

For list of members in the respective field, you can refer to the Digital Certification Guide.

# Internal Certifications

## Internal certifications are the Global learning initiatives of L&D team which are drafted & launched after careful consideration by the business stakeholders and leadership team aligning with business needs. Please note no approvals are required for internal certifications. Mastekeers can attempt for internal certification from the day of joining.

* **Agile Certifications Program:** 
  + **Agile Level 1:** This level is applicable for every Mastekeer to create baseline understanding of Agile and enable working in enterprise agile team.
  + **Agile Level 2:** This level further get into details specific to what role demands. It covers roles like Tester, Scrum Master, TA/SA, Project Manager, Business Analyst, Developer and Product Owner
* **Full Stack Foundation Certification Program:**

This program is designed to help our engineers with one or two specialisms into the area of full-stack skills as well as take existing multi-skilled engineers further on their career development.

Full Stack is a program to create widespread enablement of Full Stack skills across Mastek engineering community, it covers all the layers of typical applications like front-end, middleware and back-end technologies, including quality assurance, DevOps and deployment of an application on Cloud Environment.

Course and Test links are mentioned in the Digital Certification Guide.

1. EXTERNAL CERTIFICATION SCOPE

## Current Scope of certification:

### Microsoft

### IBM

### Oracle

### CISCO

### Delivery Management Certifications (based on Business requirements)

### Service Management (ITIL Foundation)

### Testing (ISTQB)

### Business Analysis (IIBA CBAP, IREB CPRE)

### Amazon, Google (Cloud Computing)

### DevSecOps

### Non-Technical Certifications in line with support functions

Please note: L&D Certification unit will reimburse the examination cost to the Mastekeer, on successful completion only. All certifications irrespective of being defined in the scope of certifications already, or triggered by business needs, supported by the organization (corporate or business) will be in the purview of the policy and all said clauses will apply. Central authority for managing Certification, needs to be informed of all such certifications.

## Inclusion of new external certifications in the current scope:

### Project Managers can request L&D Certification Unit for inclusion of new certifications through their respective Unit heads at any point of time along with the business case which will be reviewed by all the stakeholders.

## Certifications are broadly divided and categorized into 2 types:

### **Basic Certifications:**

Certifications like ITIL Foundation, ISTQB Foundation, CPRE & basic engineering certifications are counted under basic certifications.

If a Mastekeer is required to undergo any of the basic certifications, they need L&D Certification unit’s pre and post approval.

As these certifications are business aligned, no consultation with the advisory committee will be done before giving the approvals. Other rules and processes mentioned below in the document are applicable.

Please click here to see the list of Basic Certifications promoted in Mastek

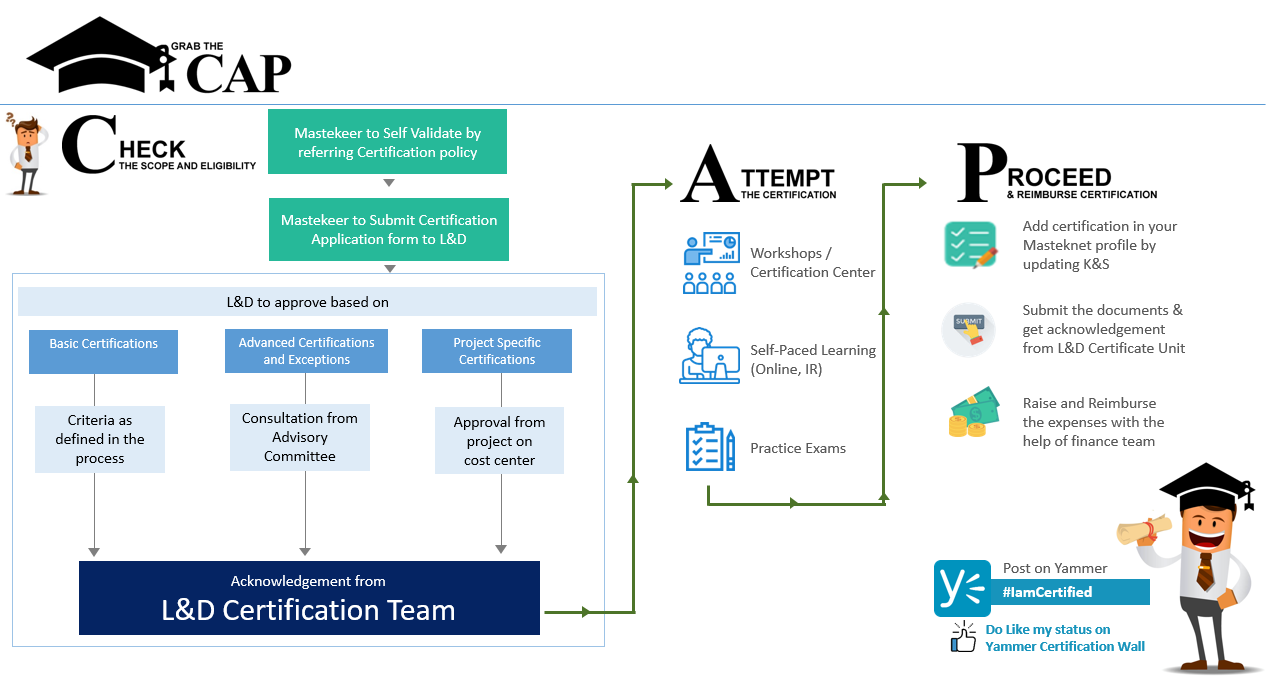
### **Advanced Certifications:**

All the certifications which are not covered under Basic certifications are counted under advanced certifications.

1. procedure

Certification process is largely divided into 3 major categories, the detailed description is give below.

1. Check Eligibility
2. Attempt Certification
3. Proceed With Reimbursement



[Click here to download the Certification Application Form (CAF)](https://mastekgroup.sharepoint.com/sites/opgmicrosite/LnD/fmld25.doc)

* 1. Check Eligibility



## Checkpoints before Mastekeer appears for any external certification:

Mastekeer is requested to kindly refer the scope from [point 7](#_Current_Scope_of) mentioned in this document before going through the detailed checkpoints below.

### Mastekeer should have

### Minimum of 1 year of software development/networking/testing experience (before Mastek or within Mastek) on date of appearing for the examination

### Should be confirmed on Mastek rolls

### Aligned to respective role for the certification one is applying for.

### An employee is eligible for annual reimbursement limit which is equivalent to 50K (INR) as per Mastek financial year. This would include the total cost of certifications and mandatory trainings associated with the certification. The exchange rates are as specified in the Mastek Budget.

### For Application Engineering Certifications, it is essential to clear the respective layers identified in Full Stack Foundation Program. [(Kindly refer 6. Internal Certifications)](#_Internal_Certifications)

### For certain certifications like MSP, APM, ITIL, ISTQB, CBAP, CPRE there are certain additional criteria’s which are given below in Appendix Section.

### Necessary Pre Approvals

#### Pre approvals are always a must for all cases, whether the certification is in India or abroad, basic or advanced. Reimbursements will be sanctioned only with explicit prior mail approval from L&D Certification Unit.

#### No approvals will be given in cases where Mastekeers directly applies for reimbursement without the pre-approval by L&D Certification unit.

#### In case of advanced certifications or exception cases, L&D certification team will consult the respective Advisory Committee to understand the business relevance of the said certification. The respective Advisory Committee needs to certify the skill in which a Mastekeer is trying to get certification, is aligned with the organizational needs and development plan of the respective Mastekeer. The criteria for approval will be based on linkage to current or future role or platform the Mastekeer is working on. The respective Advisory Committee will ensure that the Mastekeer meets the eligibility criteria set.

#### In case if the certification requested is not in the scope and specific to project requirement, the certification cost will be borne by the respective project. Candidate needs to share approval mail from the project head.

#### Non-Technical Certifications which are in line with support functions would need necessary approvals from respective function head.

### Mastekeers aspiring to appear for any certification need to

#### Check and ensure if they meet the eligibility criteria as stated

#### Fill in “[Certification Application Form](https://mastekgroup.sharepoint.com/sites/opgmicrosite/LnD/fmld25.doc)” available in CQM page on Masteknet (link also mentioned on page no. 6 of this document) and get it approved from L&D Certification Unit ([certification@mastek.com](mailto:certification@mastek.com)) to proceed with certification.

#### This approval mail will be require at the time of reimbursement of the cost.

#### In case if the certification is not in scope as defined above, but required by their respective unit, Mastekeer needs to seek cost approval from their respective unit head. In such cases cost centre number needs to be explicitly mentioned in the Certification Application Form along with the approver name.

#### The Approval will be valid for 6 months from the date of approval. This means that reimbursement needs to be done within 6 months from the date of approval.

### After obtaining the certification or re-certification the Mastekeer is expected to serve the company for a minimum period of 12 months from the date of achieving certification or re-certification. If the Mastekeer voluntarily leaves within this period, the reimbursement done will be deducted from the final settlement amounts.

### In case of multiple papers (examples – 710, 712, 1233), a fresh approval is required for every exam/level.

### In case if the mandatory prerequisite courses are available internally, L&D Certification Unit mandates candidates to avail those. Any external course payment would not be reimbursed in that case. In case if the Mandatory courses are not available internally, Mastekeer needs to take prior approval from L&D Certification Unit to attend the same.

### Further after attending external mandatory trainings sponsored by Mastek, if the Mastekeer is unable to clear the certification exam within 6 months the training cost would be recovered from the individual.

### In order to undertake the Examination, Mastekeers are required to make necessary arrangements on the travel/or any other cost wherever applicable and the same would be reimbursed by the project teams based on travel policy as applicable.

### In cases where the L&D Certification Unit is arranging for the certification exam with the provider, the Mastekeer must opt for these exams by registering on Masteknet application. If the Mastekeer opts to give exam on their own, the reimbursement will be limited to the amount the company would have spent for L&D arranged certification exam provided the Mastekeer clears the certification exam.

### In case Mastekeer registers for training & certification exam arranged by Organization, they need to ensure that they appear for the exam at the appointed time at the prescribed location. In case if Mastekeer registers for the exam and drops out after the booking form is sent to the exam board, the charges incurred by Mastek (cancellation or any other charges as applicable?) would be recovered from the individual.

### In case of certification facilitated by Mastek where fee is paid by Mastek directly, and if Mastekeer fails to clear examination, examination fee will be recovered from the salary of the concerned Mastekeer. If the Mastekeer reappears for the exam and clears it, examination fee, which was recovered earlier, will be reimbursed. However the Mastekeer will have to bear the re-examination fee.

* 1. **Attempt Certification**

## Reference material for certification:

### Wherever possible, assistance will be provided to the Mastekeer in preparation for exams such as references to websites, classroom/eLearning courses, reading material available in the Library, in house expertise.

### You can also access the L&D certification preparation repository by [clicking here](https://mastekgroup.sharepoint.com/:f:/r/sites/vRooms/Techpedia/Training%20Material/Digital%20Certification%20Guide/3.%20Certification%20List?csf=1&web=1&e=jAQTj4) where you can find some training materials as well as recommended courses on our Digital Learning platform along with internal assessments.

### To get the complete list of books in the library you can refer to the online catalogue which is available at – Masteknet. [Click here](https://mastekgroup.sharepoint.com/CorpFunctions/Pages/Technology%20Infrastructure%20Services/InformationRepository/default.aspx) for ready reference.

### For more information, one can connect Information Repository (IR) Team at [ir@mastek.com](mailto:ir@mastek.com)

* 1. Proceed With Reimbursement

## Checkpoints post completion of certification:

### For reimbursement the following documents needs to be submitted to L&D Certification Unit ([certification@mastek.com](mailto:certification@mastek.com)) for their verification (Soft copies):

#### Mark sheet of passing the certification / certificate

#### Original payment receipt of fees paid against certification and/or mandatory course

#### Prior approval mail from L&D Certification Unit

#### Print screen of Updated Knowledge and Skills with Appropriate certification name. e.g. (MICROSOFT-MCTS, TESTING-ISTQB, PROJECT MANAGEMENT-PMI ACP)

#### You can then add a post on Yammer with #IAmCertified along with certification details and share the print screen.

### Post verification and approval of these documents by L&D Certification Unit

#### For Offshore Mastekeers (India Employees, except Digital Commerce)

##### Needs to raise an online cash voucher under ‘Certification Expenses’ head with “INSLLDHRMH” as the cost centre for Mastekeers. Mention the name of the certification exam in the ‘particulars’ field. The following are few examples to mention in the ‘particulars’ field of the cash voucher form, (MICROSOFT-MCTS, TESTING-ISTQB, PROJECT MANAGEMENT-PMI ACP)

##### Once the cash payment voucher is approved by your reporting PM in the Expenzing system, the candidate can take a printout of the approved voucher and submit to Finance team along with the original documents as mentioned above.

##### The amount is then credited to the account of the Mastekeer by Finance department.

#### For Mastekeers at UK GEO

##### Needs to raise an online cash voucher under ‘Certification Expenses’ head with “UK-L&D Corporate Cost (UMPDCORP01)” as the cost centre for Mastekeers. Mention the name of the certification exam in the ‘particulars’ field. The following are few examples to mention in the ‘particulars’ field of the cash voucher form, (MICROSOFT-MCTS, TESTING-ISTQB, PROJECT MANAGEMENT-PMI ACP).

##### Candidate would need to follow the respective onsite reimbursement procedure specifying Certification expenses and using the above cost centre number and take approve from L&D unit head.

##### The reimbursement amount is then credited to employee’s onsite bank account by Finance department.

#### For Mastekeers under Digital Commerce (US or Offshore)

##### Needs to raise an online cash voucher under ‘Certification Expenses’ head with “TTILLDHRON” (for US) or “TTILDLHRIN” (for India) as the cost centre for Mastekeers. Mention the name of the certification exam in the ‘particulars’ field. The following are few examples to mention in the ‘particulars’ field of the cash voucher form, (MICROSOFT-MCTS, TESTING-ISTQB, PROJECT MANAGEMENT-PMI ACP).

##### Candidate would need to follow the respective onsite reimbursement procedure specifying Certification expenses and using the above cost centre number and take approve from L&D unit head

##### The reimbursement amount is then credited to employee’s respective bank account by Finance department.

# Appendix

### Program Management Certifications:

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| --- |
| Program Management Certifications |
| MSP/PGMP has been identified as the Program Management certification of choice. This course is aimed at those who are involved in the direction, management, support and delivery of programmes.  **For MSP:**  Mastekeer should have completed at least 3 years in Mastek.  Mastekeer should opt for this only if customer request with explicit approval of respective Advisory Committee  **Eligibility requirement section:**  <https://www.axelos.com/certifications/msp-certifications> |
| MSP   * Mastekeer should have minimum relevant work experience of 10 years with at least 4 years of project management experience. |

### Agile Project Management Certification (APM):

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| --- |
| Agile Project Management Certifications (APM) |
| Eligibility criteria mandatory for Mastekeers being nominated for project management certifications.  **Eligibility requirement section:**  <https://www.apm.org.uk/qualifications-and-training/project-management-qualification/> |
| * Mastekeer must be in the project management stream as per designation * Mastekeer should opt for this only if customer request with explicit approval of respective Advisory Committee |

### Quality Assurance (ISTQB Foundation):

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| International Software Testing Qualifications Board (ISTQB Foundation) |
| Mastekeer who plays a role of tester is eligible for giving this certification |
| For more details you can visit: <https://www.istqb.org/> |

### Service Management (ITIL4 Foundation):

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| --- |
| Information Technology Infrastructure Library (ITIL4 Foundation) |
| Anybody into Application Support & Maintenance role is eligible for giving this certification. |
| For more details you can visit:  <https://www.axelos.com/certifications/itil-certifications/itil-foundation-level> |

### Business Analysis (IREB, CPRE):

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| --- |
| Business Analysis (IREB, CPRE) |
| The eligibility criteria for IREB, CPRE certification.   1. **Mastek Eligibility Criteria** 2. Mastekeers must be a playing a Role of Business Analysts. 3. For Mastekeers who are not playing Business Analysts role but intend to give this exam    1. Will have to be registered under the aspiring BA program    2. They also need to appear for and pass an internal qualifying exam. |
| For more details you can visit: <https://www.ireb.org/en/cpre/foundation/> |

### Business Analysis (IIBA CBAP):

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| --- |
| Business Analysis (IIBA CBAP) |
| The eligibility criteria for CBAP certification.   1. **IIBA Eligibility Criteria**   <http://www.iiba.org/Certification-Recognition/CBAP-Designation/CBAP/CBAP-Handbook.aspx>   1. **Mastek Eligibility Criteria** 2. Mastekeer must be IREB CPRE certified 3. Mastekeer must be in the Business Analysis stream as per designation 4. Mastekeer must be in Grade 8 or above 5. L&D certification unit mandates aspiring candidate to enrol with IIBA as a member 6. Mastekeer must have experience of practicing BA role for minimum 6 years 7. Share a Business Case for Mastek in the template. (Click here to download template)   *NOTE: IIBA currently charges as application fee (amount specified in the handbook) for all applicants (IIBA member and non-member). If the application is declined by the IIBA due to not meeting of the relevant eligibility criteria, this fee will not be reimbursed. This amount will be reimbursed only on successfully passing of the exam.* |

# output

Updated Knowledge and skills repository with certification details.

# references

Digital certification guide

[K&S](https://ess.masteknet.com/Mastek04/HR/KnowledgeAndSkills/KNS_MyKnowledgeAndSkills.aspx)

[Udemy for Business](https://mastek.udemy.com/)

[DigiLearn](https://web.microsoftstream.com/group/40050e7f-0e69-4ffa-ad83-a9af2df80b68?view=channels)

[Yammer](https://www.yammer.com/mastek.com/#/home) (to post your certification)

# Amendment History

| Ver. No. | Date | Amendment History | Remarks |
| --- | --- | --- | --- |
| 0.10 | 18.06.2012 | First Draft | - |
| 1.00 | 19.06.2012 | Approved | - |
| 1.10 | 20.12.2012 | Clause 6.1.2.2 re-worded | Clause 6.1.2.2 re-worded |
| 1.20 | 20.09.2013 | Included IIBA - CBAP certification |  |
| 1.30 | 16.06.2015 | Excluded Insurance (CPCU, INS, LOMA) certification  Included IREB - CPRE certification |  |
| 2.00 | 28.08.2015 | Modified the entire content |  |
| 2.10 | 18.04.2016 | Identified relevant Delivery management Certification | Section 7.1.1 and 7.1.2 updated |
| 2.11 | 21.08.2017 | Modified the entire content aligned to Organizational changes to Adopt Service Lines |  |
| 2.12 | 13.08.2019 | -Removal of Relationship to Mastek values section-Removed QAI for SQA and UML from certification scope as per business inputs |  |
| 3.00 | 09.04.2021 | - Advisory Committee and Certification Board introduced  - Category and types of certifications defined  - Revamped the Certification process |  |