

NEW TO SAP EDUCATION? WE CAN HELP



SAP Education offers a range of courses covering the whole SAP and SAP BusinessObjects portfolio. If you are new to SAP Education, choosing what to study and how can be confusing. Please check the following Frequently Asked Questions (FAQ) for information.

If you have a question that is not answered below, please contact Education Customer Services by:

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Who or what is SAP?

SAP is the world's largest business software company, headquartered in Walldorf, Germany and with offices and customers all over the world. SAP provides enterprises software applications and business solutions for every aspect of business: financials, human capital management, sales, purchasing, production, planning and analysis. SAP applications are generally built around a technical platform called SAP NetWeaver. SAP provide software for large organizations and small and medium size enterprises, a variety of specific industry versions and, through SAP BusinessObjects, a set of tools and applications to optimise business performance.

There are a number of different component systems and SAP solutions, and there is not enough space in this FAQ to explain them all. For more information, click

<http://www.sap.com/solutions/index.epx>

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What about SAP BusinessObjects?

SAP BusinessObjects has a portfolio of solutions focussing on business intelligence, information management, enterprise performance management and governance, risk and compliance. BusinessObjects is an SAP company.

For more information, click <http://www.sap.com/solutions/sapbusinessobjects/index.epx>

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What sort of people use SAP software?

Organisations use SAP software and solutions to manage and optimise their business processes. Each organisation customises, or configures, the software to reflect their particular requirements. Solutions are implemented by a project team typically including

business process experts, technical support and application consultants (who specialise in customising). Once the project is complete, end users use the appropriate functions to do their normal jobs, and a support team functions as a help desk for their queries.

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What do SAP UK Education do?

We offer education solutions in a number of areas.

Project team training: education for project team members who will customise and implement SAP and SAP BusinessObjects software solutions. This includes 'application' team members who focus on customising solutions to support business processes, 'developers' who use programming to fine-tune the solutions and 'technical' people who are responsible for system administration, database administration and interfaces.

In the UK we have a range of more than 200 courses, scheduled throughout the year. Courses are arranged by subject area curriculum, for example BW (SAP NetWeaver Business Information Warehouse) or FI (SAP ERP Financials Financial Accounting). Project team training is delivered in a standard classroom format, through live online sessions called [Virtual Live Classroom](#) or through e-learning. Not all courses will be offered in all formats. These courses will range from 1 to 10 days in duration.

Customer specific training: for groups of people at a single organisation. Where a group of team members want to attend the same training we can tailor courses to suit and deliver them as private events at their site or at an SAP training centre. This is an economic option for groups of 6 or more participants.

End User training is focussed on the users, rather than the implementers of a system, or the support people. Every organisation will customise the software to match their own business processes, so end user training is not standardised like project team training. We do offer [e-learning courses](#) that focus on business processes, but most end user

training is created for the individual organisation. We have a team of people who will manage an end user training project within an organisation, including design, development and delivery of training specifically created for that organisation.

Education tools are software tools which support the creation and management of education programmes.

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I do not have any experience, where should I start?

Firstly, nobody can be an expert in all areas of SAP solutions: the portfolio is too large to do that. You should choose an area in which you already have a sound business understanding; for example, if you have experience in the financials market, it makes sense to investigate Financial and Managerial Accounting courses. If you have no relevant background or previous employment, you will find the courses more challenging as you will be trying to learn both the business processes of that market as well as the core system training.

For SAP solutions, if you have little or no SAP experience at all, you will need to attend an overview course. There are two entry-level courses, the **SAP01 SAP Overview** and **SAPTEC Fundamentals of SAP NetWeaver Application Server**. The SAP01 is the functional overview course for delegates who aim to become application consultants and the SAPTEC is the technical overview course for those who would like to become technical consultants, e.g. programmers or system managers/administrators. You should choose which course best fits your overall objectives. It is important to remember that most SAP Education is most appropriate to people interested in implementation of SAP solutions, not to people who will be users of the systems.

Both courses are three days in duration and are priced at £1080 + VAT per person.

[Click here for SAP01 and SAPTEC course outlines](#)

Once you have attended the SAP01 or SAPTEC, you can progress through an individual course curriculum, at the end of which you may choose to sit the consultant certification exam.

For SAP BusinessObjects solutions, there is no single overview course. You should follow the curriculum path for the solution you are interested in. For more details, see the [SAP BusinessObjects area of the SAP UK Education website](#).

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What is certification?

Certification is available for many SAP and SAP BusinessObjects solution areas. If you sit and pass a certification exam, you are welcome to describe yourself as 'Certified' for the relevant area, and to make use of the logo which asserts this.

Most people would attend some form of training in at least some areas before they attempt certification. The topic areas and their respective weightings for each exam are published on our website, along with a note of which course includes the relevant topics. Courses contained within a certification path are often described as an 'Academy' track.

However, certification exams are open to all, and attendance on formal training courses is not mandatory. If you have the relevant experience in all areas you are free to attempt the exam without attending SAP training courses.

You may only attempt an exam at any given release three times.

[Click here for details of currently available Certification exams](#).

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How long does an Academy track take and how much does it cost?

A typical SAP Academy is five to six weeks in duration. You can attend in one of two ways: through classroom training, or via an e-Academy.

Classroom courses (which might be delivered via our [Virtual Live Classroom](#)) typically run between the hours of 9am-5pm, primarily in Heathrow or Dublin. The courses cannot be attended in the evenings or at weekends. The cost of SAP classroom courses is on average £395 per day for application courses, or £450 per day for technical courses, so you can expect to pay in the region of £10,000 - £12,000.

In the UK we run academies (with the exception of the BW Academy) as individual component courses, so you do not have to attend 4 or 5 weeks of training consecutively as you do in other SAP Education centres. Individual courses are scheduled consecutively so if you do wish to attend them back to back you can. You also have the option to attend one or two events, go away and put the knowledge you have learnt into practice and then return to the next level at a time that suits your commitments or learning style. Whole academy tracks are run once per quarter but many of the courses that make up a given academy are run 2 or 3 times a quarter.

Or, you can book an e-Academy: a supported online training program. You can follow an e-Academy at your own pace, over the course of 3-5 months. e-Academies are booked and charged as a single course, at a cost of between £5600 and £6600. For more information about e-Academies, [click here](#).

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**Will attending the SAP courses, or passing Certification guarantee employment?
Does SAP offer job placements or career advice?**

SAP is unable to offer placements or specific career advice. We recommend that you investigate the job market and speak to a local recruitment company for job opportunities and career advice. SAP Certification cannot guarantee employment. However, being a certified SAP consultant does add value to your CV, particularly when combined with previous experience of an industry/market.

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How do I book SAP Education courses?

You need to complete a [registration form](#) which includes details of the course(s) you want to attend and your payment information. If your organisation has an existing account with us, you may be able to book courses online.

Please note that SAP UK Education is unable to reserve places provisionally and that course bookings can only be made with full payment information.

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How do I pay for courses and what are the terms and conditions?

SAP UK Education operates pre-payment terms for all courses and exams.

If you are booking via your organisation, customers with an existing account with SAP Education can arrange to pay for training via a purchase order and invoice. For courses booked close to their start date we reserved the right to require a credit card for bookings. Where you have a large programme of training to book, we can offer a prepayment scheme, our preferred card. Based on the value of the preferred card you

buy, SAP Education grants a bonus. More details of the preferred card scheme are available [here](#).

As an individual, you can pay for SAP courses using a credit card; we accept VISA, Mastercard/Eurocard or American Express. Unfortunately, we cannot accept debit cards. We also accept cheques.

Please note that if you wish to cancel or rebook your course or exam to a later date, you must inform SAP in writing or by e-mail at least 14 days prior to the start date. If you contact SAP within 14 days of the course start you will incur a 50% charge and within 7 days a 100% charge.

SAP UK Education do not offer discounts on published course prices. All prices quoted are exclusive of VAT.

[Click here for full details of our Terms & Conditions](#)

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Where can I get my own version of the software?

There are no individual free/demonstration versions available for SAP, as the scale of the solution would make this impossible. Limited demonstration versions of SAP BusinessObjects software can be downloaded from the SAP website.

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Which 3rd party training providers do you recommend?

In the UK, SAP does not authorise or certify any 3rd party Education providers, nor do we license training materials or access to our software for delivery of customer training to any third party.

We are aware that there are some organisations offering public training on SAP topics and understand that some of these falsely claim to be 'authorised' or to have some other connection to SAP Education. We receive regular complaints regarding quality of training from customers of some of these organisations, but are unable to intervene as these are completely unconnected to us. We cannot vouch for the quality of course content, material or delivery of any third party training provider, nor for their financial fitness and stability. SAP is the only source of SAP-approved public training.

SAP BusinessObjects training is delivered by a network which includes SAP and Authorised Education Partners. However, all booking for SAP BusinessObjects training is managed directly by SAP and no organisation is authorised to offer this training using SAP licensed materials or software independently.

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