

# SAP Learning Insights



## SAP Learning Insights Podcast

Transcript Episode 064 – Certification Reimagined –  
with Claudia Kische



In this episode of SAP Learning Insights, our host David Chaviano welcomes Claudia Kische. Claudia is an expert for SAP partner certification and learning adoption from the Waldorf headquarters. The conversation dives deep into the transformative changes that SAP certification has undergone recently, transitioning to a more practical and engaging model that reflects real-world scenarios, ultimately benefiting learners and partners alike. The goal is finally to have more capable, job-ready individuals who can navigate the details of SAP systems with confidence.

Claudia highlights annual recertification, AI assessments to reduce anxiety, and the importance of SAP Learning resources for success. At the end, Claudia of course shares her final words of wisdom with you!

SAP Certification reimaged: <https://learning.sap.com/get-certified/reimagining-certification>

SAP Certification: <https://www.sap.com/training-certification/sap-certification.html>

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## Transcript

**David Chaviano:** Hello, everybody. Welcome to another episode of SAP Learning Insights. Today, SAP certification, once again, we're going to be covering that. If you haven't noticed already, it's undergone a few changes, recently shifting from a primarily theoretical model to a more practical, hands-on approach. Those of you out there that have already certified, you will remember your exam proctor watching you intently from your webcam. So, things have changed a little bit. And to talk about those changes today is Claudia Kischa, my colleague. Claudia, welcome to the podcast.

**Claudia Kischa:** Thank you so much. Thank you for having me.

**David Chaviano:** All right. Before going into SAP certification, we always do our hero origin story. Tell us a little bit about yourself. Where are you from? What did you study? And how did you find your way into SAP?

**Claudia Kischa:** Yeah, sure. So, I'm part of the Waldorf headquarters crew and part of the partner solution enablement team. And I've actually studied psychology, which is not probably the most usual path to come to SAP, but it resonates perfectly well with the role that I'm currently in. So I'm taking care of the partner certification and learning adoption. So making sure that partners really benefit from what we are putting out to them and also listening certainly to their feedback. So this is really the role that I'm in. And learning has always been a really important part of my professional career. Started in the studies, but also now in my roles that I had so far within SAP. And that's been a long time. It was always part of what I've been doing and really a fascinating topic to me.

**David Chaviano:** Great to hear. That was an interesting path you surely took from psychology to SAP. Now working with our partners, for those of you listening who don't know what our partners are, just very briefly, they're basically assisting SAP in getting our solutions installed across the world. SAP can't do it by itself. So our partners are there working with us to make things happen on the customer side. And partners in particular have a very high interest in SAP certification because they are themselves bringing consultants out to the field to make these great things happen on the customer side. Then you have to know what they're doing. SAP certification is one way they can prove that they understand what they're doing with their customer systems. So the customer's minds can be a little bit at ease going into their projects. So there's a little bit of background out there for anybody out there that's unfamiliar with what an SAP partner is. So back to SAP certification, the reason we started this podcast in the first place, what's new? What's happened? What's changed?

**Claudia Kischa:** Yeah, so we've come a little way. Already last year, we introduced the get and stay certified approach. You might have heard about that. I hope so. So far, when you look very much back, SAP had always granted certifications, but they were valid then forever, let's say. And since last year, we wanted to make certification much more relevant for learners and much more relevant for customers and ensure that skills in the cloud era are really up to date of all learners who take learning and certification. And so we introduced the get and stay certified model and said every 12 months people need to recertify to keep their certification valid. Now, just at the end of last year, another enhancement was launched, which is the move to the AI-based certification.

So, what does it mean? And that sounds, I think, already quite interesting because everybody's doing something with AI and it's really also a big hype around it. But it's also a great opportunity and we have lots of new possibilities to make certification much more relevant by using AI now.

So what does it mean? we are moving away from the multiple-choice questionnaires that we have put out to partners to get certified. And you probably remember if you are certified that it could be quite hard to remember the exact details that you had to put down to get the answer right. So we don't have any multiple-choice exams anymore from now onwards. And we are moving to performance-based skill assessment, meaning we're using either scenarios where the learner talks to the AI avatar and gets their skills of knowledge validated by the AI avatar, or they do smaller implementations in the system. So it's really based on real world scenarios. It's like the learner is in a customer situation and needs to demonstrate their knowledge and skills and that is what makes a certification much more relevant now that we put the learner in a real situation let's say where they can apply what they will anyhow need to apply when they meet a customer so that is in a nutshell the big change that we are launching just now and we are in the midst of the transformation.

**David Chaviano:** All right. Sounds good. And I suppose it's definitely a step in the right direction. In the previous certification model, if you were just really good at memorizing the coursework and you answered all the questions correctly, you could technically get certified without ever having touched an SAP system. So you could end up theoretically, especially as a beginner, going into a job interview, SAP certified, and then your potential employer can sit you in front of an SAP system and ask you to do some basic navigation tasks and you might be a little bit lost. Potentially avoid that embarrassment now by being obligated to use our practice systems and do some practical skills development in the process of certifying.

**Claudia Kischa:** Yeah, that's actually so true. And that will be a real benefit, I think, for everybody, for our customers. If somebody is certified, they know that they are familiar with the system, they know how to implement, or they know what they're talking about. And it really reduces the risk of projects not going well. And the same for our partners. If they know that they have found skilled employees that are certified, then this really means something to them. And they can actually position themselves also in their competition with other partners by having those newly certified learners that have the real skills, actually but what is the most important I think is also the benefit that we see here for the learner.

Because you actually learn something that is relevant and you're tested with your skills. So if you're a senior person, you don't have so much extra effort to get certified because you can just apply what you know anyhow, what you do in your everyday work, right? And if you're fresher, it actually helps you to get more skills that you will also need that later in your real life. So you're better preparing for what you will need later. And in those AI avatar conversations, you actually get all the time feedback about your responses. So you have the possibility to improve yourself and you learn while you're even doing certification. So I think that's even a big plus also for people who are not yet very advanced in their career because they learn as they go, as they prepare and also as they take the certification as such.

**David Chaviano:** Okay. And you did mention like this AI avatar. And as I was browsing through the various certifications on [learning.svp.com](https://learning.svp.com), some of them were, I guess, called scenario-based and others system-based. Can you maybe touch on that really quick?

**Claudia Kischa:** Yes, yeah. We have only spoken a tiny little bit about it so far, and I'm happy to explain it a little bit in more detail. Scenario-based is what we call the assessment that is based on

the AI avatar conversation. So you would be actually enabling your video and your audio, and there is on the screen somebody who is talking to you, right? So, you are in a conversation with this AI avatar, sorry, and you will be asked questions. You can then respond to them straight away or you can even pause if you need a second to think about your answer. You can also rephrase your answer if needed, like you would do in a real conversation with your customer. You can certainly also reiterate or make it more detailed what you want to say. What is important is that there is a timer running for those AI avatar conversations, so it will not go forever. And you will be able to redo your answers, give the answers to those questions that the AI avatar asks you until the timer is done. And that is usually two hours. Sometimes it's three hours. But there's this timer that you need to really ensure you're aware of.

**David Chaviano:** Okay. It sounds like some big changes then, totally different experience. And for people out there who have already been studying for a certification and maybe their study time has transitioned over into this new certification model, it might be helpful for them to understand what has actually stayed the same. So, are they still on the right track to be studying and passing their certification, even though things have changed so drastically?

**Claudia Kische:** Oh, yeah, that's a very good point. And I'm so happy you're mentioning it because there is a really important thing that hasn't changed, which is the stay certified process. Which I touched upon very early in our conversation. So every learner needs to keep their certification valid and needs to do this every 12 months by completing a stay certified assessment. And this stay certified assessment is only an 8 to 12 question exam, let's say. It's also non-proctored, but it needs to be done. Otherwise, the learner will need to redo a full certification. So there is so much benefit in just doing the small assessment to show that the learner is up to date on the most recent material that is available and the updates that were made during the last year. So that is the stay certified really isn't going away. It is there and we want to remind everybody to do it because currently and as we are in the month of March, we saw so many people who did their certification exactly one year ago. And now is the time to revalidate their knowledge by doing the Stay Certified assessment. So it's important to not forget about this, even though there are other changes coming. Also, I think it's important to know that no matter which certification you are taking.

There are still the learning journeys, there are practice systems that we highly encourage you to use to prepare yourself for the certification, especially when you're going through a system-based certification. So where you need to do smaller tasks in the, practice system. It is important that you go through the exercises that are part of the learning journeys because they will prepare you perfectly well for the exam as such. And these are available already. That doesn't change and will continue to provide you live sessions and additional learning opportunities to prepare you for the certification.

**David Chaviano:** All right. So that's good to hear. So we haven't completely flipped the chessboard over here. If you're in the process of studying and this change happened, no worries, just keep doing what you're doing. Maybe focus a little bit extra on the practical portion of your studies as well. Make sure you utilize those practice systems as much as possible. So we already covered basically what's changed, what's new, the benefits of it, why we're doing it. One question that I think comes up very often in these conversations, I've heard, had several of them already, in terms of unorthodox methods of passing the exams. Some concerns about people doing unusual things with this AI avatar in these systems. We no longer have that person staring at you intently from the webcam. Can you maybe comment on that aspect of this new certification?

**Claudia Kischa:** Yes, yeah, yeah, sure. I understand this is a big change. So as you said, there's no proctoring anymore. You can take your certification wherever you want. You can even use extra help material to do the certification. Joule for consultants would probably be very helpful to do the EXIM. And that is by design that way because we want to make certification as if you were in a real world environment in you like you were at the customer so it is important to us that you can act as if you weren't in an exam but in a real situation and the way we see it is that we are We're talking here about adult certification. Who really want to also make an impact with the certification that they have or the learning that they have. And we do our best to avoid any misuse by also checking on the UID. So there's a technical identification that is certainly happening. And eventually, if there's any cheating that we discover, there is certainly the possibility by SAP to intervene and revoke certifications. But so far, we didn't discover real issues. And we think that it's still the exact right approach to make certifications relevant.

**David Chaviano:** All right. of course there's ultimately the final quality check in that if you've tried to pass a certification in a way that didn't help you learn anything and you end up in the job interview and you don't know much you're obviously not going to get the job so there's no point in try to come up with shortcuts to try to achieve this certification without actually having experienced at learning something about sap because then it's just sort of not of any value to you either but anyway looking ahead so this is a new model it was released what is it less than a month or a month ago at the time of recording we're recording the 2nd of march 2026 surely yeah.

**Claudia Kischa:** It's been launched basically at the beginning of the year we had a few pilot certifications in November (2025) at TechEd in Berlin so that is where we started with six certifications but really we launched the whole transition beginning of this year and we are still in the transition honestly so we have already 83, certifications available on the new model, but there is some yet to come and the learning team is working high speed to bring them over as we speak.

**David Chaviano:** All right. Perfect. Anything else that we can look forward to looking ahead, like in terms of exam style, or is this more or less what people can expect? For example, will the system scenarios remain system scenarios? Will there be any changing back and forth between scenario and system, or is this basically how it's going to be going forward.

**Claudia Kischa:** I would say there can be changes. Sometimes scenario-based could be turned long-term into a system-based, but it's not something that we would expect regularly to happen. If that happens, then it would be an exception. The model is rather stable, and you can just now try it out and play with it and get familiar with it. We also have videos that will help you to get familiar with the type of certification. And lots of help material on our learning platform on the Reimagine page. So if you go to [learning.sap.com](https://learning.sap.com), there's a page about reimagine certification. That should be really helpful. That also has the links to the videos, and I'm sure we're posting it also here. And there's a Partner Learning Manager blog post that is always updated where you can review which certifications were already transitioned to the new model, which I would also highly recommend to leverage.

**David Chaviano:** And we'll be sure to add those links into the show notes so people can get to them. I had a question that I forgot to ask and I want to ask it now. It's a very specific one. If you remember the old certification style, you had to make an appointment. So since you're meeting with a live proctor, what's it like now? So there's no proctor now. So you just do it in real time or do you still need to schedule something?

**Claudia Kischa:** Currently, you don't need to schedule any slot for the scenario-based certification exam. You just go in and you do it. You can actually also redo it, but in between two certification exams for that type of exam. So with the AI avatar, you need to have 24 hours in between. So that one is probably good to remember. But in general, you don't need a slot for doing an AI avatar. So scenario-based certification exam. For the system-based certification exams, you actually now need to schedule a specific slot. and that would work like it worked before. So you just reserve the slot and you can then access the certification. I think it's maximum 15 minutes before the exam or latest, I think 60 minutes after the slot. So you can be a little bit late, but not too late. But it's important to remember that for the system-based, you actually need a slot because we also need to provision the practice systems to our learners to go through the exam.

**David Chaviano:** Okay, makes sense. Fair enough. And I would have to say that the user interface overall is greatly improved versus the old style of scheduling your exam. I think that basically covers all the big questions. Maybe we could close off with some final words of advice, closing wisdom from you, Claudia, around SAP certification and particularly to our new listeners here.

**Claudia Kischa:** Yeah. So, yeah, thank you for letting me comment on that. And I'm so happy to be here and having the opportunity to tell you all about this new kind of assessment method, because I think it's a huge step forward. It makes certifications so much more relevant. And even it's enjoyable to do the certifications. We had great feedback from our learners about their certification experience, especially with the AI avatar and that they even learned while they were doing the certification. It might sound a little bit weird because it's different, but we all know that we just need to go and get it done and try it. And then we'll have a good opportunity to have a really great experience. And if you want, we're really welcome to share your feedback on those certifications. With us. We're really looking forward to hearing from you.

**David Chaviano:** All right. So those of you who have a certification, check it out. That's pretty interesting. I will be doing one myself as well. Claudia, thanks a lot for joining.

**Claudia Kischa:** Thank you so much.

**David Chaviano:** And thanks to everybody else for listening. Until next time. Goodbye.