

## Xactimate Trainer Certification

The Xactimate Trainer Certification prepares product trainers to educate others about Verisk estimating solutions.

### Xactimate Certified Trainer (XCT)

Validates the trainer has completed the most prestigious Xactware training program and is authorized to train the public. Certification ensures that Xactimate trainers are properly educated in accordance with Verisk's high standards. Prospective trainers must be observed in onsite training and evaluation prior to certification.

Xactimate Certified Trainers receive instruction on the tips and tricks of building estimates with Xactimate and fully harnessing the software and sharing that information with their students. As part of the program, trainers receive:

- 3-day Train-the-Trainer class
- Student manual for learning Xactimate
- Access to the trainer resource library which includes presentations, outlines and facilitation materials
- Access to an Xactimate instance
- Access to an XactAnalysis instance
- Discounts on Xactimate learning products
- Certified Trainer Certificate
- Listed on the Certified Trainer Directory Xactimate

*Certified Trainer status is valid for two years, after which the certification status will expire and must be renewed.*

### Xactimate Affiliate Trainer (XAT)

Confirms the trainer has completed a prestigious Xactware training program and is prepared to train their staff. Trainers provide the highest quality of Xactimate training but are not interested in the competitive advantage of being certified, endorsed, or promoted by Verisk. After completing the Train-the-Trainer class and passing the trainer exam, participants receive documentation indicating they have completed Verisk's Train-the-Trainer program. Because Affiliate Trainers do not participate in an onsite training observation and evaluation like Certified Trainers, they are not certified by Verisk. They are, however, well-prepared to provide high-quality Xactimate training.

Xactimate Affiliate Trainers receive instruction on the tips and tricks of building estimates with Xactimate and fully harnessing the software and sharing that information with their students. As part of the program, trainers receive:

- 3-day Train-the-Trainer class

- Student manual for learning Xactimate
- Access to the trainer resource library which includes presentations, outlines and facilitation materials
- Discounts on Xactimate learning products

***Xactimate Affiliate Trainer status is valid for two years, after which the certification status will expire and must be renewed.***

## **ClaimXperience Certified Trainer (CXCT)**

ClaimXperience Certified Trainers are authorized to provide training to others while being promoted by Verisk as an endorsed and certified program. Certification ensures that ClaimXperience trainers are properly educated in accordance with Verisk's high standards.

ClaimXperience Certified Trainers receive instruction on how to collaborate with the policyholder and best practices for how to use ClaimXperience. They will also learn how to share the product with users in a live setting, including how to switch roles. Program participants will learn how seamlessly switch between roles and how to demo various scenarios with their own students. They also receive the following as part of the program:

- 2-day Train-the-Trainer course
- Access to videos and ClaimXperience course
- Access to the trainer resource library which includes presentations, outlines and facilitation materials
- Certified Trainer Certificate
- Listed on the Certified Trainer Directory

***ClaimXperience Certified Trainer status is valid for two years, after which the certification status will expire and must be renewed.***

## **ClaimXperience Affiliate Trainer (CXAT)**

ClaimXperience Affiliate Trainer status allows an individual to train others in their organization as a business support function. Trainers provide the highest quality of ClaimXperience training but are not interested in the competitive advantage of being certified, endorsed, or promoted by Verisk.

ClaimXperience Affiliate Trainers receive instruction on how to collaborate with the policyholder and best practices for how to use ClaimXperience. They will also learn how to share the product with users in a live setting, including how to switch roles. Program participants will learn how seamlessly switch between roles and how to demo various scenarios with their own students. They also receive the following as part of the program:

- 2-day Train-the-Trainer course
- Access to videos and ClaimXperience course
- Access to the trainer resource library which includes presentations, outlines and facilitation materials

*ClaimXperience Certified Trainer status is valid for two years, after which the certification status will expire and must be renewed.*

## Start your Certified or Affiliate training

The trainer certification programs include the following steps:

1. **Register** for the trainer certification program by calling our training department at 1-800-424-9228
2. **Sign** and return the Verisk Training Services Agreement and the Certified Trainer Registration Form
3. **Pass** the Xactimate Level 3 Certification Exam
4. **Complete** the appropriate Train-the-Trainer course
5. **Pass** the Train-the-Trainer exam
6. **Conduct** Xactimate Training while being observed by Verisk personnel (XCTs only)
7. **Pass** the Xactimate Training Evaluation (XCTs only)

## Certification Directory

After receiving either a user or trainer certification, you will have your name listed in the respective certification directory, helping you market your credentials and expand your business.

[View the trainer certification directory.](#)

## FAQs

- **Why choose an Xactimate Certified Trainer?**
  - When making a financial investment in Xactimate or ClaimXperience training, you want to know that you are spending your money wisely and that the training you receive is the best in the industry. Those who hold the Xactimate or ClaimXperience Certified Trainer credential have proven they are the best in the industry. These individuals have gone through rigorous training and testing. Verisk has evaluated their skill level and training practices to ensure product users get the best training possible. Certified Trainers receive regular communication from Verisk and are well versed on the latest Xactimate and ClaimXperience updates. Certified Trainers use training curriculum created by Verisk to help users maximize their learning experience and prepare to become a certified Xactimate or ClaimXperience user.
- **What is the difference between User Certification and Trainer Certification?**
  - When a company hires someone to write estimates, they want to know that they are hiring the best. Xactimate and ClaimXperience user certification independently verifies an individual's Xactimate or ClaimXperience skill level. Those who become certified are considered the best in the industry. Xactimate certification tests an individual at three different proficiency levels.
    - Level 1 Xactimate User Certification signifies that the individual has a firm foundation of Xactimate fundamentals and can accurately write an estimate from start to finish.
    - Level 2 Xactimate User Certification signifies that the individual has mastered the foundational skills and can utilize time-saving techniques to estimate larger jobs with a higher proficiency.
    - Level 3 Xactimate User Certification signifies that the individual has full mastery of all tools and functions within Xactimate.
  - There is a common misconception that an individual who knows how to use Xactimate also knows how to train others in how to use Xactimate. This is comparable to assuming that all people who can swing a hammer are master builders.

- Xactimate trainer certification verifies that a trainer not only knows how to use Xactimate but knows how to effectively train Xactimate users with differing skill levels. Xactimate Certified Trainers have proven that they can effectively deliver Xactimate training and create an optimal learning environment.
- **Beware of trainers who misrepresent their credentials**
  - Verisk wants all customers to have productive, high-quality training experiences. Some individuals who offer Xactimate training misrepresent their qualifications. Often they do not provide the high-quality training experience that customers expect. Individuals who advertise their Level 3 User Certification should be viewed only as proficient Xactimate users. Level 3 User Certification does not signify that an individual is qualified to deliver high-quality Xactimate Training. Look for the Xactimate Certified Trainer credential. Only Xactimate Certified Trainers have proven that they have the ability to provide the quality of training that Verisk expects.
- **How can I verify a trainer is an Xactimate or ClaimXperience Certified Trainer?**
  - In general, Xactimate and ClaimXperience Certified Trainers will specify this credential within their training documentation and advertising. Customers can verify a trainer's credentials by visiting our Certified Trainer Directory.