CertNexus®

Candidate Handbook

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CertNexus Candidate Handbook

Certification Exam Policies

The policies and procedures outlined in this document represent the general, overarching policies and procedures that govern the administration of all CertNexus certification programs. Some CertNexus certifications have additional policies and procedures specific to them. Please refer to exam-specific pages on the CertNexus certification website for information directly related to each exam. CertNexus reserves the right to revise or update these policies, with or without notice, at any time.

Statement of Impartiality

CertNexus understands the importance of and is dedicated to ensuring complete impartiality in relation to all CertNexus certification programs. CertNexus makes every effort to avoid conflicts of interest and to ensure objectivity when developing, administering, and scoring certification exams.

Policies and Procedures

1. Exam Objectivity

1.1. CertNexus and its agents collect particular candidate information, primarily for the purposes of verifying exam candidate eligibility and enabling the verification of certification status, from all exam candidates. CertNexus does not collect candidate information in regard to any of the following items: race, color, national origin, sex, gender identity, sexual orientation, age, or disability (except to make reasonable accommodations to candidates with demonstrated special needs at their own request).

1.2. CertNexus utilizes an online candidate registration system to ensure all candidates have an identical registration experience and that no personal bias is involved during the registration and testing process, or in the screening of candidates for eligibility.

1.3. CertNexus uses third-party testing centers to administer most CertNexus certification exams. This ensures that no party involved in the development or delivery of CertNexus courseware is directly involved in the administration of CertNexus certification exams. These third parties may also store and manage candidate information.

1.4. CertNexus analyzes all exam-related policies annually to identify potential threats to impartiality and to ensure an ongoing adherence to fair and impartial exam development and delivery practices. Further, all CertNexus personnel are required to disclose, in writing, any known or

potential conflicts of interest regarding exam candidates, exam development, and supporting courseware development.

2. Exam Eligibility

2.1. CertNexus does not require a fee, supporting documentation, or other eligibility verification measures from candidates for them to register for most CertNexus certification exams. Exam-specific eligibility requirements can be accessed on exam-specific pages of the CertNexus website here.

2.2. CertNexus does not require candidates to complete specific training prior to taking most CertNexus certification exams. Training that candidates might utilize to prepare for most CertNexus certification exams are not required to be authored or delivered by either CertNexus or its affiliated entity, Logical Operations.

3. Certificate of Non-Transferability

Successful candidates who hold a current CertNexus certification retain the certification for the duration of its validity and as long as they fulfill all of the requirements of maintaining a valid certification. However, no certification holder may transfer any CertNexus certification to another person or entity.

4. Registration Process

While CertNexus strives to provide a clear and consistent method for exam registration and administration, some specific policies will depend on the particular testing center location administering an exam. The following sections of the **CertNexus Certification Exam Policies** outline the general registration process policies that govern all CertNexus certification exams, regardless of testing center.

4.1. Candidate Personal Information and Account Registration

4.1.1. Candidates can purchase exam vouchers directly through the CertNexus store here or partner stores. Candidates might also obtain a voucher through a training delivery center or organization if the certification voucher came bundled with their training program. Once candidates have an exam voucher, they can register for and schedule a testing session through their chosen exam delivery service's website.

4.1.2. CertNexus' partner testing centers and other vendors may maintain a secure database of all candidate registration information.

4.1.3. CertNexus maintains legally enforceable agreements with all exam delivery partners and vendors to ensure that candidate information is maintained in a secure environment and is released only to authorized parties.

4.2. Registration Process

Scheduling exams delivered by testing centers is based on seating availability at the selected testing center location. CertNexus cannot guarantee that seat availability at any particular

location will accommodate candidate schedules. Visit your testing centers' website to view its registration process policy.

4.3. Cancellations and No-Shows

All cancellations must be made in accordance with the policies of the specific testing center that is administering your certification exam. Additionally, candidates are subject to the testing center's no-show policy in terms of rescheduling or seeking a refund. Visit your testing centers' website for more information on cancellations and no-shows.

4.4. Test Accommodation Requests

In accordance with the requirements of the Americans with Disabilities Act (ADA), candidates with a demonstrated need may make requests for special accommodations that relate to that need when scheduling their exam. Requests must be made to CertNexus in writing at least thirty-five (35) calendar days prior to the desired exam date. Requests must be reviewed and approved by CertNexus and supporting documentation may be required. CertNexus will inform the testing center of candidate needs once the request has been approved.

Candidates can submit test accommodation requests via email to certifications@certnexus.com.

4.5 English as a Second Language (ESL) Time Extension Requests

To accommodate candidates who are non-native speakers of English, candidates who are taking an exam delivered in English in a non-English speaking country may make requests for a time extension when scheduling their exam. Requests must be made to CertNexus in writing at least fourteen (14) calendar days prior to the desired exam date. Requests must be reviewed and approved by CertNexus and supporting documentation may be required. CertNexus will inform the testing center of the time extension once the request has been approved.

Candidates can submit ESL time extension requests via email to certifications@certnexus.com.

4.6. Candidate Identification

While specific requirements for candidate identification and acceptable forms of identification depend on the specific testing center that is administering your exam, candidates will generally be required to bring registration confirmation and a government-issued ID to take any CertNexus certification exam. Contact the testing center that is delivering your scheduled certification exam for specific information on requirements and acceptable forms of identification.

5. Exam Delivery Exclusions

CertNexus reserves the right to exclude certain regions, countries, and/or test centers from participating in the CertNexus certification program based on potential security and/or integrity

concerns. Currently, CertNexus policy prohibits individuals residing in the embargoed territories of Iran, North Korea, Syria, and Sudan from taking a CertNexus test or from becoming certified.

6. Testing and Retake Policy

6.1. Eligible candidates may purchase a voucher to take the desired CertNexus certification exam from the CertNexus store or partner stores. Vouchers for CertNexus certification exams are non-refundable, non-transferable, and non-exchangeable. All vouchers, including any retakes, expire 18 months from the date of purchase, unless otherwise noted.

6.2. Specific exam delivery policies and modes of availability are dependent on the particular testing center administrating your CertNexus certification exam. For more information, visit your testing center's website.

6.3. CertNexus is the sole decision maker with regard to passing scores for all CertNexus certification exams and for all other decisions related to certification. CertNexus uses an industry-standard, statistical-analysis process to determine passing scores (cut scores) for all exams.

6.4. CertNexus uses Pearson VUE testing centers as its third-party exam administration vendor.

6.5. Upon completing and submitting exam responses for CertNexus exams, candidates will immediately receive a score report based on the certification exam's cut score. Candidates that score a passing mark will be informed only that they have passed the exam. This is because CertNexus certification exams are designed to be binary indicators of whether or not a candidate is qualified to perform the associated job task. There are not varying levels of certification; either a candidate is qualified or not. Candidates who fail an exam attempt will receive a score report indicating how well they performed in each of the exam's domains. This level of detail is intended to help candidates study for retest attempts. Pass or fail, you will be able to access your score report through your CertNexus Pearson VUE account after taking your exam. Candidates who wish to appeal pass/fail scores can do so in accordance with CertNexus' appeals policy identified in section 6.7 of this policy.

6.6. Any candidates who do not pass a CertNexus certification exam on their first attempt are eligible for a second attempt immediately, at no additional cost and with no waiting period before the retake. All CertNexus certification exam vouchers include one free retake. Retakes are only valid for the same exam and same exam version that was initially purchased and using the same voucher code. All attempts, including retakes, must occur prior to the voucher expiration date. For any attempts after the free retake (i.e. before the third attempt or any subsequent attempt, or after the expiration date), candidates must purchase another voucher. While there are no time restrictions on the third attempt or any subsequent attempts thereafter, CertNexus strongly recommends a 30-day preparation period before taking the exam again.

6.7. Candidates who wish to appeal a failed attempt at passing a CertNexus certification exam must file written notice with CertNexus within thirty (30) calendar days of receiving their score. Requests can be emailed to certifications@certnexus.com. Requests for appeal received in excess of thirty (30) days from receipt of exam scores will not be considered. Requests for appeal shall include a statement indicating the grounds for the appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached.

If CertNexus determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be submitted to a committee of not less than three (3) impartial members for review. The certification exam appeals committee's decision will be considered final and will be determined by a simple majority vote.

Appeals shall be reviewed by the certification exam appeals committee within forty-five (45) calendar days of the appeal request submission. The certification exam appeals committee shall notify the appellant of its decision within fourteen (14) calendar days of the determination.

7. Recertification Requirements

All CertNexus certification exams are subject to recertification requirements for candidates to maintain their certified status. The recertification requirements will vary from exam to exam, but in general, all certifications are subject to the following provisions unless otherwise specified:

7.1. CertNexus certifications are valid for a term of three (3) years from the time the certification is granted. By three (3) years from the time of original issuance, candidates must complete all recertification requirements to maintain a valid certification. Recertification options will vary from exam to exam but may include retaking the most current version of the exam, enrolling in a Continuing Education (CE) program for the certification, or a choice between the two.

7.2. For CertNexus certifications that allow candidates to retake the exam to maintain valid certification, candidates will be subject to the latest version of the certification objectives available at the time of the retake. CertNexus periodically maintains and updates certification exam items and objectives to ensure that the knowledge, skills, and abilities being tested for are up to current standards and that the exam is still valid. Current certification objectives for all CertNexus certification exams can be found on the specific exam pages on the CertNexus certification website.

7.3. For CertNexus certifications that offer a Continuing Education (CE) program to maintain valid certification, candidates will be subject to the details of the certification's specific CE program details, including the number of Continuing Education Credits (CECs) required for recertification,

the approved activity types, etc. If a CE program is available, details about the program can be found on the specific exam pages on the CertNexus certification website.

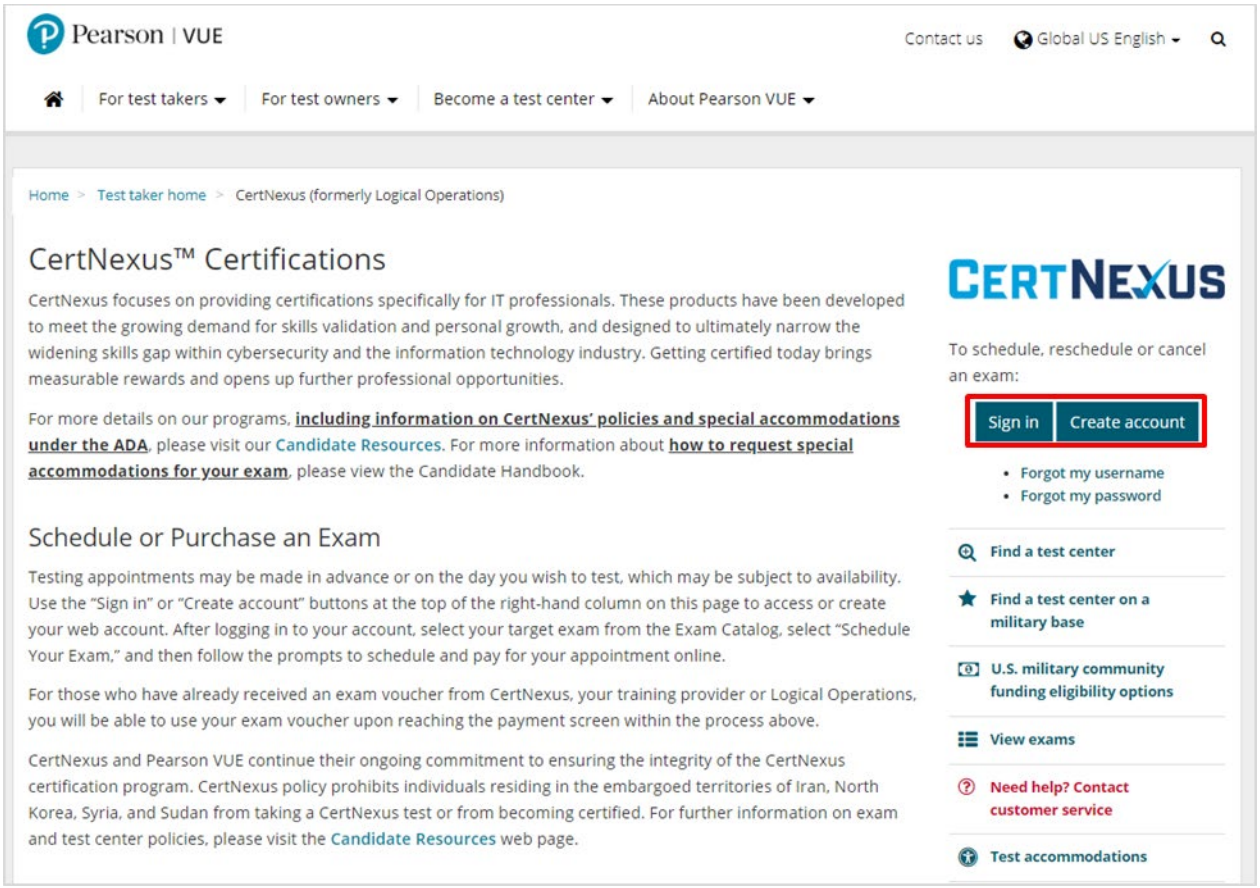
7.4. In the case of certification revocation due to a failure to comply with continuing education requirements, all other CertNexus certifications in good standing currently held by candidates will remain valid.

Exam Scheduling Instructions (Note: the procedure is the same for scheduling your "free re-take" on any CertNexus Exam Voucher)

The procedure below outlines the steps candidates will follow to register for and schedule all Pearson VUE-administered CertNexus exams.

Step 1. Purchase your exam voucher from the CertNexus store, the Pearson VUE voucher store, a commercial training provider, or a third-party vendor.

Step 2. Navigate to http://www.pearsonvue.com/certnexus. Click **Sign in** if you already have a CertNexus program account through Pearson VUE or click **Create account** to create a new account. You can find these buttons on the right side of the screen.

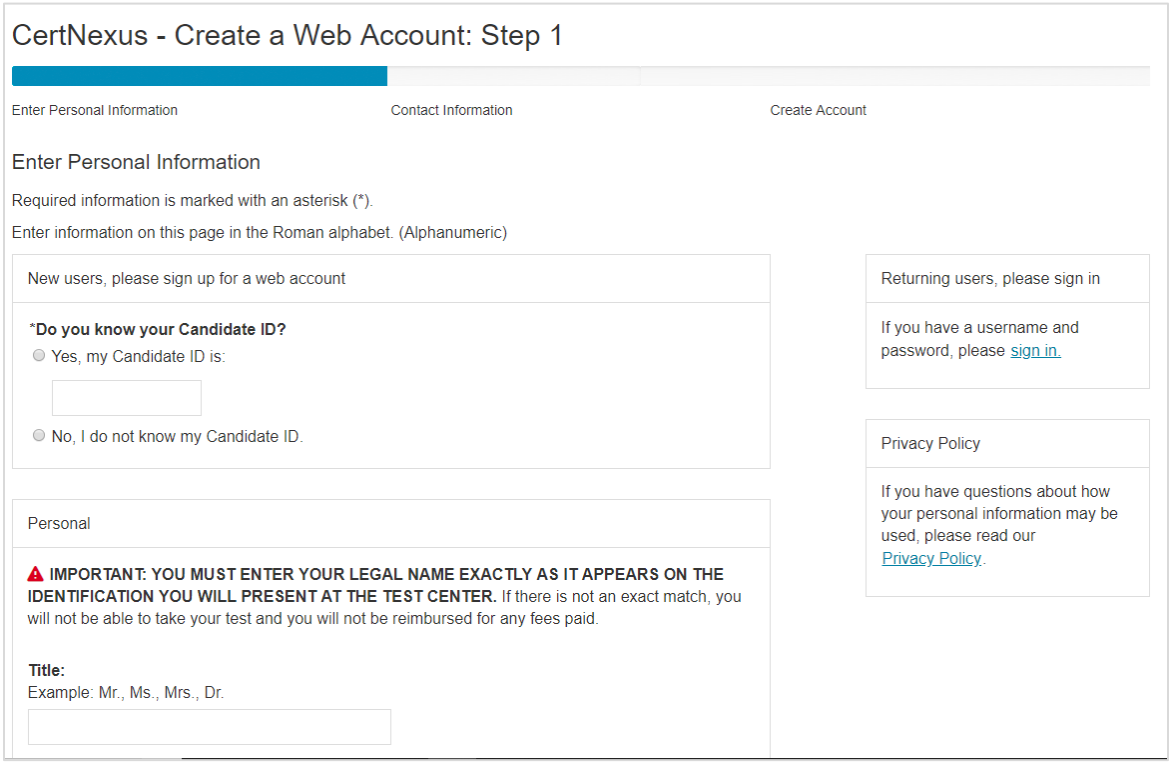


You can also find contact information for Pearson VUE on this page (in red text along the right margin of the screen) if you need further help with the registration process.

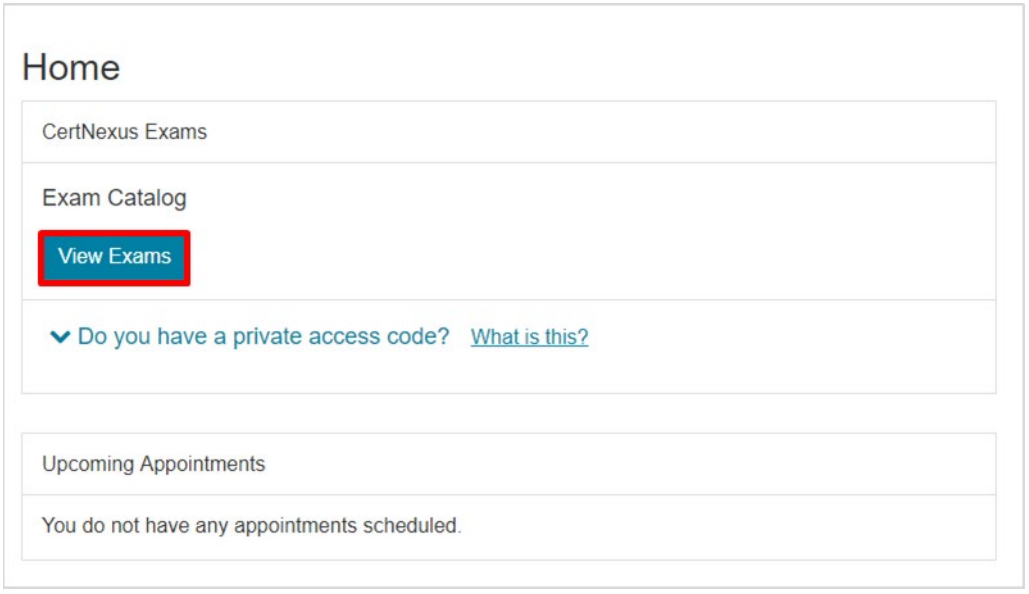
NOTE: Pearson VUE requires you to have a unique user account for every program for which they administer exams. If you have an existing Pearson VUE account for another exam vendor, you will need to create a new account to register for a CertNexus exam. Once you create this account, you may register for other CertNexus exams using the same login credentials.

Step 3. When you create a new account, you will be prompted to agree to the Pearson VUE Privacy and Cookies Policy. You cannot create an account without agreeing to this policy. Make sure you scroll to the bottom of the popup and check the **I have read and agree to the above terms** check box before selecting **I Agree**.

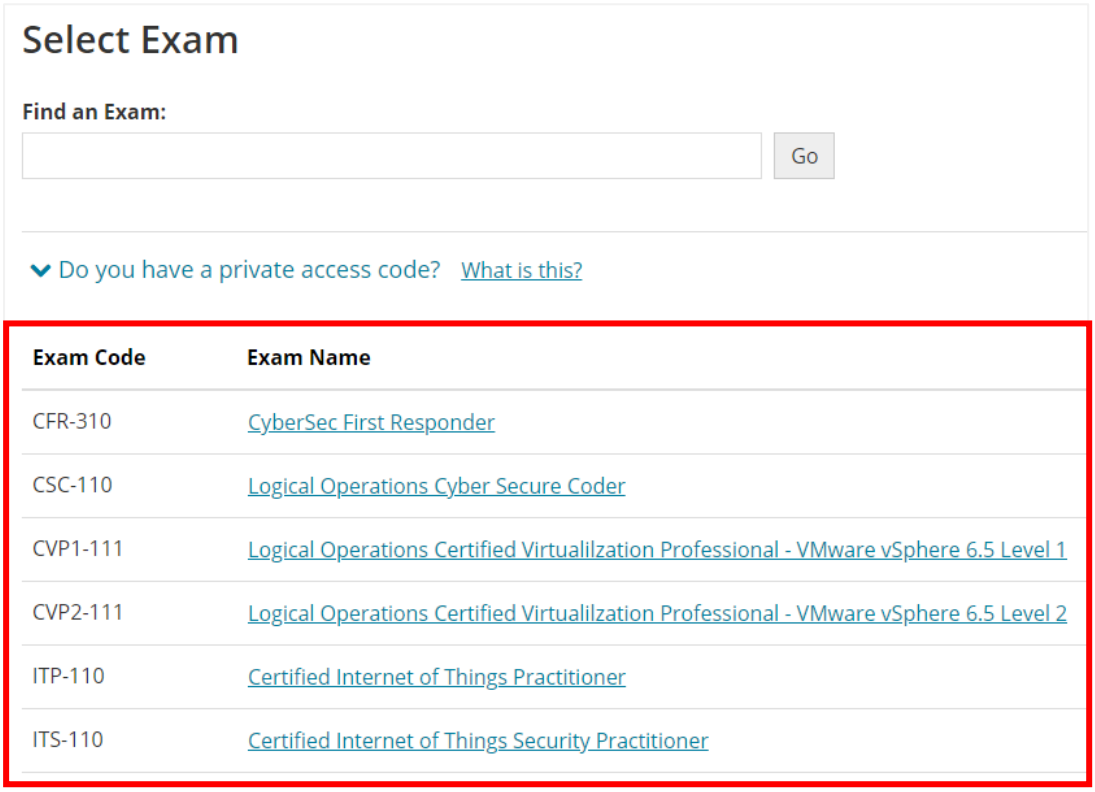
Step 4. Next, you will complete the three-step process of creating a Pearson VUE account, which includes providing requested demographic data and creating a Pearson VUE username and password.



Step 5. Upon successful completion of the account creation process, you will be taken to the **Home** screen. From here, click the **View Exams** button to access the list of available CertNexus exams.

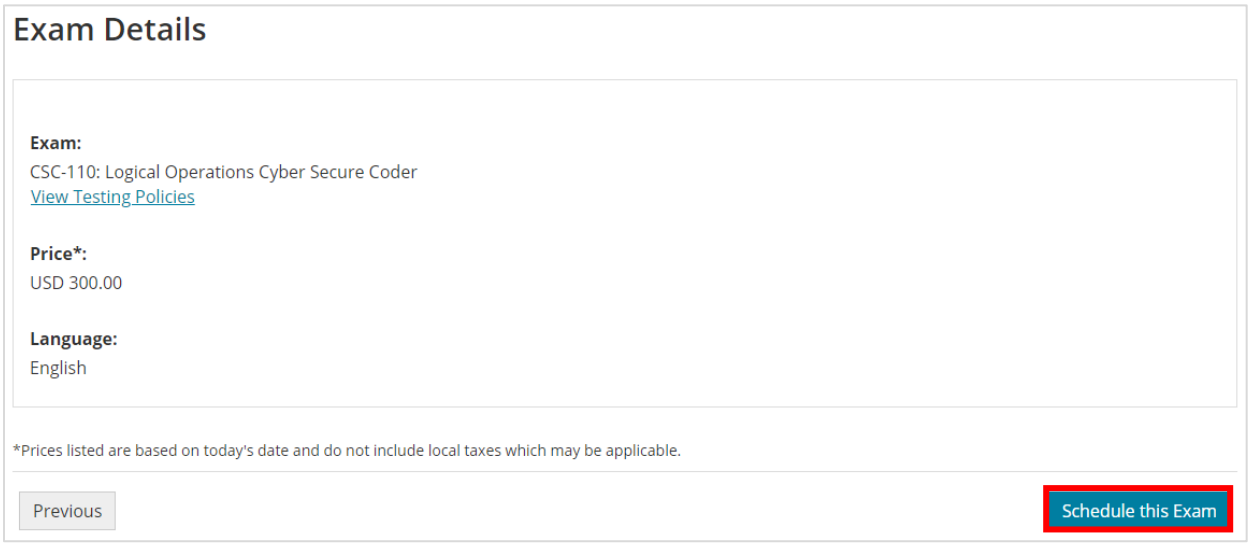


Step 6. From the list of available exams, select the exam that you would like to take.

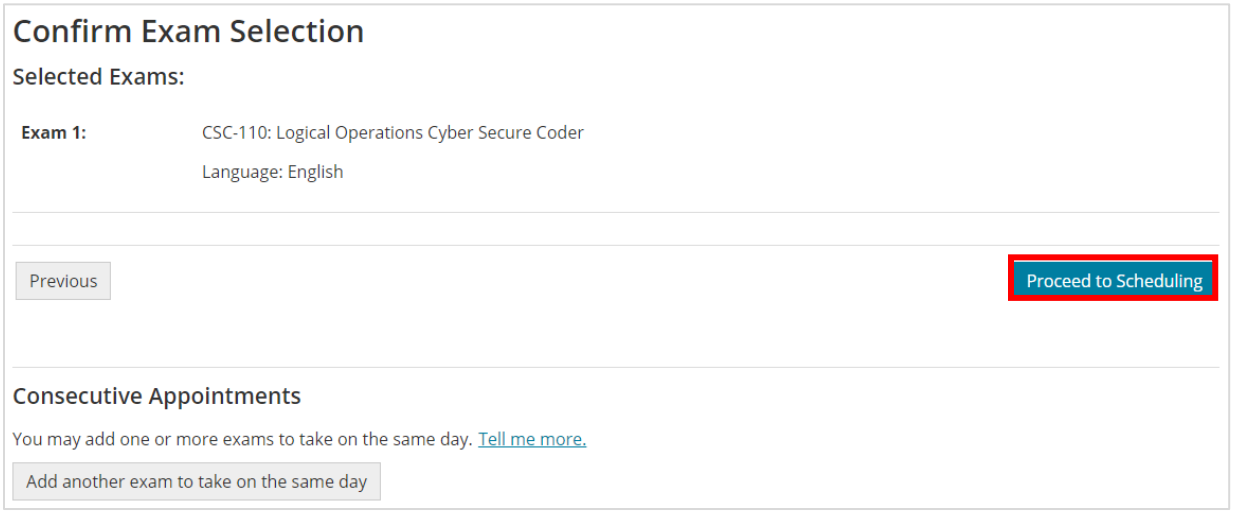


NOTE: If you are registering for a Client Proctored test event and have been given a private access code (PAC), select the **Do you have a private access code?** link. Type in the PAC that was provided to you and click **Enter**. Then, select the exam for which you wish to register.

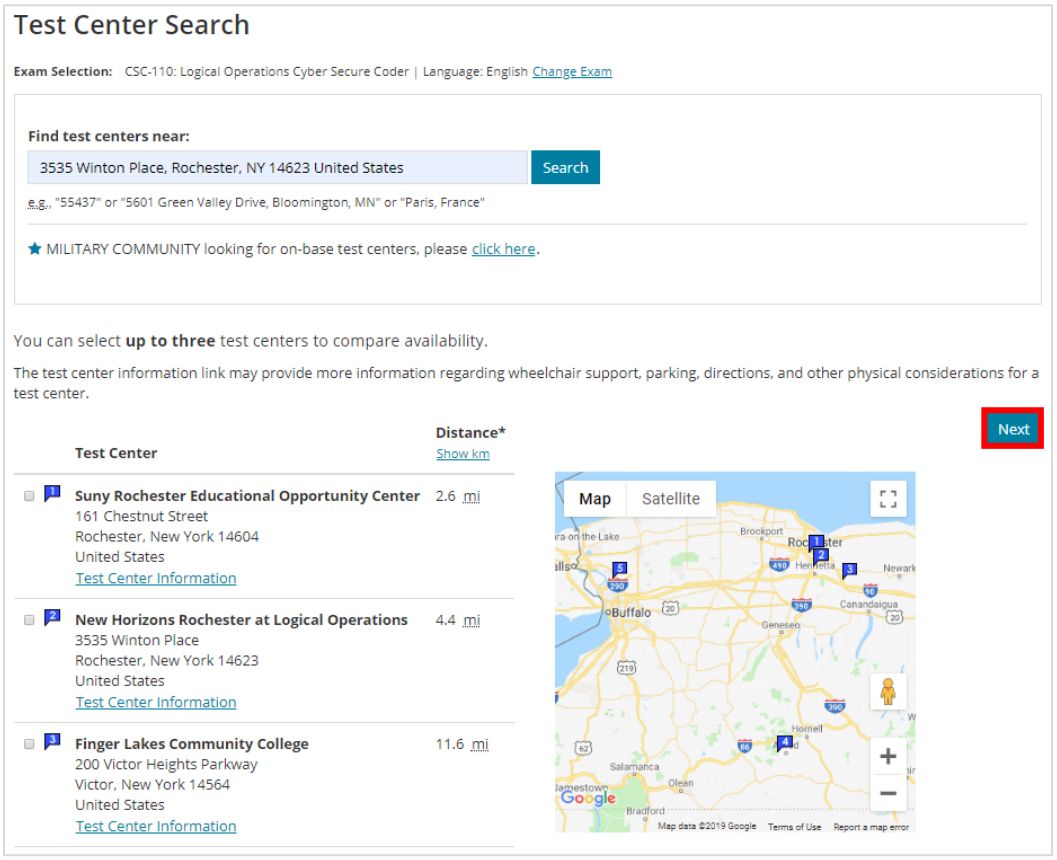
Step 7. Once you select an exam, you can view its information on the **Exam Details** screen, which includes the testing policies and price. Then, click **Schedule this Exam** to move to the next step in the scheduling process.



Step 8. On the **Confirm Exam Selection** screen, confirm the details of the exam you have selected and click **Proceed to Scheduling** to continue.

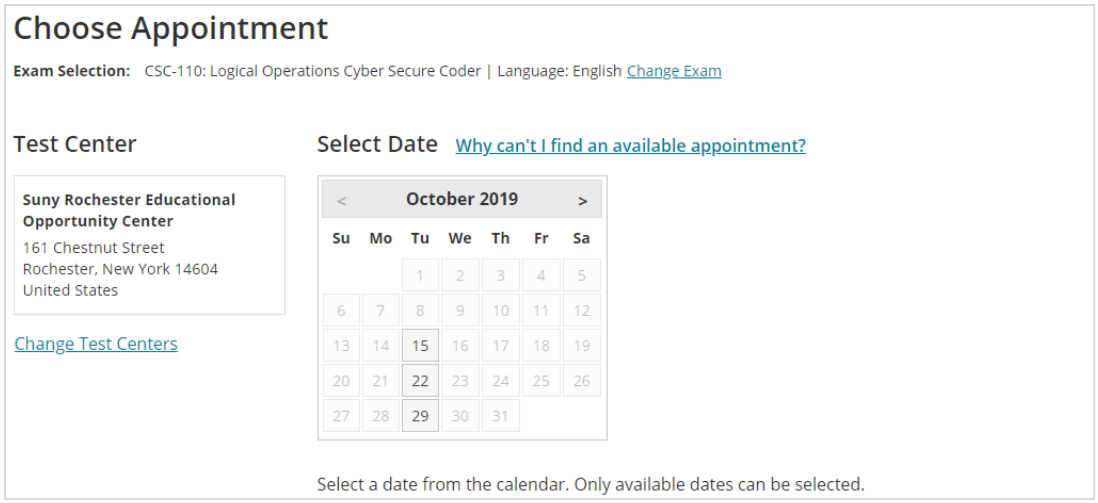


Step 9. Select the most convenient testing center location, and then select **Next**.

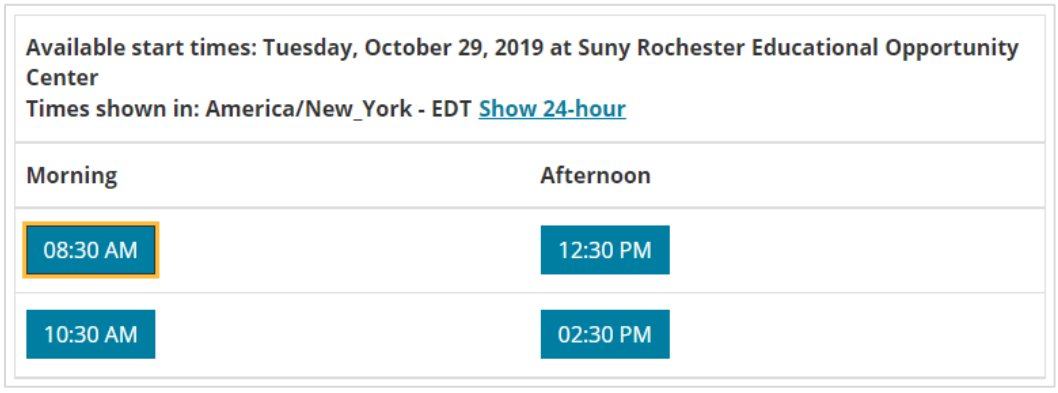


NOTE: For Client Proctored events, you will not need to select a test center or exam date. You will automatically navigate to the **My Order** screen.

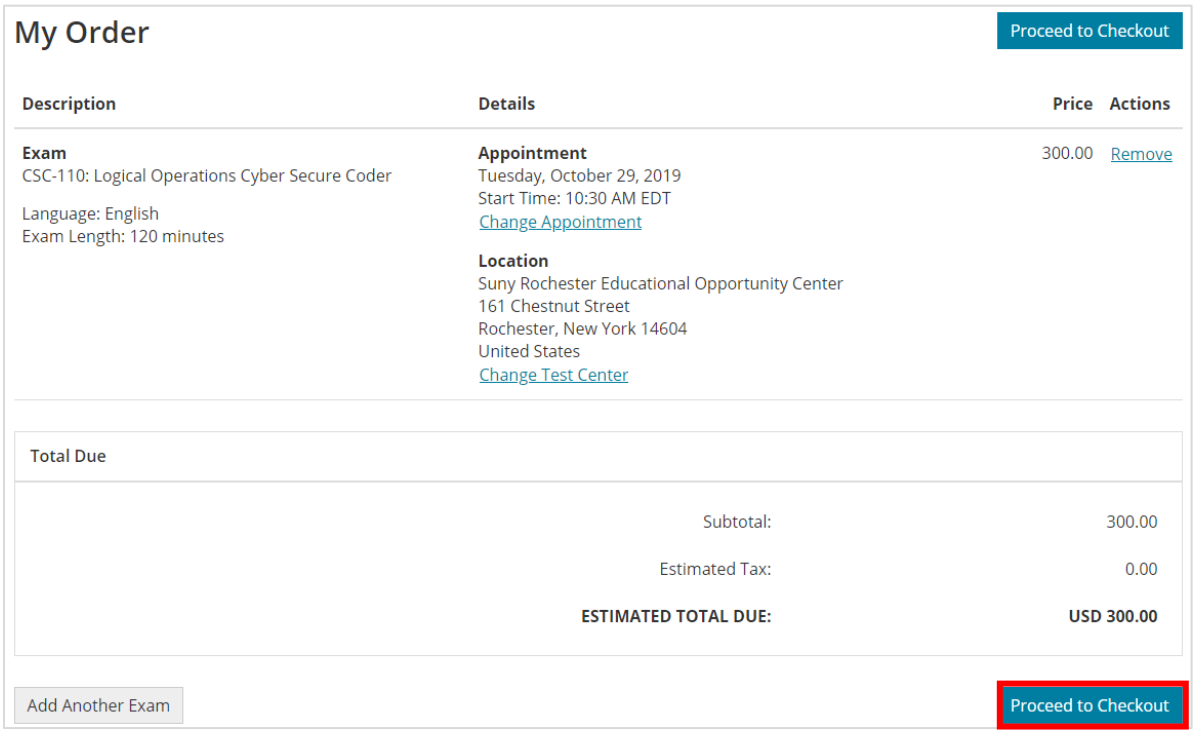
Step 10. On the **Choose Appointment** screen, select the day you would like to schedule your test from the available options displayed on the calendar.



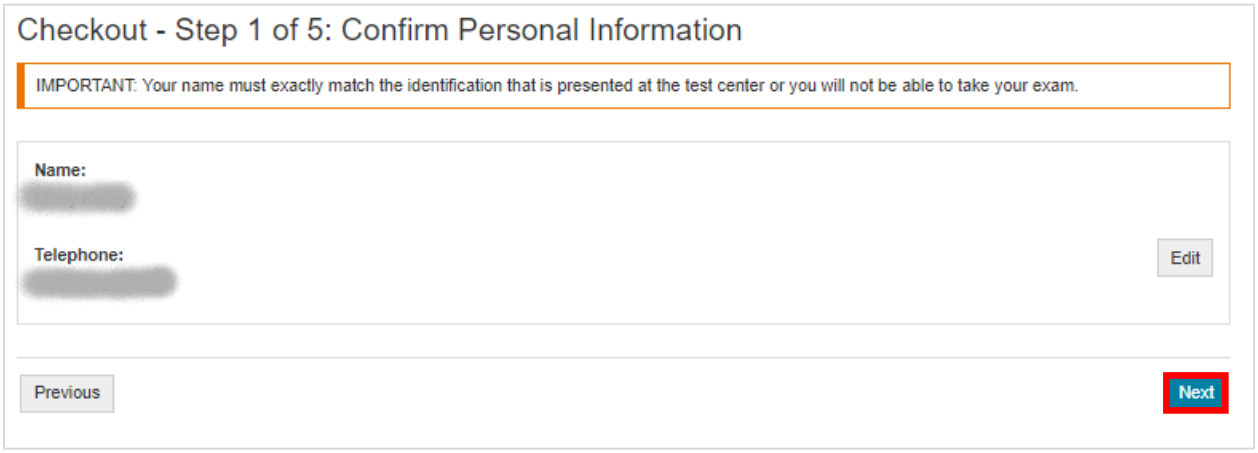
Step 11. Once you select a day, the available start times populate below the calendar and you can choose a suitable time to take your exam.



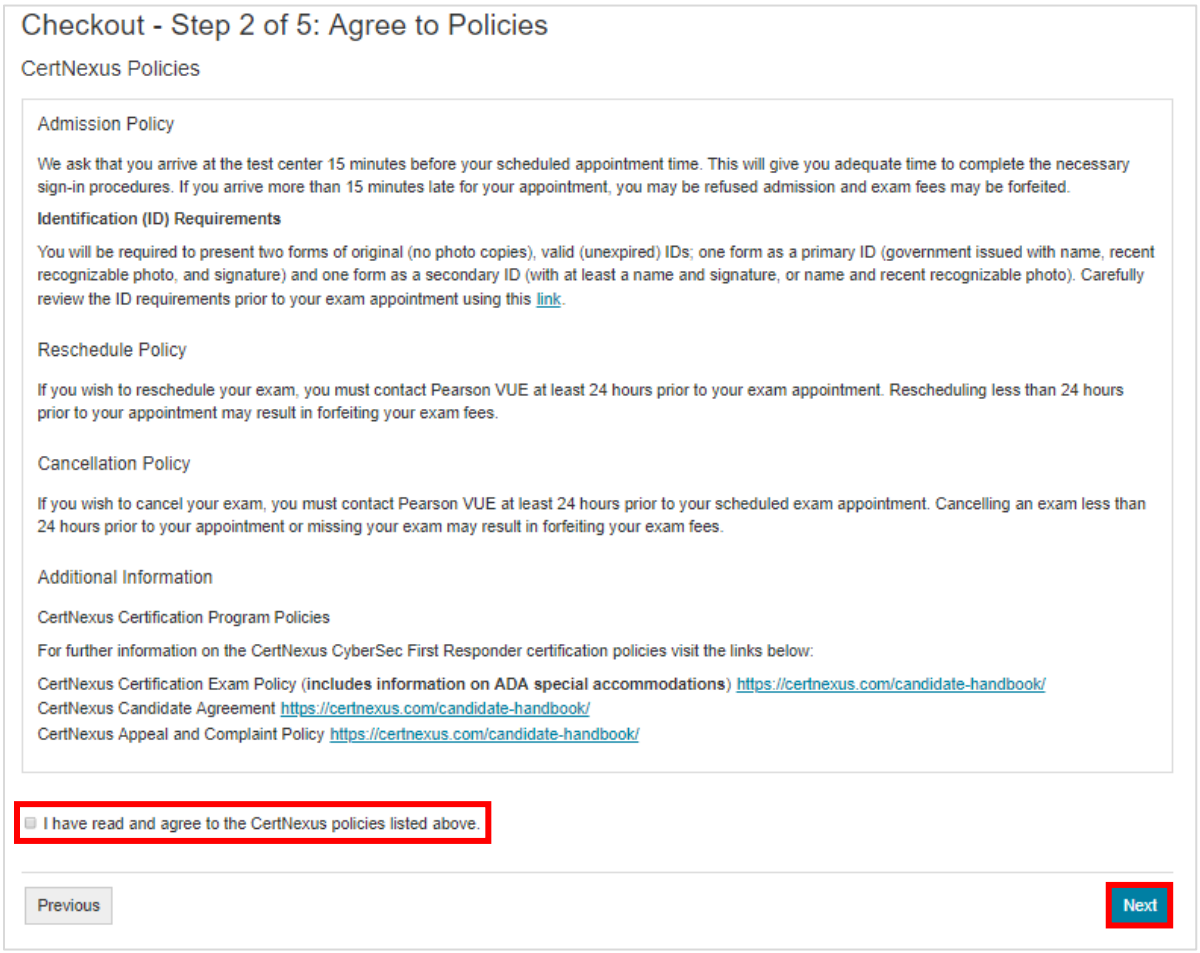
Step 12. On the **My Order** screen, review your order details and make any necessary changes before clicking **Proceed to Checkout** to continue.



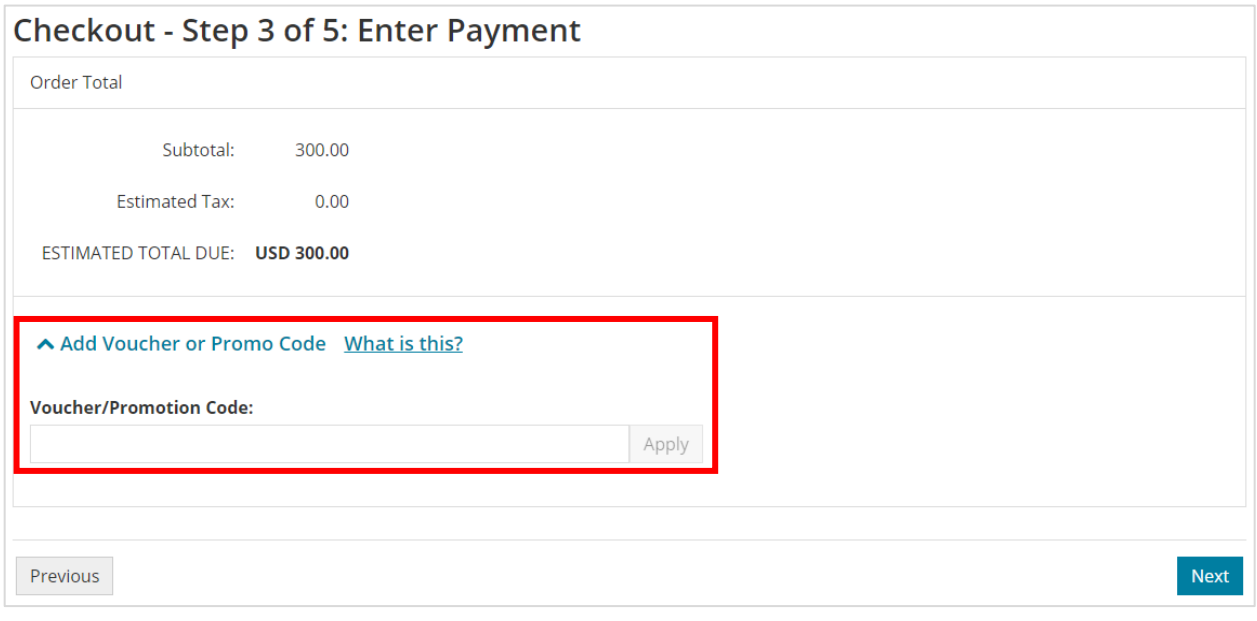
Step 13. On the **Checkout** screen, review your personal information. If any changes are necessary, click **Edit** to update your personal information. If everything is correct, click **Next**.



Step 14. Read and agree to CertNexus' policies. Failure to do so will prevent you from completing the checkout process. Make sure you check the policy agreement check box before clicking **Next**.



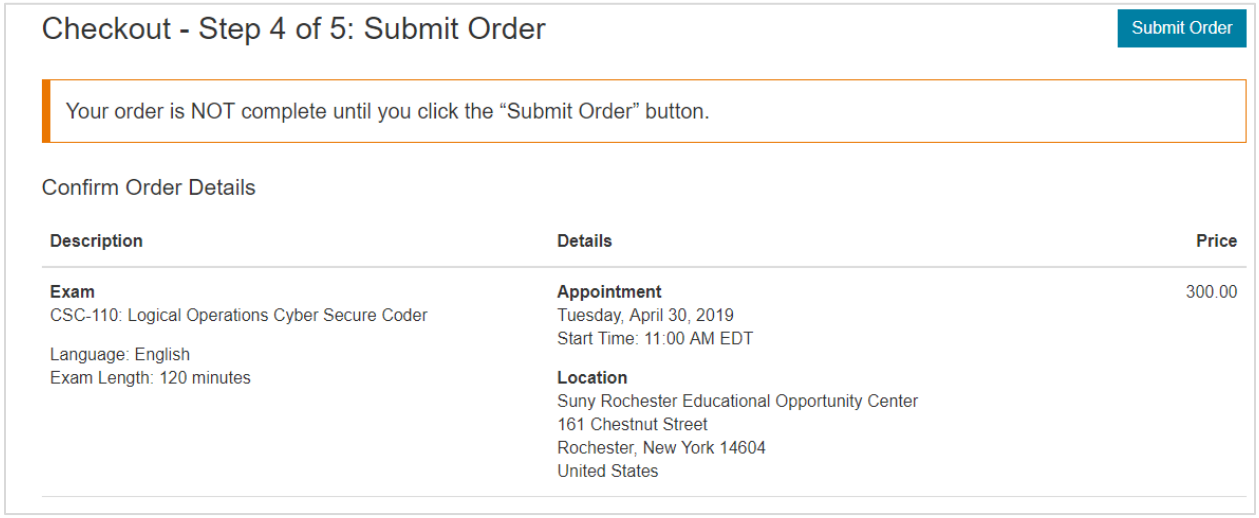
Step 15. To begin the checkout process, click **Add Voucher or Promo Code** and enter your exam voucher or promo code. Remember, you must purchase your voucher ahead of time from the CertNexus store, the Pearson VUE voucher store, a commercial training party, or a third-party vendor.



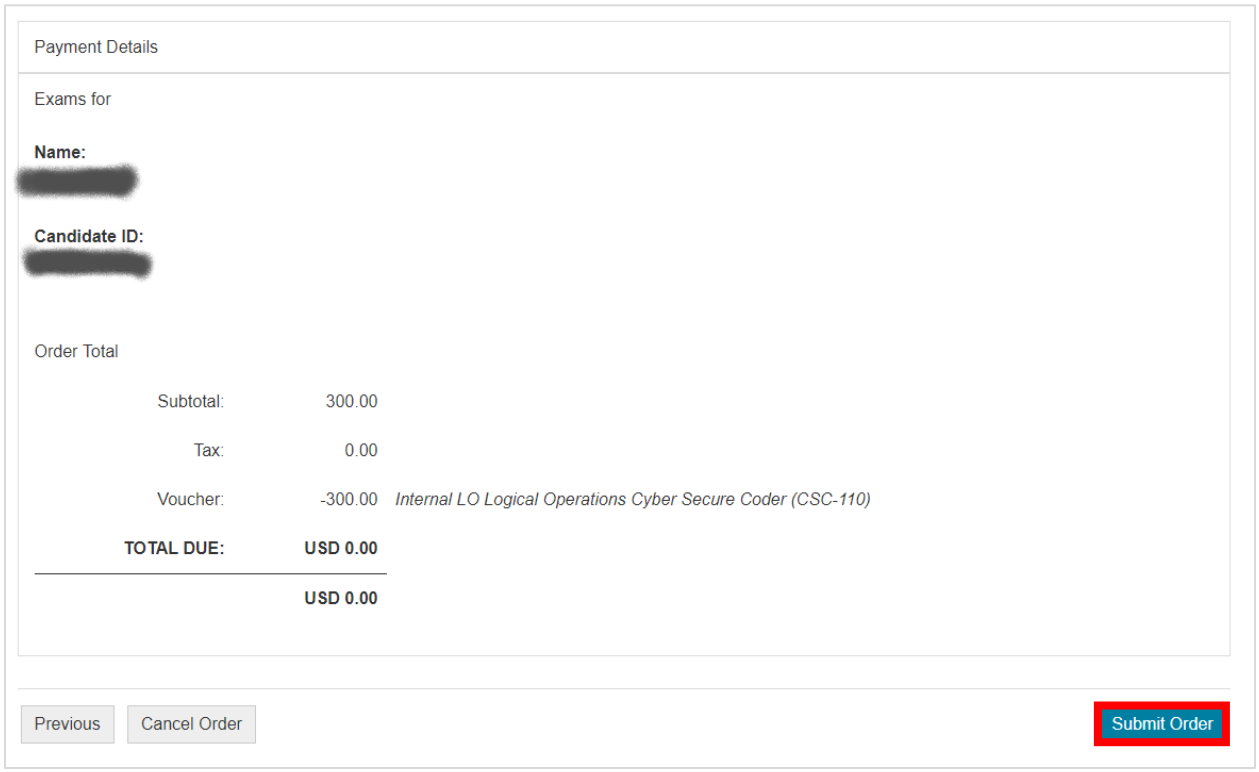
NOTE: PACs issued for Client Proctored test events are neither an exam voucher nor a promo code. PACs only enable you to register for Client Proctored events. You must still purchase your exam voucher ahead of time to complete the registration process.

Once you have entered your exam voucher or promo code, click **Next**.

Step 16. Review your exam and payment details one last time before submitting your order and scheduling your exam.



If all your information is correct, click **Submit Order**.



NOTE: You can always click **Cancel Order** to clear all your information and start over.

How to schedule a free re-take:

If you did not successfully pass the exam on the first try, schedule another exam taking advantage of the free retake. The instructions are the same as above. See "Exam Scheduling Instructions". Please note: BETA exams do not offer a free re-take.

Requests for Special Accommodations

Test Accommodations

CertNexus is committed to providing access to our certification exams for all individuals, regardless of their abilities. For this reason, we will provide reasonable and suitable test accommodations for those individuals with documented disabilities covered under the Americans with Disabilities Act (ADA) that require special accommodations.

The purpose of test accommodations is to provide all candidates with equal access to the examination. Test accommodations are not intended to improve performance or guarantee successful completion.

Test accommodations may include:

- An alternate testing environment
- Additional time for test taking
- Assistive technology (such as a screen reader)
- Assistive personnel (such as a recorder)

Test accommodations are specific to each individual and therefore no single type of test accommodation will be appropriate for all individuals with disabilities. Additionally, demonstrating that an individual meets the criteria for a specific disorder or disability does not mean that the individual will automatically be granted test accommodations. For this reason, all requests for test accommodations will be considered on a case-by-case basis.

Candidates should work with a doctor or other professionals to determine which test accommodations are appropriate. Specific test accommodations must be related to a functional limitation. For example, a functional limitation might be visual impairment, which prevents the test-taker from reading the test questions and recording their answers. The appropriate test accommodation might be a screen reader or assistive personnel.

Requests for Test Accommodations

When requesting a test accommodation, all candidates must provide appropriate documentation of their disability and how it will affect their ability to take the examination under standard conditions. This documentation must provide a clear explanation of the individual's functional limitation(s) and a justification for each requested test accommodation. This may include additional supporting documentation from the professional who diagnosed the condition.

Candidates can submit test accommodation requests via email to certifications@certnexus.com, which will then be reviewed and approved by CertNexus. Requests must be made at least 35 calendar days prior to the desired exam date. If any accommodations are granted, the candidate will need to follow a modified process for scheduling their exam.

English as a Second Language (ESL) Time Extensions

A 30-minute time extension may be granted for exams delivered in English in non-English speaking countries. As all CertNexus exams are available in English, an ESL time extension will not be granted for any candidate taking an exam in an English-speaking country, such as the U.S. and Canada.

Requests for ESL Time Extensions

When requesting an ESL time extension, all candidates must provide appropriate documentation that they are a non-native speaker and that they will be taking the exam in an eligible country where English is not the primary language spoken. This documentation includes the location of the testing center where the exam will be taken, and the name and contact information for a professional reference who can verify that they are a non-native English speaker.

Candidates can submit ESL time extension requests via email to certifications@certnexus.com, which will then be reviewed and approved by CertNexus. Requests must be made at least 14 calendar days prior to the desired exam date. If the time extension is granted, the candidate will need to follow a modified process for scheduling their exam.

Confidentiality, Privacy, and Security

Privacy and Security of Individual Information

CertNexus shall safeguard the privacy of individuals, where applicable, and shall hold in confidence and in a secure manner the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, subcontracted, or volunteer) acting on its behalf. Except as otherwise required, information about a particular individual is considered confidential information and shall not be disclosed to a third party by CertNexus personnel (paid, volunteer, or subcontractor) without prior written consent of the individual. Where the law requires information to be disclosed to a third party, the individual shall be notified of the information to be provided 10 days prior to release of the requested information, unless prohibited by law.

Certification

Certificate Verification

Records of certificants shall be maintained electronically according to the CertNexus Record Control Policy and Schedule document.

CertNexus uses a third-party vendor to issue electronic badges that will serve as the official public record of a certificant's certified status. These badges shall be issued upon a candidate's successful completion of a CertNexus certification exam. The badges shall include a mechanism for stakeholders to verify the certificant's status, when it expires and the requirements for obtaining the certification.

Requests by any stakeholder for verification of an individual's certification status can also be made in writing and shall be responded to in writing. Only an indication of whether an individual is certified or not shall be provided (and if so, the certification term, ensuring that the status of in-progress or unsuccessful candidates is not disclosed). Requests for verification of an individual's certification status can be emailed to certifications@certnexus.com.

Requests for verification of progress in attaining certification shall be responded to in writing and provided only to the applicant/candidate unless permission is granted in writing by the candidate for release to others. Requests for verification of progress in attaining certification should be emailed to certifications@certnexus.com.

In the event that CertNexus is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided.

Exam Administration Process

CertNexus uses third-party testing centers for the administration of all exam programs identified in this document to ensure a consistent, impartial experience for all candidates. CertNexus maintains legally enforceable agreements with all vendors to ensure adherence to the ISO/IEC 17024: 2012 standard.

Communication of Results

The final assessment results and certification issuance status shall be communicated to candidates electronically or by mail within 30 days of testing. The examination reports for passing candidates shall reflect only pass status. Failing candidates shall be given a scaled score on their performance on the entire exam, and shall be given, for their diagnostic purposes, information indicating their overall performance for each section of the exam.

Certificates

Certificate Issuance Criteria

A non-transferable certificate shall be issued only to individuals found to have met all certification requirements. No other factors shall be used to determine an individual's qualification to earn the certificate.

Certificate Requirements

CertNexus will issue a certificate to all certificants; the certificates shall include:

1. The certificant's name

2. The certificant's identification number
3. The certification title
4. CertNexus as the certificate issuer
5. The signature of CertNexus' President
6. The date of issuance
7. The expiration date

The certificate shall be designed so as to prevent fraud and counterfeiting.

Badges

While CertNexus certifications and credentials are recognized and respected globally, communicating that you earned them can be challenging. To facilitate communication of achieving certification, CertNexus has established a program to help certificants quickly and easily share verification of their achievements whenever and wherever they choose.

CertNexus has partnered with several third-party vendors to provide digital versions of CertNexus credentials. These various badging platforms provide:

- a web-enabled version of credentials that can be shared online
- labor market insights that connect validated skills to jobs
- a trusted method for real-time credential verification

What Are Digital Badges?

Digital badges are web-enabled versions of a credential, certification, or learning outcome. Candidates are eligible for CertNexus badges based on the CertNexus certification tests they have passed.

What Are the Benefits of Digital Badges?

Representing a credential with a badge enables certificants to share their abilities online in a way that is simple and trusted, and that can be easily verified in real time.

Badges provide employers and peers concrete evidence of what certificants had to do to earn their credential—and what they're now capable of doing.

How Are Digital Badges Issued?

Upon earning a credential or certificate, the third-party badging vendor will send an email to the certificant notifying them that a badge has been issued and is ready to be claimed. This notification

email includes instructions for how to claim a badge. If the email notification is not received, please email certifications@certnexus.com and the badge can be reissued.

Appeals and Complaints

Overview

In order to facilitate an open and impartial certification program, CertNexus has established policies and procedures for applicants, candidates, and certificants to appeal adverse decisions related to CertNexus certification programs. Further, CertNexus has established policies and procedures to enable all stakeholders to file complaints against CertNexus' certification programs or individuals who may be in violation of CertNexus certification policies—such as through misrepresenting certification status or cheating on an exam. The policies and procedures in this document shall be publicly available without request to all individuals on the CertNexus website.

Appeals

CertNexus shall consider all requests for appeals from any applicant, candidate, or certificant and shall, if it has been determined that the request for appeal is legitimate, assign an ad hoc certification exam appeals committee to review the request.

An ***appeal*** is a formal request for reconsideration of an adverse decision made by CertNexus related to an individual's achievement of a certification or compliance with CertNexus policies.

Purpose

The purpose of an appeal request review is to make determinations on appeal requests submitted by CertNexus certification applicants, candidates, and certificants. Specific responsibilities of the certification exam appeals committee include:

- Acknowledging all appeal requests
- Ensuring all appeals are processed and reviewed in an impartial manner, specifically avoiding real or perceived conflicts of interest
- Giving all appeals due consideration
- Making determinations regarding the validity of appeals
- Notifying appeal requestors and CertNexus of appeal outcomes
- Maintaining a record of all appeals and the related decisions

Appeal Submission and Acknowledgement

An appeal must be made in writing to CertNexus within thirty (30) calendar days of receiving the adverse determination. The written request must include a statement indicating the grounds for appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached.

Appeal request submissions can be made to certifications@certnexus.com. CertNexus will acknowledge receipt of the appeal within five (5) business days of receipt. The acknowledgement shall include a description of the appeals process.

Appeal Review and Determination

Appeals shall be reviewed by the certification exam appeals committee within forty-five (45) calendar days of the appeal request submission. The function of the certification exam appeals committee in a given case is to review the decision being appealed based on the records available at the time of the determination and any additional information relevant to the appeal. Members of the certification exam appeals committee shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned, or there is an actual or apparent conflict of interests.

The certification exam appeals committee shall notify the CertNexus certification department and the appellant of its decision within fourteen (14) calendar days of the determination.

Appellant Non-Discrimination

Under no circumstances shall any agent of CertNexus discriminate in any way against an applicant, a candidate, or a certificant who files an appeal request.

Certification Exam Appeals Committee Appointments

Decisions regarding appointments to certification exam appeals committees shall be made by the CertNexus certification department with the guidance of the appropriate scheme committee members. Members of certification exam appeals committees shall be chosen from among the scheme committee members for the related certification program. CertNexus shall make appointments in a manner that ensures fair and impartial representation of the target industry with no interest predominating.

Meetings

There are no formal requirements for the frequency of certification exam appeals committee meetings. These ad hoc committees shall meet, whether in person or remotely, as often as necessary to accomplish their responsibilities. The CertNexus certification department shall issue an agenda, whether

formal or informal, for each meeting. When meeting remotely, as in the case of a conference call or a web-conferencing session, all persons participating in the meeting shall be considered present for the meeting.

Quorum and Voting

For voting at a meeting, the participation of a simple majority of the current voting membership of the certification exam appeals committee shall constitute a quorum and a simple majority of voters shall constitute an actionable decision. The voting results shall be recorded and kept on file.

Any action required or permitted to be taken at any meeting of a certification exam appeals committee may be taken through electronic means, such as via email or submission of acceptance forms through other electronic means.

Program Disputes and Complaints

A ***dispute*** is an informal request for resolution of an issue related to the CertNexus certification program. A ***complaint*** is a formal request, other than an appeal, for resolution of an issue related to the CertNexus certification program or the professional behavior of a certificant.

Program Disputes

Individuals with disputes regarding the assessments, personnel, certificants, or other elements of the certification program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

Submission and Acknowledgement of Formal Complaints

A complaint shall be submitted in writing to CertNexus within ninety (90) days of the incident's occurrence. Complaints must be submitted to certifications@certnexus.com. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Submissions shall also contain the complainant's email address, postal address, and a phone number at which the complainant can be reached. Dissatisfaction based on hearsay shall not be considered a complaint.

Complaints shall be acknowledged within ten (10) days of receipt. The acknowledgement shall include a description of the complaint process, and shall advise the complainant that he or she will receive status reports regarding the complaint.

Determination of Involvement

The CertNexus certification department shall review all submitted complaints to determine if they can be addressed by CertNexus staff or if it warrants the involvement of a complaint review committee. The CertNexus certification department shall be responsible for sending status reports to the complainant as material changes in the status of the complaint occur.

Staff Review

In cases where the CertNexus certification department determines that a complaint can be addressed by CertNexus staff, the CertNexus certification department will refer the complaint to a suitable staff member considering matters of confidentiality, conflicts of interest, and impartiality. The assigned staff member shall take action to resolve the issue and communicate the resolution to the complainant within thirty (30) calendar days of reviewing the complaint. Should the assigned staff member fail to resolve the issue or should the complainant deem the resolution to be unsatisfactory, the complaint will be assigned for review to a complaint review committee.

Complaint Review Committee Review

If a complaint is found to warrant escalation, the CertNexus certification department shall form a complaint review committee to consider the complaint. The complaint review committee's decision shall be communicated to the complainant within a period of no longer than thirty (30) calendar days from reviewing the complaint. All decisions by the complaint review committee are final.

A complaint review committee assigned to any complaint shall be comprised of at least one CertNexus staff member and at least one non-CertNexus staff member. Any stakeholder in the CertNexus certification program may be assigned as a member of a complaint review committee. These stakeholders can include, but are not limited to, CertNexus certification staff and non-certification staff, members of the senior management team, and scheme committee members. The CertNexus certification department shall consider issues of confidentiality, impartiality, and conflicts of interest when assigning members to complaint review committees.

Complaints Against Candidates or Certified Persons

Complaint Submission

Individuals may file a complaint against a certification candidate or a certified individual. The written complaint must include the stated complaint, relevant supporting materials, and the complainant's contact information. The complaint should be addressed to the CertNexus certification department and can be submitted to certifications@certnexus.com.

Complaint Acceptance and Review

The complaint shall be reviewed by the CertNexus certification department to determine if the criteria for complaint acceptance have been met. The acceptance criteria are as follows:

1. The complainant must have personal knowledge of the alleged violation or misbehavior, or must be in a position to supply relevant and reliable documentation.
2. The complainant must demonstrate by documentation and factual evidence that the complaint involves an issue or issues directly related to the certification standards or the CertNexus Candidate Agreement.
3. The complaint will not be processed if CertNexus records show that the named person is no longer certified by CertNexus or is not a certification applicant, unless the complaint is related to said person having represented him or herself as having a current certification.

Accepted complaints will first be processed by the CertNexus certification department for the purpose of attempting to resolve the complaint informally. If informal resolution is not possible, the CertNexus certification department shall appoint a complaint review committee to review the complaint. The process and policies governing these complaint review committee reviews shall be the same as for complaints filed against the program itself.

Authority for Disciplinary Actions

CertNexus is the only entity authorized to take disciplinary actions in regard to CertNexus certification programs. Disciplinary action will be taken by the appropriate member of the Certification Development department, with the input of the appropriate committee, according to established and documented policies and procedures.

Activities Warranting Disciplinary Actions

CertNexus may take disciplinary action against any candidate or certificant who is found guilty of any of the following:

- Obtaining certification or renewing certification through the use of fraud or deceit or assisting another person in doing so
- Violating one or more provisions in the CertNexus Candidate Agreement
- Criminal activity, which may or may not result in a conviction, conducted in relation to activities for which the certification was issued
- Unauthorized possession, distribution, or use of any CertNexus exam-related materials or assisting another person in obtaining or using such materials

- Unauthorized use of any registered certification mark or logo owned by CertNexus
- Failing to reasonably cooperate with any CertNexus disciplinary investigation

Disciplinary Actions

If CertNexus determines, on its own or through the advice of a committee, that grounds exist to take disciplinary action against an applicant, a candidate, or a certificant, it may take one or more of the following actions or such other actions(s) as it may deem appropriate:

- Deny a candidate's application for examination or certification, or a certificant's application for recertification
- Require a candidate to retake one or more examinations at a time and place to be determined by CertNexus
- Invalidate the examination score(s) of a candidate, require the candidate to wait a specified period of time before retaking the exam(s), and/or revoke the candidate's eligibility to sit for future exams
- Issue the individual a reprimand
- Require the individual to engage in remedial education and/or training
- Suspend a certificant's certification for a period of time or until a specific condition has been met
- Revoke a certificant's certification
- Publish findings or sanctions on the CertNexus website or in other communication channels
- Notify other legitimately interested parties of CertNexus' findings and disciplinary decisions

Reinstatement After Revocation

If permitted by the individual's sanction, an individual whose certification has been revoked due to disciplinary actions may submit a request for reinstatement of certification after a period of no less than one year from the revocation determination. The request must be submitted in writing and shall be reviewed on a case-by-case basis by either the CertNexus certification department or the appropriate committee. If it is determined that the individual is eligible for reinstatement, the individual may submit him or herself as a certification candidate and must fulfill all certification requirements to reobtain the certification. Requests for reinstatement must be submitted to certifications@certnexus.com.

CertNexus Candidate Agreement

1.1 Candidate Information

CertNexus and its agents may gather, store, transmit, use, deliver, and otherwise process candidate information to screen candidates for exam eligibility, verify certification and continuing education status, analyze certification exam validity and effectiveness, and market CertNexus services to candidates and certification holders. CertNexus may also use candidate information for other reasonable activities deemed appropriate for other CertNexus programs. Such information may be transferred outside of candidate countries of residence and outside of the country in which exam(s) were taken. Candidates should be aware of the fact that data-protection laws and regulations can vary drastically from country to country or region to region.

CertNexus will make available to employers and potential employers particular information related to exam candidates including: the candidate's name, ID number, certifications held and the date upon which they were granted, continuing education status, certification expiration date, and any other information for verifying CertNexus certification status.

1.2 Use of Logos and Marks

CertNexus may issue to successful candidates certain marks, logos, certificates, certification numbers, badges, and other items (collectively, "marks") to verify that the candidates hold particular CertNexus certifications. Candidates may include such marks on résumés, CVs, social media sites, business cards and stationery, and other professional items at any time they hold a current, valid CertNexus certification. Candidates must discontinue the use of CertNexus-issued marks for any of the following reasons:

- Their certification expires.
- They fail to meet continuing education requirements.
- They become otherwise unable to meet the physical or objective requirements of the certification.
- Upon the discovery of a violation of this candidate agreement.
- In the event that either CertNexus or the candidates terminate this candidate agreement in accordance with section 1.8 of this policy.
- In the event of any incident that invalidates or otherwise cancels the candidates' status as holding a CertNexus certification.

Further, if CertNexus alters, updates, or changes any marks issued to candidates, candidates must cease using all previous versions of marks and update to currently issued marks. All CertNexus-issued marks

that successful candidates wish to display must be displayed in their current, up-to-date form and must not be covered, obscured, or otherwise defaced by other elements on or within any medium upon which they are displayed.

1.3 Earning and Maintaining CertNexus Certifications

The granting of any CertNexus certification is based on meeting any and all certification requirements, the successful passage of the associated CertNexus certification exam, compliance with all of the terms of this candidate agreement, and if applicable, the ongoing, successful completion of continuing education requirements. Candidates are required to inform CertNexus in writing, without delay, of any issues that may affect their status as a valid CertNexus certification holder. This includes, but is not limited to, meeting the physical or objective requirements of the certification. Further, it is the candidates' responsibility to monitor any changes in the requirements of CertNexus certifications they hold and immediately inform CertNexus if such changes affect their current status.

In the event that a candidate loses their CertNexus certification, the candidate must stop claiming that they hold said certification, must stop using any marks associated with the certification and must return all certificates to CertNexus.

1.4 Personal Conduct

Candidates may not engage in any form of cheating or otherwise try to obtain an unfair advantage while preparing for or taking a CertNexus certification exam. Further, candidates may not participate in any breach of security, misconduct, misrepresentation, or other behavior that could damage the credibility or the validity of CertNexus certifications. These activities may include, but are not limited to, the following:

- The dissemination of any exam-related content, including exam items (questions), exam answers, and any other information or activity associated with a CertNexus certification exam.
- Copying, publishing, selling, offering to sell, distributing, or otherwise transferring, modifying, making derivative works of, reverse engineering, decompiling, disassembling, or translating any CertNexus certification exam.
- Memorizing or attempting to memorize CertNexus certification exam items or answers.
- Accessing or seeking to access any unauthorized copies, in any form, of any CertNexus certification exam or exam-related items.

- Claiming to hold a CertNexus certification without having met all of the requirements for obtaining and maintaining the certification.
- Using any CertNexus-issued or CertNexus-owned marks to misrepresent certification status.
- Being in possession of any materials or devices that could be used to access information while in the testing area. These materials and devices include, but are not limited to: mobile phones, smartphones, computers or tablets, watches, wallets, purses, briefcases, backpacks, papers, writing devices, folders, hats, vehicle keys, jackets, and coats. Additionally, please follow all PearsonVUE's policies for interacting with and possession of materials and devices during the testing experience to avoid violations.
- Providing falsified or otherwise invalid identification or posing as another person for the purposes of taking a CertNexus certification exam.
- Creating any type of disturbance in the testing environment or otherwise interacting with other candidates or exam proctors in an inappropriate manner.
- Removing or attempting to remove any exam-related items from the testing area.
- Tampering with any testing center computers or other equipment while taking a CertNexus certification exam.
- Giving, receiving, or seeking unauthorized assistance during an exam.
- Taking notes of any kind unless done using materials provided for the purpose of taking an exam.
- Failing to adhere to any CertNexus policy or procedure related to a CertNexus certification exam.
- Falsifying or otherwise altering or misrepresenting exam scores.
- Allowing another person or entity to use your CertNexus certification to obtain employment, promote an organization, or gain other types of competitive advantages.

1.5 Policy Violations

If CertNexus determines that a candidate has violated the terms of this agreement or has otherwise diminished or damaged the validity, security, and integrity of any CertNexus certification exam, and if deemed necessary and appropriate by CertNexus, CertNexus reserves the right to:

- Revoke any and all of the candidate's previously granted CertNexus certifications.
- Prohibit the candidate from applying for and taking any CertNexus certification exam for a period of 6 months (first offense) or permanently (for any subsequent offense).

- Hold the candidate legally responsible for damages or losses caused by the candidate's actions in violating this, or other, CertNexus policies.

CertNexus will notify all candidates it has determined are in violation of this policy in writing within ten (10) business days of the discovery.

1.6 Exam Confidentiality

All exam and related materials are the proprietary and confidential intellectual property of CertNexus. Any disclosure, reproduction, or dissemination of any CertNexus certification exam materials is strictly prohibited. Violations of copyright law are subject to appropriate legal actions, which may include, but is not limited to, the pursuit of civil penalties, punitive damages, and injunctions. CertNexus will take appropriate legal action against candidates found to be in violation of this agreement.

1.7 Appeals and Challenges

Once a candidate receives written notification from CertNexus of a violation of this agreement, the candidate may, within thirty (30) calendar days of the receipt of that written notice, file a written appeal with CertNexus by emailing a request to certifications@certnexus.com. Requests for appeal received in excess of 30 days from receipt of written notification (considered to be the day CertNexus or one of its agents emailed the notification) will not be considered. Requests for appeal shall include a statement indicating the grounds for the appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached. CertNexus will acknowledge receipt of the appeal within five (5) business days of receipt. The acknowledgement shall include a description of the appeals process.

If CertNexus determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be submitted to a committee of no less than three (3) impartial members for review. The candidate appeals committee's decision will be considered final and will be determined by a simple majority vote.

At its discretion, CertNexus may grant candidates the ability to correct some violations of this agreement. In such cases, candidates will have thirty (30) calendar days from the time of written notification to correct the violation and provide CertNexus or its agents with any and all requested documentation and supporting evidence to demonstrate said correction.

1.8 Agreement Term and Termination Policy

Candidate agreements shall commence on the date candidates accept the agreement and shall be valid until either party notifies the other of its intent to cancel the agreement. Parties must provide written notice of the intent to terminate this agreement at least thirty (30) calendar days prior to the desired termination date. Additionally, CertNexus may terminate the agreement without a 30-day written notice in the case that the candidate:

- Fails to comply with all terms of the agreement.
- Fails to comply with any continuing education requirements of any or all currently held CertNexus certifications.
- Violates any policy, written or otherwise, of any testing center delivering a CertNexus certification exam.
- Takes any action that damages the credibility, validity, or security of any CertNexus certification exam or other product or service.

Upon termination of this agreement, CertNexus may revoke any currently held CertNexus certifications from the candidate and institute a 6-month, or longer, waiting period for the candidate to be eligible to enter into another candidate agreement with CertNexus.

1.9 Warranty Disclaimer and Limitation of Liability

DISCLAIMER OF WARRANTIES: CERTNEXUS CERTIFICATION EXAMS ARE PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CERTNEXUS, ITS AFFILIATES, LICENSORS, THIRD-PARTY CONTENT OR SERVICE PROVIDERS, DISTRIBUTORS, DEALERS, AND SUPPLIERS (COLLECTIVELY, "SUPPLIERS") DISCLAIM ALL GUARANTEES AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, REGARDING CERTNEXUS CERTIFICATION EXAMS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT.

LIMITATION OF LIABILITY: CERTNEXUS SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE, OR SPECIAL DAMAGES ARISING FROM OR OTHERWISE RELATED TO ANY CERTNEXUS CERTIFICATION, OR THIS AGREEMENT. CERTNEXUS' LIABILITY FOR DAMAGES HEREUNDER SHALL NOT EXCEED THE AMOUNT OF EXAMINATION FEES ACTUALLY PAID BY YOU TO CERTNEXUS OR ITS AGENTS. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF

LIABILITY, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY. HOWEVER, SUCH EXCLUSION OR LIMITATION SHALL APPLY TO THE GREATEST EXTENT PERMITTED BY LAW.