



EXIN Accreditation Guide

AEO Manual

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Introduction

Thank you for choosing to order exams through EXIN. To date, EXIN has advanced the careers of over one million professionals in more than 165 countries on six continents. We combine a worldwide network of physical examination locations with advanced digital and online exam environments to provide the best certification and examination services to our customers.

This manual contains all the regulations needed for organizing EXIN examination sessions by Accredited Exam Organizations (AEOs).

Please contact EXIN if you have any questions. More information can also be found on our website: www.exin.com.

1. Role of the accredited Exam Organization

An Accredited Exam Organization (AEO) can order exam sessions, register candidates and add exam locations for these sessions. An AEO must accredit employees to handle this process (see 2.5). Exam sessions are proctored by an Accredited Supervisor who has to be registered also be registered by the AEO. Please refer to the Accreditation Manual for more information about becoming an AEO.

2. Organizing exam sessions

2.1. General information and the procedures to follow

In order to provide our customers with flexible service, there are several options in the exam procedure.

Exam types:

Written exams¹ may consist of multiple choice questions, essay questions, or a combination of both. Which format a particular exam has can be found in the related Preparation Guide or Syllabus (these documents can be found on the EXIN PartnerNet via www.exin.com)

Ordering & Registering candidates:

Ordering and registering of candidates can be done in MyLogin or through an order form.

Receipt of exam materials:

Our customers can receive the exam materials through MyLogin/QuestionMark (a link is provided by e-mail), by e-mail as attached PDF or by post.

Exam session:

As an AEO you can offer your candidates either a web-based or a paper-based exam. In case of ordering a paper-based exam you can either choose between a paper-based PDF or paper-based paper exam.

¹ For the Dutch market there is also a possibility for candidates to take oral exams at the exam location at the Open University. However, since these exams cannot be ordered by AEOs, this Manual does not contain further information on oral examinations.

The following chart outlines the interrelations between the above described options:

Exam Type	Ordering of exams, registration of candidates and supervisors:	Examination session:	Exam materials
Multiple choice exams	MyLogin / Order form	Web-based	By e-mail with link to MyLogin and then QuestionMark
		Paper-based PDF	By e-mail
Essay question and combined exams	MyLogin / Order form	Paper-based Paper	By post

The following rules apply to organizing **all** exam sessions:

- When adding candidates to an exam session, the AEO must verify if candidates meet the specified prerequisites and may only register candidates for an exam who meet the specified prerequisites. The prerequisites that apply for each exam can be found in the Preparation Guide or Syllabus of the related course (these documents can be found on the EXIN PartnerNet via www.exin.com).
- To safeguard the quality and integrity of our exams, an Accredited Supervisor must supervise the exam session. This means that for each session the AEO must arrange an Accredited Supervisor. Please refer to the Accreditation Guide in the top of your MyLogin menu for the accreditation process of Supervisors.
- When adding candidates to an exam session, the AEO cannot register more than 25 candidates. If you organize a session for more than 25 candidates, an additional exam session will need to be booked and supervised by an extra supervisor.
- After an exam session has ended, several documents must be sent back to EXIN. In case of a paper-based paper exam session, the Attendance List, as well as all used and all unused exams and answer forms provided by EXIN, must be returned by a registered courier services (e.g. TNT, FedEx, DHL, UPS) to your nearest EXIN back office within one day after the examination: Either EXIN International (Utrecht, the Netherlands), EXIN ASIA (Kuala Lumpur, Malaysia), or EXIN USA (Boston, USA). The attendance list can also be delivered digitally.
- In case of a paper-based PDF exam session, the Attendance List, and only the used exams and answer forms provided by EXIN, must be returned by a registered courier services to your nearest EXIN back office within one day after the examination.
- With the Self-Scanning service, an AEO customer is allowed to send scans of paper exam documents to EXIN via e-mail to attendancelist@exin.com, instead of sending the original paper documents via courier service. This saves the costs of the courier service when returning paper-based exams to EXIN, and can cut down on the result delivery time, since the travel time of the documents is reduced this way. An Accredited Order Person will have to sign an additional declaration when requesting this service. Please go to the “Additional Services” tab at “Organizational Details” in MyLogin to start your application for this service.

- When the self-scanning and shredding declaration has been signed, please make sure you scan the answer sheets and attendance list and store them securely for 4 months after sending them to EXIN via e-mail. All other exam papers (exam questions, unused answer sheets) need to be shredded within 24 hours after the exam and an entry must be made in your shredding log.
- In case of a web-based exam session, the Attendance List must be returned to EXIN within one day. You can either send the Attendance List hard copy to the nearest EXIN back office by registered courier; or digitally via MyLogin on the Supervisor page or send it to the e-mail address attendancelist@exin.com. If you send the attendance list digitally please follow the instructions in the exam package letter.
- If an exam session is not scheduled on the same day as the exam materials have been received, the exam materials must be placed in a safe or locked cabinet. The locked cabinet or safe will be accessible only to Accredited Employees (Order Person) and/or Accredited Supervisors. Exam materials may only be downloaded and printed by an Accredited Employee who has signed a Non-Disclosure Agreement and is accredited by EXIN.
- When downloading and printing exam materials (see paragraph 3) the Accredited Employee must be provided with appropriate equipment in a secure environment for the downloading and printing of exam session materials. A secure environment means that during the download and print process only the Accredited Employee has access both to the computer and printer used and to the printed and downloaded materials. Exam materials are never to be left alone.
- On all EXIN exams, the Rules and Regulations for EXIN's Examinations are applicable. These Rules and Regulations can be downloaded via www.exin.com.
- Any incident involving accidental or deliberate disclosure and/or loss of information regarding examinations (e.g. exam questions, candidate's details) shall be reported to EXIN via an email to quality.security@exin.com. The incident shall be investigated and if necessarily followed up.

2.2. Ordering exams using MyLogin

To order exams using MyLogin, use the login information you received by e-mail to start using the online program. In MyLogin you can order exam sessions, register candidates, assign exam locations and supervisors and finalize exam sessions. For more information on how to order Exams using MyLogin, please refer to the AEO Order Manual.

- Web-based exam sessions can be ordered immediately before the exam is to take place.
- Paper-based PDF exam sessions can be ordered immediately before the exam is to take place.
- Paper-based paper exam sessions can be ordered up to 7 days before the exam is to take place.

Please be aware that essay exam sessions and exam sessions which contain case studies need to be ordered at least 14 days in advance so that the case study can be sent to the candidates in a timely fashion.

2.3. Ordering exams using forms

All exams except oral exams can be ordered through a form. Forms can be obtained via the Partner Support Executive upon request.

Please take an extra 48 hours into account when ordering via a form.

Incomplete forms will not be processed.

2.4. Ordering exam vouchers

EXIN provides computer-based examination services to candidates via EXIN Anywhere Exams Online. The examination is being proctored online via a webcam and other technical devices.

For this service, EXIN has introduced EXIN Exam Vouchers which can be purchased by EXIN partners and used by candidates to pay the exam fee due at the registration. EXIN Exam Vouchers are subject to EXIN's Candidate Voucher Conditions.

EXIN Exam Vouchers are issued for a particular exam of EXIN Anywhere Exams Online as specified by EXIN and can only be redeemed once. EXIN Exam Vouchers are valid for one year from the purchase date or otherwise as indicated by EXIN.

The portfolio of EXIN Exam Vouchers available may vary and is to the full discretion of EXIN. Some EXIN Exam Vouchers such as for the Best Management Practices portfolio may only be ordered by Organizations accredited for the modules in question. In MyLogin, information about exams available to the Organization, current prices at the time as well as possible further requirements or instructions can be found. Unless otherwise agreed in writing, payment of EXIN Exam Vouchers must be made by prepayment.

In case EXIN withdraws a particular exam voucher before the validity period of an unused EXIN Exam Voucher has expired, the Organization may return EXIN Exam Voucher to EXIN against refund of the price paid; the EXIN Exam Voucher must be returned no later than 14 days after the expiration date of the EXIN Exam Voucher in question. In all other cases (including expiration without use, theft, loss, misuse by third parties or damage) EXIN Exam Vouchers will not be restituted or exchanged for money.

In case of reasonable suspicion of misuse of EXIN Exam Vouchers EXIN may invalidate vouchers already issued and the Organization shall give full cooperation to EXIN in investigations.

The usage of EXIN's Exam Voucher service may be subject to the acceptance of specific terms and conditions by the Organization.

2.5. Responsibilities within the exam process

General

In order to safely and correctly organize exam sessions, the AEO has to accredit one or more employees as Accredited Employees (AE). Moreover, an exam session has to be supervised by an Accredited Supervisor (AS). Together, AEs and ASs are responsible for a correct and safe execution of the exam process.

Please refer to the Accreditation Guide for the accreditation requirements of Accredited Employees and Accredited Supervisors.

Description of responsibilities: contact persons

There are four responsibilities that must be fulfilled by AEs and ASs in each EXIN exam session. These four responsibilities are defined as the following four "contact persons" in the session.

Order Contact person: Every exam session must have an Order Contact Person. This person acts as the representative of the AEO and will be contacted with news about the session. Persons who have signed the NDA for Individuals can fulfill this responsibility.

Exam Recipient: Every exam session must have an Exam Recipient. The Exam Recipient will receive the required exam documents for the session provided by EXIN. Persons who have signed the NDA for Individuals can fulfill this responsibility.

Supervisor: Every exam session has to be supervised by a Supervisor. Persons who have signed the NDA for Individuals can fulfill this responsibility.

EXIN expects that supervisors are trained prior to exercising their job. Supervisors must be aware of their role: being a host to the exam delegates and a supervisor of an exam session. In order to train supervisors for their role, EXIN has created several resources. These materials consist of an animation video, an elaborate Supervisor Guide and an exam that supervisors can take to test their practical knowledge.

- It's strongly advised that an AEO uses these resources, which are available on EXIN's Partnernet, in training their supervisors.

Result Recipient: Every exam session must have a Result Recipient. This will be the person who will receive a Result List for the session, and will be the addressed recipient for the certificates if the delivery of certificates is to the AEO. Persons who have signed the NDA for Individuals can be chosen to receive this service.

- Per exam session, there are also two optional "contact persons" who can be assigned:

Extra Result Recipient: Per exam sessions it is optional to choose an Extra Result Recipient. This person will only receive a copy of the Result List. Persons who have signed the NDA for Individuals can perform this task.

Trainer: Per exam session it is optional to choose a trainer. This person will have no direct responsibility but can be mentioned for your own registration.

- During the accreditation of an AE or AS, you can choose which of the above responsibilities can be fulfilled by this person in the future.
- Per Exam session, each role described above can be performed by a different person, as long as this person is properly accredited.
- None of the AEs or ASs are permitted to share the contents of the exam materials with others. This is considered as fraudulent behavior and may lead to candidates' disqualification and/or withdrawal of the AEO accreditation and/or legal action against the AEO.

2.6. Reception of exam materials

The following materials should be obtained before the exam takes place:

Delivery method of exam	Web-based	Paper-based PDF	Paper-based paper
<i>Materials to receive</i>			
<i>Materials for the Supervisor</i>			
Attendance list with session details	X	X	X
<i>Materials for each candidate</i>			
Personal exam document	X	X	X
Exam		X	X
Answer sheet		X	X
Appendix (if applicable)	X	X	X
Case study (if applicable)	X	X	X

In case of a web-based exam, the AEO will receive an e-mail with a link. Via this link the Attendance List and personal exam documents can be downloaded and printed. Also, the exam and answer sheets can be accessed by the candidates online through QuestionMark using the login details that will be available after the candidates have confirmed their personal details.

Moreover, if applicable the appendix and/or case study belonging to the exam can also be accessed by the candidates through QuestionMark. The order contact person can print the appendix/case study from question mark to facilitate the candidates in taking their exam.

Please note that if exams will be taken on-line, the IT infrastructure must be compatible to EXIN's examination software: QuestionMark Perception. This includes:

- the internet software
- security settings
- printing and contingency

Computers used for web-based exams should:

- have Internet Explorer 9 (or higher) installed;
- have the screen resolution set to display the exam to 1280 x 1024;
- be compliant with licensing guidelines stipulated by Microsoft® or Apple®;

- be disabled from pop-up blockers, stoppers or killers;
- have <https://exam5.exin.nl> as a trusted website in the browser;
- have a browser that is configured with the correct language settings;
- not use the Mozilla Fire Fox browser for a web-based exam;
- be checked on the correct working of Question Mark.

In case of a paper-based PDF exam, the AEO will receive an e-mail with a link. Via this link the exams, answer sheets, Attendance List, and personal exam documents can be downloaded and printed.

In case of a paper-based paper exam, all the documents are included in the package that was sent by post.

2.7. Use of case studies & manuals

In case of examinations with a case study, the AEO is required to send the case study to the candidates and the trainer so that the candidates can prepare for the exam(s) at home and during the preparation workshop. The same case study will be used during the exam session(s). To prevent the candidates from reading their notes made in the case study during the exam session, the candidates may not take the case study with them to the exam session(s).

2.8. Handling of special needs and requests for extra exam time

EXIN endeavors to accommodate the needs of candidates with a particular examination requirement, according to individual circumstances (e.g. handicap), ensuring such candidates are not disadvantaged in relation to other candidates and that certificates reflect candidate attainment.

EXIN allows candidates extra examination time in case the examination is not available in the candidates' native language or in case of individual circumstances (e.g. dyslexia). In this case, candidates are allowed 25% extra time on top of the regular time given for the exam. In case the extra time is half a minute, this can be rounded up to a whole minute. For instance, 93.75 minutes can be rounded up to a total of 94 minutes exam time.

Standard Exam Time in minutes	Exam Time + 25% extra exam time
40	50
60	75
75	93,75
90	112,5
135	168,75

150	187,5
180	225

It is permitted to bring a translation dictionary in case the exam is not available in the candidate's native language (e.g. English- Polish) the dictionary should be checked for notes prior to the examination. Please note that an explanatory dictionary is not permitted (e.g. English-English), nor are dictionaries with notes allowed.

2.9. Copyright

EXIN shall exclusively be entitled to any possible copyright and all possible other intellectual or industrial property rights as well as to similar rights with respect to the Goods and Services that were originally produced by EXIN and provided to the AEO.

2.10. Rules for review and Appeal Sessions

Candidates have the opportunity to review their exam results and, if applicable, to appeal.

The AEO must offer the candidates assistance in case a candidate wants to launch an appeal against the outcome of an exam. The candidate can review the taken exam no later than two (2) months after the date of the exam results notification.

The AEO must offer the candidates the possibility to review the exam, the filled out answering form, the score list, and the answer keys (to be supplied by EXIN) and fill out the appeal processing form, in a supervised session according to the EXIN rules and regulations.

This means that EXIN sends the exam, the case study, the answers given by the candidate, the marking guideline and the feedback form to the AEO. The inspection must take place under supervision of an Accredited Supervisor. A review session will maximally take as long as the original exam time. For the rules on how a review session should be supervised, please see the Supervisor Guide.

Contact EXIN

EXIN Holding B.V.

Arthur van Schendelstraat 650

3511 MJ UTRECHT

The Netherlands

www.exin.com

Accreditation

support@exin.com

+31 30 2344880