

## Apple Certification Policies

Apple offers comprehensive certification programs for creative and IT professionals in business, education and other fields, allowing them to distinguish themselves to colleagues, employers, and prospective clients as skilled users of the chosen software application. This certification gives individuals a competitive edge in today's ever-changing job market.

### Analysis of exam data

The Apple certification team conducts statistical analysis of exam data to identify misconduct by examinees and enforce certification policies. Apple reserves the right to ban examinees and close testing centers (Apple Authorized Training Centers or AATCs) due to the results of data forensics or statistical analysis.

### Acceptance of the Exam Agreement

You acknowledge and agree that you are solely responsible for your compliance with and understanding of the Apple Certification Policies. By taking the exam, you acknowledge that you have read, understand and agree to be bound by these policies, terms and conditions.

### Accommodations for individuals with disabilities

Apple is committed to providing accessibility solutions for individuals with disabilities. Please contact your selected testing venue at least 14 days prior to your exam date if you have a disability that requires you to have special accommodations to take an exam in accordance with the Americans with Disabilities Act or other applicable laws in the region.

### Beta testing

Apple reserves the right and may exclude any countries, testing centers or individuals from beta testing programs or offers. The opportunity to participate in beta testing is by invitation only and cancelled, revoked or withdrawn at any time.

### Certification ban appeal process

If you wish to appeal a ban for falsification of a score report, the Apple Certification Program Manager will review your request and render a decision based on your appeal. You may submit your appeal to [applecert@apple.com](mailto:applecert@apple.com) or by sending the original report (scanned documents or electronic copies will not be reviewed) to:

Apple Certification Program  
1 Infinite Loop, MS 90-2CP  
Cupertino, CA 95014

### Candidate re-testing at request of Apple

Apple reserves the right to require any individual to re-test due to any suspected misconduct or unusual testing patterns. Re-testing will be held at a Training Center selected by Apple at a time agreed upon by the individual and Apple.

### Challenging an Apple Certification Exam Item

To ensure that exams are not misleading, ambiguous or biased, each exam item is analyzed by a panel of independent technical and job-function experts who review each item to ensure clarity, technical accuracy and the relevance of each item.

### Steps for challenging exam items

Within three calendar days of taking an exam, please send an email to [applecert@apple.com](mailto:applecert@apple.com) with "Exam Item Evaluation" in the subject line. You must submit a separate email for each exam item you challenge

and provide your contact information, registration ID, the number and name of the exam, date and location of the testing center where you took the exam, and describe in detail the specific reasons you are challenging the item. Please provide as much information as possible about the item for review. Challenges will not be accepted for review unless all required information is provided. Do not take any screenshots of the exam.

Note: Exam item challenges will be accepted only for exams that have not been scheduled for retirement. Apple will acknowledge your challenge by email and you will receive either the result of the review or an estimate of when you can anticipate a decision.

### **Conduct**

You agree to the terms and conditions set forth in the [Apple Certification Program Agreement](#) and not to compromise the integrity or confidentiality of any exam or certification program. Any violation of this policy may result in a lifetime ban on all future Apple exams, voiding of all previous Apple certifications and any other remedies available to Apple at law or in equity.

### **Confidentiality**

The exams and the answers thereto are the sole property and confidential information of Apple. By taking the exams you represent that you have read and agree to be bound to the terms and conditions set forth in the [Apple Certification Program Agreement](#).

### **Electronic agreement**

You must review the [Apple Certification Program Agreement](#) prior to taking the exam. By taking the exam, you acknowledge and agree to be bound by the terms. If you do not agree to these terms, you are not eligible to participate in the exam.

### **Exam security and integrity**

Apple strongly protects the integrity of the Apple Certification Exams and Program. Apple reserves the right to prohibit or ban an individual from taking any Apple Certification Exams or to decertify as an Apple Certified Professional, Apple Certified Associate or Apple Certified Trainer, any individual who violates this Agreement or engages in any misconduct. Apple and test center proctors are authorized to take immediate appropriate measures against any individual violating testing rules.

Examples of misconduct include, but are not limited to:

- Submission of work that is not entirely your own
- Attempting to provide or accept improper assistance
- Attempting to use unauthorized materials (including, but not limited to publication of Exam questions or answers and brain dump material)
- Possession of unauthorized items at a testing center during an Exam Any misconduct as determined by data or statistical analysis Alteration or modification of any Exam records
- Impersonating another individual to gain access to the Exam Violating the Exam Retake Policy
- Any act to copy, publish, distribute, sell, reverse engineer, decompile, disassemble, translate or otherwise disseminate any Exam or portion of an Exam.

Apple expressly reserves all rights and remedies available at law or in equity arising out of a breach of the [Apple Certification Program Agreement](#) this agreement or any infringement of Apple's intellectual property rights to the exams.

### **Exam Scoring**

Some exams include questions that have more than one answer. So while a score could indicate that a student earned 52 out of 64, the exam might only include 60 questions..

In most cases each item is worth one point; however, some questions or question types may be worth more than one point. Apple does not provide information about how many points specific items are worth.

Exam scores are presented with two decimal places of precision (e.g., 72.93%). Scores are NOT rounded up: students must earn enough points to meet or surpass an exam's passing score in order to pass that exam. For example, if an exam's passing score is 73%, 72.93% is NOT a passing grade.

### **Frequently Asked Questions**

If you do not find the specific information within this certification policy document, Apple's website provides answers to [frequently asked questions](#) about exams, certifications, and exam policies and security.

### **Logo Guidelines**

Certified candidates may only use certification logos, certificates and other collateral as provided and in accordance with the published Logo Guidelines. Individuals or entities that misuse certification logos, certificates and/or other collateral may be subject to penalties up to and including a lifetime ban on all future Apple exams and the nullification of all previous Apple certifications in addition to any and all other remedies available to Apple at law or in equity.

### **Payment**

Payment for proctored exams are made directly to the test center, and the method of payment is determined by the test center. Payment for unproctored exams are the responsibility of the examinee, and are paid directly to Prometric via a valid credit card, online, and prior to taking the exam. The examinee is responsible for any fees their financial institution may charge to complete the payment transaction.

### **Privacy notice**

Apple's Customer [Privacy Policy](#) covers the collection, use, and disclosure of personal information that may be collected by Apple anytime you interact with Apple, such as when you visit our website, when you purchase Apple products and services, or when you contact our sales or support associates. Please take a moment to read the following to learn more about our information practices, including what type of information is gathered, how the information is used and for what purposes, to whom we disclose the information, and how we safeguard your personal information. Your privacy is a priority at Apple, and we go to great lengths to protect it.

### **Psychometric Data Analysis**

Apple is continuously improving exam security protocols to prevent test fraud and maintain the integrity of Apple Certifications. As part of this security strategy, we reserve the right to include unscored items in our exams.

### **Recertification Exam Eligibility**

A candidate must hold a certification in the previous version of the product; they must have logged into the [Apple Certification Records System](#) (ACRS) and agreed to be contacted by Apple; and must have a valid email address.

### **Recertification Exam Restrictions**

A candidate must take and pass the recertification exam prior to the end date of the offer. A candidate must adhere to the [Retake Policy](#).

### **Recertification Exam Procedures**

Each candidate will receive a Prometric Exam Voucher (CODE) for the exam they are entitled to take.

Candidates are responsible for confirming that their certification records are valid in the [Apple Certification Records System](#) (ACRS).

### **Retake policy**

If you do not pass an exam, you may retake the exam after seven (7) twenty- four (24) hour periods have passed from the completion of your last attempt. Retakes must be completed by the specified deadline as indicated in the certification offer.

If testing for trainer recertification, and you have failed an exam twice, you may be required to take a Train-the-Trainer Class prior to retaking the exam. Notwithstanding the foregoing, beta exams may only be taken once. In some cases, Apple may have special policies for specific exams which may supersede this retake policy.

### **Revoking certifications**

Any individual attempting to violate testing rules, cheating or undermining the security or integrity of the Apple Certification program in any way may have their scores and credentials revoked. This remedy shall not limit or impair any remedy at law or in equity available to Apple.

### **Right of exclusion**

Apple reserves the right to exclude or limit the Apple Certification program to specific regions, countries, and test centers at its sole discretion.

### **Support**

Please note that Apple and Prometric do not offer phone support for online exams. We offer email support with a two-business-day turnaround. This means that if a candidate takes the exam less than two business days before a deadline and encounters problems, of any sort, including internet service provider (ISP) issues, bandwidth issues, log-in or code issues, they will not be eligible to retake the exam online.

If you require support due to technical issues or otherwise, please visit our [support page](#).  
System Requirements for online exams

- Mac OS X 10.6 or higher
- Safari 4.0 or higher; other browsers may not be fully supported Cable / DSL / broadband connection

### **Trainer Recertification**

Trainer recertification offers will only be sent to trainers whose record indicates eligibility. If a trainer's record does not accurately reflect their current certifications, they must email [applecert@apple.com](mailto:applecert@apple.com) to correct their records within the specified recertification period, as communicated via our normal trainer channel communications. Apple is not responsible for any trainer's failure to receive a recertification offer due to not validating the accuracy of their certification records.

### **Steps required to complete Trainer Recertification**

1. Review the ACT Policies and Practices document, which is found on Apple Sales Web (ASW part number [L508324A](#)).
2. Log on to the [ACRS](#). Click the Complete a Form link on the left. Click the ACT Agreement.
3. Choose I Agree from the menu and click Submit. This is only done once, so if a trainer has already completed the form, this step is not applicable.