



**NOTICE: All AI CERTs exams are available online through the Mercer | Mettl proctoring platform, which offers AI and human proctoring.**

Please take the time to review the documentation before taking your exam. The AI CERTs Candidate Agreement, as provided in the Candidate Handbook below, will be displayed at the beginning of each exam. Your acceptance of the agreement is mandatory for the exam to commence.

## **CERTIFICATION EXAM POLICIES**

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

## **STATEMENT OF IMPARTIALITY**

AI CERTs understands the importance and is dedicated to ensuring complete impartiality concerning all AI CERTs certification programs. AI CERTs 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. AI CERTs collects candidates' information primarily to verify eligibility and enable the verification of certification status. AI CERTs does not require candidate information regarding 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. AI CERTs utilizes an online candidate registration system to ensure all candidates have a similar registration experience and that no personal bias is involved during the registration and testing process or in screening candidates for eligibility.

1.3. AI CERTs uses third-party testing centers, including the Mercer | Mettl proctoring platform, to administer most AI CERTs certification exams. This ensures that no party involved in developing or delivering AI CERTs courseware is directly involved in administering AI CERTs certification exams. These third parties may also store and manage candidate information.

1.4. AI CERTs analyzes all exam-related policies annually to identify potential threats to impartiality and to ensure ongoing adherence to fair and impartial exam development and delivery practices. Furthermore, all AI CERTs personnel must disclose, in writing, any known or potential conflicts of interest regarding exam candidates, exam development, and supporting courseware development.

## **2. Exam Eligibility**

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

2.2. AI CERTs does not require candidates to complete specific training before taking most AI CERTs certification exams. Training that candidates might utilize to prepare for most AI CERTs certification exams does not need to be authored or delivered by AI CERTs or its affiliated entities.

## **3. Certificate of Non-Transferability**

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

## 4. Registration Process

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

### 4.1. Candidate Personal Information and Account Registration

4.1.1. Candidates can purchase exam vouchers directly through the AI CERTs website or registered partners. Candidates might also obtain a voucher through a training delivery center or organization if the certification voucher comes 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. AI CERTs' partner testing centers and other vendors may maintain a secure database of all candidate registration information.

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

### 4.2. Registration Process

The scheduling of exams delivered by testing centers is based on the availability of seats at the chosen location. AI CERTs cannot guarantee that seat availability at any location will accommodate candidate schedules. Visit your testing center's website to view its registration process policy.

### 4.3. Cancellations and No-Shows

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

#### 4.4. Test Accommodation Requests

By the requirements of the Americans with Disabilities Act (ADA), candidates with a demonstrated need may request special accommodations related to that need when scheduling their exam. Requests must be made to AI CERTs in writing at least thirty-five (35) calendar days before the desired exam date. Requests must be reviewed and approved by AI CERTs and supporting documentation may be required. AI CERTs will inform the testing center once the request has been approved. Candidates can submit test accommodation requests via email to [certifications@aicerts.io](mailto:certifications@aicerts.io)

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

To accommodate candidates who are non-native speakers of English, individuals taking an exam administered in English in a non-English speaking country may request a time extension when scheduling their exam. Requests must be made to AI CERTs in writing at least fourteen (14) calendar days before the desired exam date. Requests must be reviewed and approved by AI CERTs and supporting documentation may be required. AI CERTs 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@aicerts.io](mailto:certifications@aicerts.io)

#### 4.6. Candidate Identification

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

### **5. Exam Delivery Exclusions**

AI CERTs reserves the right to exclude specific regions, countries, and/or test centers from participating in the AI CERTs certification program based on potential security and/or integrity concerns.

## 6. Testing and Retake Policy

6.1. Eligible candidates may purchase a voucher to take the desired AI CERTs certification exam from the AI CERTs store or partner stores. Vouchers for AI CERTs 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 availability modes depend on the testing center administering your AI CERTs certification exam. For more information, visit your testing center's website.

6.3. AI CERTs is the sole decision maker regarding passing scores for all AI CERTs certification exams and all other certification-related decisions. AI CERTs uses an industry-standard statistical analysis process to determine all exams' passing scores (cut scores).

6.4. AI CERTs uses Mercer | Mettl proctoring platform and Pearson VUE testing centers as its third-party exam administration vendors.

6.5. Upon completing and submitting exam responses for AI CERTs exams, candidates will immediately receive a score report based on the certification exam's cut score. Candidates who score a passing mark will be informed only that they have passed the exam. This is because AI CERTs certification exams are designed to be binary indicators of whether a candidate is qualified to perform the associated job task. There are no varying levels of certification, whether 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, and you can access your score report through your AI CERTs Pearson VUE account after taking your exam. Candidates who wish to appeal pass/fail scores can do so under AI CERTs' appeals policy identified in section 5.7 of this policy.

6.6. Any candidate who do not pass an AI CERTs certification exam on their first attempt is eligible for a second attempt immediately, at no additional cost and with no waiting period before the retake. All AI CERTs certification exam vouchers include one free retake. Retakes are only valid for the same exam and the same exam



version that was initially purchased and using the same voucher code. All attempts, including retakes, must occur before the voucher expiration date.

Candidates must purchase another voucher for any attempts after the free retake (i.e., before the third attempt, any subsequent attempt, or after the expiration date). While there are no time restrictions on the third attempt or any subsequent attempts thereafter, AI CERTs strongly recommends a 30-day preparation period before retaking the exam.

6.7. Candidates who wish to appeal a failed attempt at passing an AI CERTs certification exam must file a written notice with AI CERTs within thirty (30) calendar days of receiving their score. Requests can be emailed to [certifications@aicerts.io](mailto:certifications@aicerts.io). Requests for appeal received more than 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 phone number at which the appellant can be reached.

If AI CERTs determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be forwarded 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 submission of the appeal request. The certification exam appeals committee shall notify the appellant of its decision within fourteen (14) calendar days of the determination.

## **7. Recertification Requirements**

All AI CERTs 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. AI CERTs certifications are valid for three (3) years after the certification is granted. By three (3) years from the original issuance, candidates must complete all recertification requirements to maintain a valid certificate. 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 AI CERTs 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. AI CERTs 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 AI CERTs certification exams can be found on the specific exam pages on the AI CERTs certification website.

7.3. For AI CERTs 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 can be found on the specific exam pages on the AI CERTs certification website.

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

## **EXAM SCHEDULING INSTRUCTIONS**

Indeed, here's the content realigned for your "AI CERTs" company with the mentioned test accommodations and ESL time extensions:

## **TEST ACCOMMODATIONS**

AI CERTs 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 accommodation is specific to everyone; 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 accommodation will be considered on a case-by-case basis.

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

## **REQUEST FOR TEST ACCOMMODATIONS**

When requesting 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 clearly explain the individual's functional limitation(s) and justify 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@aicerts.io](mailto:certifications@aicerts.io), which will then be reviewed and approved by AI CERTS. Requests must be made at least 35 calendar days before the desired exam date. If any accommodation is granted, the candidate must 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 AI CERTs 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. or Canada.

## **REQUEST FOR ESL TIME EXTENSIONS**

When requesting an ESL time extension, all candidates must provide appropriate documentation that they are non-native speakers and 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@aicerts.io](mailto:certifications@aicerts.io), which will then be reviewed and approved by AI CERTs. Requests must be made at least 14 calendar days before the desired exam date. If the time extension is granted, the candidate must follow a modified exam scheduling process.

## **CERTIFICATION**

### **CERTIFICATION VERIFICATION**

Records of certified individuals shall be maintained electronically according to the AI CERTs Record Control Policy and Schedule document.

AI CERTs uses a third-party vendor to issue electronic badges that will serve as the official public record of a certified individual's certified status. These badges shall be issued upon a candidate successfully completing an AI CERTs certification exam. The badges shall include a mechanism for stakeholders to verify the certified individual's status and the certification requirements when it expires.

Requests by any stakeholder to verify 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 should 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@aicerts.io](mailto:certifications@aicerts.io)

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@aicerts.io](mailto:certifications@aicerts.io)

If AI CERTs 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**

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

### **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. For their diagnostic purposes, they shall be given 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 who have met all certification requirements. No other factors shall determine an individual's qualification to earn the certificate.

### **CERTIFICATIONS REQUIREMENTS**

AI CERTs will issue a certificate to all candidates; the certificates shall include the following:

1. The candidate's name



2. The candidate's identification number
3. The certification title
4. AI CERTs as the certificate issuer
5. The signature of AI CERTs's Founder
6. The date of issuance
7. The expiration date

The certificate shall be designed to prevent fraud and counterfeiting.

## **BADGES**

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

AI CERTs has partnered with several third-party vendors to provide digital versions of AI CERTs credentials. These various badging platforms offer the following:

- 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 credentials, certifications, or learning outcome versions. Candidates are eligible for AI CERTs badges based on their passed AI CERTs certification tests.

## **WHAT ARE THE BENEFITS OF DIGITAL BADGES?**

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

Badges provide employers and peers concrete evidence of what candidates had to do to earn their credentials—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 email the candidates 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@aicerts.io](mailto:certifications@aicerts.io), and the badge can be reissued.

## **CERTIFICATION APPEALS AND COMPLAINTS**

### **OVERVIEW**

AI CERTs has established policies and procedures for applicants and candidates to appeal adverse decisions related to AI CERTs certification programs to facilitate an open and impartial certification program. Further, AI CERTs has established policies and procedures to enable all stakeholders to file complaints against AI CERTs certification programs or individuals who may violate AI CERTs certification policies—such as 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 AI CERTs website.

### **APPEALS**

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

An appeal is a formal request to reconsider an adverse decision made by AI CERTs related to an individual's certification achievement or compliance with AI CERTs policies.

### **PURPOSE**

An appeal request review aims to determine appeal requests submitted by AI CERTs certification applicants and candidates. Specific responsibilities of the certification exam appeals committee include:



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

## **APPEAL SUBMISSION AND ACKNOWLEDGEMENT**

An appeal must be made in writing to AI CERTs within thirty (30) calendar days of receiving the adverse determination. The written request must include a statement indicating the grounds for appeal, an explanation of 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 phone number at which the appellant can be reached.

Appeal request submissions can be made to [certifications@aicerts.io](mailto:certifications@aicerts.io)

AI CERTs will acknowledge receipt of the appeal within five (5) business days. The acknowledgment 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 submitting the appeal request. The function of the certification exam appeals committee in each 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 if there is an actual or apparent conflict of interests.

The certification exam appeals committee shall notify the AI CERTs 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 AI CERTs discriminate against an applicant or a candidate who files an appeal request.

## **CERTIFICATION EXAM APPEALS COMMITTEE APPOINTMENTS**

Decisions regarding appointments to certification exam appeals committees shall be made by the AI CERTs 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. AI CERTs 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 AI CERTs certification department shall issue a formal or informal agenda 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 certification exam appeals committee meeting 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 to resolve an AI CERTs certification program issue. A complaint is a formal request, other than an appeal, for resolution of an issue



related to the AI CERTs certification program or the professional behavior of a candidate.

## **PROGRAM DISPUTES**

Individuals with disputes regarding the assessments, personnel, or other elements of the certification program are encouraged to discuss these with the individuals involved 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 AI CERTs within ninety (90) days of the incident's occurrence. Complaints must be submitted to [certifications@aicerts.io](mailto:certifications@aicerts.io). 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 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 acknowledgment 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 AI CERTs certification department shall review all submitted complaints to determine if they can be addressed by AI CERTs staff or if it warrants the involvement of a complaint review committee. The AI CERTs 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 AI CERTs certification department determines that a complaint can be addressed by AI CERTs staff, the AI CERTs 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 unsatisfactory, the complaint will be allocated for review to a complaint review committee.

### **COMPLAINT REVIEW COMMITTEE REVIEW**

If a complaint warrants escalation, the AI CERTs 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 thirty (30) calendar days of reviewing the complaint. All decisions by the complaint review committee are final.

A complaint review committee assigned to any complaint shall comprise at least one AI CERTs staff member and at least one non-AI CERTs staff member. Any AI CERTs certification program stakeholder may be assigned as a member of a complaint review committee. These stakeholders can include but are not limited to, AI CERTs certification staff and non-certification staff, members of the senior management team, and scheme committee members. The AI CERTs 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 AI CERTs certification department and can be submitted to [certifications@aicerts.io](mailto:certifications@aicerts.io)

#### **COMPLAINT ACCEPTANCE AND REVIEW**

The AI CERTs certification department shall review the complaint 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 be able 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 AI CERTs Candidate Agreement.
3. The complaint will not be processed if AI CERTs records show that the named person is no longer certified by AI CERTs or is not a certification applicant unless the complaint is related to said person having represented him or herself as having a current certification.

The AI CERTs certification department will first process accepted complaints to attempt to resolve the complaint informally. If an informal resolution is not possible, the AI CERTs 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.

### **AUTHORITY FOR DISCIPLINARY ACTION**

AI CERTs is the only entity authorized to take disciplinary actions regarding AI CERTs certification programs. Disciplinary action will be accepted 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**

AI CERTs may take disciplinary action against any candidate who is found guilty of any of the following:

- Obtaining certification or renewing certification using fraud or deceit or assisting another person in doing so
- Violating one or more provisions in the AI CERTs Candidate Agreement
- Criminal activity, which may or may not result in a conviction, conducted concerning activities for which the certification was issued
- Unauthorized possession, distribution, or use of any AI CERTs exam-related materials or assisting another person in obtaining or using such materials
- Unauthorized use of any registered certification mark or logo owned by AI CERTs
- Failing to cooperate with any AI CERTs disciplinary investigation reasonably

## DISCIPLINARY ACTIONS

If AI CERTs determines, on its own or through the advice of a committee, that grounds exist to take disciplinary action against an applicant or a candidate, 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 candidate's application for recertification
- Require a candidate to retake one or more examinations at a time and place to be determined by AI CERTs
- Invalidate the examination score(s) of a candidate, require the candidate to wait a specified period 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 candidate's certification for a period or until a specific condition has been met
- Revoke a candidate's certification
- Publish findings or sanctions on the AI CERTs website or in other communication channels
- Notify other legitimately interested parties of AI CERTs' 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 no less than one year from the revocation determination. The request must be submitted in writing and reviewed case-by-case by either the AI CERTs 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@aicerts.io](mailto:certifications@aicerts.io)

## CANDIDATE AGREEMENT

YOU WILL BE REQUIRED TO ACCEPT THIS AGREEMENT AT THE BEGINNING OF YOUR AI CERTs EXAM SESSION FOR THE EXAM TO LAUNCH. PLEASE READ THIS SECTION CAREFULLY.

### **1.1 Candidate Information:**

AI CERTs and its agents may collect, 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 AI CERTs services to candidates and certification holders. Candidate information may also be used for other reasonable activities deemed appropriate for AI CERTs programs. Such information may be transferred outside of the candidate's country of residence and the country where the exam(s) were taken. Candidates should know that data protection laws and regulations can vary drastically from country to country or region.

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

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

- Their certification expires.
- They fail to meet continuing education requirements.
- They otherwise become unable to meet the physical or objective requirements of the certification.
- Upon the discovery of a violation of this candidate agreement.



- If either AI CERTs or the candidates terminate this candidate agreement per section 1.8 of this policy.
- In the event of any incident that invalidates or otherwise cancels the candidates' status as holding an AI CERTs certification.

Further, if AI CERTs 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 AI CERTs-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 AI CERTs Certifications:**

The granting of any AI CERTs certification is based on meeting all certification requirements, the successful passage of the associated AI CERTs certification exam, compliance with all the terms of this candidate agreement, and, if applicable, the ongoing, successful completion of continuing education requirements. Candidates must inform AI CERTs in writing, without delay, of any issues that may affect their status as a valid AI CERTs 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 AI CERTs certifications they hold and immediately inform AI CERTs if such changes affect their status.

If a candidate loses their AI CERTs 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 AI CERTs.

### **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 an AI CERTs 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 AI CERTs certifications. These activities may include, but are not limited to, the following:

- Disseminating any exam-related content, including exam items (questions), answers, and any other information or activity associated with an AI CERTs certification exam.
- Copying, publishing, selling, offering to sell, distributing, transferring, modifying, making derivative works of, reverse engineering, decompiling, disassembling, or translating any AI CERTs certification exam.
- Memorizing or attempting to memorize AI CERTs certification exam items or answers.
- Accessing or seeking to access any unauthorized copies, in any form, of any AI CERTs certification exam or exam-related items.
- Claiming to hold an AI CERTs certification without meeting all the requirements for obtaining and maintaining the certification.
- Using any AI CERTs-issued or AI CERTs-owned marks to misrepresent certification status.
- Owning 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.
- Providing falsified or otherwise invalid identification or posing as another person to take an AI CERTs certification exam.
- Creating any disturbance in the testing environment or interacting inappropriately with other candidates or exam proctors.
- Removing or attempting to remove any exam-related items from the testing area.
- Tampering with any testing center computers or other equipment while taking an AI CERTs certification exam.
- Giving, receiving, or seeking unauthorized assistance during an exam.
- Taking notes unless done using materials provided to take an exam.
- Failing to adhere to any AI CERTs policy or procedure related to an AI CERTs certification exam.
- Falsifying or otherwise altering or misrepresenting exam scores.
- Allowing another person or entity to use your AI CERTs certification to obtain employment, promote an organization, or gain competitive advantages.

### **1.5 Policy Violations:**

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

- Revoke all the candidate's previously granted AI CERTs certifications.
- Prohibit the candidate from applying for and taking any AI CERTs certification exam for six (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 AI CERTs policies.

AI CERTs will notify all candidates determined to violate this policy in writing within ten (10) business days of the discovery.

### **1.6 Exam Confidentiality:**

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

### **1.7 Appeals and Challenges:**

Once a candidate receives written notification from AI CERTs of a violation of this agreement, the candidate may, within thirty (30) calendar days of receiving that written notice, file a written appeal with AI CERTs by emailing a request to [certifications@aicerts.io](mailto:certifications@aicerts.io). Requests for appeal received more than 30 days from receipt of written notification (considered to be the day AI CERTs 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 phone number at which the appellant can be reached. AI CERTs will



acknowledge receipt of the appeal within five (5) business days. The acknowledgment shall include a description of the appeals process.

If AI CERTs determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be forwarded 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, AI CERTs may grant candidates the ability to correct some violations of this agreement. In such cases, candidates will have thirty (30) calendar days from written notification to correct the violation and provide AI CERTs or its agents with 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 before the desired termination date. Additionally, AI CERTs 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 AI CERTs certifications.
- Violates any policy, written or otherwise, of any testing center delivering an AI CERTs certification exam.
- Takes any action that damages the credibility, validity, or security of any AI CERTs certification exam or other product or service.

Upon termination of this agreement, AI CERTs may revoke any currently held AI CERTs 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 AI CERTs.

### **1.9 Warranty Disclaimer and Limitation of Liability:**

#### **DISCLAIMER OF WARRANTIES:**



AI CERTS Certification Exams are provided on an "AS-IS" and "AS AVAILABLE" basis. To the maximum extent permitted by applicable law, AI CERTS, 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 AI CERTS CERTIFICATION EXAMS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT.

**LIMITATION OF LIABILITY:**

AI CERTS shall not be liable for any indirect, consequential, incidental, punitive, or special damages arising from or otherwise related to any AI CERTS certification or this agreement. AI CERTS' liability for damages hereunder shall not exceed the amount of examination fees paid by you to AI CERTS 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.