

2014

# CSCP

APICS CERTIFIED SUPPLY CHAIN PROFESSIONAL

# EXAMINATION PROCEDURES BULLETIN

Procedures for taking the CSCP exams  
outside North America

The APICS logo features a stylized white 'A' with a curved line above it, followed by the word 'APICS' in a clean, sans-serif font.

## The APICS CSCP Program

The APICS Certified Supply Chain Professional (CSCP) program is recognized worldwide as the premier supply chain management educational and certification program. The APICS CSCP program takes a broad view of operations, extending beyond internal operations to encompass the entire supply chain—from supplier, through the company, to the end consumer. It provides professionals with the knowledge necessary to understand and manage the integration and coordination of end-to-end supply chain activities.

More than 14,000 professionals have earned the APICS CSCP designation since the program was introduced in 2005. By earning the APICS CSCP designation, you demonstrate that you have mastered the APICS supply chain management body of knowledge and that you are committed to the profession. You must pass one comprehensive exam to earn the APICS CSCP designation.

### APICS CSCP eligibility criteria

Candidates must have an approved eligibility application on file in order to sit for the APICS CSCP exam.

To be eligible for the APICS CSCP, a candidate must meet one of the following criteria:

- a bachelor's degree or equivalent plus two years of related business experience
- APICS CPIM, APICS CFPIM, APICS CIRM, C.P.M., CPSM or CSM designation plus two years of related business experience
- five years of related business experience

### Application process

- Candidates can complete the online application at [apics.org/eligibility](http://apics.org/eligibility).
- Fill out the application form and provide current contact information.

APICS reserves the right to randomly audit candidates' qualifications and experience prior to approval. Candidates receive a status update via email within two weeks of applying.

### Creating a web login/logging in to the APICS website

- If candidates have an APICS ID and email address in their records, but have not created a web profile, they can visit [www.apics.org/forgotUID](http://www.apics.org/forgotUID), enter their APICS ID as the user name, and follow the instructions.
- Candidates without an APICS ID can obtain one by creating a web profile at [www.apics.org/newuser](http://www.apics.org/newuser).
- If candidates have an APICS ID but do not have an email address, or are not sure if they have an email address in their records, they need to contact APICS Customer Service to have a web profile created for them. Customer service can be contacted at [service@apics.org](mailto:service@apics.org), 1-800-444-2742 or +1-773-867-1777 from 8:00 a.m.–5:00 p.m. CT.

### Preparing for the exam

APICS offers the following resources to build your knowledge of the APICS CSCP subject matter and to support the exam preparation.

- The APICS CSCP Learning System, a comprehensive professional development and exam preparation tool
- The APICS CSCP *Exam Content Manual* provides an overview of the curriculum with test specifications, key terminology and questions with answers.
- APICS Dictionary, 14<sup>th</sup> Edition

For complete details, candidates may visit [apics.org/cscp](http://apics.org/cscp) and [apics.org/shop](http://apics.org/shop).

## **How to earn and keep the designation**

Candidates must pass the APICS CSCP exam to earn the APICS CSCP designation. Candidates are required to maintain the designation every five years. Candidates can access [apics.org/maintenance](https://apics.org/maintenance) for more information about maintenance.

## **Track progress toward the APICS CSCP designation**

Candidates can keep track of their eligibility status, share their certified status once the designation is earned and monitor their maintenance deadline by accessing [My APICS Certifications](https://apics.org/my-certifications) at [apics.org](https://apics.org).

## **Exam information**

### ***Number of exam questions***

The exam consists of 175 multiple-choice questions (150 operational and 25 pretest). Pretest questions do not contribute to the total score but are necessary for research purposes. Pretest questions are randomly distributed among the scored items and are used for statistical purposes only. Candidates should answer all exam questions.

### ***Length of exam***

Candidates have four hours to complete the exam.

### ***Exam development***

Exam content is developed according to the test outline included in the *CSCP Exam Content Manual* and industry-validated by global subject matter experts. Exam questions are monitored through a rigorous psychometric calibration and cross-referenced to industry-approved source material.

### ***Exam scoring***

APICS uses a scaled score methodology, which is a technique for equating scores where the degree of difficulty varies from one exam form to the next. This ensures equivalent passing standards are maintained for each exam form. Candidates can download “Understanding a Scaled Score” at [apics.org/scaledscore](https://apics.org/scaledscore)

### ***APICS CSCP score range***

The APICS CSCP score range is 200 to 350.

Fail = 200–299

Pass = 300–350

## **Paying for the exam(s)**

### ***Through a partner***

Candidates can purchase an exam credit through an APICS partner. Exam credits will be valid for one year from the date of issuance and must be used as payment for an exam Authorization to Test (ATT) within that year. Exam credits are non-transferable and non-refundable. Candidates should contact the local partner for information on exam pricing and procedures, and can visit [apics.org/finder](https://apics.org/finder) to find a partner in their local area.

### ***Through APICS***

Candidates who do not purchase an exam credit through an APICS partner will be prompted for payment prior to completing the ATT form. The following pricing applies,

\$1050 member price

\$1300 non-member price

\$450 retakes

Member pricing will be determined by member status on the APICS system at the time the request form is completed. Exam fees are non-refundable. Local taxes will apply.

### **Special test accommodations**

If special test arrangements are needed, candidates should follow the instructions posted in the special accommodation section of [prometric.com/apics](http://prometric.com/apics) prior to requesting the Authorization to Test. These arrangements, if approved, will be provided at no additional cost. Candidates will be contacted by APICS to complete the Authorization to Test process.

### **Exam delivery**

Exams are administered via computer-based testing (CBT) through the Prometric network of test centers. Prometric is a trusted test development and delivery provider with over 4000 testing centers worldwide. On behalf of these organizations, Prometric securely delivers an average of 10 million exams per year to people who are seeking to improve their lives. Whether starting a new career, further developing their skills to improve an existing one, adding to their qualifications for a promotion, taking school entrance exams or simply for professional development, people taking tests want a reliable, convenient and hassle-free experience. Prometric serves as an industry gatekeeper, ensuring that people legitimately earn the credentials they seek to achieve, and thereby guaranteeing a fair testing experience for all who come through its doors.

### **Exam windows**

Exams will be delivered in four windows per year. A window is the period of time during which the exam will be available through Prometric. The planned windows for 2014 are:

22 March–10 May 2014

7 June–5 July 2014

16 August–13 September 2014

1 November–13 December 2014

Candidates are required to request an Authorization to Test (ATT) from APICS in order to schedule an appointment with Prometric. ATTs are valid for **one exam window**.

### **Requesting an Authorization to Test (ATT)**

All candidates will be required to log in to the APICS website and complete the Authorization to Test Request Form. An ATT is required in order to schedule the exam with Prometric, and is valid for **one exam window**. After payment is applied, candidates receive an ATT confirmation email from APICS with scheduling instructions and other exam-related information.

If the ATT expires without being used to schedule an exam, the candidate forfeits the exam fee.

### **Completing the Authorization to Test Request Form**

- Candidates can access the ATT Request Form at [apics.org/att](http://apics.org/att).
- Candidates will be required to verify name and contact information. The first and last names on this form must match the first and last names on the IDs that are used to access the test center.
- Candidates will be prompted to select the exam module and the country in which they plan to test. A link to a list of test center locations will be provided. Candidates will be required to confirm that at least one of those test centers is viable. At the time candidates schedule their exam with Prometric, they must choose one of the sites in the selected country. Country selection will be used to calculate local taxes due (if applicable).
- Candidates will be required to agree to abide by the APICS Code of Ethics and confirm they have read and understood the exam policies and procedures before they can receive an ATT.
- Exam fees will be calculated based on the candidate's APICS member status at the time the ATT Request Form is submitted.
- Candidates will be prompted for payment. If an exam credit is available, the option will be displayed. Other payment options include credit cards and PayPal for payments in local currency.
- Candidates who do not pay by exam credit, credit card or PayPal will be sent an invoice. The ATT will not be sent until payment is received. Additional administrative fees may apply.

- After submitting the request, candidates will receive a confirmation email containing a summary of the information submitted in the request form. This email contains payment information and can be used as a receipt.
- Candidates will receive the ATT email immediately unless manual intervention is required to correct a record. Candidates who do not receive their ATT email within one business day of payment should contact [exams@apics.org](mailto:exams@apics.org).
- It is the candidate's responsibility to review the information within the ATT email to ensure they have been issued an ATT for the correct test. If there are any errors or if no ATT is received, the candidate must contact APICS directly.

### **Cancellation of the Authorization to Test**

If the ATT has not yet been used to schedule an exam and it has not yet expired, candidates can request a cancellation directly with APICS by accessing the online Authorization to Test Request Form. Once logged in, candidates will have the option to edit their current ATT. If a candidate chooses a new window that occurs within one year of the original date the ATT was issued, no additional fees will be assessed. If a candidate wishes to change their exam window to a testing window that starts after their authorization expiration date, the full exam fee applies. No refunds will be issued.

### **Scheduling the exam**

- Once candidates receive the ATT email from APICS, they are encouraged to access the Prometric website at [prometric.com/apics](http://prometric.com/apics) as soon as possible to ensure the best selection of location and test time and follow the online scheduling process. Candidates can also call Prometric Regional Service Centers at the numbers listed at [prometric.com/apics](http://prometric.com/apics).
- Online scheduling does not allow appointments to be scheduled more than 60 days in advance. Prometric Regional Service Centers are able to schedule appointments from 61 to 90 days in advance.
- Candidates who do not already have a Prometric web account will be required to create one.
- Candidates will be able to select only an exam date that falls within the ATT validity period.
- Candidates must choose a test site within the country they selected in the Authorization to Test Request Form.
- Prometric manages over 4,500 international test sites which may include sites that are temporarily unavailable due to various stages of building renovation, software or hardware updates, or have limited hours of operation. When selecting a test site, you will be presented with a list of locations in your area, some of which may not have test time availability. Please review all test site options displayed to ensure the best possible location and time accommodation for your exam.
- Upon scheduling the exam(s), candidates will receive a confirmation notice from Prometric via email. It is the candidate's responsibility to review the information within the confirmation notice to ensure they are registered for the correct test, at the correct site and on the correct date. If there are any errors or if no confirmation notice is received, the candidate must contact Prometric directly.

### **Rescheduling an exam**

Candidates who need to reschedule their exam date within their chosen window must contact Prometric no later than 24 hours prior to the scheduled exam and pay a USD \$30 rescheduling fee. Reschedule requests received less than 24 hours before the scheduled exam date will not be accepted, and if the candidate does not test, the candidate forfeits the exam fees.

If candidates need to reschedule their exam date to a different window, they should follow the cancellation policy below.

### **Canceling an exam**

Candidates who no longer can test within their originally selected window must cancel the exam with Prometric and pay the USD \$30 cancellation fee. Candidates will receive an email notification from Prometric with instructions on how to proceed.

Once the cancellation has been processed, candidates will be required to complete the Authorization to Test Request Form again to request a new ATT for the same exam module. If a candidate chooses a new window that starts within one year of the original date the ATT was issued, no additional fees will be assessed. If a

candidate selects a new window that starts after one year from the original ATT issue date, they must pay a new exam fee. No refunds will be issued.

### **Name changes**

If a name change is needed after the ATT is received, candidates must contact APICS at [exams@apics.org](mailto:exams@apics.org) at least two business days prior to their scheduled exam. Candidates must submit a copy of the IDs they are planning to use to support this change.

### **On the day of the exam**

#### ***APICS Code of Ethics***

Before taking an exam, candidates must agree to:

- Maintain exemplary standards of professional conduct;
- Not misrepresent your qualifications, experience, or education to APICS or others you serve in a professional capacity;
- Respect and not violate the United States Copyright of all APICS materials, including but not limited to courseware, magazine articles and other APICS publications, APICS conference presentations, and CPIM and CSCP examination resources. In this same spirit, you must not violate the copyright of other organizations and individuals in your professional capacity;
- Not engage in or sanction any exploitation of one's membership, company, or profession;
- Encourage and cooperate in the interchange of knowledge and techniques for the mutual benefit of the profession;
- In your professional capacity, respect the fundamental rights and dignity of all individuals. You must demonstrate sensitivity to cultural, individual, and role differences, including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socio-economic status;
- In your professional capacity, not engage in behavior that is harassing or demeaning to others based on factors including, but not limited to, age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, or socio-economic status;
- Adhere to this Code of Conduct and its application to your professional work. Lack of awareness or misunderstanding of an ethical standard is not itself a defense to a charge of unethical conduct;
- Contact the Ethics Committee when uncertain whether a particular situation or course of action violates the Code of Conduct; and
- Not to become the subject of public disrepute, contempt, or scandal that affects your image or goodwill.

Failure to abide by the APICS Code of Ethics policy may result in sanctions up to and including decertification.

#### ***Reporting to the test center***

Candidates must check in at the test center no later than 30 minutes before their scheduled appointment. Candidates who arrive past this time may be refused admission to the test center and may lose their exam appointment. Furthermore, they may be considered a no-show and may forfeit the full exam fee.

#### ***What to bring***

Candidates must bring a valid primary identification that includes a recent photograph and signature:

- driver's license (except in China)
- passport
- military ID
- state ID
- company ID (except in China)

They also must bring a valid secondary identification that includes their signature:

- credit card
- check cashing card

- citizenship card
- APICS membership card
- another ID from the primary list

The test center staff verifies only the first and last name on the IDs provided to ensure they match the first and last name on the exam registration. No temporarily issued identification is accepted. Candidates who do not bring these items on exam day or whose name on the registration does not match their IDs will be denied admission to the examination. They will be considered a no-show and will forfeit the full exam fee.

An online computer calculator is available during each computer-based exam, but bringing a simple nonprogrammable calculator into the exam room is also permitted.

English-native language translation books are the only written materials candidates may bring into the exam room. These books should contain only the literal translation of English words, and should not include a description of the meaning of the word. The test center manager will inspect these books before candidates are admitted to the testing room.

### ***What not to bring***

- *APICS Dictionary* in any language
- books or papers of any kind
- protractors, compasses, rulers, stencils, digital assistants or other aids
- electronic devices of any kind, including mobile phones and electronic dictionaries
- food, drinks or tobacco
- visitors

### ***Emergencies***

Only the following are acceptable reasons for missing a scheduled exam:

- a serious illness (either candidate or an immediate family member\*)
- the death of an immediate family member
- a disabling traffic accident
- a court appearance or jury duty
- unexpected military duty

*\*Immediate family members include the following individuals:*

- *spouse*
- *children*
- *siblings*
- *parents*
- *grandparents*

If candidates miss the exam for any of these reasons, they must contact APICS immediately at [exams@apics.org](mailto:exams@apics.org). They will need to submit written documentation of their emergency no later than 10 business days after the exam date.

Examples of acceptable documentation include:

- a letter from a physician on letterhead, including title, address and phone number
- a death notice
- documentation from a court or the military

Candidates who have an emergency will receive a new ATT.

### ***Test security***

Testing is monitored through the use of one or more of the following: a viewing window, a video monitor or a sound-monitoring device in the room. Testing sessions may be photographed or videotaped to ensure the integrity of the APICS certification process.

### ***Breaks***

No breaks are scheduled during the exam. If a candidate must leave the room during the exam, they must notify the test center administrator. Timing will not stop during a break.

### ***Misconduct***

The test center administrator is authorized to dismiss candidates from a test session for the following reasons:

- creating a disturbance
- giving or receiving help
- using notes, books, wristwatch calculators, digital assistants, electronic dictionaries or other aids
- using electronic devices, including mobile phones
- attempting to remove scratch paper from the testing room
- attempting to tamper with the computer
- attempting to remove test questions (in any format) from the testing room
- failing to follow the test center manager's directions
- Sharing exam content

In addition, because the entire question data bank, the exam form and all exam materials are copyrighted and are the legal property of APICS, legal action may be taken against anyone who violates the copyright laws by distributing examination content or materials through any form of reproduction. Oral, written or electronic communication during the exam is strictly prohibited and punishable by law.

If a candidate engages in any of these forms of misconduct, at a minimum their exam will not be scored, their fees will not be refunded and they will be prevented from retaking the exam for six months. Furthermore, APICS shall review acts of misconduct which may result in

- cancellation of the candidate's prior or current exam scores
- revocation of the candidate's certification
- discontinuation of the candidate's membership.

### ***No-show policy***

No-show candidates forfeit the exam fees. Candidates are considered a no-show on the day of their scheduled exam if they:

- fail to reschedule or cancel their exam appointment within the appropriate time frame
- choose not to keep their exam appointment
- do not have an acceptable reason for their absence
- have a name on their identifications that does not match the name they registered with and/or the name APICS has on file, and they are not allowed in the testing room
- arrive late for the exam
- do not bring two forms of acceptable identification to the exam.

### ***Score report***

At the end of the exam, candidates will receive a printed score report that includes the candidate's name, exam title, score, and passed or failed information. If no score report is received prior to leaving the testing center, the candidate should contact Prometric directly.

**Test center closures**

If the test center closes, Prometric will contact the candidate to reschedule the exam at no additional charge. Candidates can also access [prometric.com/sitestatus](http://prometric.com/sitestatus) to view test center closures at any time.

**After exam day*****APICS CSCP certificate***

Candidates who have earned the CSCP designation will receive a printed certificate within four weeks of passing the exam.

If a duplicate certificate is ordered, a charge of \$50 will be assessed.

A candidate who requests a name change or who changes their address after the first printed certificate has been issued must order a duplicate certificate and pay the applicable fees before a new printed certificate will be issued.

***Rescore policy***

Candidates have 90 days from the day the exam is taken to challenge the result. To request a rescore, they must contact the APICS Certification Department at [certification@apics.org](mailto:certification@apics.org). The rescore fee is USD \$45 per exam. Note that the rescoring process only checks to see if the scoring system functioned properly.

***Retaking the exams***

Candidates who fail an APICS CSCP exam must wait 14 days before retaking the same exam. There are no exceptions to this policy.

**Candidate feedback**

Shortly after the exam date, candidates will be sent a survey to obtain feedback on their overall testing experience. This survey can also be accessed through a link on the My APICS Certifications page at [apics.org](http://apics.org).

**For frequently asked questions, please visit [apics.org/certification/faq](http://apics.org/certification/faq).**

# Whom should I contact?

Contact APICS at [exams@apics.org](mailto:exams@apics.org) if you

- have a question about a payment method
- missed your scheduled exam for emergency reasons
- need help with any unresolved testing problems
- need to make a name change after the ATT was issued

Contact APICS at [certification@apics.org](mailto:certification@apics.org) if you

- have questions regarding the APICS Certification Maintenance program.

Contact APICS at [cscp@apics.org](mailto:cscp@apics.org) if you

- have a question about the CSCP eligibility process.

Contact APICS Customer Service at +1-773-867-1777 or [service@apics.org](mailto:service@apics.org) if you

- need information about the APICS CSCP program
- have problems completing the Authorization to Test Request Form

Contact Prometric at [apics@prometric.com](mailto:apics@prometric.com) if you

- need help scheduling your exam
- want to reschedule or cancel your exam test date
- have a question about or correction to your confirmation notice
- wonder if your exam has been canceled because of bad weather
- need assistance with unresolved scheduling problems
- need special accommodations for an exam
- have a complaint about a test center or a testing experience

Contact your local APICS partner if you

- want to become a joint member
- want to purchase an exam credit

*All policies and procedures in this bulletin are subject to change.*



[apics.org](http://apics.org)