



Important Notice

Date: January 1, 2011
To: CPFM Program Proctors
Re: CPFM Exam Booklet Return Dates

EFFECTIVE IMMEDIATELY

All used and unused CPFM exams **MUST BE RECEIVED** by Prometric no later than the return date stamped on each test booklet. Each shipment of exams must be returned by a traceable means with an attached tracking label. Any exams that are not returned by the required date will have their proctor privileges on hold until all outstanding exams used and unused are returned to Prometric. If a proctor fails to meet this requirement more than two times they will have their proctor privileges revoked permanently by Prometric.

When an exam is submitted for scoring that does not meet this requirement, the exam will not be scored and the fees for the exam will not be refunded. It will be the proctor's responsibility to notify the candidates that the exam is invalid and will have to be retaken. The proctor will have to submit appropriate fees for the exams to be scored.

Please note that exams are updated on a quarterly basis and should be ordered only as needed. To eliminate the possibility of administering an expired exam, please do not stock extra exams for future use.

Any used and unused exams that were ordered prior to **January 1, 2011** **MUST** be returned no later than **March 31, 2011**.

To place an order for the amount of exams you need to administer or other program questions, call 800.624.2736, from 7:00 a.m. to 6:00 p.m., Central time, Monday through Friday.



In order to help ensure the integrity of our exams and of the certification process, Prometric would like to emphasize/clarify the following important policies:

- Two different examination forms with two different exam codes **MUST** be used for each examination administration (e.g., 620303**4201**, 620303**4202**). Using two exam forms during the administration helps reduce the temptation for candidates sitting next to each other to cheat (because they do not have the exact same exam). If two examination forms are not provided in the administration, Prometric will not be able to provide scores for those exams and fees will not be refunded.
- Candidates **ONLY** must open examination packets. Proctors must **NOT** open examinations and should not be reading the examinations at any point in the testing process.
- Proctors must **NOT** provide any information to candidates regarding examination questions during the exam administration.
- Proctors must **NOT** verbally read examination items to candidates, unless the candidate has requested a reader prior to the testing date and a separate testing session has been scheduled to accommodate the request.
- Any breaches in examination security must be immediately reported. Failure to report security breaches could result in revocation of proctor privileges.
- Any proctor identified as providing inappropriate information to candidates will immediately have proctor privileges revoked.
- A proctor who is administering an exam to more than 30 candidates in one session must ensure that an additional proctor is present.
- Any individual helping to administer or proctor the CPM examination **MUST** be a certified proctor. If individuals that are helping with the examination process are not certified proctors, this is a violation of the instructor/proctor criteria. An instructor failing to follow this criterion will no longer be eligible to administer CPM examinations.

If additional information is needed, please call 800.624.2736, from 7:00 a.m. to 6:00 p.m., Central time, Monday through Friday.