Certification exam rules and steps (general procedure)

This procedure describes the planning of an S3M certification exam. It also takes into account the need to act quickly when organizing a certification exam and in publishing the results. If you need more information we recommend that you send an email to jean-marc.desharnais@etsmtl.net with your question(s).

Step 1- Send an email to (jean-marc.desharnais@etsmtl.net) for the approval of your proposed planned date and time for the certification exam.
Comments: This is the first step in planning an exam. Please allow 1 to 4 days of delays before receiving an answer from us. We recommend having at least 6 participants before holding a certification exam. There is no maximum number of participants. However, you should arrange for an additional Proctor to be present if there are more than 20 participants. Note that your proposed exam time should be in the Eastern Standard Time.

Step 2- After acceptance of the planning, send another email identifying the name(s) of the Proctor(s), indicating clearly who is the 'Lead Proctor' for the surveillance of the exam. For each proctor (if more than one) it is necessary to fill the information of appendix B and e-mail it before the certification exam to: jean-marc.desharnais@etsmtl.net.
Comment: it is essential to have the name and e-mail address of the Proctor(s) before holding the certification exam. Only the Proctor(s) will receives the URL and password to access the certification exam questions.

Step 3- In the same email or another email, list the name, email address and company name of each participant (we prefer that you use an Excel file for this information). Send this information to jean-marc.desharnais@etsmtl.net at ÉTS University.
Comment: this information is important to allow us to send the results to each participant individually and to place it on the S3M website.

Step 4- Once we have reviewed all the information, we will ask you to send us another an email containing the name and full address of the person (or the organization) that will transfer the money to S3M for the payment of the certification exam fees. The certification exam fees must be received before the certification exam can be held. The cost is 92 Euros (or 100$ USD) for the basic internal assessor certification. The cost is 184 Euros or 200$ USD for the advanced assessor. There is a special cost of USD$50 for students. Students can only apply for the basic internal assessor certification. Contact us for more details.
Comment: It is necessary for S3M to produce an invoice. See appendix B for an example of an Invoice.

Step 5- After paying or arranging payment of the S3M invoice at your bank or via Paypal, send a last email of a scanned copy of the 'acknowledgement' of the payment (we prefer you use a PDF format file attached to the e-mail for this proof of payment).
Comments: We will send the certification exam URL and password, to the Proctor(s) only after receiving this final information. This last step helps in tracking all payments.

Step 6- The S3M certification exams can only be held online.

Appendix A
Proctor(s)Responsibilities

The proctor must ensure that exams participants do not have access to any electronics or any other documents during the certification exam. The proctor will indicate the URL and password to the participants (received a few days before the certification exam by e-mail) at the beginning of the exam.

Proctor's Name (please print): _____

Organization Name: _____

Proctor's Signature: _____   Date: _____

Appendix B (example of an invoice)

<table>
<tr><td>To:
   name
   company
   street, office
   city
   region/country/zip code</td><td>Invoice date

2017-MMM-DD</td></tr>
</table>

Description	Amount
Certification Exam fees for x participants @ 100 USD per participant	xxx USD

Proctor's name:

Exam date:

Total amount due:	xxx USD

Method of payment: PayPal identifier "jean-marc.desharnais@etsmtl.net" <u>or</u>
Electronic funds transfer with the following information:

Account Number:	4502670
Account Address:	1100 RUE NOTRE-DAME OUEST, MONTREAL, QC H3C 1K3
Bank Name:	Royal Bank of Canada
Bank Code:	003
Branch Number:	03631
Bank Address:	300 Rue Leo Pariseau, Montreal, Qc, Canada H2X 4B3
BIC/SWIFT Code:	ROYCCAT2MIC

Invoice issued by Jean-Marc Desharnais, S3M exam certification administrator
On behalf of The Software Maintenance Maturity Model
École de Technologie Supérieure – Université du Québec
Attn to : Jean-Marc Desharnais
1100 Notre-Dame Ouest,
Montréal, QC, Canada   H3C 1K3