



# Examinee User Guide

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THE ASSOCIATION FOR MATERIALS PROTECTION AND PERFORMANCE

August 2023

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## OVERVIEW

The Association for Materials Protection and Performance (AMPP) Examinee User Guide is the official Guide to policies and procedures for all AMPP exams. All candidates are encouraged to read this document before starting the exam registration process. It is **the candidate's** responsibility to make sure they have the most current version since changes to the Guide are made regularly: go to [www.ampp.org](http://www.ampp.org) for the latest edition.

AMPP exams are administered in either a computer-based format or a paper- and-pencil format. Each method of administration has specific rules. This Guide describes the rules for each exam format. Refer to the appropriate section for each exam.

## Computer-Based

Computer-based exams are delivered either through an authorized test center or Online-Remote proctoring service.

## Written/Theory Exams

Certified Coating Applicator (CCA)	CP4 Cathodic Protection Specialist ^
CIP Level 1 – Basic Coatings Inspector	IMPACT Plus Navigator
CIP Level 2 – Certified Coatings Inspector	Internal Corrosion Technologist
CIP Bridge Specialty	Marine Coating Technology Specialty
CIP Fireproofing Specialty	MR0175 Certified User – Carbon Steel
CIP Nuclear Specialty	MR0175 Certified User – CRA
CIP Pipeline Specialty	O-CAT Technician ^
CIP Thermal Spray Specialty	PCIM Technician (PCAFT exam)
Coatings Foundations for AP	PCIM Technologist
Corrosion Foundations	Protective Coating Technician (PCS1)
Corrosion Technician	Protective Coating Specialist
Corrosion Technologist	Refining Corrosion Technologist
Corrosion Under Insulation	S-CAT Technician ^
CP1 Cathodic Protection <b>Tester</b> ^	Senior Corrosion Technologist
CP2 Cathodic Protection Technician ^	Senior Internal Corrosion Technologist
CP3 Cathodic Protection Technologist ^	

## Case-Based Exams

CP3 Cathodic Protection Technologist  
CP4 Cathodic Protection Specialist

# Paper-and-Pencil Written Exams

Corrosion Specialist

## Practical Exams

CIP Level 1-Basic Coatings  
Inspector  
CIP Level 2 – Certified  
Coatings Inspector  
CP Tester ^  
CP Technician ^  
Internal Corrosion Basic  
O-CAT Technician  
S-CAT Technician  
Certified Coating Applicator (CCA)

## Oral Exam(s)

CIP Level 3 – Sr. Certified Coatings  
Inspector

*\* These exams are taken with a training course. The registration process listed in this Guide do not apply to these exams.*

*^ If the Examinee is taking the training course, the exam fees are included with the course registration, and no additional exam fees are required. However, if the Examinee is taking the exam-only option (if available), the registration process listed in this Guide and all applicable fees are required.*





# SECTION 1

## COMPUTER BASED EXAMS

*(Written/Theory and Case-Based Exams)*

# COMPUTER BASED EXAMS

AMPP computer-based exams are administered at approved Pearson VUE (PV) test centers or through an online remote proctoring service (Examity).

\*\*\*This section applies to the computer based written/theory exams and the case-based exams. \*\*\*

## CONTACT INFORMATION

Contact Pearson VUE regarding:

- Comments about the test center
- Directions to a specific test center
- Inclement weather or power failure on your scheduled exam date
- Rescheduling an exam appointment (*can also be done at My Certification Portal*)
- Acceptable forms of ID
- Admittance requirements

Visit: <https://home.pearsonvue.com>

Office Hours and Phone Numbers:

- Americas Region: 1-866-703-4223  
Monday–Friday, 7:00 a.m.–7:00 p.m. CT
- Asia-Pacific Region: +852 3077 4923  
Monday-Friday, 9:00 a.m.-6:00 p.m. AEST
- Europe-Middle East-Africa Region: +44 161 855 7455 Monday–Friday, 9:00 a.m.–6:00 p.m. CET

Contact AMPP regarding:

- Examity exam issues (or use chat service within Examity).
- Exam accommodations, including special accommodations for disabilities (*See Examinees with Disabilities Guide*)
- Registration
- Exam registration
- Exam scoring
- General information on the certification process
- Application process
- Qualifications for certification
- Online Remote Proctoring

Visit: [www.ampp.org](http://www.ampp.org)

Email: [customersupport@ampp.org](mailto:customersupport@ampp.org)

Office Hours:

- Monday – Thursday: 7:45 am- 5:00 pm CST
- Friday: 7:45 am – 4 pm CST

*All AMPP exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and certification purposes.*

## AMPP EXAMS

### ELIGIBILITY

Eligibility to sit for an AMPP exam depends on the requirements for each certification. It is your responsibility to review the requirements for each certification you are seeking.

### MY AMPP PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center or online portal.

### EXAM FEES

Most exam fees (with a few exceptions) are payable directly to AMPP during the course registration process or through your My Certification Portal. AMPP accepts payments online via MasterCard, VISA, and American Express.

Exam are authorized for one (1) attempt and for one (1) year of issuance or associated course end dates. If the authorization time expires, the candidate is responsible for full payment of the exam fee.

Fees for each exam sitting are shown at [www.ampp.org](http://www.ampp.org). All fees are listed in US dollars.

### ACCEPTANCE OF THE TERMS OF SERVICE, CANDIDATE AGREEMENT, AND CODE OF PROFESSIONAL CONDUCT

The AMPP Terms of Service, Candidate Agreement, and Code of Professional Conduct included in this Examinee User Guide at Appendix B is a legally binding contract between you and The Association of Materials Protection and Performance ("AMPP") that sets forth the terms and conditions under which AMPP will permit you to take AMPP examinations. You must read, acknowledge and accept the terms of the entire agreement before you are permitted to register for, schedule and take an AMPP examination. If you do not agree to the terms of the agreement, you will not be permitted to register for or take any AMPP examination. Adherence to the agreement is necessary to enable AMPP to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of AMPP professional certifications.

### REGISTRATION/SCHEDULING PROCESS

If a training course is required prior to an exam:

1. Go to the [www.ampp.org](http://www.ampp.org) to register and pay for the specific training course.
2. Go to your My Certification Portal and click on Schedule/Manage exams.
3. Schedule the exam

4. Receive the appointment confirmation email from Pearson VUE or Examity.

If a training course is not required or for retake exams:

1. Go to your My Certification Portal to purchase the exam\*.
2. Click on Schedule/Manage exams.
3. Select the exam from the drop-down list and complete payment.
4. Schedule the exam.
5. Receive the appointment confirmation email from Pearson VUE or Examity.

\*with the exception of the Certified Coating Applicator (CCA) exam which is purchased through the AMPP store but delivered through online remote proctoring.

## Pearson VUE Exams

### HOW TO SCHEDULE YOUR EXAM APPOINTMENT

Log into your AMPP profile by visiting [www.ampp.org](http://www.ampp.org). Click on "MY CERTIFICATION PORTAL" select the "Schedule/Manage Exams" option from the left navigation menu, and follow the onscreen instructions.

If the exam fee is included in the course registration fee, the initial attempt of the exam will be pre-populated for you. If it is not, contact AMPP customer support.

If the exam is sold separately from a course, select the exam from the drop-down list "Choose and Examination",

complete payment and then return to Schedule/Manage exams to schedule the exam or practice exam.

You must schedule an appointment time at least one full business day (24 hours) before taking the exam (with the exception of the online remote proctored exams, most are available to schedule sooner).

Register for and schedule your exam as far in advance as possible for the best scheduling availability. Authorizations to test are valid for 1 (one) attempt and for 1 (one) year from issuance or from the associated course end date.

### APPOINTMENT CONFIRMATION LETTER

You will receive an appointment confirmation letter from Pearson VUE via email once you have successfully registered for and scheduled your exam. The letter will confirm your identity, the location of your Pearson VUE test center, the time of your appointment, and the exam you are scheduled to take. Verify that the first and last names printed on the appointment confirmation letter match your first and last names as they appear on your government-issued ID. Contact AMPP before exam day if the names do not match. If the names do not match, you may be required to cancel and reschedule the exam with the corrected name, which may not be the same as the original exam appointment. Bring your letter to the test center to avoid delays during the check-in process.

You can confirm the scheduled appointment through your "My Certification Portal".

## RESCHEDULING/CANCELLATIONS/REFUNDS

AMPP and Pearson VUE understand that circumstances may arise that require you to reschedule or cancel your exam. You may cancel or reschedule your appointment through the "My Certification Portal".

Appointments must be rescheduled within the authorized exam delivery period.

You must cancel and reschedule exam appointments at least 24 hours in advance of your scheduled appointment. Rescheduling less than 24 hours prior to your appointment may result in forfeiting your exam fees.

You will receive a confirmation email for any scheduled, rescheduled or cancelled appointment. If you do NOT receive the confirmation email, you must follow up to make sure your change was submitted properly. You can confirm through your "My Certification Portal".

If a test center is open during inclement weather, neither AMPP nor Pearson VUE will refund any fees for examinees who cancel, reschedule, or fail to attend their scheduled appointment because of weather conditions.

If, on the day of your scheduled exam, there is a possibility of inclement weather, it is your responsibility to check with the specific testing center to

determine if the testing center is open or closed.

If, on the day you are scheduled to test, you are unable to attend the exam for any of the following reasons, you may be allowed to reschedule without paying a rescheduling fee or may be allowed to cancel with a full refund:

- Illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

To avoid any monetary penalty in such situations, you will be required to provide reasonable documentation to AMPP within fourteen (14) days of your originally scheduled appointment confirming why you were unable to test as scheduled.

Applicable refunds will be processed automatically and applied to the same credit card used when registering for the exam within seven to ten (7–10) business days.

If you have an issue regarding a payment or refund, contact AMPP directly at +01-281-228-6223 or +01-800-797-6223. Fees associated with chargebacks, returned checks, or any form of disputed payment are the responsibility of the issuer.

## EXAM ACCOMMODATIONS

AMPP provides reasonable and appropriate accommodations for individuals with documented disabilities

within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially **limits an individual's ability to perform** one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is not considered a disability.

You may request accommodations in your "My Certification Portal" just prior to scheduling the exam. Please allow 5-7 business days to process your request. For more information regarding special accommodations, refer to the *Examinees with Disabilities* Guide on the AMPP website.

## TEST CENTER RULES AND REGULATIONS

You will be required to sign a log-in sheet, and review and agree to comply with the AMPPAMPP CBT EXAM RULES AND **AGREEMENT** during the check-in process at the test center. In addition, the *Error! Reference source not found.* will appear onscreen prior to beginning your exam. In order to take the exam, you must agree to comply with the agreement within five (5) minutes. If you do not accept the terms within 5 minutes or if you click "No," the exam will end and

you will forfeit your appointment and exam fees.

## THE DAY OF YOUR COMPUTER-BASED EXAM

Arrive at the Pearson VUE test center thirty (30) minutes before your scheduled appointment. This will give you adequate time to complete the necessary sign-in procedures. If you arrive more than fifteen (15) minutes late for an exam and are refused admission, exam fees will be forfeited.

## WHAT TO BRING

You must present one of the following IDs upon arrival at the test center:

- Valid ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature.

The first and last name on your appointment confirmation letter and your ID must match. To help speed up the process while checking in, bring a printed copy of your appointment confirmation email.

Only the following items are allowed into the testing room:

- The ID used during the admission process

- Key to your test center locker
- Reusable booklet or two note boards and marker supplied by Pearson VUE
- Eyeglasses (without the case)
- Light sweater or jacket
- Items included in the Pearson VUE Comfort Aid List (APPENDIX F).

Items not permitted in the testing room include, but are not limited to, cell phones, handheld computers/personal digital assistants (PDAs) or other electronic devices, fitness trackers, pagers, watches, wallets, purses, hats and other head coverings (unless they qualify as religious apparel), bags, coats, books, notes, pens, pencils, erasers, food, and beverages.

You must store all belongings not permitted in the testing room in designated areas outside the testing room. Most test centers have small lockers. You must turn off all electronic devices before storing them in a locker. The test center is not responsible for lost, stolen, or misplaced personal items.

## APPROVED COMFORT ITEMS

Comfort aids, such as braces (neck, back, ankle, etc.), hearing aids, eye drops, and mobility devices, will be allowed in the testing room upon visual inspection by test center staff. Test center staff will conduct the visual inspection by examining the item but will not physically touch you or the item.

Earplugs and noise reducing headphones are only considered a

comfort aid in Pearson Professional Centers; for other testing channels an accommodation approval will be required.

Any items that do not appear on the *PEARSON VUE APPROVED COMFORT AID LIST* (APPENDIX F) must be requested as a testing accommodation during the exam registration process and approved prior to scheduling your exam.

## TESTING ENVIRONMENT

All AMPP-approved Pearson VUE test centers provide a consistent testing environment for all examinees. To ensure a high level of security throughout the testing experience, you will be monitored at all times. Both audio and video may be recorded.

You are prohibited from eating, drinking, chewing gum, smoking, and making noise that creates a disturbance for other examinees during the exam.

Other individuals taking non-AMPP exams are likely to be testing at the same time as you, and neither AMPP nor Pearson VUE has control over keyboarding noises that may be associated with such exams if they include essay questions. A test proctor may be able to provide you with noise-canceling headphones or earplugs if you encounter such a situation.

## CHECK-IN PROCESS

A Pearson VUE representative will confirm that the only items in your possession are ones allowed into the

testing area. These items include your ID, the key to your test center locker (if applicable), eyeglasses (without the case), a light sweater or jacket, and any approved comfort items.

After completing the check-in process and placing any unapproved items in a test center locker (if available), you will be escorted into the testing area, where a proctor will confirm your identity.

After verifying your identity and the exam you will be taking, the proctor will answer any questions you might have, provide you with a reusable booklet or note boards and marker for scratch work, escort you to your workstation, and launch the exam. Upon entering the testing room, you may not communicate with other examinees.

## THE EXAM APPOINTMENT

Prior to beginning an exam, you will be given 5 minutes to review and agree to comply with the *Error! Reference source not found.* If you do not read and agree to comply with this agreement within 5 minutes, the exam appointment will end and all associated fees will automatically be forfeited.

After agreeing to comply with the *Error! Reference source not found.*, you will be provided a 5-minute tutorial to review how to advance through the exam questions, flag items for review, access the reference material, and do other exam-related tasks.

Reusable (dry-erase) booklets and a fine-tip dry erase marker may be issued at the time of check-in, depending on the exam. Additional reusable booklets are available at any time during the exam by raising your hand and notifying the proctor. The proctor will take and review your booklet before issuing a new one.

Notify the test administrator immediately if you experience any problems with the computer or software, dry erase marker/booklet, or encounter any other issue. The test administrator is not allowed to answer questions related to exam content.

## EXAM FORMAT

Refer to [www.ampp.org](http://www.ampp.org) to view the Examination Preparation Guide (EPG) for specific information for each exam prior to your exam appointment.

## REFERENCE MATERIALS

Refer to [www.ampp.org](http://www.ampp.org) to view the Examination Preparation Guide (EPG). Each EPG lists specific information regarding the reference materials that are available for each exam.

If there are reference materials available during the exam, the materials will be embedded into the exam and available for online use at any time during the exam.

## BREAKS

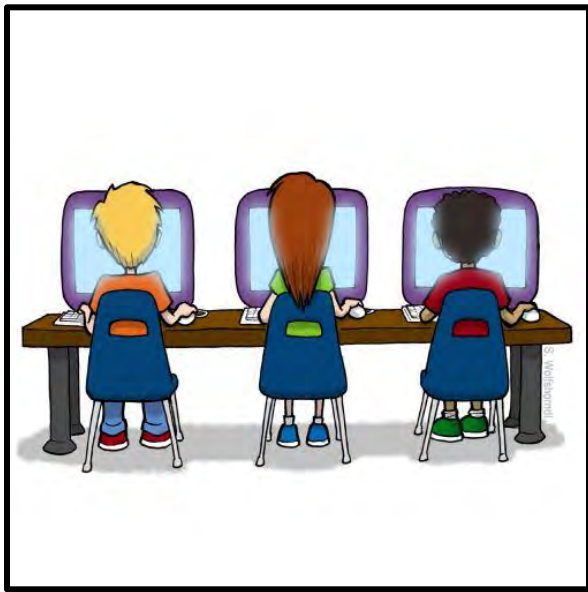
You may take unscheduled breaks at any time during the exam by raising your hand to notify a proctor. However, the amount of time you take for



# COMPUTER BASED EXAMS

unscheduled breaks will be deducted from your testing time. You are not allowed to exit the building during unscheduled breaks.

While you are taking an unscheduled break, you are permitted to access only these personal items that you stored during the exam: beverages, food, and items on the Pearson VUE Comfort Aid List. You may also access medication required at a specific time, with the prior permission of the test administrator. You are not permitted to access any other personal items during an unscheduled break.



## EXIT PROCEDURES

Raise your hand to notify the proctor when you have completed the exam. The proctor will confirm that the exam has ended properly, gather your reusable booklet and marker, and escort you to the reception area.

Exam results are displayed on screen immediately upon completion of the exam. Upon check-out, a printed score report will be provided by the test center staff. To receive a copy of your score report and check-out, you must show a valid photo ID and return the locker key (if applicable).

## EXAMINEE COMMENTS

Provide any comments or concerns regarding the test center to a Pearson VUE representative before leaving the test center.

## EXAM RESULTS

Exam results for computer-based exams are typically available immediately after you take the exam. You will receive a printout of the official exam results. You may also access them through your "My Certification Portal" .

All results are reported as pass or fail. If you fail the exam, you will receive a diagnostic report showing your performance for each of the major topics covered on the exam. The diagnostic report is provided to help identify the knowledge areas where improvement is needed before retaking the exam. The purpose of this report is to provide general information on performance; it is not designed or intended to be used for any other purpose.

A sample diagnostic report is provided in the APPENDIX D of this Guide.

The diagnostic report can also be accessed by visiting My Certification Portal, clicking "Results" then click the link to Pearson VUE then "View Score Reports."

## Online Remote Proctored Exams (Examity)

### HOW TO SCHEDULE YOUR EXAM APPOINTMENT – Examity

Log into your AMPP profile by visiting [www.ampp.org](http://www.ampp.org). Click on "MY CERTIFICATION PORTAL" select the "Schedule/Manage Exams" option from the left-hand navigation menu and follow the onscreen instructions.

If the exam fee is included in the course registration fee, the initial attempt of the exam will be pre-populated for you. If it is not, contact AMPP customer support.

If the exam is sold separately from a course, select the exam from the drop-down list "Choose an Examination", complete payment and then return to Schedule/Manage exams to schedule the exam or practice exam.

Register for and schedule your exam as far in advance as possible for the best scheduling availability. Most online exams are available for immediate appointments.

For scheduled exams, you will receive an email confirmation of your appointment.

Authorizations to test are valid for 1 (one) attempt and for 1 (one) year from

issuance or from the associated course end date.

### RESCHEDULING/CANCELLATIONS/REFUNDS

AMPP understands that circumstances may arise that require you to reschedule or cancel your exam. You may cancel or reschedule your appointment through the "My Certification Portal".

Appointments must be rescheduled within the authorized exam delivery period.

You must cancel and reschedule exam appointments at least 24 hours in advance of your scheduled appointment. Rescheduling less than 24 hours prior to your appointment may result in forfeiting your exam fees.

You will receive a confirmation email of the rescheduled or cancelled appointment. If you do NOT receive the confirmation email, you must follow up to make sure your change was submitted properly. You can confirm appointment details through your "My Certification Portal".

### EXAM ACCOMMODATIONS

AMPP provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially **limits an individual's ability to perform** one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is not considered a disability.

You may request accommodations in your "My Certification Portal" just prior to scheduling the exam. Please allow 5-7 business days to process your request. For more information regarding special accommodations, refer to the *Examinees with Disabilities* Guide on the AMPP website.

## REFERENCE MATERIALS

Refer to [www.ampp.org](http://www.ampp.org) to view the Examination Preparation Guide (EPG). Each EPG lists specific information regarding the reference materials that are available for each exam.

If there are reference materials available during the exam, the materials will be embedded into the exam and available for online use at any time during the exam.

## EXAM RESULTS - Examity

Exam results for online proctored exams are provided immediately on screen after the exam. You will receive an email with a link to your exam results that includes a breakdown of areas of strengths and weaknesses.

All results are reported as pass or fail. If you fail the exam, you will receive a diagnostic report showing your performance for each of the major topics covered on the exam. The diagnostic report is provided to help identify the knowledge areas where improvement is needed before retaking the exam. The purpose of this report is to provide general information on performance; it is not designed or intended to be used for any other purpose. Refer to the EPG for further details. A sample diagnostic report is provided in the APPENDIX D of this Guide.

## ADDITIONAL GUIDELINES, POLICIES, AND PROCEDURES

### EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any AMPP exam are strictly prohibited. Irregular behavior includes but is not limited to the following prohibited conduct also identified in the Candidate Agreement, whether attempted or completed, before, during or after the examination:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting or distributing AMPP examination content;
- Giving or receiving assistance on a AMPP examination;

# COMPUTER BASED EXAMS

- Viewing the content of another examinee's computer display or examination papers during a AMPP examination administration;
- Possessing or accessing Prohibited Personal Items while inside a room where a AMPP examination is being administered;
- Taking a AMPP examination on behalf of another person;
- Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks, other than the computer provided by the test center on which I am taking the examination;
- Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where a AMPP examination is being administered;
- Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks;
- Failing or refusing to submit to security screening or the

inspection of personal items upon request by a test administrator at any time prior to or during an AMPP examination administration;

- Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during a AMPP examination administration;
- Engaging in disruptive, threatening or abusive behavior in or near any building where a AMPP examination is being administered; and
- Talking or communicating with anyone other than a test center administrator or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where a AMPP examination is being administered.

If AMPP finds that you engaged in any prohibited conduct, violated the terms of the Candidate Agreement, refused to comply with any directions given to you by a test administrator, engaged in any activity that may compromise the validity, integrity, or security of any AMPP examination, or failed to fully cooperate in any investigation related to AMPP examinations, AMPP may, in its sole discretion, directly or through its authorized representatives:

- Interrupt, suspend and/or terminate the administration of your AMPP examination;

# COMPUTER BASED EXAMS

- Confiscate any item from you during a AMPP examination administration that a test administrator reasonably believes is relevant to a potential violation of the Candidate Agreement, including, but not limited to, notes, electronic devices and Prohibited Personal Items;
- Withhold, cancel or invalidate your examination scores, before or after the scores are reported, without a refund;
- Prohibit or disqualify you from taking AMPP examinations for a fixed period of time or permanently;
- Notify your employer and/or applicable state regulator that your score was withheld, cancelled or invalidated or that you were prohibited or disqualified from taking AMPP examinations for a fixed period of time or permanently;
- Issue a report of the factual findings of an investigation related to your conduct to legitimately interested parties, including, but not limited to, your employer and/or applicable state regulator; and
- Pursue a civil lawsuit against you based upon your conduct in violation of the Candidate Agreement and/or refer the

matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.

## APPEALS

If your exam results are invalidated and you believe AMPP should review that decision, you may appeal to AMPP within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the AMPP Certification Director.

See APPENDIX G for more information regarding appealing an exam.

## RETAKING THE EXAM

Refer to APPENDIX H.

## SCORING

Your exam results are based on the total number of correct answers that you selected. There are no deductions for wrong answers. The score is then converted to a scaled score, which adjusts for any minor differences in difficulty across the different exam forms. This scaled score represents an **examinee's ability level and is compared** to the minimum ability level for that exam, which has been determined by subject-matter experts through psychometric statistical methods. AMPP does not publish the passing score.

AMPP scores each exam with no predetermined percentage of examinees that should pass or fail. All exams are scored the same way. First-

time takers and repeat takers are graded to the same standard.

## WHEN AN ERROR OCCURS

AMPP endeavor at all times to ensure that registrations are properly processed and exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, AMPP will, if possible, correct it.

If AMPP determines corrective action is warranted, you will be permitted either to retest at a reduced fee or to receive a partial or full refund of your testing fees, as determined by AMPP.

The remedies described above are the exclusive remedies available for errors in registration, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

## DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt AMPP to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If AMPP concludes that corrective action is warranted in one of these situations, you may be offered the option to either retest at no additional fee or to receive a full or partial refund of your registration fee provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, AMPP may treat the matter as an exam irregularity and may pursue all available remedies as described in the Terms of Service, Candidate Agreement, and Code of Professional Conduct and elsewhere in the Examinee User Guide.

## EXAM CONTENT

AMPP conducts a content review for each exam every three to five years. This process includes a combination of subject matter expert content review, interviews, focus groups and the development of a content survey that is administered to all of those who are currently certified. This is a detailed process. Each step contains checks and balances to ensure that the resulting exams are fair to examinees and to potential certification holders with an **adequate measure of each examinee's competency.**

Current exam specifications can be found in the EPGs (Exam Preparation

Guide), which, if available, are located online at [www.ampp.org](http://www.ampp.org).

AMPP constructs an exam using the subsequent exam blue print from the job role analysis. This ensures that each exam form is equal in terms of content representation. This means that all examinees for a particular exam are required to answer the same number of questions; however, no examinees will have the same set of questions. AMPP conducts a beta test of all questions for statistical analysis so that the exam versions are assembled to ensure that the exams and questions are the same relative level of difficulty.

Questions on most exams are in traditional multiple-choice format. Other options may include:

- Multiple correct options — allows multiple choices to be correct
- Multiple-multiple option- allows multiple choice questions to have multiple correct answers (i.e. select all that apply)
- Point and click — requires examinees to click on part of a graphic to answer
- Drag and drop — requires examinees to click on and drag items to match, sort, rank, or label
- Fill in the blank — provides a space for examinees to enter a response to the question

All exams include a limited number of **items referred to as “pretest items”** that will not be scored and will not have an

impact on your results. This is common practice within high-stakes testing and allows AMPP to evaluate the pretest items for potential use in future exams. These items are randomly placed within the exam and are not identifiable as pretest items.



# SECTION 2

## PAPER - AND - PENCIL EXAMS



# PAPER - AND - PENCIL EXAMS

## CONTACT INFORMATION

### CONTACT AMPP REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: [www.ampp.org](http://www.ampp.org)

Email: [customersupport@ampp.org](mailto:customersupport@ampp.org)

### Office Hours:

- Monday – Thursday: 7:45 am- 5:00 pm CST
- Friday: 7:45 am – 4 pm CST

All AMPP exams are confidential, secure, and protected international copyright laws. They are to be used only for valid assessment and licensing purposes.

## REGISTERING FOR A PENCIL-AND-PAPER EXAM

Before registering for an AMPP exam, review the certification requirements at [www.ampp.org](http://www.ampp.org).

### ELIGIBILITY

Eligibility to sit for an AMPP exam varies by certification program. It is your responsibility to review the requirements at <http://www.ampp.org> before registering for an exam.

## MY AMPP PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test location.

## EXAM FEES

Exam fees for paper and pencil exams are payable either during the course registration process or application process. AMPP accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at <https://ampp.org/>. All fees are listed in US dollars.

## REGISTRATION PROCESS

If the training course is required:

1. Go to the <http://www.ampp.org> to register and pay for the specific training course.

If a training course is not required:

1. Review the certification requirements.
2. Log into your AMPP profile and click on My Certification Portal.
3. Click on Browse Credentials, select the certification application associated with the certification you are pursuing. Complete and submit the certification application.
4. You will receive an automated email upon approval.
5. Once the certification application is approved, you are able to register and schedule the exam.

# PAPER - AND - PENCIL EXAMS

6. To purchase and schedule the exam, contact AMPP at [certificationnew@ampp.org](mailto:certificationnew@ampp.org). Once the exam is purchased, AMPP staff person will arrange a staff proctor in a convenient, agreed-upon location and an exam date.
7. Staff will provide the proctor with the examination materials and Non-Disclosure agreement prior to the scheduled exam date.

## ACCEPTANCE OF THE TERMS OF SERVICE, CANDIDATE AGREEMENT, AND CODE OF PROFESSIONAL CONDUCT

The AMPP Terms of Service, Candidate Agreement, and Code of Professional Conduct included in this Examinee User Guide at Appendix B is a legally binding contract between you and The Association of Materials Protection and Performance ("AMPP") that sets forth the terms and conditions under which AMPP will permit you to take AMPP examinations. You must read, acknowledge and accept the terms of the entire agreement before you are permitted to register for, schedule and take an AMPP examination. If you do not agree to the terms of the agreement, you will not be permitted to register for or take any AMPP examination. Adherence to the agreement is necessary to enable AMPP to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of AMPP professional certifications.

## NON-DISCLOSURE AGREEMENT

You will be required to sign a Non-Disclosure Agreement. In order to take the exam, you must agree to comply with the agreement.

## EXAM CONFIRMATION

You will receive a confirmation email from AMPP once you have successfully completed the registration process.

## CANCELLATIONS AND REFUNDS

Refer to the Cancellation and Refund policy included on your course registration confirmation.

All cancellation requests must be received in writing. The candidate should send the cancellation requests to [customersupport@ampp.org](mailto:customersupport@ampp.org).

## EXAM ACCOMMODATIONS

AMPP provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

# PAPER - AND - PENCIL EXAMS

Please note, not having the ability to read or write in the same language as the examination is not considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the AMPP website.

## TEST-SITE RULES AND REGULATIONS

You must agree to abide by the AMPP Terms of Service, Candidate Agreement and Code of Professional Conduct at all times. The agreement is located in Error! Reference source not found. of this Guide.

## TESTING ENVIRONMENT

AMPP strives to provide a consistent testing environment for all examinees.

## THE DAY OF YOUR EXAM

### WHAT TO BRING

- Acceptable form of identification
- Reference materials

### IDENTIFICATION

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the

examinee's ID and exam authorization must match.

### SNACKS

If the exam is scheduled for four or more hours, you are allowed to bring snacks (e.g., hard candies, candy bars, gum) and nonalcoholic drinks, as long as having them does not disturb other examinees.

Note: Any exam item that is not readable due to spilled food or beverage, will count as an incorrect answer. Exam fees will be forfeited and no refunds are available for any exam that gets spilled on and is not readable.

### REFERENCE MATERIALS

Some AMPP exams are open-book and reference materials are allowed. Refer to [www.ampp.org](http://www.ampp.org) to determine which exam is open-book.

Writing tablets and legal pads are not allowed. You may tab reference books before the exam with sticky notes and flags, but pads of sticky notes and flags are not permitted in the exam room.

### CHECK-IN PROCESS

Upon arrival at the exam site, you will be required to present your exam confirmation email and acceptable identification to a proctor prior to being beginning the exam.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time. If you have these devices in your possession after the exam begins, you will be dismissed from the exam room, your

# PAPER - AND - PENCIL EXAMS

exam will be invalidated, and you will forfeit your exam registration fee.

Items permitted in the exam room are:

- ID used during the admission process
- Exam Authorization (one copy)
- Wristwatches
- AMPP Approved Calculator (APPENDIX E)
- Eyeglasses (no case)
- Earplugs
- Head coverings worn as religious apparel
- Snacks (such as hard candies, candy bars, gum) and nonalcoholic drinks



## BREAKS

Unscheduled breaks may be taken at any time during the exam. The exam timer will not stop for unscheduled breaks. You may not leave the building during an unscheduled break.

To leave your seat, you must raise your hand and wait for the proctor to assist you. Only the following items may be accessed during an unscheduled break:

- Beverages (if exam is longer than 4 hours, you are allowed to bring beverages into the exam room)
- Food (if exam is longer than 4 hours, you are allowed to bring snack food into the exam room)
- Items included in the AMPP Comfort Aid List APPENDIX F.
- Medication required at a specific time with prior approval of the test administrator

NO other items may be accessed.

## EXIT PROCEDURES

Raise your hand to notify the proctor when you have completed the exam. The proctor will collect the exam book and answer sheet before dismissing you.

## EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any AMPP exam are strictly prohibited. Irregular behavior includes but is not limited to the following prohibited conduct also identified in the Candidate Agreement, whether attempted or completed, before, during or after the examination:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting or distributing AMPP examination content;
- Giving or receiving assistance on a AMPP examination;
- Viewing the content of another **examinee's computer display** or examination papers during a AMPP examination administration;

# PAPER - AND - PENCIL EXAMS

- Possessing or accessing Prohibited Personal Items while inside a room where a AMPP examination is being administered;
  - Taking a AMPP examination on behalf of another person;
  - Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks, other than the computer provided by the test center on which I am taking the examination;
  - Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where a AMPP examination is being administered;
  - Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks, except approved reference materials for Paper and Pencil Examinations as provided in the Examinee User Guide;
  - Failing or refusing to submit to security screening or the inspection of personal items upon request by a test administrator at any time prior to or during a AMPP examination administration;
  - Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during a AMPP examination administration;
  - Engaging in disruptive, threatening or abusive behavior in or near any building where a AMPP examination is being administered; and Talking or communicating with anyone other than a test center administrator or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where a AMPP examination is being administered.
- If AMPP finds that you engaged in any prohibited conduct, violated the terms of the Candidate Agreement, refused to comply with any directions given to you by a test administrator, engaged in any activity that may compromise the validity, integrity, or security of any AMPP examination, or failed to fully cooperate in any investigation related to AMPP examinations, AMPP may, in its sole discretion, directly or through its authorized representatives:
- Interrupt, suspend and/or terminate the administration of your AMPP examination;

# PAPER - AND - PENCIL EXAMS

- Confiscate any item from you during a AMPP examination administration that a test administrator reasonably believes is relevant to a potential violation of the Candidate Agreement, including, but not limited to, notes, electronic devices and Prohibited Personal Items;
- Withhold, cancel or invalidate your examination scores, before or after the scores are reported, without a refund;
- Prohibit or disqualify you from taking AMPP examinations for a fixed period of time or permanently;
- Notify your employer and/or applicable state regulator that your score was withheld, cancelled or invalidated or that you were prohibited or disqualified from taking AMPP examinations for a fixed period of time or permanently;
- Issue a report of the factual findings of an investigation related to your conduct to legitimately interested parties, including, but not limited to, your employer and/or applicable state regulator; and
- Pursue a civil lawsuit against you based upon your conduct in violation of the Candidate Agreement and/or refer the matter for criminal prosecution by

state and/or federal authorities or any government agency with jurisdiction.

## APPEALS

If your exam results are invalidated and you believe AMPP should review that decision, you may appeal to AMPP within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the AMPP Certification Director.

See APPENDIX G for more information regarding appealing an exam.

## EXAM RESULTS

You will be notified when your results are available in accordance with the certification procedures. The method of notification and length of time it takes to receive your results vary by exam. You may receive your exam results either via email from AMPP or by logging into your AMPP My Certification Portal within 7-10 business days of receipt of exam at AMPP Headquarter office.

## SCORING

All Scantron answer sheets are scanned as they are received from the exam sites. Scanners are calibrated before and during scoring.

## RETAKING THE EXAM

APPENDIX H

## WHEN AN ERROR OCCURS

AMPP endeavors at all times to ensure that registrations are properly processed and exams are properly prepared, handled, and scored. In the unlikely



event that an error occurs, AMPP will, if possible, correct it.

If AMPP determines corrective action is warranted, you will be permitted either to retest at no additional fee or to receive a partial or full refund of your testing fees, as determined by AMPP.

The remedies described above are the exclusive remedies available for errors in registration, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

## DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt AMPP to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If AMPP concludes that corrective action is warranted in one of these situations, you may be offered the option either to retest at no additional fee or to receive a full or partial refund of your exam fee,

provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, AMPP may treat the matter as an exam irregularity and may pursue all available remedies as described in the Terms of Service, Candidate Agreement, and Code of Professional Conduct and elsewhere in the Examinee User Guide.

# SECTION 3

## PRACTICAL EXAMS



## CONTACT INFORMATION

### CONTACT AMPP REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: [www.ampp.org](http://www.ampp.org)

Email: [customersupport@ampp.org](mailto:customersupport@ampp.org)

### Office Hours:

- Monday – Thursday: 7:45 am- 5:00 pm CST
- Friday: 7:45 am – 4 pm CST

All AMPP exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and licensing purposes.

With some certifications a hands-on, practical exam is required to complete the certification, and in those cases AMPP the practical exam is given in conjunction with an AMPP course. The corresponding AMPP course(s) can be found on the AMPP website at [www.ampp.org](http://www.ampp.org).

## REGISTERING FOR A PRACTICAL EXAM

In order to register for a practical exam, the candidate must be registered for the corresponding AMPP course (with the exception of the CCA practical exam).

Exam registration is automatic upon course registration.

To register for a re-take of a practical exam, refer to the re-take policy, in APPENDIX H.

## ACCEPTANCE OF THE TERMS OF SERVICE, CANDIDATE AGREEMENT, AND CODE OF PROFESSIONAL CONDUCT

The AMPP Terms of Service, Candidate Agreement, and Code of Professional Conduct included in this Examinee User Guide at Appendix B is a legally binding contract between you and The Association of Materials Protection and Performance ("AMPP") that sets forth the terms and conditions under which AMPP will permit you to take AMPP examinations. You must read, acknowledge and accept the terms of the entire agreement before you are permitted to register for, schedule and take an AMPP examination. If you do not agree to the terms of the agreement, you will not be permitted to register for or take any AMPP examination. Adherence to the agreement is necessary to enable AMPP to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of AMPP professional certifications.

## ELIGIBILITY

Eligibility to sit for an AMPP exam varies by certification program. It is your responsibility to review the requirements

at [www.ampp.org](http://www.ampp.org) before registering for an exam.

## MY AMPP PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center.

## EXAM FEES

If the practical exam is taken with the course, the practical exam fee is included in the course fee.

If you are taking the practical exam as part of an exam - only option, the fee for the practical exam is included in the exam fee. No other fees are required for the practical exam portion. For example, if the exam consists of a paper-and-pencil exam and a practical exam, the fees collected will cover both portions of the exam and are payable at once (with the exception of the CCA practical exam).

AMPP accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at [www.ampp.org](http://www.ampp.org). All fees are listed in US dollars.

## EXAM CONFIRMATION

You will receive a confirmation email from AMPP once you have successfully completed the registration process.

## CANCELLATIONS AND REFUNDS

Refer to the Cancellation and Refund policy included on your course registration confirmation.

All cancellation requests must be received in writing. The candidate should send the cancellation requests to [customersupport@ampp.org](mailto:customersupport@ampp.org).

## EXAM ACCOMMODATIONS

AMPP provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially limits an individual's ability to perform one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is not considered a disability.

You may apply for accommodations in your My Certification Portal when registering for the CBT exam. For more information on special accommodations, refer to the *Examinees with Disabilities* Guide on the AMPP website.

## TESTING ENVIRONMENT

AMPP strives to provide a consistent testing environment for all examinees.

## TEST-SITE RULES AND REGULATIONS

You must agree to abide by the AMPP Terms of Service, Candidate Agreement, and Code of Professional conduct at all times. The agreement is located in Error! Reference source not found. of this Guide.

## THE DAY OF YOUR EXAM

### WHAT TO BRING

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the examinee's ID and exam authorization must match.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time.

Items permitted in the exam room are

- ID used during the admission process
- Wristwatches
- AMPP Approved Calculator (See Appendix E)
- Eyeglasses (no case)
- Earplugs

- Head coverings worn as religious apparel

Items not permitted in the exam room include but are not limited to:

- Computers, lap tops, cell phones, smartwatches, fitness trackers, and other prohibited electronic devices
- Loose paper, legal pads, and unbound or improperly bound notes
- Hats with brims, hoods (on hooded sweatshirts, for example)
- Calculators
- Weapons of any kind
- Tobacco products
- Personal chairs

After everyone is ready, a proctor will begin reading the exam instructions. Once the proctor begins reading the instructions, examinees will no longer be admitted into the exam room.

## EXAM INSTRUCTIONS

- To receive credit on practical exams, a candidate's handwriting must be legible to the AMPP grader.
- Follow the instructions on the practical exam booklet. The booklet will provide the number of stations and number of minutes allowed at each station.

## BREAKS

Unscheduled breaks may be taken at any time during the exam. The exam timer will not stop for unscheduled breaks. Examinees may not leave the building during an unscheduled break.

To leave their seat, you must raise your hand and wait for the proctor to assist you. Only the following items may be accessed during an unscheduled break:

- Beverages (if exam is less than 4 hours)
- Food (if exam is less than 4 hours)
- Medication required at a specific time with prior approval of the test administrator

NO other items may be accessed.

## EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any AMPP exam are strictly prohibited. Irregular behavior includes but is not limited to the following prohibited conduct also identified in the Candidate Agreement, whether attempted or completed, before, during or after the examination:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting or distributing AMPP examination content;
- Giving or receiving assistance on an AMPP examination;
- Viewing the content of another examinee's computer display or examination papers during an AMPP examination administration;
- Possessing or accessing Prohibited Personal Items while inside a room where an AMPP examination is being administered;
- Taking an AMPP examination on behalf of another person;
- Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where an AMPP examination is being administered or in any location during unscheduled examination breaks, other than the computer provided by the test center on which I am taking the examination;
- Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where an AMPP examination is being administered;
- Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where an AMPP examination is being administered or in any location during unscheduled examination breaks;
- Failing or refusing to submit to security screening or the inspection of personal items upon request by a test administrator at any time prior to or during an AMPP examination administration;
- Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during an AMPP examination administration;

- Engaging in disruptive, threatening or abusive behavior in or near any building where an AMPP examination is being administered; and

Talking or communicating with anyone other than a test center administrator or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where an AMPP examination is being administered.

## APPEALS

If your exam results are invalidated and you believe AMPP should review that decision, you may appeal to AMPP within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the AMPP Certification Director.

See APPENDIX G for more information regarding appealing an exam.

## EXAM RESULTS

You will be notified when your official results are available in accordance with the certification procedures. The method of notification and length of time it takes to receive your results vary by exam. You may receive your exam results by logging into your AMPP profile within 7-10 business days of receipt of exam at AMPP Headquarter office.

## RETAKE THE EXAM

### APPENDIX H

## WHEN AN ERROR OCCURS

AMPP endeavors at all times to ensure that registrations are properly processed and that exams are properly prepared, handled, and scored. In the unlikely event that an error occurs, AMPP will, if possible, correct it.

In cases where an error occurs and any part of the testing service is not delivered or completed, AMPP may permit you either to retest at no additional fee or to receive a partial or full refund of your testing fees.

The remedies described above are the exclusive remedies available to an examinee for errors in registrations, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

## DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt AMPP to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If AMPP concludes that corrective action is warranted in one of these situations, you may be offered the option either to retest at no additional fee or to receive a full or partial refund of your exam fee, provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, AMPP may treat the matter as an exam irregularity and may pursue all available remedies as described in the Terms of Service, Candidate Agreement, and Code of Professional Conduct and elsewhere in the Examinee User Guide.

# SECTION 4

## ORAL EXAMS

## CONTACT INFORMATION

### CONTACT AMPP REGARDING:

- Acceptable forms of ID
- Admittance requirements
- Exam accommodations
- Exam development
- Exam registration
- Exam scoring
- General information on the certification process

Visit: [www.ampp.org](http://www.ampp.org)

Email: [customersupport@ampp.org](mailto:customersupport@ampp.org)

### Office Hours:

- o Monday – Thursday: 7:45 am-5:00 pm CST
- o Friday: 7:45 am – 4 pm CST

All AMPP exams are confidential, secure, and protected by international copyright laws. They are to be used only for valid assessment and licensing purposes.

At this time, the only oral exam available through AMPP, is the Sr. Certified Coating Inspector (CIP Level 3) Peer Review Examination.

## REGISTERING FOR AN ORAL EXAM

Before registering for a AMPP exam, review the certification requirements at [www.ampp.org](http://www.ampp.org).

Please note: You are strongly encouraged to complete and submit the application (subject to approval) for CIP Level 3 at least sixty (60) days prior to

your scheduled oral exam. You can complete the application through your My Certification Portal.

In order to register for the CIP Level 3 Peer Review exam, you must view the schedule on the AMPP website at [www.ampp.org](http://www.ampp.org) and follow the on-screen instructions to register.

## ACCEPTANCE OF THE TERMS OF SERVICE, CANDIDATE AGREEMENT, AND CODE OF PROFESSIONAL CONDUCT

The AMPP Terms of Service, Candidate Agreement, and Code of Professional Conduct included in this Examinee User Guide at Appendix B is a legally binding contract between you and The Association of Materials Protection and Performance ("AMPP") that sets forth the terms and conditions under which AMPP will permit you to take AMPP examinations. You must read, acknowledge and accept the terms of the entire agreement before you are permitted to register for, schedule and take an AMPP examination. If you do not agree to the terms of the agreement, you will not be permitted to register for or take any AMPP examination. Adherence to the agreement is necessary to enable AMPP to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of AMPP professional certifications.



# ORAL EXAMS

## ELIGIBILITY

Eligibility to sit for an AMPP exam varies by certification program. It is your responsibility to review the requirements at [www.ampp.org](http://www.ampp.org) before registering for an exam.

## MY AMPP PROFILE

The first and last names you use to register MUST match the government-issued ID that you will provide for admission to the test center.

## EXAM FEES

The oral exam fee for Sr. Certified Coating Inspector (CIP Level 3) Peer Review is payable at the time of registration. AMPP accepts payments online via MasterCard, VISA, and American Express.

Fees for each attempt are shown at [www.ampp.org](http://www.ampp.org). All fees are listed in US dollars.



## REGISTRATION PROCESS

1. Review the certification requirements.
2. Create an AMPP Profile account or log in to your account.

3. Complete and submit the certification application through your My Certification Portal.
4. The Candidate will receive an automated email upon approval of the application.
  - a. It is strongly recommended to have an approved application prior to scheduling and submitting payment for the exam.
5. The examinee can schedule a Peer Review at any available date/time/location.

Please note the Peer Review may run ahead or behind schedule so please be prepared to be flexible.

- Bring your ID with you on your scheduled day.
- All peer reviews consist of three virtual reviewers (or instructors).
- Each candidate is given up to two (2) hours to complete the oral examination.
- Candidates are scheduled in groups of three and called back one at a time.
- For more information on Certifications please visit <https://www.ampp.org/education/certification-resources>.
- Exam Preparation Guide: [CLICK HERE](#) for detailed exam information and certification requirements.

If you are unable to make your scheduled Peer Review, please notify Customer Support at 281-228-6223 or [customersupport@ampp.org](mailto:customersupport@ampp.org).

## EXAM CONFIRMATION

You will receive a confirmation email from AMPP once you have successfully completed the registration process.

## CANCELLATIONS AND REFUNDS

Refer to the Cancellation and Refund policy included on your course registration confirmation.

All cancellation requests must be received in writing. The candidate should send the cancellation requests to [customersupport@ampp.org](mailto:customersupport@ampp.org).

## EXAM ACCOMMODATIONS

AMPP provides reasonable and appropriate accommodations for individuals with documented disabilities within the meaning of the Americans with Disabilities Act, as amended (ADA). If you believe that you have a disability that prevents you from taking an exam under standard conditions, you may request accommodations.

Under ADA, a disability is a physical or mental impairment that substantially **limits an individual's ability to perform** one or more major life activities, as compared with most people in the general population.

Please note, not having the ability to read or write in the same language as the examination is not considered a disability.

For special accommodations, refer to the *Examinees with Disabilities* Guide on the AMPP website.

## TESTING ENVIRONMENT

AMPP strives to provide a consistent testing environment for all examinees.

## THE DAY OF YOUR EXAM

### WHAT TO BRING

- Exam confirmation
- Acceptable form of identification

## EXAM CONFIRMATION

To avoid delays while checking in, bring a printed copy of your exam confirmation.

## IDENTIFICATION

You must present one of the following IDs upon arrival at the exam site:

- ID issued by a government entity in the country in which you are testing
- International travel passport in roman characters from your country of citizenship

IDs must be current and include an expiration date, your name and date of birth, a recognizable photo, and your signature. The first and last name on the **examinee's ID and exam confirmation** must match.

## CHECK-IN PROCESS

Upon arrival at the exam site, you will be required to present your exam confirmation email and acceptable identification prior to beginning the exam.

Computers, lap-tops, cell phones, smartwatches, fitness trackers, or any other electronic devices are not allowed in the exam room at any time. If you have these devices in your possession after the exam begins, you will be dismissed from the exam room, your exam will be invalidated, and you will forfeit your exam registration fee.

Items permitted in the exam room are:

- ID used during the admission process
- Exam confirmation (one copy)
- Wristwatches
- Eyeglasses (no case)
- Head coverings worn as religious apparel

Items not permitted in the exam room include but are not limited to:

- Computers, lap tops, cell phones, smartwatches, fitness trackers, and other prohibited electronic devices
- Loose paper, legal pads, and unbound or improperly bound notes (*Paper will be provided to you in the exam room, you are not allowed to bring your own.*)
- Hats with brims, hoods (on hooded sweatshirts, for example)
- Calculators
- Weapons of any kind
- Tobacco products
- Personal chairs

## WHAT TO EXPECT WHEN ON-SITE

Be flexible and expect schedule changes to occur. Changes occur due to cancellations, no-shows, early exam finish, etc.

The final schedule is determined on-site.

If you provided your contact information during the scheduling process, make yourself available to answer phone calls from AMPP staff regarding schedule changes.

All peer reviews consist of three virtual reviewers (or instructors).

Please note: Candidates are not allowed to leave with any notes.

## EXAM IRREGULARITIES

Fraud, deceit, dishonesty, unprofessional behavior, and other irregular behavior in connection with taking any AMPP exam are strictly prohibited. Irregular behavior includes but is not limited to the following prohibited conduct also identified in the Candidate Agreement, whether attempted or completed, before, during or after the examination:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting or distributing AMPP examination content;
- Giving or receiving assistance on a AMPP examination;
- Viewing the content of another examinee's computer display or

examination papers during a AMPP examination administration;

- Possessing or accessing Prohibited Personal Items while inside a room where a AMPP examination is being administered;
- Taking a AMPP examination on behalf of another person;
- Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks, other than the computer provided by the test center on which I am taking the examination;
- Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where a AMPP examination is being administered;
- Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where a AMPP examination is being administered or in any location during unscheduled examination breaks;
- Failing or refusing to submit to security screening or the inspection of personal items upon

request by a test administrator at any time prior to or during a AMPP examination administration;

- Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during a AMPP examination administration;
- Engaging in disruptive, threatening or abusive behavior in or near any building where a AMPP examination is being administered; and
- Talking or communicating with anyone other than a test center administrator or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where a AMPP examination is being administered.

If AMPP finds that you engaged in any prohibited conduct, violated the terms of the Candidate Agreement, refused to comply with any directions given to you by a test administrator, engaged in any activity that may compromise the validity, integrity, or security of any AMPP examination, or failed to fully cooperate in any investigation related to AMPP examinations, AMPP may, in its sole discretion, directly or through its authorized representatives:

- Interrupt, suspend and/or terminate the administration of your AMPP examination;

- Confiscate any item from you during a AMPP examination administration that a test administrator reasonably believes is relevant to a potential violation of the Candidate Agreement, including, but not limited to, notes, electronic devices and Prohibited Personal Items;
- Withhold, cancel or invalidate your examination scores, before or after the scores are reported, without a refund;
- Prohibit or disqualify you from taking AMPP examinations for a fixed period of time or permanently;
- Notify your employer and/or applicable state regulator that your score was withheld, cancelled or invalidated or that you were prohibited or disqualified from taking AMPP examinations for a fixed period of time or permanently;
- Issue a report of the factual findings of an investigation related to your conduct to legitimately interested parties, including, but not limited to, your employer and/or applicable state regulator; and
- Pursue a civil lawsuit against you based upon your conduct in violation of the Candidate Agreement and/or refer the

matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.

## APPEALS

If your exam results are invalidated and you believe AMPP should review that decision, you may appeal to AMPP within 30 days from the date of the decision. You must send your appeal in writing by email, mail, or fax to the AMPP Certification Director.

See APPENDIX G for more information regarding appealing an exam.

## EXAM RESULTS

You will be notified of your results upon completion of the exam. You may also receive your exam results by logging into your AMPP profile within 7-10 business days of receipt of exam at AMPP Headquarters office.

Exam results are reported as pass or fail.

## SCORING

Each panel member uses a scoring guide to independently score the responses. After completion of the exam, the expert panel reviews the scoring guide for consistency and makes a pass/fail decision.

## RETAKE THE EXAM

### APPENDIX H

## WHEN AN ERROR OCCURS

AMPP endeavors at all times to ensure that registrations are properly processed and that exams are properly prepared,

handled, and scored. In the unlikely event that an error occurs, AMPP will, if possible, correct it.

In cases where an error occurs and any part of the testing service is not delivered or completed, AMPP may permit you either to retest at no additional fee or to receive a partial or full refund of your testing fees.

The remedies described above are the exclusive remedies available to an examinee for errors in registrations, exam information, scoring (including reporting of exam results), or testing disruptions not caused by the examinee.

## DISRUPTIONS IN TESTING AND POTENTIAL COMPROMISES

The following situations may prompt AMPP to consider invalidating or canceling exam results even though you may have had no responsibility for the event in question:

- Unanticipated cancellation or interruption of testing or deviation from required testing procedures, due to a weather event or other external cause
- Possible advance access to exam content by one or more examinees
- Other disruptions or compromises to the normal testing process

If AMPP concludes that corrective action is warranted in one of these situations, you may be offered the option either to

retest at no additional fee or to receive a full or partial refund of your registration fee, provided that you did not cause and were not involved in the conduct that resulted in corrective action. These remedies are your exclusive remedies for such disruptions in testing and potential compromises. If you choose to retest, you must retake the entire exam to produce valid exam results.

If you are found to have caused or been involved in the conduct that resulted in corrective action, AMPP may treat the matter as an exam irregularity and may pursue all available remedies as described in the Candidate Agreement and elsewhere in the Examinee User Guide.

## EXAM CONTENT

View the Exam Preparation Guide at [www.ampp.org](http://www.ampp.org) for more information.

## PEER REVIEW PROCEDURES

Upon entering the exam room, the examinee is required to read and sign acknowledgment forms of the following procedures:

- The Peer Review is given in front of a three-member virtual panel. The panel will ask the examinee a set of ten (10) questions, during the two (2) hour oral exam. The first set of questions consist of six technical questions, with ten minutes response time. The second set of questions consist of four practical questions, with

fifteen minutes allowed for each response.

- A timekeeper is present to monitor the time and to keep the examinee informed when approximately half of the time has passed.
- A custodian/guardian is present to read each technical question aloud. The practical questions will not be read aloud by the custodian/guardian.
- The examinee will be provided with paper and pen to utilize in preparation of the response.
- The peers giving the exam are allowed to ask any clarifying questions that may be necessary.
- Role play may be used to address questions or answers.

For more detailed procedures, see



## CERTIFICATION EXAMINATION RETAKE POLICY

### Coating Inspector Program

This portion of the policy applies only to the CIP program including the following:

- Basic Coatings Inspector (formerly titled CIP Level 1)
- Certified Coatings Inspector (formerly titled CIP Level 2)

Retaking the written/theory computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid and scheduled through the candidates "My Certification Portal" and are delivered through Pearson VUE testing centers.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam) without retaking the training course. However, if the candidate fails the written/theory exam three (3) times, the examinee is required to retake the training course at the full registration course price. This is a Program Committee requirement.

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

Retaking the practical exam:



- Candidates must register to retake the associated training course. Contact Customer Support to receive any available discounts (discounted rates do not include additional CBT exam attempts).

- Examinees will receive a course manual when re-taking the course.

Retaking the Oral Exam (*Senior Certified Coatings Inspector Peer Review only*):

- There is a thirty (30) day waiting period for the first retake attempt. The oral examination is only allowed one time per session.
- Candidates are encouraged to wait at least four months before attempting any subsequent retakes, but it is not required.

## Other Certification Program exams

This portion of the policy applies to other certification exams including those where hands-on practical exams may be administered (i.e., Cathodic Protection, OCAT, SCAT, Internal Corrosion Level 1, etc.).

Retaking the written/theory/case-based computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:

- There is a thirty (30) day waiting period for the first re-take.
- There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.

- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid for and scheduled through the candidates "My Certification Portal" and are delivered through Pearson VUE testing centers.
- There is no actual limit on the number of re-takes, however all retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

Retaking the practical exam:

- Candidates must register to retake the associated training course or exam only (if applicable). Contact Customer Support to receive any available discounts (discounted rates do



not include additional CBT exam attempts).

- Examinees will receive a course manual when re-taking the course.

## All other CBT Exams including Online Remote Proctored exams

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).
- Exam authorizations are valid for 1 year from the date of purchase.
- Exam authorizations are valid for 1 attempt.
- There is no actual limit on the number of re-takes, however all retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.
- Exams are purchased through the AMPP website/store and are delivered through Examity or

other online remote proctor services.

- Candidates will be enrolled for the exam within 5 -7 business days after purchase.

For questions related to Computer-based Certification Renewal Exams contact [CertificationRenewal@ampp.org](mailto:CertificationRenewal@ampp.org)

## Exam only candidates

Candidates who bypass a training course where there is an exam-only option available (CP1, CP2, CP3, CP4, Internal Corrosion for Pipelines – Basic (Level 1)).

Retaking the written/theory/case-based computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid for and scheduled through the candidates "My Certification Portal" and are delivered through Pearson VUE testing centers.
- There is no actual limit on the number of re-takes, however all

retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.

- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).

## Retaking the practical exam:

For those who bypass the training course and fail the practical exam administered during the course (CP1, CP2, CP3, CP4, Internal Corrosion for Pipelines – Basic (Level 1)).

- Practical exam re-takes must be taken on the scheduled exam day of a scheduled course.
  - Courses are limited to two (2) **exam-only** re-take registrants.
- Exam only re-take examinees, those who have opted out of the full training course (where applicable), are not allowed to attend or observe the training course at any time prior to the exam.

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

If the examinee is re-taking the full course, a manual is automatically provided at no additional cost.

## Non-CBT Certification Exams

For stand-alone certification written/theory exams administered via paper and pencil (non-CBT).

This section applies to the following exam:

- Corrosion Specialist – contact [certificationnew@ampp.org](mailto:certificationnew@ampp.org) for retake details.
- For all non-CBT certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Examinees are required to retake all portions of the failed exam (where applicable).

*Note: this policy does not apply to or include the Craftworker Program.*

## APPENDIX I.

## APPENDIX A

### AMPP CBT EXAM RULES AND AGREEMENT



## Pearson VUE Candidate Rules Agreement

Please review and sign the following exam rules and ask the administrator if you have questions.

1.	I will not take the following types of personal items into the testing room: cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings), bags, coats, books and notes. Studying is not allowed in the test center.
2.	I will store these items in a secure area indicated by the administrator. Cellular phones, pagers, and other electronic devices must be turned off prior to placing them in the designated secure area. The testing center is not responsible for lost, stolen or misplaced personal items.
3.	If I am given an erasable note board or exam-specific materials, I will not use them until after the exam has started. I will not remove these items from the testing room at any time during the exam, and I will return them to the administrator immediately after the exam.
4.	The administrator will log me in to my assigned workstation, verify that I am taking the intended exam and start the exam. I will sit in my assigned seat until escorted out by a Test Administrator. I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other candidates are prohibited during the exam.
5.	The administrator will monitor me continuously while I take my exam. The session may be videotaped or otherwise recorded for security or other purposes.
6.	If I experience problems that affect my ability to take the exam, I will notify the administrator <b>immediately</b> .
7.	The administrator cannot answer questions related to exam content. If I have questions of this nature, I will contact the exam sponsor after I leave the testing center.
8.	Break policies are established by the exam sponsor. Some exams may include <b>scheduled breaks</b> , and instructions will appear on the computer screen at the appropriate time; whether or not the exam timer stops depends on the sponsor's policy. If I take an <b>unscheduled break</b> at any other time, the exam timer will <b>not</b> be stopped. The administrator will set my workstation to the break mode, and I will take my ID with me when I leave the room. The administrator will check my ID before I return to my seat and will then restart my exam.

- |     |   |
|-----|---|
| 9.  | While I am taking a <b>scheduled break</b> , I am permitted to access personal items that I stored during the exam. While I am taking an <b>unscheduled break</b> , I am NOT allowed access to personal items other than medication required at a specific time and with the approval of the test administrator. Items not permitted include but are not limited to: cellular phones, exam notes and study guides, unless specifically permitted by the exam sponsor. |
| 10. | I will not try to remove copies of exam questions and answers from the testing center, and I will not share or discuss the questions or answers seen in my exam with other candidates.  |
| 11. | After the exam ends, the administrator will come to my workstation and ensure my exam has ended properly. The exam sponsors <b>may</b> display my score on the screen after the exam or <b>may</b> provide a printed score report. If a printed score report is provided, I will receive it <b>after</b> returning the erasable note board and other materials to the administrator.  |

**Your Privacy:** Your exam results will be encrypted and transmitted to Pearson VUE and to the exam sponsor. The testing center does not keep any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this; you can obtain this by visiting the Pearson VUE Web site ([www.pearsonvue.com](http://www.pearsonvue.com)) or by contacting a Pearson VUE Call Center.

**Candidate Statement:** *By signing below or providing a digital signature, I give Pearson VUE my explicit consent to retain and transmit my personal data and test responses to Pearson VUE and to the exam sponsor (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor, my exam may be invalidated, the sponsor may take other action such as decertifying me, and I will not be refunded my exam fee.*

Name (Please print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Exam: \_\_\_\_\_

NCS Pearson processing number 40036  
Candidate Rules Agreement 1.8 Publication Number: 7125-2

Pearson VUE

## APPENDIX B

### AMPP Terms of Service, Candidate Agreement and Code of Professional Conduct

# AMPP Terms of Service, Candidate Agreement and Code of Professional Conduct

Updated February 1, 2022

IMPORTANT! YOU ARE ENTERING INTO A LEGALLY BINDING AGREEMENT. PLEASE READ THIS CAREFULLY!

YOUR USE OF AND ACCESS TO THE ASSOCIATION FOR MATERIALS PROTECTION AND PERFORMANCE (**"AMPP"**) **MY CERTIFICATION PORTAL**, AMPP CERTIFICATION EXAMINATIONS AND AMPP CERTIFICATIONS ARE CONDITIONED UPON YOUR ACCEPTANCE OF AND COMPLIANCE WITH THESE TERMS OF SERVICE AND ALL INCORPORATED ADDITIONAL TERMS AND AMPP **POLICIES (THE "TERMS")**.

AMPP has developed and provides professional certification programs that require candidates to meet specified eligibility requirements, take a secure examination and comply with ongoing certification standards for materials protection and performance. AMPP provides a secure, cloud-based platform known as **"My Certification Portal"** that enables AMPP certification candidates and renewal applicants to apply for AMPP certifications, register for and schedule AMPP certification examinations, update candidate and renewal applicant information relevant to certification eligibility and maintenance of certification, access certification credentials and pay fees that may be due to AMPP. (Collectively, the **"AMPP Certification Services"**). **Only persons applying for or maintaining an AMPP certification are permitted to use the AMPP Certification Services. "You" and "Your" as used in these Terms of Service refers to the person accessing or using the AMPP Certification Services and entering into this contract with AMPP.**

Your access to and use of the AMPP Certification Services is subject to these Terms of Service, as well as the AMPP Candidate Agreement, the AMPP Application Guide, the AMPP Examinee User Guide and the AMPP Certification Code of Professional Conduct and **Attestation (collectively, the "Additional Terms")**, all of which are incorporated by reference and made part of these Terms of Service. By accessing or using the AMPP Certification Services, you are certifying to AMPP that you have read, understand and will comply with these Terms of Service and the Additional Terms incorporated by reference. To the extent of any conflict between these Terms of Service and any Additional Terms, these Terms of Service shall take precedence and supersede any pre-existing or co-existing terms that may apply to the AMPP Certification Services.

When accessing or using the AMPP Certification Services, you also understand and agree to comply with each of the following terms:

1. You are exclusively responsible for the security of your user credentials for your account on My Certification Portal.
2. You will immediately notify AMPP via email at [certificationcommunication@ampp.org](mailto:certificationcommunication@ampp.org) if you have any reason to believe that user credentials or your account on My Certification Portal are no longer secure or have been hacked or accessed by any third party.
3. You will provide accurate, complete and truthful information to AMPP about yourself, your education and your work, including Personal Information (as that term is defined and use in the AMPP Privacy Policy), in the

course of accessing or using the AMPP Certification Services and, if any information that you previously provided to AMPP changes after you have provided it, you will promptly update your information in your account in My Certification Portal. You are authorizing AMPP and its affiliates and vendors to receive, use, store, transmit, display and process your Personal Information and other data as needed for the purpose of providing the AMPP Certification Services in accordance with this Agreement and for AMPP's other legitimate purposes in accordance with its Privacy Policy.

4. You will promptly pay AMPP all applicable fees specified by AMPP for the AMPP Certification Services that you elect to use.
5. You are exclusively responsible for knowing and understanding the eligibility requirements for all AMPP certifications for which you apply. Submitting an application for an AMPP certification for which you do not meet all eligibility requirements will not constitute grounds for a refund of the application fee.
6. AMPP reserves the right to audit any application and related information that you submit to AMPP for any purpose and may take any steps reasonably required to verify the authenticity, accuracy and completeness of any information or documents submitted by you in relation to the AMPP Certification Services.
7. AMPP may investigate discrepancies and apparent inaccuracies in any information that you provide to AMPP in the course of accessing or using the AMPP Certification Services.
9. You are authorizing AMPP to communicate with you via postal mail, email and text messages (additional charges by your cellular service provider may apply) to provide you with information regarding the AMPP Certification Services, including but not limited to: (a) transactions between you and AMPP; (b) notices about the AMPP Certification Services; (c) updates to the AMPP Certification Services; (d) administrative messages and other information; and (e) advertising and marketing of AMPP's products and services. You may choose to opt-out of receiving AMPP advertising and marketing materials by unsubscribing from such communications by following the instructions in the message.
10. Upon AMPP granting you a certification, you will abide by the applicable AMPP Certification Code of Professional Conduct (provided below), you will only use and identify the certification credential in accordance with the AMPP Policy on Use of Institute Certification Seals and Certification Titles and you will comply with all AMPP recertification requirements in order to maintain the certification.
11. You are authorizing AMPP to publicly disclose and display your present AMPP certification status, including whether your certification has lapsed, and whether AMPP has suspended or revoked your certification. AMPP will not share your AMPP certification examination scores with a third party unless it is obligated by law to do so (for example, in response to a subpoena, court order or other lawful requirement by a government agency). In any fraud or ethics investigation conducted by AMPP in relation to your **conduct, in AMPP's sole discretion**, you are further authorizing AMPP to disclose, communicate and share with legitimately interested third parties (including but not limited to your employer and any applicable licensing board or regulator) your AMPP certification status, including whether your certification has lapsed, and whether AMPP has suspended or revoked your certification, imposed any sanction or taken any action against you as a result of your violation of these Terms of Service as determined by AMPP in its sole discretion. By way of example and not limitation, if AMPP revokes the certification of a person holding the AMPP CP-4 certification and the basis for revocation involved falsification of data in a regulated environment, AMPP may, in its sole discretion, notify the **asset owner or the regulator of the revocation if the infraction could, as determined in AMPP's sole discretion**, represent noncompliance with regulations designed to protect public safety or the environment.
12. If you violate the Terms of Service, AMPP may, in its sole discretion, pursue any remedy available to it under these Terms and all Additional Terms incorporated by reference, prohibit you from using the AMPP Certification Services, prohibit you from using My Certification Portal, prohibit you from registering for, scheduling or taking any AMPP certification examination, refuse to issue an AMPP certification to you, revoke, suspend or terminate any or all AMPP certifications that you may hold, publicly disclose and display sanctions imposed by AMPP against you, and take any and all other legal actions available to it under the circumstances and applicable law.

13. There are certain things that AMPP does not promise about the AMPP Certification Services. Other than as expressly stated, AMPP does not make any commitments about the specific functionality available through the AMPP Certification Services, their reliability, availability, or ability to meet your needs.
14. TO THE EXTENT NOT PROHIBITED BY LAW, AMPP AND ITS AFFILIATES (AND ASSOCIATED SERVICE PROVIDERS) (A) PROVIDE THE AMPP CERTIFICATION SERVICES "AS IS", "WITH ALL FAULTS" AND "AS AVAILABLE", (B) MAKE NO REPRESENTATIONS OR WARRANTIES OR CONDITIONS WHETHER EXPRESS OR IMPLIED (E.G. WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT), AND (C) DO NOT GUARANTEE THAT THE AMPP CERTIFICATION SERVICES WILL BE UNINTERRUPTED, ERROR-FREE OR FREE OF HARMFUL COMPONENTS, OR THAT THE INFORMATION YOU PROVIDE TO USE THE AMPP CERTIFICATION SERVICES WILL BE SECURE OR NOT OTHERWISE LOST OR DAMAGED.
15. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE AMPP CERTIFICATION SERVICES OR WITH THESE TERMS OF SERVICE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USE OF THE AMPP CERTIFICATION SERVICES.
16. To the extent not prohibited by law, you will defend, indemnify and hold harmless AMPP, its affiliates, officers, directors, employees and agents against any cost, expense, loss, damage, or other liability arising from any **claim (including reasonable attorneys' fees and costs of defense)** that, in the course of using the AMPP Certification Services, you: (a) misused, infringed or misappropriated a trademark, copyright, trade secret, or other intellectual property belonging to AMPP or any third party; (b) caused or contributed to personal or bodily injury, death or property damage to a third party or (c) violated applicable law or these Terms of Service. AMPP will reasonably notify you of any such claim or demand that is subject to your indemnification obligation of which it becomes aware.
17. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL AMPP OR ITS AFFILIATES, OFFICERS, DIRECTORS, PARENT COMPANIES, SUBSIDIARIES, VENDORS, EMPLOYEES, AGENTS, PARTNERS, SUPPLIERS OR LICENSORS BE LIABLE FOR: ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, COVER OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, BUSINESS INTERRUPTION, REVENUE, GOODWILL, USE OR CONTENT) HOWEVER CAUSED, UNDER ANY THEORY OF LIABILITY, INCLUDING, WITHOUT LIMITATION, CONTRACT, TORT, BUSINESS INTERRUPTION, LOSS OF OPPORTUNITY, WARRANTY, NEGLIGENCE OR OTHERWISE.
18. THE AGGREGATE LIABILITY OF AMPP AND ITS AFFILIATES, OFFICERS, DIRECTORS, PARENT COMPANIES, SUBSIDIARIES, VENDORS, EMPLOYEES, AGENTS, PARTNERS, SUPPLIERS OR LICENSORS RELATING TO THE AMPP CERTIFICATION SERVICES WILL BE LIMITED TO THE GREATER OF: (A) THE AMOUNT ACTUALLY PAID BY YOU FOR THE AMPP CERTIFICATION SERVICES (IF ANY) IN THE TWELVE (12) MONTHS PRECEDING THE EVENT OR CIRCUMSTANCES GIVING RISE TO SUCH CLAIMS; OR (B) ONE HUNDRED DOLLARS (\$100 U.S.D.). THE LIMITATIONS AND EXCLUSIONS ALSO APPLY IF THIS REMEDY DOES NOT FULLY COMPENSATE YOU FOR ANY LOSSES OR FAILS OF ITS ESSENTIAL PURPOSE.
19. THE LIMITATION OR EXCLUSION OF INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES WILL NOT APPLY TO YOU TO THE EXTENT PROHIBITED BY APPLICABLE LAW. IN COUNTRIES WHERE THE ABOVE TYPES OF EXCLUSIONS AND LIMITATIONS ARE NOT ALLOWED, AMPP IS RESPONSIBLE TO YOU ONLY FOR LOSSES AND DAMAGES THAT ARE A REASONABLY



**FORESEEABLE RESULT OF AMPP'S FAILURE TO USE REASONABLE SKILL AND CARE OR AMPP'S BREACH OF OUR CONTRACT WITH YOU.**

20. NOTHING IN THESE TERMS AFFECTS CONSUMER RIGHTS THAT CANNOT BY LAW BE WAIVED OR LIMITED BY ANY CONTRACT OR AGREEMENT.
21. You agree that the Terms of Service, your relationship with AMPP and any disputes arising out of or related to the AMPP Certification Services or AMPP will be governed by the laws of the United States of America and the state of Texas, regardless of conflict of laws principles. The United Nations Convention on Contracts for the International Sale of Goods, the Uniform Commercial Code, the Uniform Computer Information Transactions Act, and any law effectuating these conventions do not apply to these Terms of Service. Claims can only be litigated in the federal or courts in Houston, Texas, and you and AMPP each agree to personal jurisdiction and venue in those courts. However, you agree that AMPP can apply for injunctive remedies in any jurisdiction.
22. To the extent that the following provision is not in conflict with applicable law, you hereby waive any and all rights you may have to bring a class action against AMPP and further agree that you may only resolve disputes with AMPP on an individual basis and will not bring a claim or proceed as a plaintiff or a class member in a class, consolidated, or representative action against AMPP.

IN ADDITION TO THE ABOVE TERMS OF SERVICE, YOU UNDERSTAND AND AGREE THAT YOU MUST READ, ACKNOWLEDGE AND ACCEPT THE TERMS OF THE AMPP CANDIDATE AGREEMENT AS PROVIDED BELOW.

## AMPP Candidate Agreement

Adherence to the AMPP Candidate Agreement is necessary to enable AMPP to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of AMPP professional certifications. The **AMPP Candidate Agreement ("Candidate Agreement") is a legally binding contract between you and Association for Materials Protection and Performance ("AMPP") that sets forth the terms and conditions under which AMPP will permit you to take AMPP examinations.** You must read, acknowledge, and accept the terms of this Candidate Agreement before you are permitted to register for, schedule and take an AMPP examination, and before you submit a certification application (including renewal). If you do not agree to the terms of this Candidate Agreement, you will not be permitted to register for or take any AMPP examination.

By checking the box next to the words **'I AGREE'** following the presentation of the Candidate Agreement, you are affirming to AMPP that all of the below representations and statements to AMPP are true and correct, and you are acknowledging that you have read and understand all of these requirements, rules and policies, and that you agree to abide by all of them.

I affirm that I am the person whose name and address appear on my AMPP certification application, my registration for this AMPP examination, and the government-issued photo identification that I will present or have presented for admission to the examination. I am taking the AMPP examination solely for the purpose of pursuing the AMPP certification for which I have applied, and for no other purpose. I affirm that I am not taking the AMPP examination on behalf of any other person. I affirm that all information that I provided to AMPP at the time of my certification application and my registration for this examination and at any time thereafter was complete, accurate and true in every respect and that, if any of the information that I previously provided to AMPP has changed since the time I provided it, I have submitted updated information that is complete, accurate and true, and reflects all such changes. I understand that providing false, misleading, or incomplete information to AMPP shall be considered a violation of the Candidate Agreement and will subject me to one or more of the consequences provided herein for violations of the Candidate Agreement.

I understand and agree that, as a condition of taking the AMPP examination, I am subject to security screening prior to admission and re-admission to the building and/or room where the AMPP examination is administered. I further understand and agree that the security screening process may include requiring me to: (1) demonstrate that my pockets are empty, (2) remove any backpack, bag, jacket, non-corrective eyewear, sunglasses, coat, hooded **sweatshirt, scarf, or hat ("Prohibited Personal Items") that I may be wearing or holding (except for a genuine religious purpose)**, (3) lift my pants up to my knees and push my sleeves up to my elbows, and (4) submit personal items for inspection by a test administrator. I understand and agree that I will not be permitted to take or resume taking the examination if I refuse to submit to security screening as described above or to remove and secure Prohibited Personal Items (except for a genuine religious purpose) prior to entering the room where the AMPP examination is administered, at the sole discretion of test administrators.

I understand and agree that the following conduct, whether attempted or completed, is strictly prohibited:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting or distributing AMPP examination content;
- Giving or receiving assistance on an AMPP examination;
- **Viewing the content of another examinee's computer display or examination papers during an AMPP examination administration;**
- Possessing or accessing Prohibited Personal Items while inside a room where an AMPP examination is being administered;
- Taking an AMPP examination on behalf of another person;
- Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where an AMPP examination is being administered or in any location during unscheduled examination breaks, other than the computer provided by the test center on which I am taking the examination;
- Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where an AMPP examination is being administered;
- Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where an AMPP examination is being administered or in any location during unscheduled examination breaks;
- Failing or refusing to submit to security screening or the inspection of personal items upon request by a test administrator at any time prior to or during an AMPP examination administration;
- Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during an AMPP examination administration;
- Engaging in disruptive, threatening or abusive behavior in or near any building where an AMPP examination is being administered; and
- Talking or communicating with anyone other than a test center administrator or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where an AMPP examination is being administered.

I understand and agree that engaging in any of the above described prohibited conduct shall be considered a violation of the Candidate Agreement. I agree to follow the instructions and requests of all test administrators and understand that my failure or refusal to follow instructions or comply with requests from a test administrator shall be considered a violation of the Candidate Agreement.

I affirm that I am not taking this AMPP examination in my capacity as a test preparation agent or tutor, or for the purpose of obtaining such employment. I affirm that I will not be employed as a test preparation agent or tutor for AMPP examinations for a period of three (3) years following the completion of this examination.

I am aware that AMPP examinations are confidential exams, and that their contents are disclosed to me at the time of test administration in a limited context to permit me to test in pursuit of the AMPP certification for which I have applied, and for no other purpose. I understand that AMPP examinations, questions, reading passages, answer choices, graphic **images and all related examination content contained within AMPP examinations ("AMPP Examination Content")** are protected by United States and international copyright laws and that AMPP Examination Content is a trade secret under United States and international law. I agree that I will not discuss or disclose AMPP Examination Content orally, in writing, on the Internet, or through any other medium existing today or invented in the future. I agree that I will not copy, reproduce, adapt, disclose, or transmit AMPP Examination Content, in whole or in part, or assist or solicit anyone else in doing the same. I further agree that I will not reconstruct AMPP Examination Content from memory, by dictation, or by any other means, for any purpose. I understand that prohibited acts under these terms include, but are not limited to: describing questions, answer choices, passages, images or graphics from any AMPP examination; identifying terms or concepts contained in exam questions or responses; sharing answers to questions; referring others to information I saw on the exam; reconstructing a list of topics on the test; and soliciting or discussing exam questions, answer choices, passages, images, graphics, or topics in person, through telephonic or electronic communication, or **on Internet "chat" rooms, social media, private or public groups, message boards, forums, or through any other means.**

I understand and agree that I also am not permitted to possess, solicit, read, study from, or otherwise use confidential information about AMPP examinations during my own exam preparation. I affirm that I have not engaged in such conduct prior to taking the exam and that I will not engage in such conduct during or after the exam. I also agree not to ask any other individual to disclose exam content to me or to seek out actual live, confidential exam content from any other source. I agree that if I receive or have access to information or material in any form and from any source, including but not limited to email, instant messages, text messages, website content, social media posts, electronic bulletin boards, Internet-based groups, digital or electronic files and/or paper documents, that I reasonably believe contains confidential AMPP Examination Content, or has been represented to contain AMPP Examination Content, I will immediately report its existence to AMPP. I agree that I will fully cooperate with any investigation by AMPP related to my receipt or access to information believed or represented to contain AMPP Examination Content.

I understand and agree that AMPP reserves the right to use statistical and psychometric analyses to evaluate the validity of examination response data and scores. I understand and agree that AMPP utilizes these reliable scientific methods to determine whether scores should be withheld, invalidated, canceled or investigated further to determine whether a candidate, or a group of candidates, violated the terms of the Candidate Agreement. I further understand and agree that, if AMPP has a reasonable basis to question the validity of any AMPP examination response data or examination result, whether identified through the use of statistical analysis, psychometric analysis or any other reliable scientific method or source of information, AMPP reserves the right, in its sole discretion, to withhold, cancel and invalidate examination scores, without any requirement to demonstrate that I or any other candidate violated the terms of the Candidate Agreement. I agree that if AMPP invalidates my examination score, I may not be entitled to a refund for the examination, and I may be required to pay the established fee to take the examination again, if I am permitted by AMPP to take the examination again, **in AMPP's sole discretion.**

I understand and agree that AMPP reserves the right to, but is not obligated to, investigate any alleged violation of this Candidate Agreement or any alleged activity or circumstance that may compromise the validity, integrity, or security

of any portion of an AMPP examination, or the results thereof. Upon receiving notice from AMPP that it is conducting an investigation related to the examination, I understand and agree that I am required to:

- fully cooperate with the investigation;
- disclose to AMPP all knowledge that could potentially relate to the investigation;
- produce all documents, data and materials requested by AMPP;
- upon request, submit to an **in-person or remote interview, in AMPP's sole discretion, conducted by or on behalf of AMPP**; and
- truthfully and completely answer all questions asked by AMPP.

I also understand and agree that if I provide false or misleading information to AMPP at any time, violate the terms of this Candidate Agreement, refuse to comply with any directions given to me by a test administrator, engage in any activity that may compromise the validity, integrity, or security of any AMPP examination, or fail to fully cooperate in any investigation related to AMPP examinations, that AMPP may, in its sole discretion, directly or through its authorized representatives:

- Interrupt, suspend and/or terminate the administration of my AMPP examination;
- Confiscate any item from me during an AMPP examination administration that a test administrator reasonably believes is relevant to a potential violation of this Candidate Agreement, including, but not limited to, notes, electronic devices and Prohibited Personal Items;
- Withhold, cancel or invalidate my examination scores, before or after the scores are reported, without a refund;
- Prohibit or disqualify me from taking AMPP examinations for a fixed period of time or permanently;
- Notify my employer and/or applicable state regulator that my score was withheld, cancelled or invalidated or that I was prohibited or disqualified from taking AMPP examinations for a fixed period of time or permanently; and
- Pursue a civil lawsuit against me based upon my conduct in violation of the Candidate Agreement and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.

IN ADDITION TO THE ABOVE CANDIDATE AGREEMENT AND TERMS OF SERVICE, YOU UNDERSTAND AND AGREE THAT YOU MUST READ, ACKNOWLEDGE, ACCEPT AND ATTEST TO THE CODE OF PROFESSIONAL CONDUCT AS PROVIDED BELOW.

### **AMPP Certification Code of Professional Conduct**

In order to obtain and maintain your certification by the Association for Materials Protection and Performance ("AMPP"), you must attest to and fully comply with the AMPP Certification **Code of Professional Conduct (the "Code")** set forth below. Failure to fully comply with the Code constitutes unprofessional conduct and may serve as grounds for sanctions including but not limited to a reprimand, suspension, or revocation, or for the denial of the initial certification or recertification, and other sanctions, all of which will be determined at the sole discretion of AMPP.

As a person applying for, holding or maintaining any AMPP certification, I hereby acknowledge and attest that I will:

1. Comply with the AMPP Terms of Service ("Terms of Service") set forth above.
2. Comply with the AMPP Candidate Agreement set forth in and incorporated into the Terms of Service.
3. Comply with the Code and all other applicable written policies of AMPP that apply to my certification.
4. Give first consideration in my AMPP-certified area of competence to public safety and welfare and to the protection of the environment.
5. Apply myself with diligence and responsibility to the materials protection and performance work that lies within my AMPP-certified area of competence.
6. Ensure that I possess the requisite knowledge of current and emerging technologies that apply to my AMPP-certified area of competence, as well as applicable worker safety and environmental regulations that govern my work.
7. Pursue my work with fairness, honesty, integrity and courtesy, ever mindful of the best interests of the public, my employer, and fellow workers and comply with all laws and regulations that apply to my work.
8. Never represent myself to be proficient or make recommendations in phases of materials protection and performance work in which I am not qualified by knowledge and experience.
9. Avoid and discourage untrue, sensational, exaggerated, and/or unwarranted statements regarding my work in oral presentations, written text, and/or advertising media.
10. Maintain the confidentiality of my knowledge of the business affairs, technical processes and proprietary information of clients, employers, and customers.
11. Inform clients and employers of any business affiliations, interests, connections or other potential conflicts of interest which could be perceived as having the potential to influence my professional judgment.
12. Uphold, foster and contribute to the achievement of the objectives of AMPP.
13. Never accept a bribe or gratuity for any work done, or not done.
14. Only use and identify the certification credential granted to me by AMPP in accordance with the Code, the Terms of Service and all applicable written AMPP policies governing the use of AMPP certification seals, symbols, trademarks, and certification titles.
15. Comply with all AMPP recertification requirements in order to maintain my AMPP certification.

Finally, I recognize, acknowledge, and attest that if I violate any part of the Code, the Terms of Service, the AMPP Candidate Agreement or any other applicable AMPP policy, AMPP may impose sanctions against me in accordance with its policies, in its sole discretion, and pursue any remedy available to it under the Code, the Terms of Service, the AMPP Candidate Agreement, the AMPP Application Guide, the AMPP Examinee User Guide (collectively, the "Additional Terms"), prohibit me from registering for, scheduling or taking any AMPP certification or recertification examination, refuse to issue an AMPP certification to me, revoke, suspend or terminate any or all AMPP certifications that I may hold, publicly disclose and display sanctions imposed by AMPP against me, notify interested third parties of the actions taken against me by AMPP and the basis for those actions, and take any and all other legal actions available to it under the circumstances and applicable law.

**By checking the box on the screen next to the words “I AGREE” below, you are representing to AMPP that all of the prior information, statements and affirmations that you have provided to AMPP are true and correct, including but not limited to all of the statements and affirmations contained in the Candidate Agreement and the Code of Professional Conduct.**

**BY CHECKING THE BOX NEXT TO THE WORDS "I AGREE" BELOW, OR ACCESSING OR UTILIZING THE AMPP CERTIFICATION SERVICES, YOU AGREE TO BE BOUND BY THESE TERMS OF SERVICE, THE CANDIDATE AGREEMENT AND ALL INCORPORATED ADDITIONAL TERMS.**

**IF YOU DO NOT ACCEPT ALL OF THE TERMS OF SERVICE, CANDIDATE AGREEMENT AND CODE OF PROFESSIONAL CONDUCT, DO NOT CHECK THE BOX NEXT TO THE WORDS "I AGREE" AND DO NOT USE THE AMPP CERTIFICATION SERVICES.**

## APPENDIX D

### SAMPLE DIAGNOSTIC REPORT FOR COMPUTER-BASED EXAMS

AMPP provides all examinees with a diagnostic report to help them identify the knowledge areas in which they need to improve before retaking the exam. The purpose of this report is to provide general information on the performance of the examinee; it is not designed to be used for any other purpose. The report shows the knowledge area and the examinee's performance in terms of a bar graph.

The performance comparison chart is not shown to scale and simply indicates the relative performance to assist the examinee in preparing to retake the exam.

Please see the sample diagnostic report for the Coating Inspector Level 1 exam on the following pages.

For more information on the knowledge areas included in the Coating Inspector Level 1 (now the AMPP Basic Coatings Inspector) exam, download the exam preparation Guide at [www.ampp.org](http://www.ampp.org).

#### Diagnostic Report

The purpose of the diagnostic report on the next page is to provide feedback about your exam performance and to help focus your preparations for retaking the exam. The report cannot be used to determine the passing score.

Each exam may include a limited number of pretest items that will not be scored and will not have an impact on your results. This is common practice within high-stakes testing and allows AMPP to evaluate the pretest items for potential use in future exams. These items are randomly placed within the exam and are not identifiable as pretest items. Any pretest items you get on your exam will not be reflected on the diagnostic report.

*Please note: If you want to print the bar graph, you can right-click and select print, or you may need to first take a screen shot in order for the bar graph to print. You can do so by pressing the "Ctrl" and "Prt Sc" keys on your keyboard, and paste to a blank document.*

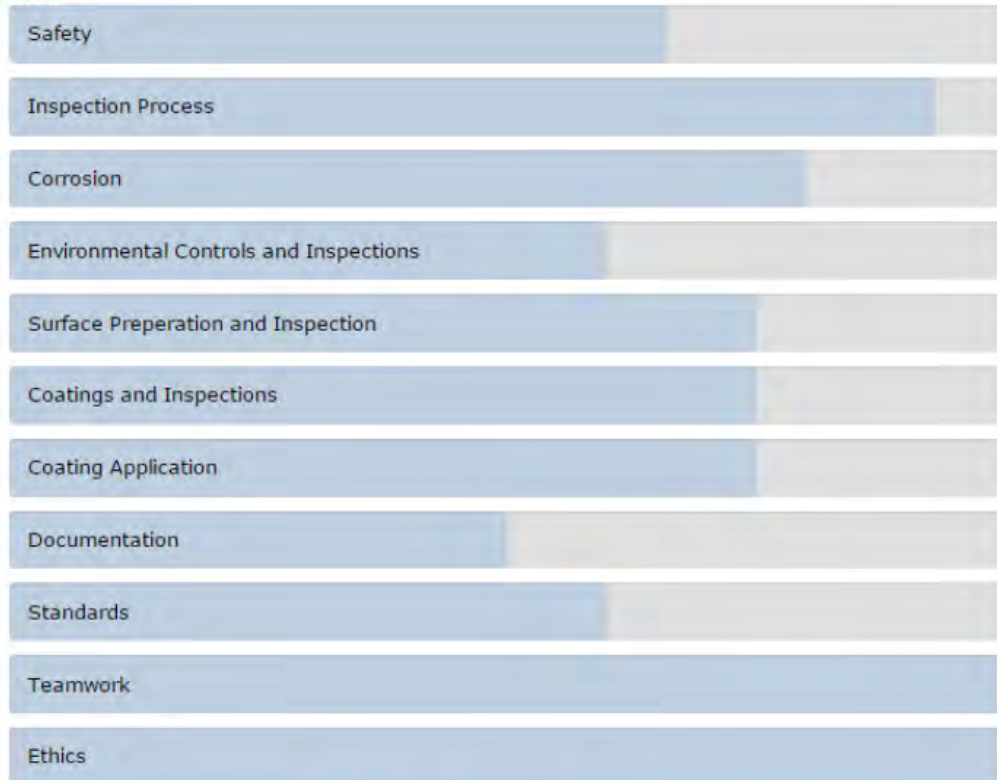
## Pearson VUE Exam Score Report



**Candidate name:** Candidate Name      **Delivery date:** 15th March 2017, 8:18:28am  
**Exam title:** Coating Inspector Level 1      **Grade:** PASS  
**Candidate ID:** 12345

This report is an indication of your overall strengths and weaknesses. This report is not for calculating detailed scores.

### Area



This exam was delivered at a Pearson VUE authorised testing centre.

You may authenticate this certificate by going to: <http://www.pearsonvue.com/authenticate>.

You will need the Registration Number and Validation Number as listed below.

**Registration ID:**

**Validation ID:** 157315406



## Examity – Online Remote Proctoring Exam Score Report

Print

Email

### CIP 1 Practice - English

#### Examinee Details

Client Candidate ID

First Name

JP

Last Name

TestCandidate

**You failed this exam**

Completed: Aug 28, 2023 9:42 AM

Duration: 0:07:10

#### Breakdown

01 Safety	0%
02 Inspection Process	29%
03 Corrosion	0%
04 Environmental Controls and Inspection	25%
05 Surface Preparation and Inspection	20%
06 Coatings and Inspection	10%
07 Coating Application	50%
08 Documentation	25%
09 Standards	20%
10 Team Work	100%
11 Ethics	100%

## APPENDIX E

### AMPP ACCEPTABLE CALCULATORS AND CALCULATOR POLICY

To protect the integrity of its exams, AMPP limits the types of calculators you may use during each exam.

- **COMPUTER BASED EXAMS** – the exams contain a built-in calculator. Refer to exam specific exam's Examination Prep Guide ([www.ampp.org](http://www.ampp.org)) for additional details regarding the calculator available.
  
- **PAPER – AND – PENCIL EXAMS** – The only calculator models acceptable for use during exams are as follows:
  - Casio: All fx-115 and fx-991 models (And Casio calculator must have "fx-115" or "fx- 991" in its model name)
  - Hewlett Packard: The HP 33s and HP 35s models, but no others.
  - Texas Instruments: All TX-30X, TI-108, and TI-6X models (Any Texas Instruments calculator must have "TI-30X", TI-108", or "TI-36X" in its model name)
  - Basic handheld calculator

## APPENDIX F

### PEARSON VUE APPROVED COMFORT AID LIST

\*\* Please note: This list is taken directly from the Pearson VUE website. Pearson VUE holds the right to change this list at any time, without notice. For the most up to date list, refer to the Pearson VUE website.

#### Pearson VUE Comfort Aid List

The below items are comfort aids and do not require pre-approval. They will be allowed in the testing room upon visual inspection by the Test Center staff. Visual inspection will be done by examining the item without directly touching it (or the candidate) and without asking the candidate to remove the item, unless otherwise stated below.

Medicine & Medical Devices
Auto-injectors; such as EpiPen
Bandages
Braces- Neck, Back, Wrist, Leg or Ankle Braces
Casts - including slings for broken/sprained arms and other injury-related items that cannot be removed.
Cough Drops - must be unwrapped and not in a bottle/container.
Eye Drops
Eye Patches
Eyeglasses (without the case), including tinted lenses – must be removed for visual inspection
Glucose Tablets (does not include hard candy) - must be unwrapped and not in a bottle/container.
Handheld (non-electronic) magnifying glass (without the case)

Medicine & Medical Devices
Hearing aids/Cochlear implant
Inhaler
Medical Alert Bracelet
<p>Medical device: Must be attached to a person's body, must be inaudible, and must not include a remote-control device. Examples include but are not limited to:</p> <ul style="list-style-type: none"> <li>-Insulin pump</li> <li>-Continuous glucose monitor</li> <li>-Note: If the insulin pump or continuous glucose monitor includes an accompanying remote-control device, the remote-control device may not be taken into the testing room. If there is a need to take the remote-control device into the testing room, Candidates must apply and be approved for an accommodation to do so.</li> <li>-TENS Unit</li> <li>-Spinal Cord Stimulator</li> </ul>
Medical/Surgical face mask
Nasal drops/spray
Oxygen Tank
Pillow/Cushion
<p>Pills - i.e. Tylenol or aspirin must be unwrapped and not in a bottle/container.</p> <p>Candidates may bring pills that are still in the packaging if the packaging states they MUST remain in the packaging, such as nitro glycerin pills that cannot be exposed to air. Packaging must be properly inspected.</p>
Mobility Devices:
Canes

Medicine & Medical Devices
Crutches
Motorized Scooters/Chairs
Walkers
Wheelchairs
Other approved items (must be provided by Testing Center):
Tissues/Kleenex
Earplugs and Noise Reducing Headphones (only considered a comfort aid in Pearson Professional Centers, for other testing channels an accommodation approval will be required)

## APPENDIX G

### APPEALING A FAILED EXAM

*The AMPP makes every effort to maintain confidentiality of the persons who are subject to allegations of any sort during the due process. Confidentiality cannot be guaranteed. Due process requires that the name(s) of person(s) filing the complaint be shared with the person defending him or herself against the allegations; rare exceptions may be made at the discretion of the AMPP Certification Sr. Director, Credentialing.*

*Please note: An appeal is not synonymous with a request to re-grade an examination, which is covered in the Internal Operations Staff Manual.*

- 1.0 The following procedures will be followed in handling an appeal of a failed AMPP examination with the exception of the Coating Inspector Level 3 (Sr. Certified Coatings Inspector) examination. Please note that an appeal is not synonymous with a request to re-grade an examination, which is covered in the Internal Operations Staff Manual. When a candidate appeals an examination, the basis for an appeal must be the procedures were not followed. Appeals that are made by candidates that disagree with examination items or results will not be sustained.
- 1.1 To appeal, the candidate must submit a written appeal to the Sr. Director, Credentialing stating the basis of the appeal and providing all information the appellant wishes considered. The appeal must be delivered to the AMPP within sixty (60) days of the postmark date of the failure notification.
  - 1.1.1 The Sr. Director, Credentialing shall appoint an appeal panel of three (3) members. All three (3) members shall have passed an AMPP examination in the same technology area at the same or higher level as the examination that is being appealed. The appeal panel may contact the appellant, the proctor, or support staff to gather additional information.
    - 1.1.1.1 In the case of CIP Level 3 Peer Review (Sr. Certified Coatings Inspector) appeal, the Sr. Director, Credentialing shall appoint an appeal panel of three (3) AMPP- Sr. Certified Coatings Inspectors (Level 3) members to consider the appeal. To gather additional

information, the appeal panel may contact the appellant or any member of the peer review board that examined the candidate.

- 1.1.1.2 A two-thirds (2/3) vote of the appeal panel shall be required to sustain the appeal. Should the appeal be sustained, the candidate shall be allowed to retake the examination at no charge. Travel and any other expenses shall be the responsibility of the candidate.

2.0 The only basis for sustaining an appeal is that (a) material deviations from stated procedures occurred when the appellant took the examination and that the panel concludes that the deviations resulted directly in the failing grade; or (b) granting partial credit for work shown results in a passing grade. Material deviations may include, but are not limited to, the following example: the examination period is short of the official examination period allowed by AMPP examination procedures for that certification.

2.1 An appeal may not be **sustained based on an appellant's disagreement** with the content of the examination.

2.2 Should the appeal be denied, the decision of the appeal panel may be appealed to the **Certification Program Committee**, where a two-thirds (2/3) vote shall be required to overturn the decision of the appeal panel. The appeal must be delivered to the AMPP Headquarters within sixty (60) days of the **postmark date of the written notification of the appeal panel's decision**.

3.0 The only basis for overturning the decision of the appeal panel shall be that material deviations from stated procedures occurred when the appeal panel performed its deliberations.

## APPENDIX H



### CERTIFICATION EXAMINATION RETAKE POLICY

#### Coating Inspector Program

This portion of the policy applies only to the CIP program including the following:

- Basic Coatings Inspector (formerly titled CIP Level 1)
- Certified Coatings Inspector (formerly titled CIP Level 2)

Retaking the written/theory computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid and scheduled through the candidates "My Certification Portal" and are delivered through Pearson VUE testing centers.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam) without retaking the training course. However, if the candidate fails the written/theory exam three (3) times, the examinee is required to retake the training course at the full registration course price. This is a Program Committee requirement.

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

Retaking the practical exam:

- Candidates must register to retake the associated training course. Contact Customer Support to receive any available discounts (discounted rates do not include additional CBT exam attempts).
  - Examinees will receive a course manual when re-taking the course.

Retaking the Oral Exam (*Senior Certified Coatings Inspector Peer Review only*):

- There is a thirty (30) day waiting period for the first retake attempt. The oral examination is only allowed one time per session.



- Candidates are encouraged to wait at least four months before attempting any subsequent retakes, but it is not required.

### Other Certification Program exams

This portion of the policy applies to other certification exams including those where hands-on practical exams may be administered (i.e., Cathodic Protection, OCAT, SCAT, Internal Corrosion Level 1, etc.).

Retaking the written/theory/case-based computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid for and scheduled through the candidates "My Certification Portal" and are delivered through Pearson VUE testing centers.
- There is no actual limit on the number of re-takes, however all retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

Retaking the practical exam:

- Candidates must register to retake the associated training course or exam only (if applicable). Contact Customer Support to receive any available discounts (discounted rates do not include additional CBT exam attempts).
  - Examinees will receive a course manual when re-taking the course.

### All other CBT Exams including Online Remote Proctored exams

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).
- Exam authorizations are valid for 1 year from the date of purchase.
- Exam authorizations are valid for 1 attempt.

- There is no actual limit on the number of re-takes, however all retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.
- Exams are purchased through the AMPP website/store and are delivered through Examity or other online remote proctor services.
  - Candidates will be enrolled for the exam within 5 -7 business days after purchase.

For questions related to Computer-based Certification Renewal Exams contact [CertificationRenewal@ampp.org](mailto:CertificationRenewal@ampp.org)

### Exam only candidates

Candidates who bypass a training course where there is an exam-only option available (CP1, CP2, CP3, CP4, Internal Corrosion for Pipelines – Basic (Level 1)).

Retaking the written/theory/case-based computer-based exam:

- For all computer-based certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Exam authorizations are valid for 1 year from date of purchase.
- Exam authorizations are valid for 1 attempt.
- Exams must be paid for and scheduled through the candidates “My Certification Portal” and are delivered through Pearson VUE testing centers.
- There is no actual limit on the number of re-takes, however all retakes must follow the standard waiting period listed above and adhere to the four-year time frame to successfully complete all requirements towards certification.
- Examinees are allowed to re-take only the failed portion of the exam (i.e., CBT exam, including all domains or the practical exam).

Retaking the practical exam:

For those who bypass the training course and fail the practical exam administered during the course (CP1, CP2, CP3, CP4, Internal Corrosion for Pipelines – Basic (Level 1)).

- Practical exam re-takes must be taken on the scheduled exam day of a scheduled course.
  - Courses are limited to two (2) **exam-only** re-take registrants.
- Exam only re-take examinees, those who have opted out of the full training course (where applicable), are not allowed to attend or observe the training course at any time prior to the exam.

A manual is available for purchase for all retakes, plus shipping and applicable tax. Contact Customer Support if interested.

If the examinee is re-taking the full course, a manual is automatically provided at no additional cost.

### Non-CBT Certification Exams

For stand-alone certification written/theory exams administered via paper and pencil (non-CBT).

This section applies to the following exam:

- Corrosion Specialist – contact [certificationnew@ampp.org](mailto:certificationnew@ampp.org) for retake details.
- For all non-CBT certification exams, as of August 18, 2019:
  - There is a thirty (30) day waiting period for the first re-take.
  - There is a four (4) month waiting period for the second re-take and any additional re-takes thereafter.
- Examinees are required to retake all portions of the failed exam (where applicable).

*Note: this policy does not apply to or include the Craftworker Program.*

# APPENDIX I

## PEER REVIEW PROCEDURE OUTLINE & ACKNOWLEDGEMENT

Candidate: \_\_\_\_\_

Date: \_\_\_\_\_

*Instructions: Please read and acknowledge each of the following items by checking each box and signing at the bottom. Ask your peer board for clarification of any items that are unclear and sign only after you fully understand each item.*

Review of 1<sup>st</sup> hour - Technical Section:

Acknowledged:

- ☐ Objective of 1<sup>st</sup> hour: Your thorough and complete response to six (6) technical questions represented by the set number \_\_\_\_\_ that you have drawn. Each question has a maximum time duration of 10 minutes. A question may not take the entire 10 minutes to complete.
- ☐ Role of Timekeeper: Responsible for monitoring the 10-minute time limit for each question. The time keeper will inform you when roughly half of the time (4-5 minutes), has been used. A time check may be requested at any time.
- ☐ Role of Custodian (Guardian) of Questions: The Guardian will read the question aloud, you will then be allowed to read the question and begin preparing your thorough and complete response to the question. A one-time deferral of a question may be used. After a question is read, you have a choice of deferring that question. However, the question will be answered at the end of the technical portion of the review. Once the question is taken after being read, a response will be required.
- ☐ In preparation for your response, you have been provided paper and pen. We recommend that time be spent preparing your thorough and complete response. You are free to approach this review in a manner that is suitable for you.
- ☐ Your responses should be as thorough and complete as you can make them. Focus on what information is needed to respond to the question being asked. If you provide information that is outside the intent of the questions, time will be lost.

and you will be assessed on the entire body of information presented. THINK BEFORE YOU SPEAK.

- ☐ When you are ready to present your information, please begin speaking. When you have completed your response, please acknowledge that you are complete. Time should be allowed after your response for peers to ask any clarifying questions that may be necessary.
- ☐ Upon completion of the first hour, you may choose to take a short break or to continue to the Practical section of the Peer Review.

#### Review of 2<sup>nd</sup> hour – Practical Section:

- ☐ The objective of the 2<sup>nd</sup> hour: Your successful response to four (4) practical questions or scenarios. These scenarios are much like the case studies you had in class and are considered to be actual industry occurrences. Each question has maximum time duration of 15 minutes.
- ☐ Timekeeper: Responsible for monitoring the 15-minute time limit for each question. A time check may be requested at any time. The timekeeper will let you know just before half way mark, roughly the 6-7 minute time frame. If you have not begun your response when the timekeeper announced that half of the time has been used, it is advisable that you begin your reply.
- ☐ Role of Custodian (Guardian) of Questions: The Guardian will not read the questions during this part of the review. The Guardian will assure that you are reading the correct question and provide additional information to you.
- ☐ In each of the practical questions/scenarios, you will be required to resolve the situation that has been presented to you. You will act as the AMPP trained 3<sup>rd</sup> Party Inspector, unless otherwise specified. You will have all of the normal inspection tools, inspection authority, guides, publication, and communication devices to perform normal inspection work.
- ☐ We will recommend that you spend time developing your response. You will call upon your technical experience, practical experience, and logic to resolve the situation that has been presented. When you are ready to present your information, please begin speaking.

- ☐ We may role play with you during this portion of the review. This may involve modifying the scenario to test your ability to respond to new circumstance.
- ☐ Upon completion of this second hour, you will have at that time completed the review. Leave your notes and step outside to allow us to complete our ballot process. You will then be called back to the room and presented with the results of your peer review.

General Items:

- ☐ During your review if you need to have the clock stopped for any reasonable reason, such as restroom use, tension release, coffee, etc., notify us and we will stop the clock. Clock stoppage should be limited to 5 minutes. Upon your return, we will restart the clock and review.
- ☐ During your review, we may from time to time, converse quietly. However, if you wish that we do not converse, please tell us and we will remain silent.
- ☐ Finally, for the integrity of the Coating Inspector Program, you are reminded that you have executed, and are legally bound by, a Non-Disclosure agreement with AMPP that includes severe penalties for any disclosure of exam content. If you have not already signed the Candidate Confidentiality and Non-Disclosure Agreement form, you are advised to ask your peer board to read a copy, which can also be printed for your reference at [www.ampp.org](http://www.ampp.org) under "Documents and Policies." Your exam is confidential and you may not discuss what transpired in this room, including the exam questions.

*By signing below, I confirm my complete understanding and agreement with the above listed items.*

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## APPENDIX K

### EXAM TAKING TIPS

- Get a good night's sleep before the test.
- Eat healthy food prior.
- Stay hydrated, to reduce brain fog.
- Try to maintain a positive attitude while preparing for the exam and during the exam.
- Being well prepared for the exam is the best way to reduce exam anxiety.
- Stay relaxed, if you begin to get nervous take a few deep breaths slowly to relax yourself and then get back to work.
- Focus on the question at hand. Don't let your mind wander on other things.
- Read through the entire question before answering.

