



RTPM Certification Handbook

Bicsi[®]
RTPM

Congratulations, you are on your way to earning a world-class information and communications technology (ICT) industry certification.

Dedicated ICT professionals such as yourself recognize and understand that holding a BICSI credential makes a difference in your career and the ICT industry. After earning the RTPM credential, you will be recognized as an elite, knowledgeable and experienced Telecommunications Project Manager in cutting-edge ICT project management principles. We appreciate your professional commitment in demonstrating the highest global standard with an RTPM credential.

BICSI develops and delivers the highest-quality credentialing programs that validate mastery in the field of ICT and contribute to the continued improvement of individual and organizational performance. We work closely with ICT professionals from around the world to ensure that our programs are up-to-date and relevant for today's competitive business environments.

This handbook provides an overview of the RTPM credential, including eligibility requirements and recertification requirements, and provides detailed information to help guide you through the entire certification process.

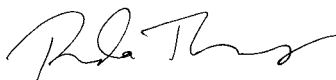
We wish you much success,



George Thorning, RCDD
Registrations & Credentials Supervision Committee (RCSC) Chair



Russ Oliver, RCDD, DCDC, ESS, NTS, RTPM
RTPM Subcommittee Chair



Ronda Thomas, CAE, SPHR, SHRM-SCP
BICSI RCSC Staff Liaison

For more information:

bicsi.org/credentialing

Questions:

Phone: +1 813.979.1991 or 800.242.7405
(USA & Canada toll-free)

Email: credentialing@bicsi.org

Table of Contents

| | | | |
|---|-------------|--|--------------|
| About BICSI and the RTPM Credential | 4-6 | ▪ Refund Policy | 16 |
| RTPM Definition..... | 4 | ▪ Legal Name..... | 16 |
| Six Things to Know About the RTPM Credential..... | 5 | ▪ Eligibility Dates | 16 |
| RTPM Credentialing Process Overview | 5 | ▪ Waiting Period | 16 |
| Exam Delivery Statement..... | 6 | ▪ Terms and Conditions | 16 |
| Non-Discrimination Policy..... | 6 | Phase 4: Test | 17 |
| Sanctioned Countries..... | 6 | ▪ Request for Special Accommodations | 17 |
| Contact Information | 6 | ▪ Appeal of Denial of Request for Special Accommodations | 17 |
| Name, Address and Email Information..... | 6 | ▪ How to Schedule | 17 |
| RTPM Credentialing Process | 7-19 | ▪ Rescheduling or Cancellation Policy | 18 |
| The Five Phases | 7 | ▪ Exam Fee..... | 18 |
| Phase 1: Decide | 7 | ▪ Exam Identification and Conduct Requirements | 18 |
| ▪ Exam Eligibility Requirements | 7 | ▪ Confidentiality..... | 19 |
| ▪ GI Bill Information | 7 | ▪ Passing Score | 19 |
| ▪ U.S. Military Tuition Assistance Program..... | 7 | ▪ Results | 19 |
| ▪ Reasons to Become an RTPM..... | 7 | ▪ Retest Information | 19 |
| Phase 2: Prepare | 8 | ▪ Comments | 19 |
| ▪ Exam Blueprint..... | 8-10 | After Becoming an RTPM | 20-21 |
| ▪ Exam Copyright | 10 | Use of the Designation | 20 |
| ▪ Suggested Study | 10 | Certificate Frame..... | 20 |
| ▪ Exam Specifics | 10 | Credential Verification | 20 |
| ▪ How Exams are Developed | 10 | Suspension Policy..... | 20 |
| Phase 3: Apply | 11 | Records Retention | 20 |
| ▪ Application Process | 11 | Recertification Fees | 21 |
| ▪ Application Processing..... | 11 | Phase 5: Recertify | 21 |
| ▪ Application Checklist..... | 11 | ▪ Status Definitions | 21 |
| ▪ Application | 12-15 | ▪ RTPM Credential Registration Period | 21 |
| ▪ Fees | 15 | ▪ Recertification Requirements | 21 |
| ▪ Payment Methods..... | 15 | General Policies and Procedures | 22 |
| ▪ Exam Application Payment Section | 15 | Code of Ethics | 22 |
| ▪ Incomplete Applications | 16 | Standards of Conduct | 22 |
| ▪ Application Denials | 16 | BICSI Antitrust Statement | Back Cover |

About BICSI and the RTPM Credential

BICSI is a professional association supporting the advancement of the information and communications technology (ICT) community. ICT encompasses the design, management, integration and installation of pathways, spaces, optical fiber- and copper-based distribution systems, wireless-based systems and infrastructure that supports the transportation of information and associated signaling between and among communications and information gathering devices.

BICSI provides information, education and knowledge assessment for individuals and companies in the ICT industry. BICSI serves nearly 23,000 ICT professionals, including designers, project managers, installers and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety and automation systems. Through courses, conferences, publications and professional credentialing programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services, and offer opportunities for continual improvement and enhanced professional stature.

BICSI established its credentialing programs to provide a level of assurance to the industry and to consumers that an individual has knowledge in a designated area of ICT design, project management or installation. Our professional designations are valued globally and are recognized throughout the ICT industry.

BICSI developed the Registered Telecommunications Project Manager (RTPM) Credentialing Program as a career path for individuals seeking an advanced understanding of personnel management and project management, as related to ICT. Project managers, project coordinators, lead technicians, project team leaders and individuals seeking a profession in this rapidly growing field are encouraged to earn the RTPM. Project management (PM) includes gathering specific project information for the project initiation, creation of the project budget, identifying and managing stakeholders, orchestrating the proposal, identifying project deliverables, managing budget and deliverables, creation and management of launch and deadline dates, effective communication between all stakeholders, and closing of the project.

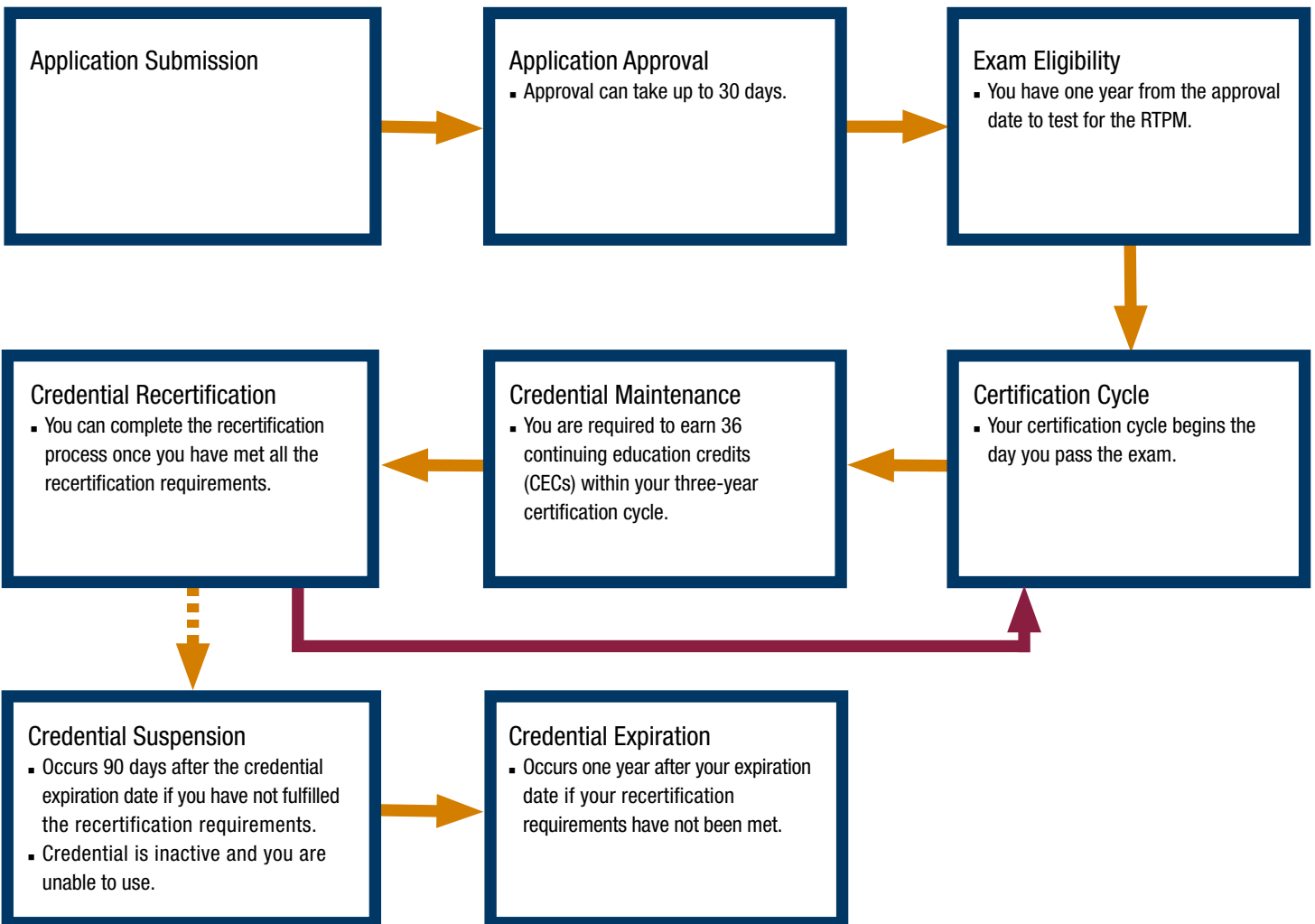
RTPM Definition

A BICSI Registered Telecommunications Project Manager (RTPM) oversees and coordinates the interaction between designers, engineers, installers and technicians when new ICT projects are being developed or are undergoing construction. RTPM exam candidates are tested on their ability to understand and apply a vast collection of telecommunications project management principles, concepts, tools and technology.

Six Things to Know About the RTPM Credential

- | | |
|---|--------------------------------|
| Recognized by the ICT Community and Employers | Engineered by PM Experts |
| Meets the Highest Standards | Recognized Globally |
| Fueled by ICT and PM Competencies | Built with Your Career in Mind |

RTPM CREDENTIALING PROCESS OVERVIEW



Exam Delivery Statement

Pearson VUE is the exam delivery provider of BICSI exams. Pearson VUE, established in 1994, is part of Pearson, the world's largest learning company with more than 35,000 employees working across the globe. They are the leader in computer-based testing, with testing centers located globally.

Non-Discrimination Policy

It is the policy of BICSI and Pearson VUE that no individual shall be excluded from the opportunity to participate in the BICSI RTPM Credentialing Program on the basis of gender, ethnic origin, national origin, religion, age or disability.

Sanctioned Countries

BICSI is committed to conducting business in compliance with the United States State Department of Foreign Assets Control (OFAC) Sanctions Programs and Country Information and the Specially Designated Nationals (SDNs) and Blocked Persons List. This would include any individual with a residence or a nationality of Iran, Syria, Crimea, Cuba or North Korea.

Individuals who present approved candidate identification during the admissions process showing a non-sanctioned country permanent residence may test and receive certifications. For more information please visit bicsi.org/OFAC.

Contact Information

All questions and requests for information about the *BICSI RTPM Credentialing Program* should be directed to:

BICSI, 8610 Hidden River Parkway, Tampa, Florida 33637
Phone: 800.242.7405 (USA & Canada toll-free)
Email: credentialing@bicsi.org

All questions and requests for information about *exam scheduling* should be directed to:

Pearson VUE, 5601 Green Valley Drive, Bloomington, Minnesota 55437
Phone: 866.904.4432 (USA & Canada toll-free)
Web: pearsonvue.com/bicsi

Name, Address and Email Information

BICSI will send you important information through email and postal mail. It is your responsibility to keep the contact information on your online BICSI Profile at bicsi.org current and up-to-date.



RTPM Credentialing Process

THE FIVE PHASES



PHASE 1: DECIDE

Exam Eligibility Requirements

Applicants must meet specific educational and/or work experience criteria at the time they submit their application in order to be eligible to take the RTPM exam. The requirements are outlined below:

Required Experience: Two years of approved and verifiable experience in project management (PM), such as the planning, execution and closing of any project. The PM experience does not have to be directly related to telecommunications, but telecommunications experience is a plus. Experience must be within the last six years.

GI Bill Information

The BICSI RTPM exam may be eligible for GI Bill reimbursement for those who qualify. The VA pays only the exam costs, or up to \$2,000 for each exam. Payment is issued after you submit proof of payment to the VA. The VA will pay for exams, even if you are unsuccessful in your attempt to earn a certification. For more information, including an application for reimbursement of exam fees, please visit the BICSI Credentialing web page at bicsi.org/credentialing. Please note that BICSI exam requirements and retest policies still apply.

U.S. Military Tuition Assistance Program

Through the Credentialing Opportunities On-Line Program, qualifying U.S. military members can use their ICT-related installation, design and project management experience toward earning a BICSI credential.

More information on the four available assistance programs can be found online at bicsi.org/COOL.

Reasons to Become an RTPM

Positive Impact on Professional Image

Recognized by the ICT Community

New Job and Promotion Opportunities

Higher Salary Possibilities

Expands ICT Career Field



PHASE 2: PREPARE

Exam Blueprint

BICSI's credentialing programs are a gold standard in the ICT industry. The RTPM credential validates that the credential holder has mastery of knowledge and skills to perform telecommunications project management according to accepted best practices in the ICT industry. Every three to five years the Registrations & Credentials Supervision Committee (RCSC) oversees a Job Task Analysis (JTA) of this credentialing program to ensure the program is current, relevant and held to the highest standard. Based on this analysis, eight core competencies were identified as essential to a Telecommunications Project Manager. These core competencies are outlined below.

RTPM EXAM CONTENT OUTLINE

PHASE I: PROJECT INITIATION

| AREA OF EXPERTISE | % OF EXAM |
|--|---------------|
| A. Gather Specific Project Information | 19-20% |
| <ul style="list-style-type: none"> ▪ Identify project type ▪ Identify location of project ▪ Verify customer requirements/specifications ▪ Identify owner/installer-furnished equipment ▪ Clarify customer expectations ▪ Define period of performance ▪ Define contract type ▪ Conduct package reviews, IDR ▪ Identify consultants/SMEs, key personnel, points of contact, subcontractors, service providers ▪ Perform site survey | |
| B. Create Initial Project Budget Estimate | 10-11% |
| <ul style="list-style-type: none"> ▪ Quantify project resources ▪ Consider location ▪ Determine life cycle maintenance plan including training, warranties, on-site support ▪ Confirm insurance requirements, bonding ▪ Identify fees | |

| AREA OF EXPERTISE | % OF EXAM |
|--|-----------|
| C. Orchestrate Project Proposal <ul style="list-style-type: none"> ▪ Incorporate information from key personnel ▪ Incorporate subcontractors for opportunities if applicable ▪ Research and comply with all applicable references ▪ Write Statement of Work ▪ Create organizational chart including name, contact info, responsibilities, title, project experience ▪ Receive/issue notice to proceed | 11-12% |
| D. Project Deliverables <ul style="list-style-type: none"> ▪ Develop quality plan (QA, QC) ▪ Assemble the change control (order) plan ▪ Verify and coordinate safety plan ▪ Generate communications plan ▪ Assemble risk management plan ▪ Assemble environmental plan ▪ Prepare submittals | 24-25% |
| PHASE II: PROJECT EXECUTION | |
| E. Administrative <ul style="list-style-type: none"> ▪ Issue/receive purchase/change orders/RFI throughout project life cycle ▪ Host/schedule kick-off meeting ▪ Procure approved project materials ▪ Verify project costs | 10-11% |
| F. Project Launch <ul style="list-style-type: none"> ▪ Mobilize project resources ▪ Monitor and control project | 5-6% |
| G. Communication <ul style="list-style-type: none"> ▪ Communicate project status ▪ Consult with customer, SMEs, architects, engineers, general public, contractors, AHJ, local/state/national/international representatives, vendors, etc. | 2-3% |

(Continued on next page)

PHASE III: PROJECT CLOSURE

AREA OF EXPERTISE

% OF EXAM

H. Project Closure

13-14%

- Conduct walk-through and document punch list items
- Resolve punch list items
- Create/submit final project documentation deliverables as defined in the scope of work
- Perform lessons learned
- Finalize invoice
- Archive final project workbook and documents

Exam Copyright

All exam questions are the copyrighted property of BICSI. Any attempt to reproduce all or part of an exam is strictly prohibited by law. Such attempts include, but are not limited to, removing materials from the exam room, aiding others in reconstructing any portion of an exam by any means, or selling, distributing, receiving, or having unauthorized possession of any portion of an exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should also be noted that exam scores might be invalidated in the event of this type of suspected breach.

Suggested Study

No two candidates come to the exam with the same knowledge base, as ICT experience and educational backgrounds vary. Most candidates spend time studying and preparing for the exam, which measures how well a candidate can apply their ICT knowledge and experience. Therefore, it is not possible to train for or teach to the exam by reading certain books or memorizing specific information. The best way to prepare is to review and study the content in each functional area of the Exam Content Outline (see pages 8-10) for the RTPM exam.

Suggested Study:

- *Telecommunications Project Management Manual (TPMM)*, 1st edition
- 125+ hours of independent study
- PM102: Applied Telecommunications Project Management course (optional)

The PM102 is NOT a test preparation course. It is recommended to enhance your knowledge of telecom-munications project management. You may find additional reference materials available for purchase on BICSI's website at bicsi.org.

Exam Specifics

Number of Questions 100
 Allotted Examination Time Two Hours

HOW EXAMS ARE DEVELOPED

BICSI follows credentialing best practices to create and update the exams offered. Practicing ICT professionals are involved in every step of the exam development process, facilitated by expert testing organizations. The following are the steps taken in developing the RTPM exam:

- BICSI conducts a JTA every three to five years of the telecom-munications project management (TPM) profession and makes modifications and upgrades as part of the best practices for the credentialing program. The exam is developed from the Exam Content Outline created out of the JTA and then validated by a large group of ICT TPM Subject Matter Experts (SMEs).
- A team of ICT TPM professionals who currently hold the RTPM credential write the exam questions, based on the Exam Content Outline.
- The questions are reviewed via a three-step quality control process.
- Multiple exam forms are created and validated by a team of ICT professionals who hold the RTPM credential. These SMEs participate in a standard-setting study led by expert test development professionals.
- BICSI conducts a scheme alignment study facilitated by expert test development professionals to determine exam qualifications/prerequisites and recertification requirements. A select group of SMEs who hold the RTPM credential participate in this study.

PHASE 3: APPLY

Application Process

The following items must be completed and submitted to BICSI World Headquarters:

- A fully completed and descriptive RTPM Exam Application (see pages 12-15.)
- Three letters of reference on company letterhead, dated, including a contact name, telephone number and email address. The letters should be from the following:
 - One personal reference. (Letterhead not required.)
 - One from your current employer stating your project management involvement and the length of time that you have been actively employed and managing projects.
 - One from a client or customer for whom you have recently managed a project which included the planning, execution and closing phases of a project. The letters MUST include the following information:
 1. Explanation of your project management qualifications by providing specific details of the work performed.
 2. A summary of the scope of the project, the project's location and how you were involved in the project.
 3. Date of the job from beginning to end and the level of the client's satisfaction. Generic details such as, "he did good work for us" or "he helped us with the design" are too general and will NOT be accepted.

Note: If you are self-employed or a principal of your company, you must provide an additional letter from a client for whom you have been the project manager from start to finish.

All references will be verified. Letters that are not specific or cannot be verified as stated will result in rejection of the application. Based on the verification process of your project management experience, BICSI reserves the right to require additional submittals as proof of experience. Failure to provide these additional references will result in rejection of the application.

Application Processing

BICSI processes applications in the order they are received. A nonrefundable exam application fee must accompany your application.

Please allow 30 days for approval. Please do not send in partial applications.

APPLICATION CHECKLIST

- Completed RTPM Examination Application
- Three letters of reference. (Note: Reference letters are not required when reapplying within two years of original application.)
- RTPM exam application fee



RTPM CREDENTIALING PROCESS

BICSI Registered Telecommunications Project Manager (RTPM) Exam Application

Personal Data

| | | | |
|-------------------------|-----------|-------------------------------------|---------|
| Name | | BICSI member number (if applicable) | |
| Home address (required) | | | |
| City | State | Zip/Postal code | Country |
| Company name | Job title | | Email |
| Company address | | | |
| City | State | Zip/Postal code | Country |
| Phone (business) | (home) | (cell) | |

Project Management Work Experience (Begin with current position. Last six years only.)

| | | |
|---|----|---|
| Dates Employed: From | To | Description of project management duties (be specific): |
| Position/Title: | | |
| Company Name: | | |
| Phone: | | |
| Name/Title of Supervisor: | | |
| Description of project management projects (include client contact and phone number): | | |

| | |
|---------------------------|----|
| Dates Employed: From | To |
| Position/Title: | |
| Company Name: | |
| Phone: | |
| Name/Title of Supervisor: | |

Description of project management duties (be specific):

Description of project management projects (include client contact and phone number):

| | |
|---------------------------|----|
| Dates Employed: From | To |
| Position/Title: | |
| Company Name: | |
| Phone: | |
| Name/Title of Supervisor: | |

Description of project management duties (be specific):

Description of project management projects (include client contact and phone number):

Other Qualifications

List professional designations (i.e., licenses, certifications, etc.), awards, honors, membership in honorary societies, publications, consulting work in a professional field, etc.

I hereby attest that the information provided is a true and accurate statement of my qualifications and experience, and I authorize appropriate officials to seek further verification of my credentials, except as qualified here:

The undersigned applicant hereby agrees to be bound by all terms and conditions (see page 16) as they pertain to the BICSI RTPM exam:

1. No re-evaluation of the exam of the undersigned applicant shall be undertaken by BICSI, its agents or employees unless a written request for re-evaluation is received by BICSI at 8610 Hidden River Parkway, Tampa, Florida 33637-1000, before the expiration of 30 days from the date of the exam in question.
2. If disputes concerning any aspect of the RTPM program arise between the applicant and BICSI, they shall be adjudicated in Hillsborough County, Florida.
3. If the applicant does not adhere to BICSI exam guidelines, BICSI has the right to negate the exam and prohibit the applicant from taking subsequent exams.
4. Agree to recognition by BICSI in publications, meetings, website and through other means. (If you wish to not be publicly recognized, please send written notice to credentialing@bicsi.org.)
5. I attest that the information provided is a true and accurate statement of my qualifications and experience.
6. Agree to have read, understand and will abide by the BICSI Code of Ethics and the Standards of Conduct (page 22.)

Signature (Application will NOT be processed without signature.)

Date

Please indicate any special accommodations.

Special accommodations may require additional documentation and additional time for processing. If a retest is necessary, you must contact the BICSI credentialing department for any special accommodations before scheduling with Pearson VUE.

| Fees | PRICES* | DETAILS |
|---|---|--|
| Exam Application Fee (Paid to BICSI) | \$495 - BICSI Member \$725 - Nonmember | <p>Fees include: Processing of exam application, first attempt exam fee, registration and testing at any Pearson VUE location, exam score report for unsuccessful attempts, RTPM certificate and lapel pin once certification is achieved</p> <p>Fees do not include: Study materials, preparatory classes, study support fees, traveling expenses to and from testing centers, or retest fees</p> |
| Exam Retest Fee | \$225 - BICSI Member \$340 - Nonmember | Fee applies to retest at a Pearson VUE location after an unsuccessful attempt. |

*Pricing is subject to change without notice. Vouchers for exam fees may be provided to you by BICSI if necessary.

| Payment Methods | PAYMENT TYPE | METHOD FOR SENDING PAYMENT |
|-----------------|----------------------|--|
| | Credit card | Over the phone or postal mail to BICSI |
| | Check or money order | Postal mail to BICSI |
| | Wire transfer | Email credentialing@bicsi.org for wire transfer details |

Exam Application Payment Section

Please make all checks payable to BICSI in U.S. dollars, drawn from a U.S. bank. (Call BICSI's Accounting Dept. for instructions on wiring funds.) For your protection, BICSI does not accept emailed credit card numbers. If paying by credit card, please mail or fax your payment information instead.

Internal Use Only

Total to be paid \$ _____

Check or Money Order Enclosed
 Visa
 MasterCard
 American Express
 Diner's Club
 Discover

 Cardholder name (as the name appears on the credit card) Cardholder signature

 Credit card number

 Expiration date Card billing zip code (required)

Submit your completed exam application and payment to: BICSI, Attn: Credentialing, 8610 Hidden River Parkway, Tampa, FL 33637-1000
 USA Fax: +1 813.971.4311; Email: Credentialing@bicsi.org

Incomplete Applications

Exam candidates whose application is submitted without all the requirements will receive an email outlining what information is missing and when it is due. The missing information must be submitted by the due date or the application will be considered incomplete and will not be accepted. The exam application fee will be forfeited.

Application Denials

An application will not be approved, and/or the candidate's authorization to test may be revoked, for any of the following reasons:

- Failure to meet the minimum eligibility requirements
- Application is incomplete
- Falsification of information on the application
- Misrepresentation of work experience or other information on the application
- Violation of testing policies and procedures

Refund Policy

Application fees are not refundable or transferable for applications, including those found to be ineligible.

Legal Name

When submitting your application use your full legal name as it appears on your unexpired, valid, government-issued official identification documentation. This is the name that the testing administration site will use to verify your exam on your exam day. This is also the name that will appear on your official certification once you successfully pass the exam.

Eligibility Dates

Your application is valid for one year from the date it is approved. This is referred to as your eligibility dates in your Exam Authorization Letter.

Waiting Period

During any exam eligibility period (one year from the date of application approval), there is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

Terms and Conditions

You must agree to the following statements:

- I agree to inform BICSI, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.
- In the event of a credential suspension, I will refrain from any use and/or further promotion of the certification while it is suspended.
- In the event of withdrawal or revocation of the credential, I will refrain from use of all references to a certified status.
- I will make claims regarding certification only with respect to the scope for which certification has been granted.
- I will not use the certification in such a manner as to bring BICSI into disrepute, and not make any statement regarding the credential which BICSI considers misleading or unauthorized.
- I will not use certification status or the credential in a misleading manner.
- I certify that I will not provide, receive or release any confidential exam information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.

PHASE 4: TEST

Request for Special Accommodations

BICSI's Registrations & Credentials Supervision Committee complies with the Americans with Disabilities Act (ADA) and shall ensure no individual is deprived of the opportunity to take a BICSI certification examination solely by reason of a disability as defined under the ADA. Candidates must submit a written request and recent (within the last three years) supporting documentation related to disability needs. The request and supporting documentation must be received at least 30 calendar days prior to the examination. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for Special Accommodations may file an appeal with the BICSI's Registrations & Credentials Supervision Executive Committee. The decision of Registrations & Credentials Supervision Executive Committee is final. Credentialing@bicsi.org - Attn: RCSC Appeal.

How to Schedule

BICSI partners with Pearson VUE to deliver the RTPM exam in a computer-based testing format. Pearson VUE will notify you of any changes to test site availability due to bad weather, technical issues or other unscheduled events.

Once your application is approved, you will receive a BICSI Exam Authorization Letter by email confirming your approval. The authorization letter includes your candidate ID, first attempt exam fee voucher, as well as scheduling information.

We encourage you to schedule your exam appointment date as soon as you are approved. Scheduling early increases the chance you will receive your preferred testing date, time and location.

When scheduling an appointment, have the following information available:

- Your name exactly as it appears on your valid, unexpired government-issued ID
- Your candidate ID number
- The name of your exam sponsor (BICSI)
- The exam for which you are approved (RTPM-003)
- Your preferred appointment date, time and location
- First attempt exam fee voucher

To schedule online, visit pearsonvue.com/bicsi and click on "create an account" or "sign in," if you already have a Pearson VUE account.

You can also schedule by phone. To do so, call 888.602.6941. International phone numbers may vary. Please refer to the Pearson VUE website for alternate numbers, if needed.



Rescheduling or Cancellation Policy

You must contact Pearson VUE at least one business day prior to your scheduled appointment if you would like to reschedule or cancel your testing appointment. Rescheduling or cancelling less than one full business day prior to your appointment may result in forfeiting your exam fees.

Exam Fee

Your first attempt exam fee is included in your application fee and is paid directly to BICSI. The first attempt exam fee includes: registration and testing at any Pearson VUE location, and an exam score report for unsuccessful attempts. In the event you are unsuccessful, exam retest fees apply and are paid directly to Pearson VUE.

Exam Identification and Conduct Requirements

The RTPM credential exam is administered in highly secure testing centers. All exam candidates will be required to provide proof of identity with an unexpired, original government-issued photo ID with signature, such as a driver’s license, passport or military ID.*

You will be required to provide a secondary ID. The name and photo on the primary or secondary ID must exactly match the name on the candidate’s Exam Authorization Letter. The following are acceptable forms of secondary identification:

- Valid employer identification card
- Valid credit card with signature
- Valid bank card with photo

Examples of Acceptable Names on Required ID

| NAME ON APPLICATION | NAME ON ID | ADMITTED TO TEST |
|---------------------|--------------------|------------------|
| Mohammed Saeed | Saeed Mohammed | Yes |
| Christine Reynolds | Christine White | No |
| William Rice | Bill Rice | Yes |
| T.J. Coleman | Thomas J Coleman | Yes |
| Tanya L. Sullivan | Tanya Lee Sullivan | Yes |

Trained proctors will supervise the Pearson VUE testing centers. Irregularities observed or suspected by the proctors, or identified by subsequent statistical analysis of your answers on the exam, may result in your removal from participation in the exam or invalidation of your score. Irregularities include, but are not limited to, creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove materials from the testing room. BICSI reserves the right to investigate each incident of misconduct or irregularity.

Candidates must be able to use a computer and mouse.

Candidates are not allowed to bring any items into the testing room (phones, watches, hats, etc.). All necessary items will be available during the exam, including calculators and a whiteboard for scratch paper.

There are no scheduled breaks during the exam. If a break is needed, the break will count toward the 120 minutes you have to complete the exam.

Confidentiality

All exam questions are the copyrighted property of BICSI. It is forbidden under federal copyright law to copy, reproduce, record, distribute, display or share these examination questions by any means, in whole or in part.

New credential holders will be listed, by name only, in BICSI publications. Please contact us immediately if you wish to be excluded. Exam (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order.

When you submit your OSP exam application, you agree to abide by the BICSI Terms and Conditions (found on page 20 of this handbook). Among other things, the Terms and Conditions address post-examination questions and discussions. It states: *"...I certify that I will not provide, receive, or release any confidential examination information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices."*

Any such discussion would be a potential violation of the BICSI Terms and Conditions and could affect the status of your credential, up to and including revocation of your credential or permanent suspension from any BICSI credential exams.

Passing Score

The RTPM exam is designed to identify candidates with proficiency in the necessary competencies and knowledge that drives success in the ICT industry. The passing score for the RTPM exam is determined by sound psychometric analysis. The passing score is established through a process called standard-setting, during which a selected panel of experts from the ICT field conduct a systematic evaluation of the test content. The panel discusses the qualifications for certification and makes a judgement on the level of knowledge an individual needs to be successful on the job. Their expert judgement is translated to a specific passing score on the exam using the statistical Angoff Method, a commonly used method in the credentialing industry.

Your performance on the RTPM exam will be measured against this predetermined standard. Your performance will not be measured against the performance of other individuals.

Results

After completing the exam, candidates who pass will be notified of their passing status immediately at the testing facility. Candidates who are unsuccessful on the exam will be provided a score report. The score report is an explanation of your performance level on each of the topic areas covered on the exam. It is not an actual score. Each section has a different weighting based on the number of questions in each section. One section may have a smaller or larger number of questions than in the other sections. It is meant to provide you with the areas for which you may need some additional study.

Candidates who pass the exam will receive an official congratulatory letter, credential certificate and lapel pin. The letter confirms that you successfully completed the RTPM certification process and also gives instructions on how to obtain the RTPM logo. The certificate and lapel pin will be sent 4-6 weeks after the exam. If you have a mailing address outside the U.S., please expect 8-10 weeks for receipt of your certificate packet.

Retest Information

There is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

Comments

If you would like to provide a comment on a specific question on the exam and have it reviewed by the RCSC, you may do so by making a comment in the exam using the comment feature. If you answered the question incorrectly and the committee determines a rescore, changing your final score from fail to pass, BICSI's Credentialing Department will notify you by email within 30 days of your exam. The time spent commenting on questions is allotted in the 120-minute exam total time and only comments made during the exam will be reviewed.

After Becoming an RTPM

Use of the Designation

Professionals who have met the certification standards defined by BICSI and who maintain their credential through the recertification process are authorized to use the RTPM designation.

Adding your RTPM credential to your professional profile will draw special attention to your achievement, and to the time and discipline involved in pursuing and attaining your goal. You may include your credential on business cards, in resumes, on your personal web pages, in bylines for articles or blog posts and in email signatures.

Certificate Frame

Show your BICSI certification pride by ordering a high-quality frame for your new certificate. Visit: framingsuccess.com and enter *FLC8-A bicsi*

Credential Verification

The names of current credential holders are not considered confidential and may be published by BICSI. Published information may include name, city, state, country, credential held and certification status. The names of all professionals holding the RTPM credential will be automatically listed in BICSI's online Verify a Credential Holder Search Directory, searchable by first name, last name, city, state and country. The Directory facilitates verification of one's certifications by employers, clients and vendors. It can be found at bicsi.org/forms/Verify/CredentialHolder.

Recertification Suspension Policy

A suspension period is intended to allow you the opportunity to complete your expired credentials' recertification requirements without the loss of the credential. The expired credential will instead be suspended (invalid) until all of the recertification requirements have been satisfied as defined below.

The suspension shall be provided automatically after 90 days past the expiration date.

You will receive a written notice of expiration and placement into the suspension period; sent to your address on file. The suspension shall expire **one year** from the certification's original expiration date.

The suspension period **will not** alter the recertification period dates or change the certification's original expiration date. BICSI's website will indicate the credential holder's suspended certification during any suspended period. If proof of the suspension period is required by someone other than the credential holder (i.e. client or employer), you may log into your BICSI profile for status of your certification.

To view the Suspension Policy, in entirety, as well as the conditions of suspension, please visit the BICSI Credentialing webpage at bicsi.org/credentialing.

Records Retention

BICSI retains paper documentation for two years. You must retain copies of all documentation sent to BICSI.

Recertification Fees

| | PRICES* | DETAILS |
|---|---|--|
| Recertification Fee (Online) | \$195 - BICSI Member \$340 - Nonmember | Fee applies to participate in the recertification process. A completed recertification application must be completed online, along with payment. |
| Recertification Fee (Paper) | \$225 - BICSI Member \$325 - Nonmember | Fee applies to participate in the recertification process. A completed recertification application must accompany the payment. |
| Recertification Late Fee (91-120 Days) | \$175 | Fee applies to recertification applications submitted 91-120 days past the credential expiration date. |
| Recertification Late Fee (121-364 Days) | \$300 | Fee applies to recertification applications submitted 121-364 days or more past the credential expiration date. |
| Duplicate Certificate | \$25 - BICSI Member \$35 - Nonmember | Fee applies to requests for mailed duplicate certificates. |

*Pricing is subject to change without notice.

PHASE 5: RECERTIFY

| STATUS | DEFINITION |
|-----------------------|---|
| Active | The status of a current credential. |
| Grace Period Inactive | The period between expiration of a credential and 90 days post expiration of that credential. |
| Suspended Period | The period after your grace period of 90 days through one year post-expiration of that credential. |
| Expired | The status of a credential greater than one year from expiration of that credential. |
| Reinstatement | The RCSC will review and vote on reinstatement requests of which have been provided documentation of undue hardship preventing recertification during the standard recertification and suspension period. |
| Re-examination | After a credential has lapsed for greater than one year from the expiration date and has not been approved for reinstatement. |

RTPM Credential Registration Period

Your RTPM credential is valid for three complete calendar years, with an expiration date of December 31. Your credential will be valid for the remainder of that calendar year in which you first passed the exam plus an additional three years, regardless of the month in which you passed the exam. For example, if you earned your RTPM certification on September 20, 2017, your credential expiration date would be December 31, 2020.

Recertification Requirements

Recertification is an important part of any respected credentialing program and it is required to maintain a certification after passing the exam. Recertification helps to ensure the validity and credibility of the RTPM credential. BICSI views learning as a life-long endeavor and places an emphasis upon continuing education as part of maintaining your RTPM status.

It is the RTPM credential holder’s responsibility to ensure that all requirements and conditions for recertification are satisfied and submitted to BICSI prior the credential period ending. BICSI issues recertification reminders as a courtesy, but it is the credential holder who is ultimately responsible for keeping track and documenting continuing education credits (CECs) and any other requirements of the recertification process.

Within each three-year designation period, beginning when the exam is passed, all RTPMs must obtain a minimum of 36 approved CECs to recertify. If you do not recertify by your designation period end date, you may no longer use your RTPM credential or represent yourself as certified.

General Policies and Procedures

CODE OF ETHICS

BICSI's Code of Ethics is based on the principles which assume that societies are governed by a profound respect for human rights and the rule of law.

In addition, these principles support the thought that ethics, the criteria for determining what is right and wrong, can be agreed upon by members of an organization and that understanding matters of taste requires sensitivity to cultural norms.

An ethics complaint may be filed when there is a concern of a violation of the BICSI Standards of Conduct. Information regarding the process for filing an ethics complaint is in the Procedures and Policies document, which can be found on BICSI's website at bicsi.org.

STANDARDS OF CONDUCT

BICSI has established the Ethics Committee, the Standards of Conduct and the Code of Ethics to reinforce the following position: It is important that the BICSI members and/or its credential holders exhibit the highest principles of ethical and professional behavior in the provision of their products and services associated with the information and communications technology (ICT) industry. These codes and standards serve to enhance public confidence in the integrity and service of BICSI members and/or credential holders.

Adherence to the 14 Standards of Conduct is mandatory.

As a BICSI member and/or BICSI credential holder, I have an ethical and professional obligation to the association, ICT industry and its consumers. I therefore pledge to:

1. Maintain a high standard of professional conduct.
2. Protect and enhance the reputation of the BICSI organization, the credentialing program and my credential through my actions.
3. Maintain the confidentiality of privileged information entrusted or known to me by virtue of my profession or position, unless disclosure is required by law or agreement.
4. Be accurate and truthful in my dealings with clients and be careful not to misrepresent the quality, availability or ability of the services I provide.
5. Never, under any circumstances, make a recommendation misrepresenting or misstating any other individual's qualifications, abilities or accomplishments.
6. Provide unbiased, accurate and objective assessments for all safety and operational deficiencies that may be discovered during the performance of my services.
7. Refrain from representing competitors to clients, or the public, by the use of false and misleading statements or malicious actions, but rather work and compete with them in a reasonable and professional manner for the benefit and advancement of our profession.
8. Refrain from using false and misleading statements or malicious actions that might injure another person's reputation or bring harm to their person or property.
9. Respect a client's decision in the selection of competitive services, and continue to offer and provide that client with quality services for as long as is necessary or requested.
10. Serve all members of the public impartially, providing no substandard service based on that individual's age, race, national origin, color, sex, sexual orientation, disability or religious belief.
11. Adhere to all relevant codes, laws, ICT industry standards and BICSI methodologies, where appropriate.
12. Take personal responsibility to ensure that all requirements necessary for the renewal of any BICSI credential that I hold is met on, or before, the expiration date.
13. Be accurate, honest and truthful in the presentation of all educational material or in the preparation of material orders and product availability.
14. I will not misrepresent my BICSI credential nor willingly allow others to do so.

BICSI ANTITRUST STATEMENT

BICSI believes strongly in competition. U.S. antitrust laws are the rules under which our competitive system operates. It is BICSI's policy to comply in all respects with the antitrust laws.

Association meetings or workshops by their very nature bring competitors together. Accordingly, it is necessary to avoid discussions of sensitive topics. Agreements to fix prices, allocate markets, engage in product boycotts and to refuse to deal with third parties are automatically illegal under the antitrust laws. It does not matter what the reason for the agreement might be.

Accordingly, at any association meeting discussions of prices (including elements of prices such as allowances and credit terms), quality ratings of suppliers, and discussions that may cause a competitor to cease purchasing from a particular supplier, or selling to a particular customer, should be avoided. Also, there should be no discussion that might be interpreted as a dividing up of territories.

An antitrust violation does not require proof of a formal agreement. A discussion of a sensitive topic, such as price, followed by action by those involved or present at the discussion is enough to show a price-fixing conspiracy. As a result, those attending an association-sponsored meeting should remember the importance of avoiding not only unlawful activities, but even the appearance of unlawful activity.



For more information:

bicsi.org/credentialing

Questions:

Phone: +1 813.979.1991 or 800.242.7405

(USA & Canada toll-free)

Email: credentialing@bicsi.org