



RPA/FMA CAPSTONE EXAMS



Capstone Experience Exam Testing Guide

December 2020

Information in this guide represents current policies and procedures for the BOMI International credential program exams. As these are subject to change, information in this guide supersedes previously published versions of this document.

It is the responsibility of all BOMI International learners to ensure they are familiar with testing protocol. Learners can direct any questions they have regarding testing or credential programs to the BOMI Education Coordinator team at service@bomi.org.

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Foreword

About BOMI International

Founded in 1970 and located in Annapolis, Maryland, BOMI International is a 501(c)(3) nonprofit educational organization. As the primary educational resource for today's top corporations, government agencies, property management firms, unions, and trade associations, BOMI International's goal is to work across industry sectors to improve the skills of professionals at many levels with property, facility, and systems responsibilities. BOMI International is known for industry-standard designations: the [Real Property Administrator](#) (RPA®), the [Facilities Management Administrator](#) (FMA®), the [Systems Maintenance Administrator](#) (SMA®), the [Systems Maintenance Technician](#) (SMT®), and the High-Performance Sustainable Buildings (BOMI-HP®). More than 26,000 building professionals hold one or more BOMI International designations, and over 84,000 learners have turned to BOMI International for premier education and training. For more information on BOMI International's designations and certificate programs, visit www.bomi.org and our partner organization, BOMI Education Canada, www.bomicanada.ca. For information on designation maintenance, visit the [CPD program](#) page of the BOMI International website.

Statement of Nondiscrimination

BOMI International is committed to providing an education opportunity for all persons and admits learners of any race, color, gender or sexual preference, age, non-disqualifying handicap, religion or creed, or national or ethnic origin.

Note

Provided throughout this document are links to various content and forms on the BOMI International and Pearson VUE websites. If you choose to print this document, please visit www.bomi.org, www.bomicanada.ca, or www.pearsonvue.com/bomi to access these references.

Testing Quick Reference

- All BOMI International Capstone Experience exams are fulfilled through a testing experience with our partner Pearson VUE. As a BOMI International examinee, you have the option to select one of two testing experiences:
 - Visiting a Pearson VUE or affiliate testing center
 - Taking your assessment via OnVUE, Pearson VUE's online proctored exam that can be completed from your home or office
- To schedule your in-person or online exam experience, please visit www.pearsonvue.com/bomi.
- Your course registration fee provides for one testing session during your approved eligibility period.
- If you fail an exam, you may retake it, but there will be an additional fee due at the time of rescheduling.
- To ensure you are able to select your preferred test center or online proctored exam appointment date, consider scheduling your exam soon after registering for your course.
- If you need to confirm, cancel, or reschedule your test center exam appointment, you must contact Pearson VUE at www.pearsonvue.com/bomi or call 866-998-2664 one full business day before your exam appointment. Online proctored appointments can be cancelled up to the time of the appointment.
- If you choose the in-person exam experience, plan to arrive at the test center 15-30 minutes before your scheduled appointment time to complete the check-in process. If you choose the online proctored exam experience, be sure to get online 30 minutes in advance to complete the check-in process.
- Testing center experiences require you to place personal belongings in a locker or other secure location. The online proctored exam experience requires your workspace to be clear and all cell phones or other devices put away.
- As a reminder for all testing experiences, the name on your ID must exactly match the name you provided when you registered for the course (see Appendix 1 at the end of this guide). BOMI International policies require two forms of ID for the testing center and one form of ID for the online proctored exam experience.
- To update your contact information in preparation for your test, go to www.bomi.org and select the option to update your profile.
- While taking the test, if you have not completed the exam and are not reviewing flagged questions, **do not click Finish** as this will exit you from the exam, and it will nullify your exam event.
- Unanswered exam questions will be scored as incorrect when time expires.
- For in-person testing center experiences, you will receive an unofficial, printed score report at the test center after your exam session is complete. If you elect to take an online proctored exam, your final score will be displayed, and you will be able to log back in to the BOMI International Pearson VUE portal to print these results (www.pearsonvue.com/bomi).
- For questions regarding the testing process, please contact BOMI International at service@bomi.org, 1-800-235-2664, or 410-974-1410, or BOMI Education Canada at service@bomicanada.ca, 1-800-867-6049, or 647-256-1438.

BOMI International Exams: General Information

BOMI International Capstone Experience exams are offered in partnership with our partner Pearson VUE via computer-based testing options. During the testing process, exam questions and answer options are displayed on screen and are automatically logged and scored. The exam allows answers to be changed and questions to be skipped and flagged for later review. All unanswered questions will be marked incorrect when the exam time period (two hours for BOMI International exams) expires. Exams will be scored once learners have completed them. Unofficial results will be provided by the test center prior to learners leaving the site, and final results will be displayed on the screen for the online proctored testing experience.

Before beginning the exam, a 10-minute testing orientation tutorial is available. The tutorial time is **not** deducted from the two-hour time allotted for exam completion. Learners who elect to take the tutorial should not exit the exam session post completion as it cannot be restarted. Examinees will also be required to review and sign an NDA for exam participation (see Appendix 2). It is recommended that learners review the NDA prior to the exam experience, as the time allotted to sign it does not allow for complete reading of the material. If the time expires, the exam session is ended and cannot be restarted. Proctors are available during the exam sessions to answer questions regarding the exam experience, but do not have expertise on the BOMI International exam content.

BOMI International Exam Options

BOMI International Capstone Experience exams can be taken either in person at a testing center or via PearsonVUE's OnVUE online proctored exam option. There are distinctions between the two testing experiences:

Testing Center Exams

This exam experience involves learners traveling to a testing center, providing two forms of government-approved IDs, securing their belongings, then being seated for the exam duration. Appointments are limited to testing center hours, which vary by center.

Online Proctored Format

OnVUE, Pearson VUE's online proctored exam solution, allows for 24/7 testing opportunities from a learner's home or office using the learner's own computer and Internet connection. One form of a government-approved ID is required for the online proctored check-in process (compared to the two required for testing centers).

To ensure exam security during the OnVUE experience, learners will be monitored via webcam by a live proctor. A unique set of rules applies to the OnVUE exam experience. Learners should ensure they have reviewed all the information provided to them upon scheduling their appointment.

Test Security

To protect the integrity of the BOMI International designation and certificate program brand, specific measures are enforced during the administration of all BOMI International exams. Prior to taking any BOMI International exam, learners will be required to accept a [Non-Disclosure Agreement](#), which prohibits any disclosure of exam content. Failure to accept the terms of this agreement will prevent learners from moving forward in the testing process.

- Test questions and answers are the exclusive property of BOMI International.
- The exam and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever,

- including memorization.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam items is punishable to the fullest extent of the law.

Scheduling the Exam

Eligibility Period

The standard BOMI International exam eligibility is six months. Learners are encouraged to schedule their exam experience shortly after registering to have the best opportunity for identifying a preferred exam date/time. Failure to schedule/take the exam within the specified eligibility period requires enrollment in a new eligibility period with an associated Exam Administration Fee.

Within 24 hours of receiving the course registration fee, BOMI International notifies Pearson VUE of the learner's exam eligibility. Learners will receive an exam eligibility e-mail from BOMI International confirming eligibility periods and offering instructions for scheduling an exam appointment. This communication will include the learner name, eligibility ID, course name, and eligibility start and end dates. Learners should verify that the name on their government-issued IDs match the eligibility information, as this will be important during the test check-in procedures. If there is an issue with this information, learners should contact BOMI International at service@bomi.org, 1-800-235-2664, or 410-974-1410, or BOMI Education Canada at service@bomicanada.ca, 1-800-867-6049, or 647-256-1438.

Fees

The exam registration fee covers the costs of test center coordination and staffing, exam development, review, production, scoring, and Pearson VUE delivery. BOMI International accepts check, credit card, and Purchase Order as valid methods of payment. If your eligibility period expires prior to your taking the exam, payment of an Exam Administration Fee for an additional eligibility period is required.

	Capstone Experience Exam Fee:
US	\$100 (USD)
Canada	\$110 (CND)
International (incl. Bermuda)	\$200 (CND)

	Exam Administration Fee:
US	\$150 (USD)
Canada	\$190 (CND)
International (incl. Bermuda)	\$200 (CND)

Scheduling the Exam Appointment

BOMI International exams are offered either at an in-person testing center (numerous centers either owned by or affiliated with Pearson VUE are available throughout the US, Canada, and internationally) or via an online proctored experience through OnVUE.

To schedule an exam:

1. Go to the BOMI Pearson Vue landing page at www.pearsonvue.com/bomi or call 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday. Learners should be sure to have the information from the BOMI International exam eligibility e-mail during the scheduling process.

*** Please note, learners logging on to Pearson VUE's website for the first time need to allow up to 24 hours to confirm a username and password prior to being able to schedule their exam.**

2. Schedule the exam by selecting either the in-person testing center experience or the test from home or office experience.
3. Select the preferred date/time following the prompts.
4. Once scheduling is complete, learners should receive an e-mail confirming the exam appointment date and time. If this confirmation is not received, learners should log into the BOMI International Pearson VUE website to verify the appointment was indeed accepted. If there is difficulty confirming an appointment, learners should contact Pearson VUE directly at 866-998-2664.
5. Lastly, a reminder e-mail will be sent three days prior to the testing date so no one forgets this important date and time.

Confirm, Cancel, or Reschedule the Exam Appointment

To confirm, cancel, or reschedule an exam appointment, learners should visit the BOMI International home page at Pearson VUE, www.pearsonvue.com/bomi, or call 866-998-2664 to speak to a Pearson VUE customer service representative. Cancellations for the in-person test experience must be done one full business day in advance of a scheduled appointment to ensure the fee is applied to a new testing appointment. Failing to cancel or reschedule an in-person testing experience less than one full business day before a scheduled appointment will result in the learner's eligibility being forfeited and will require the payment of an Exam Administration Fee to reschedule the exam. Exam cancellations will also be confirmed via an e-mail notification. Once again, if this notification is not received, learners should follow up with Pearson VUE directly at 866-998-2664 or log back into their account via www.pearsonvue.com/bomi to verify the cancellation did indeed occur. Online proctored exam appointments can be cancelled up to the time of the exam, given execution is contingent on the examinee's office or home technologies.

Note: Exam appointments cannot be scheduled, cancelled, or rescheduled by e-mail or live chat.

Pearson VUE Hours of Operation

Call Center

Pearson VUE's Call Center is available at 866-998-2664. Business hours for the Americas Region are 7:00 am to 7:00 pm CT, Monday through Friday; closed on local holidays. Information on contact hours can be found at www.pearsonvue.com/bomi.

E-mail

To contact Pearson Americas Region via e-mail, learners should go to www.pearsonvue.com/bomi and select Customer Service from the navigation menu. It may take up to 3-4 business days for a response.

Live Chat

Live Chat with a Pearson VUE agent is available Monday-Friday, 8:00 am-5:00 pm CT **in support of your BOMI testing experience**. During these conversations, we encourage learners not to share any personal information such as social security numbers and/or credit card information, but to have their eligibility information readily available.

Test Center Hours

Testing hours vary by region, time zone, and country. Learners should always check www.pearsonvue.com for the latest information.

Testing Accommodations

BOMI International is committed to offering the best possible testing experience to all candidates. Learners who have a documented disability that would prevent them from taking a BOMI International exam under standard conditions may request a reasonable accommodation as required by law. Reasonable accommodations are granted to ensure everyone has the opportunity to test without providing any unfair advantage to one candidate versus another. Accommodation requests are considered on a case-by-case basis.

Pearson VUE complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized exams must offer the exams in a place and manner that is accessible to learners with disabilities. This may require reasonable modifications to the manner in which the test is administered. Pearson VUE will provide auxiliary aids and services, except where it may fundamentally alter the exams or results. Standard accommodations available include, but are not limited to, the following:

- Extended testing time
- Separate room
- Reader and separate room

Special Accommodations Submittal Process

Learners must request a special accommodation for a BOMI International exam at the time of Course Registration. The request must be written and supported by corresponding documentation from a health care provider documenting the disability and the need for accommodation. The documentation must include the following information:

- Diagnosis and nature of the disability
- Name of tests used to evaluate the condition
- Length of the condition
- Date the learner was last seen by a health care provider
- Specific suggested accommodation(s)

There is no additional charge for special accommodations. Each request will be evaluated individually within thirty (30) days of submittal. All documentation must be submitted before BOMI International staff can review the request. Once a request has been reviewed, an e-mail will be sent to the learner outlining the approved accommodation(s) and the Pearson VUE scheduling instructions. Accommodations for pre-existing exam appointments will require cancellation and rescheduling with the accommodation. In-person testing centers offer the most opportunity for accommodations.

Testing in a Foreign Language

BOMI International offers the majority of its exams in English. In the interest of exam security, translators are not permitted. However, learners are allowed to bring a direct word-to-word translation dictionary into the testing room, as long as the dictionary does not provide definitions to words. The proctor will inspect the pages of the dictionary to make sure there are no writing/notes on the pages before and after the exam session. No loose pages are permitted inside the dictionary. No electronic translation dictionaries are allowed.

Taking the Exam

Testing Center and Online Proctored Preparation

For the in-person testing experience, it is best for learners to arrive at the center 15 to 30 minutes prior to a scheduled exam appointment. The online proctored exam requires that learners log on to the experience 30 minutes in advance of the testing session to ensure there is time to complete the check-in process. Arriving at the test center after a scheduled exam time may result in the loss of the appointment, in addition to consequences noted in the policy for Failing to Appear for a Scheduled Exam Appointment, including forfeiting eligibility.

A BOMI International exam experience is comprised of randomly delivered multiple-choice questions that must be completed within a two-hour window. Total seat time for the exam session will be two hours and 30 minutes (2:30) with 30 minutes to allow for the acceptance of BOMI International's Non-Disclosure Agreement (NDA) (see Appendix 2), Code of Professional Ethics and Conduct (see Appendix 3), tutorial review, and feedback survey. The NDA and Code of Ethics must be read and accepted for access to the exam. Non-acceptance will result in the end of the testing session. The time allotted does not allow for these documents to be read during the exam experience. BOMI International recommends learners review these documents prior to the exam appointment.

Failing to Appear for a Scheduled Exam Appointment

Failing to appear for a scheduled exam appointment without a reschedule or cancel in accordance with the BOMI International policies results in forfeited eligibility and requires that an Exam Administration Fee be paid to obtain a new eligibility period and the opportunity to reschedule the exam. Refunds will not be given for exams when there is a No Show on the part of a learner who fails to appear for a scheduled appointment.

If there is an emergency and a learner cannot make the scheduled exam appointment, it is critical that BOMI International is contacted at 800-235-2664 within ten (10) days of the original in-person exam appointment. To be relieved of any penalties when there is an emergency situation, learners must provide documented proof of the emergency, with illness excuses being provided in writing by an attending physician. Inclement weather is not acceptable as an excused absence unless the test center closes. Example of emergency incidents accepted for exam retake without a fee are:

- Documented illness, either the learner or an immediate family member
 - Requires a signed doctor's note, emergency room admittance, or other like proof of emergency, including dates and contact information for provider and note that individual cannot test
- Death in the immediate family
 - Death certificate must be provided and signed by doctor or mortician, including date and contact information for signor
- Disabling traffic accident
 - Requires a police report and towing or mechanic receipt with date, time, and contact information for individual signing
- Court appearance or jury duty
 - Court or jury summons or subpoena with date, time, and name of learner must be provided
- Military duty
 - Must show learner's name, orders, and be dated

Inclement Weather or Other Emergencies

If severe weather or a natural disaster makes the test center inaccessible or unsafe for the in-person testing experience, the test administration may be cancelled. In the event of test center closings due to inclement weather, learners will be contacted by Pearson VUE to reschedule their exam appointment free of charge.

Identification Requirements

Test Administrators at the in-person testing centers will request two forms of government-approved IDs, whereas only one form of a government-approved ID is required for the OnVUE online proctored experience. Expired forms of ID will not be accepted unless noted for unusual circumstances. First and last names on each ID submitted must match the first and last names provided during course registration. If the name on the ID does not match candidate records at Pearson VUE, the learner will not be permitted to test, and the eligibility will be forfeited. Acceptable examples of ID include:

Standard Primary ID (photo and signature required)

- Driver's License
- Passport
- State/country identification card
- Alien registration card (green card, permanent resident visa)
- Military IDs

Standard Secondary IDs (signature required)

- Any Primary ID
- US Social Security Card
- Credit/ATM card

Pearson VUE Name Matching Guidelines

Test Administrators will verify that the learner's name on all required IDs matches the information as provided on the exam appointment schedule. The guidelines as to whether or not names are considered to match can be found in Appendix 1 at the end of this guide.

Biometrics

In the United States, Canada, and some International locations, testing at Pearson Professional Centers and Pearson VUE authorized test centers may require biometric data, including digital photo, digital palm vein scan, and digital signature according to applicable laws.

Candidate Rules Agreement/Professional Examination Rules

Prior to beginning the testing session, all exam candidates will be required to agree to the [Candidate Rules Agreement](#) or the [Professional Examination Rules](#) depending on the type of testing center.

Testing Regulations

With only a few exceptions noted below, learners are not permitted to have anything with them during in-person or online proctored exam sessions. Testing centers provide lockers for securing purses, wallets, watches, keys, cell phones, pagers, etc. Lockers may not accommodate briefcases, laptop computers, or large purses and bags. Considerations are made for comfort items that the Administrator must inspect (pillow/crutches/tissues etc.). For online proctored exams, the

greeter/proctor will assess the learner's exam environment to ensure it is clear of any prohibited items. Exams restrictions across test environments include but are not limited to:

- No papers, books, food, beverages, bags (including pocketbooks and purses), or electronic devices.
- Eating, drinking, and tobacco use is prohibited.
- Unauthorized paper may not be used.
- Learners may not leave the exam room during the exam without the test proctor's permission. If a learner violates this requirement, the test session may be ended.

Permitted Exam Resources

An embedded standard calculator will be available for use during all exams.

Translation dictionaries are allowed with proctor inspection of pages to make sure there are no writing/notes in the dictionary before and after the exam session. No loose pages are permitted inside the dictionary. Only direct word-to-word dictionaries are allowed. The dictionary may not provide definitions to words. No electronic translation dictionaries are allowed.

Testing Policies and Procedures

1. Candidate checks in for exam.
2. Laminated boards, markers, and any other program-specific directions will be provided to exam candidates at test centers.
3. Proctors will escort the candidate to a workstation and verify the exam is ready or guide the learner through this process for the online proctored exam.
4. Candidates accept BOMI International's NDA, Code of Ethics, complete the instructor and content survey, as well as the tutorial, if desired. Thirty minutes is allowed for these efforts, but we do suggest learners review the NDA in advance (see Appendix 2) as it is lengthy.
5. The exam begins with a two-hour completion time; no breaks provided.
6. Candidate signs out and receives an unofficial printed score report from the in-person testing center administrator or sees the final score displayed for the online proctored experience (this score can be revoked if the proctor reports any unusual events during the testing experience). Final scores for the in-person experience are sent to learners one week after the exam.
7. Results are reported back to BOMI International from Pearson VUE within 48 hours. As such, learner transcripts will not be updated until this time.

For in-person testing experiences, learners must remain in their seats during the exam except when authorized to leave by test center staff. Learners should notify test center staff for:

- Computer problems
- Error messages on testing screen
- Use of additional note resources or need to take a break (testing time will **not** be suspended if a break is required)

If the exam cannot be administered because of technical difficulties, it will be rescheduled at the

learner's earliest convenience for either exam experience.

In the event that learners encounter negative conditions during the testing experience, they should immediately notify the proctor and request that the issue is documented in an Incident Report.

BOMI International exams are designed to measure learners' knowledge, skills, and abilities against curricula and professional expectations for various commercial real estate roles. All curricula and assessment content are thoroughly vetted by industry subject matter experts.

Dismissal from the Test Center

Any learner who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test center or the online proctored exam experience and may have exam results invalidated, or be subject to other appropriate sanctions. Fraud, deceit, dishonesty, or other inappropriate behavior in connection with taking the exam is strictly prohibited. Inappropriate behavior includes, but is not limited to:

- Communicating with other examinees, or individuals with any outside source by way of telephone, personal computer, Internet, wireless device, or any other means during the course of the exam
- Using (or being suspected of using) any prohibited aids (any device that would provide an advantage while taking the exam) during the exam session; this includes, but is not limited to, BOMI International coursebooks, notes, study materials, practice exams, etc.
- Attempting to take the exam for another person
- Creating a disturbance of any kind
- Possessing, reproducing, or disclosing exam questions, answers, or other information regarding the content of the exam
- Tampering with the operation of the computer during the testing experience
- Failing to comply with the exam regulations and check-in procedures
- Other dishonest conduct

The proctor is authorized to take appropriate action to investigate, stop, or correct an observed or suspected inappropriate behavior or misconduct, including discharging examinees from the exam center or online exam experience and confiscating any prohibited devices or materials. Examinees or any other persons implicated in an irregularity will be reported to BOMI International for further action.

BOMI International will make a ruling based on the consideration of both the learner's and Pearson VUE's reports of the incident. To appeal BOMI International's ruling, learners may send their formal appeal to BOMI International at service@bomi.org, 1-800-235-2664, or 410-974-1410, or BOMI Education Canada at service@bomicanada.ca, 1-800-867-6049, or 647-256-1438.

Exam Results Management

- Scoring is completed automatically via the Pearson VUE exam portal.
- A passing score will be applied as credit toward program achievement for the enrolled designation or certificate.
- A failing score is not acceptable for credit and requires the learner to retake the exam to achieve a passing grade towards credential achievement. An Exam Administration Fee will be applied to all exam retakes for individuals not meeting the criteria noted above for credential or course credit.
- Official statistics regarding the BOMI International designation and certificate exams, including all item performance data, individual data, and demographic data, will be considered confidential unless a release is provided by an individual learner for employer or other use.
- BOMI International recognizes learners' rights to control personal information, and our policy is designed to safeguard this information from unauthorized disclosure. To protect learners' rights to control score distribution, exam scores are released only to the test taker and authorized BOMI International staff, unless the exam candidate grants permission to others.

Exam Content Comments/Feedback

Following completion of the exam, learners may submit, in writing, comments on any question(s) they believe to contain technical errors in content. In their correspondence to BOMI International, learners should include their contact information, test date, and the specific concerns about the question. Learners are not allowed to copy the question before leaving the test center and are not expected to recreate the entire question in their correspondence. BOMI International will review the question and will notify the learner of the findings. Because of the need for test security, BOMI International will not release exam questions or answers to learners.

It is BOMI International's policy not to respond to complaints or challenges received more than ten (10) days after the test date. In addition, BOMI International will only respond to complaints sent directly to BOMI International.

BOMI International provides this process for learners who believe an exam question contains technical errors in content. The exam challenge process is not made available for complaints about failing scores or exam difficulty. BOMI International does not provide individual feedback on learner performance. BOMI International does not change exam scores.

Overall exam performance across candidates is monitored on a regular basis using established psychometric standards and practices for validation.

Contact Information

BOMI International

900 Bestgate Road

Suite 206

Annapolis, MD 21401

Telephone: 410-974-1410, 800-235-2664

Fax: 410-974-0544

E-mail: service@bomi.org

Website: www.bomi.org

BOMI International's website is available 24 hours per day for information regarding the designation and certificate programs.

BOMI Education Canada

229 Yonge Street

Suite 400

Toronto, ON M5B 1N9

Telephone: 647-256-1438, 800-867-6049

E-mail: service@bomicanada.ca

Website: www.bomicanada.ca

Pearson VUE

5601 Green Valley Drive

Bloomington, MN 55437-1099

Website: www.pearsonvue.com

Pearson VUE's website is available for scheduling, rescheduling, canceling, and confirming exam appointments 24 hours per day. To schedule an exam appointment, learners will need to have first registered with BOMI International. To reschedule, cancel, or confirm an exam appointment, learners will need their BOMI International ID number.

Pearson VUE Call Centers

Americas:

To schedule, reschedule, cancel, and confirm appointments; locate a test center; or for general testing information, contact customer service at 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, except local holidays.

For **Special Accommodations**, learners with disabilities, contact the Accommodations Group at 800-466-0540. Please note that special accommodations cannot be applied when scheduling via the Web.

Asia Pacific:

To schedule, reschedule, cancel and confirm appointments; locate a test center; or for general testing information, access the following link for specific customer service contact information for the Asia Pacific region: <https://home.pearsonvue.com/About-Pearson-VUE/Company-information/Locations.aspx>.

Europe, Middle East, Africa (EMEA):

To schedule, reschedule, cancel and confirm appointments; locate a test center; or for general testing information, access the following link for specific customer service contact information for Europe, Middle East, and Africa: <https://home.pearsonvue.com/About-Pearson-VUE/Company-information/Locations.aspx>.

Appendix 1:

Pearson VUE Name Matching Guidelines

Type	ID Presented	Names that do match	Names that do not match
There is a single or two-letter difference resulting from a typo.		Names match: Johnson/Johmson, Alexander/Alexandre, Marshall/Marshal	
		Names match: Diller/Ditter, Dutton/Ditton, Miler/Miller, Mialler/Miller	
Single letter addition		Miller versus Mialler	
The first name is provided formally on one document, but a typical variation is used on another document. Note that “Ma.” is NOT an approved abbreviation for the name Maria.	Sandra Herman or Sandy Herman, William Pickins or Billy Pickins	Names match: Sandra Herman/Sandy Herman, William Pickins/Billy Pickins	
One version has the middle initial present, while the other is missing the middle initial, or the middle initial is on one document, and the entire name is written on another.		Names match: Mary R. Abernathy—Mary Abernathy/Mary Rose Abernathy	
Candidate’s maiden name is used as her middle name in some documents, while her given middle name is used in others.	Mary Elizabeth Smith, Mary Elizabeth Jones Smith, Mary Jones Smith	Names match: Mary Elizabeth Smith/Mary Jones Smith/Mary Elizabeth Jones Smith	

Type	ID Presented	Names that do match	Names that do not match
Candidate's last name is her maiden name on some documents, while the married name is used in others.	Alexis Marie Gates, Alexis Marie Stevens, Alexis Gates-Stevens For the candidate to be admitted, the candidate must present an original marriage license or divorce decree to supplement the identification.	Names match with documentation: Alexis Marie Gates, Alexis Marie Stevens, Alexis Gates, Alexis Stevens, Alexis Gates-Stevens	
A hyphen is used on one document, but not on another. (Disregard the hyphen.)	Sarah Johnson-Wells, Sarah Johnson Wells, Sarah Denise Johnson Wells	Names match: Sarah Johnson-Wells, Sarah Johnson Wells/Sarah Wells	
A title or suffix is used on one document, but not on another.		Names match: Tony Santos Jr./Tony Santos, Dr. Sarah Wells/Sarah Wells	
Last names are repeated: Maiden name and last name are the same.	Sarah Johnson	Names match: Sarah Johnson/Sarah Johnson	
First and last names are reversed. The normal order for names in some non-Western countries is family name first, followed by first name, rather than first name followed by family name.		Names match: Kim Ilsa is recorded as Ilsa Kim (Kim is the family/last name). Names match: Russell Evan is recorded as Evan Russell.	Names do NOT match: Evan Russell Stanley appears on the IDs, but Evan Stanley Russell appears on the schedule.
Last name first, followed by first name and middle name. Some states place the last name first on official documents such as driver's licenses.	John Michael Smith	Names match: Smith, John Michael; Smith, J. Michael	Names do NOT match: John Michael Smith appears as Smith, Michael John

Type	ID Presented	Names that do match	Names that do not match
Some governments or other organizations may abbreviate names. For example, the US states of Florida and New York abbreviate first names.		Names match: Elizabeth Smith/E. Smith	
Candidate's first or last name consists of initials. In this case, the initials must be used on both IDs and on the test center schedule.		Names match: Satveer G appears on the IDs and schedule, or Satveer G appears on one document and G Satveer appears on the others. Names match: BB King appears on the IDs and on the schedule.	Names do NOT match: Satveer G appears on the primary ID, but Satveer Gupta appears on the schedule. Names do NOT match: BB King appears on the primary ID, but Blues Boy King appears on the schedule.
Names do not match, but the identification is amended. For example, a candidate's maiden name appears in the front of the passport, but the next page of the passport is amended with information detailing a name change. This is acceptable.			
Due to the candidate's name being very long, the name is truncated (shortened) to fit into the name field. This is acceptable.			

<u>Cultural Variations</u>			
Type	ID Presented	Names that do match	Names that do not match
Candidate has just one name, rather than a conventional Western first and last name. In this case, the single name must be the only name used on both IDs and on the test center schedule. Note that the Pearson VUE system requires a first and last name, so a period (.) may appear in place of one of the names. The period does NOT need to appear on the IDs in order for the names to match.		Names match: Madonna appears on both IDs and on the schedule.	Names do NOT match: Madonna appears as the only name on the primary or secondary ID, but Madonna Ciccone or Madonna C appears on the schedule.
When multiple first or last names appear due to a regional cultural tradition (i.e., candidate has a traditional first name or titles on the ID, or both father and mother's last names are shown on the ID), at least one of the multiple names must appear both on the ID and in Site Manager in order to admit the candidate, regardless of where the name/names appear on the fields in Site Manager. Cultural consideration for first, middle, and last names: If a candidate's first, middle, or last name does not appear in the correct fields in Site Manager, the candidate will be admitted as long as the names in Site Manager appear on the ID. Usually, this situation occurs when candidates do not understand "Western" naming conventions or have multiple first and/or last names, and put names into the incorrect fields when they register online.	David Aguilar Pena Jose Maria Bermudez Garcia Leelamruthay Veera Brahramt Kurchatin Purnam Satyal Krishnakanth Sidaparthi	Names match: David Aguilar or David Pena Names match: Jose Bermudez or Jose Garcia Names match: Brahramt Kurchatin Names match: Krishnakanth Purnam Sidaparthi Satyal	Names do NOT match: David Lopez Names do NOT match: Jose Maria Names do NOT match: Dakshesh Brahramt Kurchatin Names do NOT match: Dharma Satyal Disaparthi

Appendix 2:

BOMI International Non-Disclosure Agreement

This Non-Disclosure Agreement (the "Agreement") is made by and between BOMI International, Inc. ("BOMI"), and you, the test taker ("Attendee"). In consideration for your right to take the CBT Test, Attendee agrees to the following:

1. "Confidential Information" shall mean all information, whether communicated in oral, written, electronic or other form, furnished by BOMI or prepared by Attendee during the Testing Period, including, but not limited to, answers and notes made by Attendee during the Testing Period, any test questions and answers, any accompanying Test materials and like information, and any and all other Test information of, or provided by, BOMI. All notes, analyses, compilations, and other documents prepared by Attendee during the Testing Period, which contain or otherwise reflect information regarding the Test, will also be "Confidential Information." The Testing Period includes all time immediately prior to, during, and immediately following the scheduled Test time.
2. Attendee will preserve as confidential all Confidential Information that Attendee may obtain or prepare in relation to the Test during the Testing Period. Without BOMI's prior written consent, which may be given or withheld by BOMI in its sole and absolute discretion, Attendee will not at any time, whether during or after the Testing Period, (a) disclose any Confidential Information to any third party nor give any third party access thereto, nor (b) use any Confidential Information except as required in taking the Test. At all times during the testing period, Attendee agrees to abide by the Code of Professional Ethics and Conduct, a copy of which can be found online at www.bomi.org.
3. Attendee shall notify BOMI immediately upon discovery of unauthorized use or disclosure of Confidential Information or any breach of this Agreement, and shall cooperate with BOMI in every reasonable way to assist BOMI in mitigating the consequences of such use or disclosure and preventing further unauthorized use or disclosure. If a third party brings an action against BOMI arising out of Attendee's breach of this Agreement, BOMI, at its sole discretion, may settle or defend the claim, and Attendee shall pay all settlements, costs, damages and legal fees and expenses arising out of such settlement or defense.
4. Attendee agrees that money damages will not be a sufficient remedy for any breach of this Agreement by him and that in addition to all other remedies which may be available, BOMI will be entitled to specific performance and injunctive or other equitable relief, without bond, as a remedy for any such breach or threatened breach. All remedies available to BOMI for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
5. In the event of any litigation between the Parties in connection with this Agreement, including the seeking of injunctive relief, if BOMI is the successful party, Attendee shall pay to BOMI therein all costs and expenses, including but not limited to actual attorneys' fees incurred therein by BOMI, which costs, expenses and attorneys' fees shall be included as a part of any judgment rendered in such action in addition to any other relief to which BOMI may be entitled. Should BOMI not be a successful party, the Parties will each bear their own attorneys' fees and expenses.

6. Attendee acknowledges that all Test documents, materials, drawings, and other physical media of expression incorporating or containing any Confidential Information that BOMI furnishes to Attendee, or that Attendee prepares during the Testing Period, are BOMI's property and will be promptly surrendered to BOMI upon the completion of the Testing Period. After the completion of the Testing Period, Attendee will make no further use of any of the Confidential Information. The foregoing will apply regardless of whether Attendee completes the Test.
7. Attendee understands that BOMI makes no representations or warranties as to the accuracy or completeness of any Confidential Information disclosed, and Attendee agrees that neither BOMI nor any of its officers, directors, Attendees, agents, members or attorneys will have any liability to Attendee arising from Attendee's use of the Confidential Information.
8. To the fullest extent permitted by law, all of the covenants and agreements contained in this Agreement will survive indefinitely. Attendee also understands that the obligation not to use or disclose Confidential Information shall survive the completion of Testing Period, for so long as the information remains Confidential Information. Attendee further understands that this Agreement extends to, and shall be binding upon, his heirs, successors and assigns.
9. This Agreement supersedes all previous agreements, written or oral, relating to the above subject matter, and may be modified only by a written instrument duly executed by the parties hereto. If any part of any provision of this Agreement or any other agreement, document or writing given pursuant to or in connection with this Agreement shall be invalid or unenforceable under applicable law, said part shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the remaining parts of said provision or the remaining provisions of said agreement.
10. This Agreement will be governed by and construed according to the laws of the State of Maryland (excluding the choice of laws rules thereof). Attendee hereby consents to the jurisdiction of the courts of the State of Maryland. Any suit brought hereon must be brought in the state or federal courts sitting in the State of Maryland, the parties hereto hereby waive any claim or defense that such forum is not convenient or proper.

Appendix 3:

BOMI International Code of Professional Ethics and Conduct

Preamble

BOMI International, and its designees, are committed to promoting the highest level of professionalism, integrity, and ability available in the commercial property and asset management industry.

This code of professional ethics and conduct is designed to foster trust and mutual respect among those working in the industry, as well as the public at large. It is not intended to discourage fair and healthy competition within the industry, but to increase the esteem of the designations and the individuals who have earned them. We consider industry relationships critical to the industry's success.

Minimum standards of conduct in these areas are contained herein:

Articles

- I. Professionalism
Each designee of BOMI International shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to the profession, the industry, and BOMI International. Designees shall speak truthfully and act in accordance with accepted principles of honesty and integrity. A designee shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.
- II. Responsibility to Clients
Each designee shall diligently and honestly pursue the client's legitimate objectives. Whenever possible, objectives shall be put in writing to avoid misunderstanding. No designee shall place his or her own needs and desires above those of the client in the performance of work for that client. Each designee shall advise the client regularly or as agreed on matters concerning the creation of value. National, State and Provincial, and Local (Municipal) laws, as well as regulations, codes, and ordinances, shall be strictly adhered to in the operation of property or equipment.
- III. Responsibility to Employers
Each designee shall behave in a manner consistent with the stated goals of his or her firm and/or employer. No designee shall act out of a motive of personal gain apart from the knowledge and consent of the employer and/or firm.
- IV. Responsibilities to Real Property and Equipment
Each designee shall be diligent in the operation of property to maximize its long-term value within the client's objectives. Designees shall not permit or cause damage to the property or properties under their control. In the operation of the property, designee shall take those actions reasonably necessary to maximize the security and life safety of the occupants consistent with accepted standards of the industry.

- V. Conflict of Interest
Each designee shall fully disclose to the client any known conflict of interest between (a) the client; client's employees; suppliers; and other related parties, and (b) the owner; manager; or their employees arising prior to the engagement of management services. Each designee shall use every reasonable means to resolve such conflicts. No designee shall permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.
- VI. Confidentiality
Each designee shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.
- VII. Fair Dealing
Each designee shall endeavor to deal fairly with his or her clients, tenants, competitors, vendors, employer, and employees. No designee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- VIII. Records Management
Each designee shall maintain complete and accurate records compiled in accordance with generally accepted procedures and provide them to the client or employer with comment on a regular basis. In addition, each designee shall control the funds and property entrusted to the designee in such a way as to protect the client and client's assets from any reasonably foreseeable losses.
- IX. Continuing Education
Each designee shall endeavor to remain knowledgeable in the subject material of his or her designation by taking courses and seminars offered by BOMI International and others, reading industry periodicals, and consulting and sharing information within the industry network in the designee's area.
- X. Compliance with Laws
Each designee shall comply with all National, State and Provincial, and Local (Municipal) laws and regulations, as well as any human rights statutes concerning the properties managed, apprising property owners as appropriate.