Business Research and Service Institute LLC	**S T A N D A R D O P E R A T I N G P R O C E D U R E**	BRASI Policies and Procedures
	CSICOM Exam Instructions for Candidates	Document # 08 Version 20160929

1   Background and Purpose

CISCOM – Certificate in Supply Chain & Operations Management – is accredited by the American National Standards Institute (ANSI). The CISCOM exam is held online globally, thus ensuring consistency and high quality in accordance with the ANSI Standard.

This document outlines the guidelines for taking the exam.

2   Eligibility

The following criteria must be met by the candidate in order to take the CISCOM Exam:

2.1   Take the CISCOM Training Course and attend a minimum of two-thirds of the total sessions.

2.2   Submit the module assignments as outlined in the program.

3   Equipment and Technology

3.1   Computer with high speed internet connection and web cam is required.

3.2   Web-cam must be switched on and kept on during the entire duration of the exam.

3.3   Candidates are advised to use a quiet and secluded room or area in order to avoid disturbance or distraction.

3.4   Use of calculators or scratch pads is allowed. However, the use of books, soft files, internet, personal contact or other resources is not allowed.

4   Exam Parameters

4.1   The CISCOM exam consists of 120 Multiple Choice Questions. The passing score for the exam is 70%.

4.2   There is no negative marking, therefore, it is advisable to answer all of the questions.

5 Procedure

5.1   Candidates will receive an exam invitation, similar to the webinar invitations used for online training, one week prior to the exam date.

5.2   Candidates should log in to the webinar using the link provided in the e-mail invitation. The proctor will provide further instructions.

5.3   Candidates must open two browsers: one is needed to connect to the webinar with their web cam open, and the second browser for accessing the exam.

5.4   All participants will be un-muted at the start of the webinar and muted once the exam begins. The chat box may be used to contact the proctor for the purpose of clarification or inquiries.

5.5   Upon accessing the exam, the candidate must provide information in the header fields before proceeding to the remainder of the exam.

5.6   The clock starts once the exam is accessed. Candidates are allowed to take one or two short breaks, however, the clock will continue to time the exam.

5.7   The exam is closed by either clicking on the 'Submit' button, or will lapse of the allowed time, whichever occurs first.

5.8   The exam cannot be opened once it is submitted or closed.

5.9   Result of the exam is displayed immediately upon submission or time out.

5.10   A retake is allowed at no additional cost, in case of unsuccessful first attempt. Course instructor can be contacted in this regard.

5.11   Any complaints or appeals are handled as per BRASI policies and procedures   available on BRASI website: www.brasi.org.

6 Some useful tips

6.1   Answer all questions in a flow, without stalling for too long on any question.

6.2   Unanswered questions can be answered at any time during the exam, and answers can be changed as many times as needed before final submission of the exam.

6.3   Once most of the questions have been answered in the first flow, return to the unanswered questions, being mindful of the time and unanswered questions remaining.

6.4   Use the process of elimination. When answering a multiple choice question, identity if there are any obviously incorrect options. Eliminate the outliers from your review and focus on the remaining options. This strategy will save time and improve the chance of picking the correct answer.

6.5   Beware of negative-phrased questions, such as, "What in NOT a ….". In such examples, you must select your answer accordingly.

6.6   Identify key words and phrases in the questions, as these help in differentiating the correct answer from seemingly correct options.

6.7   If any questions are unclear of if you find any errors – please consult the proctor using the chat box.

6.8   Module quizzes are similar to the CISCOM exam and provide practice. Attempt the quizzes as many times as necessary in order to obtain an above passing score.

References:
BRASI Business Policies and Procedures
CISCOM Certificate Program Plan