

## Frequently Asked Questions - CEdMA Certified Technical Training Manager Exam

### How much is the exam fee and cost to retake exams?

CEdMA certification exam pricing effective January 1, 2020:

- The CEdMA Certified Technical Training Manager exam is \$295
- Any vouchers expire after 12 months

### Online Proctored Exam Troubleshooting Tips

1. **Internet speeds.** Testers must have a minimum of 1mbps upload and download with a ping of 200ms or less. If testers have internet speeds worse there will be issues launching the exam.
2. **Contact the Kryterion support team** at any point if there are any issues launching or taking your online proctored exam. This includes enrollment and launching issues.

#### **Live Chat:**

<https://www.kryteriononline.com/test-taker/online-proctoring-support>

#### **Phone:**

1-877-313-2008 (U.S.) or +001-602-659-4679 (International)

#### **Email:**

[support@kryteriononline.com](mailto:support@kryteriononline.com)

3. **Make sure enrollment and authentication photos are taken in a clear well-lit environment.** The testers face should be clearly visible and looking into the camera.

### I booked the online proctored exam delivery and I meant to book the onsite proctored delivery . Can I change it?

You will need to cancel the exam at least 72 hours before it is scheduled and then book the onsite exam.

### Is there any extra guidance for taking an online proctored exam?

You will need an external web camera to take the test remotely. Get your system set up 72 hours before the test time.

Your test time is based on your location in your Kryterion profile. Please make sure that your location is correct in your Kryterion test profile.

Find a quiet place where no one else will enter the room. The exam will be stopped if others are seen in the room. The test will also be stopped if you leave the room or go out of the view of the camera. The remote proctor may also interrupt the exam if they see other actions taking place outside normal test-taking activities.

For online proctored testing support, please go to: [Online Proctoring Support](#).

[See a blog from a test taker](#) on how to take an online proctored exam with step by step instructions.

### Can I take study materials into the exam with me?

No study materials are allowed during the exam.

### What resources are available to help me prepare for the exam?

Please review the information in the Certification website <https://cedma.org/certification>.

Article: [Get the most out of studying up for your next certification exam](#)

This article focuses on the methods one can use to prepare for a certification exam.

### **Which question types are on the test?**

The exams are made up of multiple choice questions and include both single answer and multiple answer questions. In the case of a multiple answer question, the number of answers required will be indicated in the question.

### **Is there a non-disclosure agreement associated with the exam?**

Yes, before attempting an exam, you must agree to the terms of the non-disclosure agreement (NDA).

### **Where do I find detailed information about exam scheduling, cancellation, and test center regulations and information on how to schedule an on-line proctored exam or if there are any issues with taking an on-line exam?**

Kryterion provides you with service through either their website or their full-service call centers. All the information you need to plan your exam appointment is available on their website at [kryteriononline.com/test-taker/testing-center-support](https://kryteriononline.com/test-taker/testing-center-support), or by calling the Kryterion Support Team at 800-403-6199 or 602-281-3591, or sending an email to [ktnsupport@kryteriononline.com](mailto:ktnsupport@kryteriononline.com). You can register to take a certification exam at [webassessor.com/cedma](https://webassessor.com/cedma)

For on-line proctored testing support, please go to: [Online Proctoring Support](#). There is a LIVE CHAT box at the bottom of this web site.

To see a blog from a test taker on how to take an online proctored exam with step by step instructions, please click [here](#).

### **What identification is required onsite at the testing center?**

Two forms of identification are required at the Testing Center, which the proctor verifies and records. The Kryterion Certified Proctor (KCP) will provide you with documentation about preparing for your test session while your workstation is prepared in the testing room. For more information and instructions for taking your exam, please go to [kryteriononline.com/test-taker/testing-center-support](https://kryteriononline.com/test-taker/testing-center-support).

### **Where can I take a certification exam and how do I register?**

The exam is offered worldwide through Kryterion testing centers and You can take the exams remotely using online proctored technology. For more information regarding the online proctored delivery, go to <https://www.kryteriononline.com/test-taker/online-proctoring-support>.

### **What is the policy regarding Certification Badge Use Rules & Regulations?**

#### **RIGHT TO USE LOGO AND DESIGNATION**

1. License. Subject to your compliance with the terms and conditions of this Agreement, upon your successful completion of the Certification Requirements for a credential, CEdMA grants you a non-exclusive, non-transferable, non-assignable, royalty-free license to use the Logo and Designation associated with the credential for which you are Certified solely in connection with publicizing that you

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have met and continue to meet all Certification Requirements for that credential only as long as you maintain Certified status in relation to the relevant credential.

2. Limitations on Use. You agree not to use the Designation or Logo in a manner that (a) damages or infringes CEdMA's rights in the Designation or Logo, (b) reflects negatively on CEdMA or otherwise injures CEdMA's reputation, (c) misrepresents your relationship with CEdMA or gives the impression that CEdMA endorses or recommends your business or services, or (d) gives the impression that the Designation or Logo applies to your employer or to any other individual other than yourself.

3. Compliance with Guidelines. You agree that you shall use only CEdMA -supplied Logo artwork and that your reproduction and use of the Designation and Logo shall be in strict compliance with the Usage Guidelines which shall be made available to you upon your Certification. Upon request, you agree to promptly provide CEdMA with representative examples of your materials using the Designation or Logo.

4. Reservation of Rights. You acknowledge the value of the goodwill associated with the Designation and Logo and acknowledge that such goodwill exclusively inures to the benefit of and belongs to CEdMA. CEdMA retains all rights not expressly conveyed to you by this Agreement, and shall have the right to grant licenses to others to use the Designation and Logo.

5. Protection of Mark. If necessary to aid CEdMA in the protection of CEdMA's rights in or to a Designation or Logo, you agree to provide reasonable cooperation and assistance to CEdMA.

6. No Challenge of Rights. You agree not to challenge, interfere with, or bring any kind of action or legal or administrative proceeding in relation to the rights and title of CEdMA in or to any Designation or Logo.

7. No Unauthorized Use, Registration. You agree not to use any Designation or Logo except as specifically authorized under this Agreement, not to file any application to register, in any class and in any country, any trademark or service mark for any Designation or Logo or any other mark confusingly similar to any Designation or Logo. You agree to immediately cease all use of all Logos and Designations upon the termination of this Agreement.

### **My exam is showing the wrong time zone so I am not sure when to attend. What should I do?**

Go into your Kryterion account and make sure the *Country* and *Province* are correctly selected. Make the necessary changes and the time zone will automatically change to reflect your selected location.

### **Will the exams be available to take remotely? What is needed to take an exam remotely? Do I need an external camera?**

Yes. The exam can be taken remotely as online-proctored exams.

**You will need to have an external web camera** and there are instructions for the set-up. To see a blog from a test taker on how to take an online proctored exam with step by step instructions, please click [here](#). For more information regarding online-proctored exams, please go to [Online Proctored Support](#).

### **Where can I find general information regarding certification requirements and test information?**

You can find information on the CEdMA web site <https://cedma.org/certification>.

**What is the passing score for the exam, how many questions are there?**

60% or higher \*

60 questions

\* This is subject to change

**How long does each test take to complete?**

Each exam is 90 minutes\*.

\* This is subject to change

- Plan to arrive 15 minutes prior to your scheduled exam time to check in, review the NDA, and be seated and ready to start your exam at your scheduled exam time.
- For remote on-line proctored testing, please have your computer and external camera set up 48 hours prior to your scheduled exam. For more information on how to set up for your exam with step by step instructions, please go to this [blog](#) by a recent test taker.

**Do I get a hardcopy certification certificate in the mail? Do I get a digital badge?**

We do not mail hard copy certificates. You will be sent digital badge information to the email address in your Kryterion CEdMA account.

**How long do you have to wait before retaking an exam?**

These times are subject to change and you can retake an exam up to a maximum of 5 times.

Second Registration after 7 day(s),

Third Registration after 14 day(s)

Fourth Registration after 21 day(s)

Fifth Registration after 30 day(s)

**Can I find out what answers I got wrong on the exam?**

We do not send out exam questions and/or answers information as a matter of test security, and we need to protect the integrity of the CEdMA examination and certification process.

Please use the exam results you received via email to focus your studies on those areas where you needed to achieve a higher score.

The results sent to you have the percentage correct for each topic area.

**How long is my certification valid?**

There is no expiration on a certification. The digital badge will show the date of achievement.

**How long must I wait before receiving my results?**

You will receive your results immediately upon completing the exam.

**Who created the exam?**

Several subject matter experts, all CEdMA members, wrote the exam questions under the guidance and facilitation of Peter Manijak (CEdMA Certification Chair 2014-Present). The core test item writers were:

Mike Dowsey, Philip Bourne, Paul Thompson, Colin Bailey, Simon Maskrey, Paras Sood, Peter Manijak.