

## **Terms and Conditions for Participation SAP User Certification Program**

### **1. REGULATIONS**

1.1. SAP Training and Adoption offerings may include one or several attempts to participate in an exam.

1.2. A one or multi-attempt certification subscription will be valid for twelve months from date of purchase with SAP.

1.3. One or multi-attempt certification subscriptions are non-refundable once purchased and cannot be transferred to another User ID.

1.4 Admission to the certification exam is at SAP's sole discretion.

1.5. Candidates need to have a valid exam attempt.

### **2. EXAMS**

2.1. SAP will define and publish the scope to be covered by each exam, the format and duration of the exam, which are subject to change by SAP without notice.

2.2. For certain SAP User Certifications, candidates may be required to complete assessments after the initial exam to keep the SAP User Certification valid.

2.3. SAP reserves the right to limit in time the validity of a certification. The validity of a certification expires not later than the time at which SAP officially ends support of the release in question.

2.4. SAP will define at SAP's discretion the releases for which exams will be offered and their validity in time.

### **3. EXAM RULES**

3.1. Each candidate must produce an official valid identification document with photo to the proctor before the proctor allows the candidate to start the exam. For candidates proctored remotely a second identification document might be required.

3.2. The candidate must complete the exam alone and independently. No extra help of any kind is allowed.

3.3. The time available to candidates to complete the exam is limited and can be not interrupted.

3.4. Candidates must follow the proctor's instructions.

3.5. The exam questions and tasks are protected by copyright and must not be written down, copied, or otherwise reproduced in whole or in part or made available to others in any form.

3.6. If a candidate disturbs the exam or breaks any exam rule that candidate will be excluded from the exam immediately.

### **4. ASSESSMENT AND EXAM RESULTS**

4.1. The exam is assessed blind in accordance with general rules defined by SAP.

4.2. Candidates are informed of their exam result shortly after submitting their completed exam.

4.3. For all new and updated certifications, successful candidates can download the certificate in PDF format in the SAP User Certification platform.

4.4. Candidates wishing to appeal their exam result must lodge their appeal with SAP and the People to Work partner in writing within three months after receipt of their exam result. The appeal has to contain the username of the candidate, the exam event date, People to Work partner name and a detailed reason for the appeal. SAP will not review appeals lodged after such time.

4.5. SAP will retain the exam results in a database following completion of the exam, in order to be able to ascertain, if necessary, what certification a candidate holds and whether a candidate can be admitted to other exams. SAP may also use the data held to provide targeted information to certified candidates.

## **5. RE-TAKE**

5.1. Unsuccessful candidates may re-take the same exam subject to the limits below.

5.2. A candidate who has failed an exam three times for the same version may not attempt that exam version again.

5.3. Certified candidates cannot re-take an exam version for which they have been certified already.

## **6. INFRINGEMENTS OF THE EXAM RULES**

6.1. In the event of a serious infringement of the exam rules, all SAP User Certifications that a candidate has previously been awarded will be invalidated and the candidate will be excluded from further exams. A candidate must return all certifications to SAP without delay. Certifications will be revoked.

6.2. In the event of a minor infringement of the exam rules the exam will be assessed as a "fail". The candidate may re-take in accordance with the rules for re-take.

6.3. Any infringement of copyright or other unlawful harm to SAP will be treated as a serious infringement of the exam rules.

6.4. SAP will have proper regard to its duty of fairness in deciding whether an infringement is serious or minor. The candidate concerned will receive a written notification.

## **7. EXCLUSION OF OTHER TERMS**

These Conditions can only be amended by SAP and SAP's failure expressly to reject a proposed change or addition will not be construed as SAP's acceptance of the change or addition.