

1. How are certifications achieved?

This depends on the certification you are seeking.

The iRise Modeler Certification is achieved by passing a 1-hour online exam. After your registration and payment have been processed, you will receive email notification that you have been scheduled for the exam. You will have 30 days to take the exam, starting from the date your exam was scheduled. You will be allowed two attempts to pass the exam during this time.

The iRise Expert Certification is achieved by passing a proctored private or public exam. Private exams are hosted at a location designated by the hosting company. Public exams are hosted at various locations throughout the United States as scheduled by iRise.

2. How do I purchase certifications?

Individuals can purchase public exams (including online exams) on the iRise website by clicking the registration link next to the desired certification exam and following the instructions. For a list of currently available public exams, please visit <http://www.irise.com/services/registration>.

Companies can purchase public exams (including online exams) by contacting their assigned account representative or by contacting Education Services at education@irise.com.

Private exams (including online exams) can be purchased by contacting your assigned account representative or by contacting Education Services at education@irise.com.

3. How do I pay for certifications?

For public exams purchased by an individual, participants can pay in advance by Visa, Master Card, or PayPal.

For public exams purchased by a company and for private exams, companies can pay by Visa, Master Card, EFT, purchase order and/or check, pursuant to the executed agreement by and between iRise and the hosting company.

4. How do I confirm participation?

For public exams purchased by an individual, participation is confirmed via e-mail to the participant upon receipt of payment by iRise. If participants do not receive confirmation at least three (3) days prior to the scheduled date of a proctored exam or within three (3) days of submitting payment for an online exam, please contact Education Services at education@irise.com.

For public exams purchased by a company and for private exams, the purchase is confirmed upon execution of the agreement by and between the hosting company and iRise. Please check with the hosting company representative for details.

5. Will I receive a receipt?

For public exams purchased by an individual, the confirmation e-mail is the receipt. If participants do not receive a confirmation e-mail at least three (3) days prior to the scheduled date of a proctored exam or within three (3) days of submitting payment for an online exam, please contact Education Services at education@irise.com.

For public exams purchased by a company and for private exams, the agreement by and between iRise and the hosting company is the receipt.

6. What time do exams start and end?

Public proctored exams start at 7:00 AM and end at 9:00 AM or start at 5:00 PM and end at 7:00 PM local time, unless otherwise communicated by iRise. Additional details will be provided with registration confirmation.

Private proctored exams generally start and end at the same time as public proctored exams. Please check with the hosting company representative for details.

Public and private online exams can be taken at a time and place of your choosing (or that of the hosting company); however, a reliable Internet connection and an environment free from distractions are strongly recommended.

7. Can participants be substituted?

For public proctored exams, participants can be substituted only if the company or the individual that paid for the exam contacts Education Services at education@irise.com at least three (3) calendar days prior to the scheduled start date of the exam.

For private proctored exams, participants can be substituted subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which may limit such substitutions. Please check with the hosting company representative for details.

For online exams (both public and private), participants can be substituted only if the company or the individual that paid for the exam contacts Education Services before the original registrant attempts the exam. Launching the exam in a web browser is considered an attempt whether or not the participant submits the exam for scoring.

8. Can participants be added?

For public proctored exams, participants can be added only if a seat is available and purchased as described herein at least three (3) calendar days prior to the scheduled start date of the exam.

For private proctored exams, participants can be added subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which may limit such additions. Please check with the hosting company representative for details.

For online exams (both public and private), participants can only be added by purchasing additional exams.

9. Can participants be canceled?

For public proctored exams, participants can be canceled only if the company or the individual that paid for the exam contacts Education Services at education@irise.com at least fourteen (14) calendar days prior to the scheduled start date of the exam.

For public online exams purchased by an individual, participants can be canceled only if the individual that paid for the exam contacts Education Services before the participant attempts the exam. Launching the exam in a web browser is considered an attempt whether or not the participant submits the exam for scoring.

In either case, the company or the individual that paid for the exam will be given the option to receive a refund or a credit towards a future public or online exam. Refunds will be paid to the company or the individual that paid for the exam within thirty (30) calendar days from the scheduled start date of the exam. Credits must be applied to a public or online exam scheduled within one (1) calendar year from the scheduled start date of the exam. No refunds or credits will be provided if participants attend all or part of the exam, or if an individual's attempt to cancel does not meet the notification requirements described above.

For public online exams purchased by a company and for private exams (both online and proctored), participants can be canceled subject to the discretion and direction of the hosting company and the agreement by and between iRise and the hosting company which may limit such cancellations. Please check with the hosting company representative for details.

10. Can exams be canceled or rescheduled?

If a public exam needs to be canceled/rescheduled for any reason, iRise can cancel/reschedule the exam by providing written notice to participants via e-mail (usually seven (7) calendar days) prior to the scheduled start date of the exam. The company or the individual that paid for the exam will be given the option to receive a refund or a credit towards a future public exam. Refunds will be paid to the company or the individual that paid for the exam within thirty (30) calendar days from the scheduled start date of the exam. Credits must be applied to a public exam scheduled within one (1) calendar year from the scheduled start date of the exam. In no event will iRise reimburse, credit, pay or otherwise be liable for any special, direct, or indirect loss, cost, damages, claims or expenses, including, without limitation travel and travel related expenses, incurred by the participant, the company or the individual that paid for the exam, or any other party for canceling/rescheduling exams at any time and for any reason. For this reason, iRise does not recommend the purchase of non-refundable travel or lodging to participate in public exams.

If a private exam needs to be canceled or rescheduled by either party for any reason, iRise or the hosting company can cancel/reschedule the exam subject to the agreement by and between iRise and the hosting company, which may limit such cancellations/rescheduling. Please check with the hosting company representative for details.

11. What are the system requirements for the online exam?

The only system requirements for taking the online exam are a reliable Internet connection and a modern web browser. Although most web browsers are supported, we strongly recommend that you use Internet Explorer 7 or 8 on a computer using Windows XP, Vista or 7. While other browsers will work (including IE9), the user experience with these

browsers is greatly diminished.

Safari 3 and Firefox 3 are the only supported browsers for Mac users.

For more information about the online testing environment, please view [this help page](#).

12. What do I need to bring to a proctored exam?

For public exams, iRise provides all facilities, equipment, hardware, software, the proctor and materials. Participants do not need to bring anything.

For private exams, iRise provides only the proctor and materials. The hosting company is responsible for providing all hardware (i.e. desktops or laptops) and software (i.e. iRise) for the exam. Participants may be asked by the hosting company to install and configure the software on their laptops prior to the exam and bring their laptops to the exam. Please check with the hosting company representative for details.

13. Are meals and snacks provided?

iRise provides drinks and snacks only for public exams. iRise does not provide meals (breakfast, lunch, and dinner) for public or private exams. The hosting company is responsible for providing drinks, snacks and/or meals for private exams. Please check with the hosting company representative for details.

14. Are travel and lodging provided?

The hosting company or the individual is responsible for arranging and paying for all travel and lodging to participate in public exams or private exams. iRise does not arrange or pay for travel or lodging for public exams or private exams. Please check with the hosting company representative for details.

15. What should I wear?

iRise does not define or enforce dress codes for public exams or private exams. Participants are encouraged to dress comfortably for public exams. The hosting company is responsible for defining and enforcing dress codes for private exams. Please check with the hosting company representative for details.

16. What will be covered?

Please see the certification descriptions for details. You can also visit the [Certification page](#) on iRise.com to download and review the Certification Study Guide for the exam you plan to take.

17. How do I prepare?

Please see the certification descriptions for prerequisites. Participants are encouraged to refer to their training materials as well as the Certification Study Guide to study for the exam. For the iRise Certified Modeler exam, we have also provided an [online pre-test](#) that will enable you to gauge your preparedness for the exam. For all iRise certifications, an appropriate level of project experience is strongly recommended and should be considered a key component of your preparation for an exam.

18. Will I be certified after I take the exam?

Participants must attain a minimum score to pass the exam and to be certified. Participants that do not meet the minimum score will not pass the exam and will not be certified.

19. When will I know if I passed or failed the exam?

For the online exam, you will be provided with your score and results immediately after submitting your final answers.

For proctored exams, participants will be informed if they passed or failed the exam via e-mail no later than three (3) days after taking the exam.

Participants who pass any exam will receive an official certificate in the mail no later than two (2) weeks after taking the exam. If participants do not receive notification of pass or fail or certificates within these periods, please contact Education Services at education@irise.com.

20. If I fail the exam, when can I retake the exam?

For online exams, participants are allowed two attempts to pass the exam, both of which must be completed within 30 days of being scheduled for the exam. If both attempts are unsuccessful, participants can register again at any time at their own discretion. No discounts will be provided for subsequent registrations.

For proctored exams, participants can retake the exam as soon as another exam is available. There is no discount or special price for retaking the exam. Consequently, participants are encouraged to prepare to pass the exam the first time.

21. If I fail the exam, how many times can I retake the exam?

Participants can retake the exam as many times as needed to pass the exam and become certified. There is no discount or special price for retaking the exam. Consequently, participants are encouraged to prepare to pass the exam the first time.

22. What is my certification valid for?

Since the knowledge, skills, and experience required to become certified in a particular product or service can vary based not only on the specific product or service, but also on the specific version of such product or service, certifications are only valid for the product, service, and/or version specifically identified on the certificate. For example, an individual that is certified as a modeler on iRise 7 is not certified as a modeler on iRise 8 or as a trainer on iRise 7.

23. How long does my certification remain valid?

Certifications remain valid as long as the products, services, and versions specifically identified on the certificate are in use by the market. For example, if an individual is certified as a modeler on iRise 8, that certification remains valid as long as customers continue to use iRise 8, even though new versions of the product may be available.

24. How can I upgrade my certification?

Individuals seeking to upgrade their certifications can take the exam for the specific product, service, and/or version for which they are seeking the upgrade. iRise will publish certifications and exams for new products, services, and versions as soon as such certifications and exams are available.

25. How can current or prospective companies or customers confirm that I have a valid iRise certification?

All individuals certified by iRise receive a certificate signed by iRise validating such certification, as well as an official certification logo that can be added to email signatures or portfolios. iRise also maintains a database of individuals certified by iRise. Current or prospective companies and customers can confirm that an individual is certified by iRise by requesting verification from Education Services at education@irise.com.

26. What should I do if I believe someone falsely claims to have a valid iRise certification or is violating any other iRise Certification Policy?

To maintain the integrity of the iRise certification program, any individual that is believed to be falsely claiming to have a valid iRise certification or violating any other provision of the iRise Certification Policy should be reported immediately to Education Services at education@irise.com for investigation.

27. Can I get copies of the test to study for the exam?

To maintain the integrity of the iRise certification program, duplication and/or distribution of exam materials for purposes other than taking the exam, without prior written approval by iRise, is strictly prohibited. Participants are encouraged to refer to copies of their training materials as well as the Certification Study Guides and the Certified Modeler Pre-Test to study for the exam.

28. What recourse do I have if I believe a mistake was made in the scoring of my exam?

If you believe that your reported score does not accurately reflect your performance on any exam, notify Education Services at education@irise.com. Please be prepared to explain any discrepancies you feel occurred, including technical difficulties you may have experienced while taking the exam. We address all such inquiries on a case-by-case basis, and make no guarantees about their outcome.