



BOMI International Computer-Based Testing Learner Handbook

May 2018

BOMI International® Computer-Based Testing Student Handbook
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Information in this handbook represents current policies and procedures for the BOMI International designation and certificate program exams. As these are subject to change, information in this handbook supersedes information contained in any previously published information.

It is the responsibility of all BOMI International students to ensure they read this handbook thoroughly. Students can direct questions regarding the designation and certificate programs to service@bomi.org.

Table of Contents

Foreword	ii
CBT Quick Reference	1
The Exam	2
Exam Development.....	2
Exam Questions.....	2
Computer-Based Testing Format	3
Test Security	3
Scheduling the Exam.....	4
Eligibility Period.....	4
Fees.....	4
Scheduling the Exam Appointment	4
Confirm, Cancel, or Reschedule the Exam Appointment	5
Pearson VUE Hours of Operation.....	5
Special Needs	7
Accommodations for Students with Disabilities	7
Special Accommodations Submittal Process.....	7
Testing in a Foreign Language.....	7
Taking the Exam.....	8
Arrival Time.....	8
Failing to Appear for a Scheduled Exam Appointment.....	8
Inclement Weather or Other Emergencies.....	9
Identification Requirements.....	9
Biometrics	10
Candidate Rules Agreement/Professional Examination Rules	10
Test Center Regulations.....	10
Test Center Procedures	11
Exam Format and Timing	11
Non-Disclosure Agreement and Code of Professional Ethics and Conduct	12
Grounds for Dismissal from the Test Center.....	12
After the Exam	13
Exam Scoring.....	13
Passing the Exam	13
Failing the Exam	13
Exam Statistics	13
Student Confidentiality	13
Exam Content Comments/Feedback.....	13
Contact Information	15
Appendices.....	16
Appendix 1: BOMI International Designation and Certificate Programs	16
Appendix 2: Designation Maintenance	17
Appendix 3: Test Security	18
Appendix 4: BOMI International Code of Professional Ethics and Conduct	19

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 [High-Performance Sustainable Buildings](#) (BOMI-HP®), the [Real Property Administrator](#) (RPA®), the [Facilities Management Administrator](#) (FMA®), the [Systems Maintenance Administrator](#) (SMA®), and the [Systems Maintenance Technician](#) (SMT®). More than 26,000 building professionals hold one or more BOMI International designations, and over 84,000 students have turned to BOMI International for premier education and training. For more information, visit www.bomi.org.

Statement of Nondiscrimination

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

CBT Quick Reference

- All BOMI International designation and certificate program exams, except for Ethics Is Good Business® ShortCourse™ (Ethics), are fulfilled through computer-based testing. The Ethics exam will be completed online through BOMI International's learning management system.
- Sample exam questions are included on page 2 of this handbook.
- For a list of Pearson VUE Test Centers, visit: www.pearsonvue.com/bomi.
- The course registration fee provides for one testing session during the Eligibility Period.
- To ensure you are able to select your preferred Test Center and exam appointment date and time, schedule your exam appointment as soon as possible.
- Do **not** call or e-mail BOMI International to confirm, cancel, or reschedule your exam appointment. Cancel or reschedule all appointments through www.pearsonvue.com/bomi, or by calling 866-998-2664 one full business day before your exam appointment.
- Plan to arrive at the Test Center 15-30 minutes before your scheduled appointment to complete the required check-in process before testing begins.
- You will be required to leave your personal belongings in a locker or other secure location.
- Have correct identification ready at the Test Center. The name on your ID must exactly match the name you provided when you registered for the course (see pages 9-13).
- At the Test Center, **do not click Finish** if you have not completed the exam and you are reviewing questions. Clicking Finish will exit you from the exam and you will not be able to get back in.
- Unanswered exam questions will be scored as incorrect when time expires.
- You will receive an unofficial score report at the Test Center after your exam session is complete.
- To update your contact information on BOMI International's website click [here](#). In Canada, contact BOMI Canada at info@bomicanada.com or call 888-821-9319.
- A complete set of [Frequently Asked Questions](#) (FAQs) are available for your reference.
- If you have questions or comments, contact a Customer Representative at service@bomi.org or call 800-235-2664 or 410-974-1410. In Canada, contact BOMI Canada at info@bomicanada.com or call 1-888-821-9319.

The Exam

Exam Development

Final exam items are based on content presented in the BOMI coursebooks and are aligned with course learning objectives as defined by industry subject matter experts. All final exam questions are multiple choice and in some instances have diagrams or reference visuals related to the concept presented for reference. Course exams:

- Are developed by instructional designers and educational psychologists
- Are reviewed and validated by industry subject matter experts
- Are referenced to current course materials produced by BOMI International

Exam Questions

Exam question types are knowledge-based or case-focused. Sample exam questions representing each of these styles are provided here:

Sample knowledge based question:

Q. As part of an economic feasibility study, which evaluation approach analyzes all current and future financial implications of a capital project?

- A. systems approach
- B. life cycle costing
- C. pay-back evaluation
- D. cost-benefit analysis

Sample knowledge-based question:

Q. A project manager is determining the sum of all the costs associated with the proposed building retrofit, such as acquisition, installation, operation, maintenance, refurbishment, and disposal. This project manager is involved in _____.

- A. cost-benefit analysis
- B. cash flow calculation
- C. capital investment
- D. life cycle costing

Sample case-based question

A seasoned professional, Dora has recently been hired to serve as facilities manager at the Downtown Skyscraper Building (DSB). The DSB is a mid-sized office tower with a varied list of tenants. As it was built 20 years ago, its systems are original, and the outdated operations and maintenance strategies have kept LEED certification out of reach. Management is aware of the need to gain such certification, not only to retain current tenants and attract new ones, but also to realize savings on the operation and management of the building. Dora will seek to monitor and optimize systems operations to ensure high-performance and to obtain a LEED credential for the building.

Q. Dora has available to her a variety of energy use metrics. One that she is looking at is natural gas consumption, which is measured in:

- A. kW.
- B. kWh.
- C. kBtu.
- D. therms.

Computer-Based Testing Format

Before beginning the exam, you will have the option to take a short tutorial to familiarize yourself with the computer testing environment. You will have ten (10) minutes to spend on this tutorial. This time will **not** be deducted from the 2 hours you are allotted to complete the exam. Test Center proctors are available to answer questions you may have about the computer-based testing system, but are unable to answer questions about the content of the exam itself. If you leave the exam session, the session cannot be restarted so be prepared to sit for the full exam session.

During the computer-based testing experience, exam questions and answer options are displayed on screen one by one. The computer records your responses and shows you your available time for exam completion. When taking the exam, you are able to change your answers, skip questions and flag questions for later review. All unanswered questions will be marked as incorrect when your time expires if you have not selected an answer. Once you submit your exam, it will be scored and you will be provided with your unofficial results before leaving the Test Center. Official results will be provided by BOMI post your testing experience.

Test Security

To ensure the integrity of the BOMI International designation and certificate programs, specific measures are enforced during the administration of your exam. Prior to taking the exam, you will be required to accept a [Non-Disclosure Agreement](#), which prohibits any disclosure of exam content. Failure to comply with this agreement will prevent you from testing.

- 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

Students have a six-month eligibility period to schedule and take their exam. For all self-study students, the eligibility period begins on the date of registration; for classroom students, the eligibility period begins as of the first day of class. If a student does not take the exam within this period, the student must pay an Exam Administration Fee to begin a new six-month eligibility period.

Upon receipt of the course registration fee, BOMI International will notify Pearson VUE that the student is eligible to schedule an exam appointment. Students will receive an Eligibility Letter, via e-mail or mail, from BOMI International providing notification of the student's eligibility period and instructions on how to schedule the exam appointment. This communication will include the student name, eligibility ID, course name, and eligibility start and end dates.

Fees

A portion of the registration fee covers the costs of Test Center coordination and staffing, exam development, review, production and scoring. BOMI International accepts check, credit card, and Purchase Order payment methods. If the eligibility period expires without taking the exam, students incur an Exam Administration Fee for an additional six-month eligibility period.

Scheduling the Exam Appointment

The exams are computer-based and offered at more than 300 Pearson VUE owned and/or authorized Test Centers in the US and Canada, and at more Test Centers in countries around the world. Appointments are scheduled on a first-come, first-served basis. Follow these steps to schedule your exam:

- I. To schedule an exam appointment, go to www.pearsonvue.com/bomi. Enter your Eligibility ID to proceed with selecting a Test Center, and scheduling a date and time*. When the exam appointment is scheduled, a confirmation number will appear on the screen.

Students in the US, Canada, and Bermuda who prefer to schedule an exam appointment by telephone may contact Pearson VUE's Call Center at 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, except local holidays. Information can always be found on Pearson VUE's website including Call Center information in other regions at www.pearsonvue.com/bomi.

- * Please note, students 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 scheduling. This allows Pearson VUE to ensure that test results are associated with the appropriate student profile. The waiting period allows Pearson VUE to avoid creating duplicate profiles within the database. Many username and password requests are fulfilled instantly and most are processed within a few hours. However, there are instances when additional time is needed to properly create a test taker profile.

- II. After the exam appointment is scheduled, you will receive a follow-up confirmation communication. This communication is distributed by Pearson VUE via e-mail if a valid e-mail address is available. A confirmation communication will be distributed via mail for students without a valid e-mail address if the appointment is scheduled for a date more than three days later. BOMI International highly recommends if you do not receive a confirmation e-mail or mail from Pearson VUE, log on to the website to confirm the appointment is listed in your profile. If you have difficulty confirming your appointment, please contact Pearson VUE at 866-998-2664.

Confirm, Cancel, or Reschedule the Exam Appointment

You can confirm, cancel, or reschedule your exam appointment through any one of these methods:

- Visit www.pearsonvue.com/bomi anytime and follow the on-screen instructions (recommended).
- Call 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, closed on local holidays.

To change or cancel your reservation, you must do so through Pearson VUE at least one full business day in advance of your scheduled exam appointment. Please refer to the chart below for deadlines via the call center and Pearson VUE’s website. If you cancel or reschedule less than one full business day before your scheduled appointment, the eligibility will be forfeited. In addition, an exam administration fee must be paid prior to scheduling a new appointment. Leaving a message on the local Test Center’s answering machine is NOT an acceptable method of canceling/rescheduling your appointment. To reschedule or cancel your appointment, you will need to provide your name and the exam you are scheduled to take. If you do not receive a confirmation number from Pearson VUE, contact them immediately to confirm that your appointment has been successfully rescheduled.

Exam Appointment	Call Center Deadline	Web Deadline
Monday	Previous Friday	Previous Sunday
Tuesday	Previous Monday	Previous Monday
Wednesday	Previous Tuesday	Previous Tuesday
Thursday	Previous Wednesday	Previous Wednesday
Friday	Previous Thursday	Previous Thursday
Saturday	Previous Friday	Previous Friday
Sunday	Previous Friday	Previous Saturday

Pearson VUE Hours of Operation

Call Center

Students in the United States, Canada, and Bermuda may contact Pearson VUE’s Call Center 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 can always be obtained on Pearson VUE’s website, including Call Center information in other regions: www.pearsonvue.com/bomi.

E-mail

Students may contact a Pearson VUE agent in the Americas Region via e-mail by accessing www.pearsonvue.com/bomi and selecting Customer Service from the navigation menu on the right portion of your screen. Please note that you cannot schedule, reschedule, or cancel your appointment by e-mail. Allow three to four business days to receive a response. E-mail messages will be responded to during regular customer service hours: Monday-Friday, 7:00 am to 7:00 pm CT; closed on local holidays. For immediate assistance, please call Customer Service at 866-998-2664.

Live Chat

Live Chat with a Pearson VUE agent is available Monday-Friday, 8:00 am-5:00 pm CT. Please note that you cannot schedule, reschedule, or cancel your appointment by live chat. Please do not include any social security numbers and/or credit card information when chatting with one of the Live Chat agents.

Test Center Hours

BOMI International exams are administered internationally. In the United States, testing appointments are available Monday through Friday with Saturday appointments available in some locations, with the exception of national holidays or holiday weekends. Hours of operation vary from center to center. Weekend and evening hours are available at some locations. In the US, Pearson VUE Test Centers are generally closed in observance of the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day/Weekend
- Christmas Eve Day
- Christmas Day

For locations outside the United States, please refer to www.pearsonvue.com/bomi and select Customer Service from the navigation menu on the right portion of your screen for standard hours of operation and observed holidays.

Special Needs

Accommodations for Students with Disabilities

If you have a documented disability that would prevent you from taking a BOMI International exam under standard conditions, you may request a reasonable accommodation as required by law. Reasonable accommodations are granted to ensure that every student has the opportunity to test on a level field with other students, but not to provide any student with an unfair advantage over other students. 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 students 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

If you require special accommodations to sit for a BOMI International exam, you must indicate this at time of Course Registration, and you must provide a written request with corresponding documentation from your 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 you were last seen by your 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 your request. Once your request has been reviewed, an e-mail will be sent to you outlining the approved accommodation(s) and your Pearson VUE scheduling instructions. Accommodations for pre-existing exam appointments will require cancellation and rescheduling with the accommodation.

Testing in a Foreign Language

BOMI International offers exams in English. The use of translators is not permitted. Students are only allowed to bring a direct word-to-word translation dictionary into the testing room. The dictionary may 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

Arrival Time

It is recommended that you arrive at the Test Center 15 to 30 minutes prior to your scheduled exam appointment. This gives you adequate time to complete the necessary sign-in procedures. Students who arrive at the Test Center after their scheduled exam time may lose their reservation and be considered absent if the Test Center is unable to accommodate the student, and the policy for Failure to Appear for a Scheduled Exam will apply and the eligibility is thereby forfeited.

Your test session should begin within 15 to 30 minutes of your scheduled appointment. Should circumstances arise at the Test Center delaying your test session more than 30 minutes after your scheduled appointment time, you will be given the choice of waiting or you may reschedule your appointment.

Failing to Appear for a Scheduled Exam Appointment

If you fail to appear for an exam appointment that you were scheduled to attend, and you did not reschedule or cancel in accordance with the policy, you will forfeit the eligibility for that missed appointment. You will not be permitted to take future exams until an Exam Administration fee is paid to BOMI International. Refunds will not be given for exams not taken.

All students seeking excused absences based on an emergency situation must contact BOMI International at 800-235-2664 within ten (10) days of the original exam appointment. BOMI International will require that you fax documentation of the emergency to excuse the absence. Illness excuses must be written by the attending physician. Inclement weather is not acceptable as an excused absence unless the Test Center closes (see below). If, on the day of your exam, you are unable to attend the exam appointment for which you are scheduled, you may be excused without monetary penalty for the following reasons:

- Documented illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty; or
- Military duty

Examples of acceptable documentation for excused absences are listed below. This list is not exhaustive.

Illness: Doctor's note, emergency room admittance, etc.

- Must be signed by a licensed doctor
- Must include the date of the medical visit
- Must include contact information for the licensed doctor
- (Note: Does not need to give details of the illness or emergency, but if it does not, the doctor should at least indicate that the student should not test.)

Death in the Family: Death certificate or doctor's note

- Must be signed by a licensed doctor or mortician
- Must include the date
- Must include contact information for the doctor or mortician

Traffic Accident: Police report, receipt from the mechanic or towing company

- Must include the date
- Must include contact information

Court Appearance: Court or jury summons, subpoena

- Must include the date
- Must specifically name the student

Military Duty

- Must have the date
- Must specifically name the student

Inclement Weather or Other Emergencies

Test administration will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the Test Center inaccessible or unsafe, the test administration may be cancelled. In the event of Test Center closings due to inclement weather, students will be contacted by Pearson VUE to reschedule their exam appointment free of charge.

Identification Requirements

The Test Administrator will request two forms of original (no photo copies or digital) valid (unexpired) IDs from students; one form as a primary ID (name, recent recognizable photo and signature) and one form as a secondary ID (with name and signature, or name and recent recognizable photo). **The first and last names on each ID submitted must match the first and last names provided during course registration.** All IDs required must be issued from the country in which the student is testing. If the student does not have the qualifying primary ID from the country they are testing in, an international travel passport in roman characters from the country of citizenship is required along with a secondary ID. If both forms of the ID do not meet the requirements, **students will not be permitted to test and the eligibility will be forfeited.** Acceptable examples include:

Standard *Primary ID* (name, photo and signature required)

- Driver's License
- International Travel Passport
- Identification card (national/state/province identity card)
- Alien registration card (green card, permanent resident visa)
- Military IDs (including spouse and dependents)
- School ID
- Employer ID
- Professional License
- Bank
- Insurance Company
- Local language ID (not in Roman characters) accepted only if issued from the Country you are testing in.

Standard *Secondary IDs* (name and signature or name and photo required)

- Any ID containing at least name and signature, or name and recognizable photo that meets above ID requirements)

Additional ID Details:

- Expired forms of ID are not acceptable; unless accompanied by valid renewal papers
- European Union students testing within the EU zone, may also provide a valid, unexpired EU card.
- If a primary ID is missing a visible signature (or has an embedded signature), the student is allowed to test as long as the other requirements for primary and secondary IDs are met.

Biometrics

In the United States, Canada, and some International locations, students test at Pearson Professional Centers owned and operated by Pearson VUE. All Pearson Professional Centers collect biometric data including digital photo, digital palm vein scan, and digital signature according to applicable laws.

In addition to the Pearson Professional Centers, students in some Canadian and International locations may test at a Pearson VUE® Authorized Test Center. In these locations, biometric services may not be available.

Candidate Rules Agreement/Professional Examination Rules

Prior to beginning the testing session, each student will be required to agree to the [Candidate Rules Agreement](#) (Authorized Test Centers) or the [Professional Examination Rules](#) (Pearson Professional Centers).

Test Center Regulations

Nothing may be brought into the exam room with you. Small lockers are provided for students to secure purses, wallets, watches, keys, cellular telephones, 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.).

- No papers, books, food, beverages, bags (including pocketbooks and purses), or electronic devices are allowed in the exam room.
Note: An embedded standard calculator will be available for use during the exam. Students taking the Real Estate Investment and Finance exam may use a hand-held financial calculator that cannot be programmed in scientific mode. Use of programming cards that offer directions on using the calculator are not permitted. The models referenced in the student textbook include: HP10b, HP10bII, HP10bII+, HP12C, and HP19BII.
- Eating, drinking, and tobacco use are prohibited in the exam room.
- Unauthorized paper may not be brought into or removed from the exam room. Each student receives one erasable noteboard and marker to use as scratch paper during the exam.
- You may not leave the exam room during your exam without the test proctor's permission. If you leave the building during your exam, the test proctor may terminate your exam session.
- You must present your photo ID each time you enter the exam room.

Exception: Students are allowed to bring a translation dictionary into the testing room. 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. Only direct word-to-word dictionaries are allowed. The dictionary may not provide definitions to words. No electronic translation dictionaries are allowed.

Test Center Procedures

Laminated boards and markers and any other program specific exhibits or directions will be given to you prior to entering the exam room. The proctor will escort you to a workstation where a computer, monitor and mouse are ready for you to begin your exam. Your proctor ensures that the exam is ready and waiting for you to begin and can answer any other questions you may have about the computer-based testing system. You will be in a comfortable, distraction-free environment so you can focus on what you are there to do—perform your best on your exam.

You will be observed at all times while taking the exam. This may include direct observation by Test Center staff, as well as audio and video recording of your exam session. Your participation in irregular behavior in or around the Test Center during the exam may result in invalidation of the results of your exam, termination of your student status, civil liability, criminal prosecution, or other appropriate sanctions.

You must remain in your seat during the exam except when authorized to leave by Test Center staff. Raise your hand to notify Test Center staff if:

- You experience problems with your computer
- An error message appears on the computer screen (do not clear the message)
- You need a new erasable noteboard
- You need to take a break
- (Testing time will **not** be suspended and you will **not** be allowed access to any personal belongings.)
- You need the Test Center staff for any other reason

If a software or hardware problem occurs before or during the test, please wait to see if the Test Center administrator, with assistance from Pearson VUE technical support, can resolve the problem. In the event a computer must be restarted, the computer software has been designed to suspend testing time until the computer is operating again. If your exam cannot be administered because of technical difficulties, your exam will be rescheduled at your earliest convenience.

In the event that you encounter negative conditions at the Test Center such as HVAC failures, excessive noise, or technology malfunctions, we recommend that you immediately notify the proctor and request that the issue is documented in an Incident Report. In unlikely cases where such conditions may occur, it does not modify or change the required passing score.

Exam Format and Timing

BOMI International exams are designed to measure your skills and knowledge against criteria developed by subject matter experts. The exam is comprised of one-hundred (100) randomly delivered multiple choice questions that must be completed in two hours (2:00). Total seat time for the exam session will be two hours and 30 minutes (2:30) including an evaluation, acceptance of BOMI International's Non-Disclosure Agreement (NDA) and Code of Professional Ethics and Conduct, and a tutorial.

Total exam time is broken out as follows:

- 15 minute evaluation (required)
- 5 minute NDA and Code of Professional Ethics and Conduct approval (required)
- 10 minute tutorial (optional)
- 2 hour exam

Due to the length of the exam session, there is no scheduled break. Students may not access any personal belongings during *unscheduled* breaks.

Before starting the exam, you will have the option of taking a short tutorial to familiarize yourself with the computer testing environment. You will have ten (10) minutes to spend on this tutorial. This time will not be deducted from the time you are allotted to complete the exam. Test Center proctors are available to answer questions you may have about the computer-based testing system; however, they cannot answer questions about the content of the exam itself. BOMI International encourages students to participate in the tutorial in order to familiarize themselves with the exam format. Be aware that if a student exits the exam session, the session cannot be restarted.

Once your exam is completed, you will sign out of the Test Center and the erasable noteboard and marker will be collected by the Test Center administrator. At this time, you will receive an unofficial score report. An official score report in the form of an Exam Analysis, indicating your performance on each chapter, will be distributed by BOMI International after the results are received and any incident report is addressed.

Non-Disclosure Agreement and Code of Professional Ethics and Conduct

Prior to your exam appointment, please review BOMI International's [Non-Disclosure Agreement](#) (see Appendix 3) and [Code of Professional Ethics and Conduct](#) (Appendix 4). All students will be required to accept these agreements during the pre-test session in order to access the exam.

Grounds for Dismissal from the Test Center

Any student 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, 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:

- Communication with other examinees or with any outside source by way of telephone, personal computer, Internet, wireless device, or any other means during the course of the exam
- Use or suspected use of 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 textbooks, 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
- Failure to comply with the exam regulations of the test proctor
- 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 and confiscation of 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 student's report and Pearson VUE's report of the incident. To appeal BOMI International's ruling, send your formal appeal to BOMI International at service@bomi.org. At this stage, an Appeals Committee will review and make a final ruling on the case.

After the Exam

Exam Scoring

All students receive a chapter analysis as diagnostic information on their exam performance. All questions are graded by computer. You will receive on-screen notification of your unofficial score at the end of the exam and a printed unofficial score report upon departure from the Test Center. Pearson VUE is required to submit test results to BOMI International within 24 to 72 hours of test completion. BOMI International will distribute an official score report in the form of an Exam Analysis within five (5) business days of receiving the test results and reviewing the testing session data including any incident reports. **BOMI International cannot provide test results over the phone.**

Passing the Exam

If you receive a score of 70 or higher, you will receive course credit. You will receive an official score report in the form of an Exam Analysis, which will indicate your performance on each chapter. Upon completion of all designation requirements, graduates may use the designation on business cards and signatures.

Failing the Exam

If you receive a score of 69 or lower, you will be denied credit for the course. You will receive an official score report in the form of an Exam Analysis, which will indicate your performance on each chapter. To retake the exam, an exam administration fee must be paid prior to scheduling a new appointment.

Exam Statistics

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 officially released by BOMI International. Students' scores will always remain confidential unless released with written consent of a student.

Student Confidentiality

BOMI International recognizes your rights to control personal information and our policy is designed to safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, exam scores are released only to the test taker and authorized BOMI International staff.

Exam Content Comments/Feedback

During the exam and following completion of the exam, students may submit, in writing, comments on any question(s) they believe to contain technical or editorial errors. In your correspondence, please include your contact information, test date, and the specific concerns about the question. You are not allowed to copy the question before leaving the Test Center and are not expected to recreate the entire question in your correspondence. BOMI International will review the question and you will be notified of the findings. Because of the need for test security, BOMI International will not release exam questions or answers to students.

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 students 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 student performance. BOMI International does not change exam scores.

Contact Information

BOMI International

One Park Place
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Pearson VUE

5601 Green Valley Drive
Bloomington, MN 55437-1099

Website: www.pearsonvue.com/bomi

Pearson VUE's website is available for scheduling, rescheduling, canceling, and confirming exam appointments 24 hours per day. To schedule an exam appointment, you will need to have first registered with BOMI International. To reschedule, cancel, or confirm an exam appointment, you will need your 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, students 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, please access the following link for specific customer service contact information for the Asia Pacific region: www.pearsonvue.com/contact/asiapac.

Europe, Middle East, Africa (EMEA):

To schedule, reschedule, cancel and confirm appointments, locate a Test Center or for general testing information, please access the following link for specific customer service contact information for Europe, Middle East, and Africa: www.pearsonvue.com/contact/emea.

Appendices

Appendix 1: BOMI International Designation and Certificate Programs

A BOMI International designation is recognized as a mark of distinction across the commercial property and facility industries. We offer five professional designation programs along with a variety of certificate programs. For each program, you must complete a set of courses, and you must adhere to the BOMI International [Code of Professional Ethics and Conduct](#).

For a list of the courses and other information, follow the link for the appropriate designation or certificate program:

- [BOMI-HP \(High-Performance Professional\)](#): Education for practitioners with the goal of achieving high-performance sustainable buildings.
- [RPA \(Real Property Administrator\)](#): Education for property managers. Learn to optimize all operating aspects of a commercial building to maximize net income while minimizing risk.
 - [PMFP \(Property Management Financial Proficiency Certificate\)](#): A subset of skills required for property and asset managers. Learn to make confident investment decisions that enhance portfolios and company profitability.
 - [PAC \(Property Administrator Certificate\)](#): A subset of skills required for property managers. Learn to apply accounting and financial best practices that maximize the productivity and overall value of a portfolio.
- [FMA \(Facilities Management Administrator\)](#): Education for facilities managers. Learn to effectively lead the daily operations and maintenance efforts needed for a facility to function at peak efficiency.
 - [FMC \(Facilities Management Certificate\)](#): A subset of skills required for facilities managers. Learn to support the processes needed to optimize overall productivity and reduce operating expenses.
- [SMA \(Systems Maintenance Administrator\)](#): Education for building operators/engineers. Learn to create a safe workplace for energy-efficient building systems.
- [SMT \(Systems Maintenance Technician\)](#): Education for hands-on technicians/building engineers. Learn to increase the operating effectiveness of building systems.
 - [SMC \(Building Systems Maintenance Certificate\)](#): A subset of skills required for building operators. Learn to efficiently manage key building systems to create a productive and comfortable indoor environment.
 - [BEC \(Building Energy Certificate\)](#): A subset of skills required for those in operational roles. Learn to support the processes needed to maximize energy savings by reducing building energy consumption.

Experience Requirements

Before you can be awarded your RPA®, FMA®, or SMA® designation, you are required to demonstrate three years of verifiable property management experience. For more details, click the credential link to download the form:

- [RPA Experience Requirement Form](#)
- [FMA Experience Requirement Form](#)
- [SMA Experience Requirement Form](#)

Appendix 2: Designation Maintenance

BOMI International graduates are an elite group of highly respected property professionals. As these designations have gained wider recognition and acceptance, expectations of the men and women who have earned them have also grown. New technologies create new opportunities. The rapidly changing work environment results in the need for BOMI International graduates to remain current.

To maintain active status of their designations, RPA[®], FMA[®], and SMA[®] graduates are required to meet the Continuing Professional Development (CPD) program requirements demonstrating every three years that they are current practicing members of the industry. The CPD requirement is based on a point system. During each three-year period, 18 CPD points must be earned to meet the requirement. Maintaining the CPD requirement will show that your knowledge is up-to-date. This will further enhance your personal value as a professional, as well as the value of your designation and its acceptance as the standard measure of excellence in the industry.

Visit our website for more information on the [CPD program](#).

Appendix 3: Test Security

To ensure the integrity of the BOMI International designation and certificate programs, specific measures are enforced during the administration of your exam. Prior to taking the exam, you will be required to accept a [Non-Disclosure Agreement](#), which prohibits any disclosure of exam content. Failure to comply with this agreement will prevent you from testing.

- 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.

[Click here to download and view the full non-disclosure agreement](#)

Appendix 4: 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, appraising property owners as appropriate.