

RECERTIFICATION HANDBOOK



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INTRODUCTION

Headquartered in Washington DC, the Society for Maintenance & Reliability Professionals Certifying Organization (SMRPCO) is the certifying body of the Society for Maintenance & Reliability Professionals (SMRP) – a global professional society serving over 7,500 members.

About the SMRP Certifying Organization

SMRP was formed in 1992 by practitioners from 18 different companies who were passionate about actively promoting maintenance and reliability within their field and to the public. In 1997, SMRP formed SMRPCO to create a certification program to validate the skills and knowledge of maintenance, reliability and physical asset management practitioners. Three years later, the first Certified Maintenance & Reliability Professional exam (CMRP) was administered.

Purpose of SMRPCO

SMRPCO serves to foster high standards and ethical and professional practice in the delivery of services through a recognized, credible credentialing program that

assures competency of practitioners in the maintenance, reliability and physical asset management profession. SMRPCO is committed to the underlying ethics upon which the certification process rests – absolute fairness and equity in the administration of examinations and recertification for all applicants without discrimination.

Statement of Impartiality and Nondiscrimination

SMRPCO's leadership and management, including its Certification Commission, endorse the principles of impartiality and equal opportunity, and commit to act impartially and equitably in relation to its applicants, candidates, and certificants, including but not limited to: 1) applying its standards and requirements for examinations and certifications equally to all individuals regardless of age, race, religion, gender, sexual orientation, gender identity, national origin, veteran status or disability, 2) implementing its policies and procedures impartially and fairly, 3) not restricting certification based on undue financial or other limiting conditions, and 4) not allowing commercial, financial, or other pressures to compromise impartiality in certification activities.

Purpose of this Guide

This guide was developed to help CMRP and CMRT certificants maintain their certification. It provides in-depth information on the recertification application process and the rules and procedures for maintaining a SMRPCO certification.

For additional information not covered in this guide, please contact SMRPCO staff at certify@smrp.org.

Important Information

The most current version of this document is available at www.smrp.org.

After successfully passing a SMRPCO exam, certificants are solely responsible for maintaining their CMRP or CMRT certification. Certificants are responsible for keeping SMRPCO informed of their current contact information. If a certificant's mailing or email address changes, it is his or her responsibility to update his or her profile on the SMRP website. Failure to update SMRP and SMRPCO about contact information may result in missing important notifications about certification, such as recertification reminders.



THE VALUE OF MAINTAINING A SMRPCO CERTIFICATION

Recertification Overview

CMRP and CMRT certificants must meet recertification requirements during the three-year certification cycle to retain certified status for each subsequent three-year cycle. Certificants must acquire 50 course hours from a combination of two or more activities as described in the Recertification Activities Categories section.

Certificants begin receiving recertification reminders one year from the date of certification expiration.

To recertify, certificants must:

1. **Complete the applicable recertification application located at www.smrp.org within 90 days of their CMRP or CMRT certification expiration date**
2. **Pay all applicable fees; individuals age 65 and older may waive the fee**

A certificant who does not recertify within 90 days of their CMRP or CMRT certification expiration date is considered expired and must retake the applicable exam. If the candidate fails the exam for renewal purposes, he or she will not have his or her certification renewed.

RECERTIFICATION FEES

SMRP members	\$150 (USD)
Nonmembers	\$320 (USD)
Sustaining Sponsor Employees	\$100 (USD)
U.S. military veterans	\$100 (USD)

Lapsed Status

Certification will enter “lapsed” status for up to three months (90 days) after the expiration date of the original certification or subsequent recertification period. If within this time frame the lapsed Certificant wishes to recertify, he/she must pay the current recertification fee and meet all current recertification requirements with appropriate documentation. The Certificant’s original date of expiration will remain valid as the starting point for the new certification period when the new certificate is issued. If the individual whose certification has lapsed takes no action within the 90-day period, that person’s record will be annotated in the SMRPCO’s files as not being certified and, if recognition is authorized, the listing will be removed from the SMRP website. If at a future time, the formerly certified applicant wishes to become certified, he/she must register as a candidate, meet all eligibility requirements, and successfully complete a current form of all the certification examination.

Voluntary Surrender

Sometimes, a CMRP- or CMRT-certified individual may choose to voluntarily surrender their certification. SMRPCO certifiants agree to notify SMRPCO promptly if they are unable to comply with the eligibility requirements or recertification requirements, including carrying out the tasks of a CMRP or CMRT and complying with the SMRPCO Code of Ethics.

To surrender a certification, the certificant should submit the SMRPCO Certification Surrender Form online, found [here](#). The SMRPCO Chair will review the request, and it will be documented in SMRPCO files.

Recertification Application Audit

SMRPCO’s recertification process is conducted based on an honor system of reporting. As such, measures need to be in place to verify the accuracy of reporting. SMRPCO conducts an audit of five percent of applicants for the CMRP and CMRT exam. Under the audit, candidates must furnish additional documentation that supports compliance with recertification requirements. Candidates subject to auditing are chosen at random and will be contacted directly by SMRPCO staff. Candidates subject to auditing will have 60 days to provide additional documentation to support their recertification application. If SMRPCO staff determines documentation does not fulfill recertification application requirements, the candidate will have 30 days to provide more information. Failure to provide documentation within the specified time periods communicated by SMRPCO staff or failure to provide sufficient evidence of recertification activities will result in recertification being denied.

HOW TO APPLY FOR RECERTIFICATION

Step 1

Track your recertification hours regularly. You have three years to accrue hours; don't wait until the last minute!

Step 2

Log in to your SMRP profile.

Step 3

Begin the CMRP or CMRT recertification application at www.smrp.org. The application is accessible as early as one year from an individual's certification's expiration date.

Step 4

Ensure the demographic information autofilled on the application is correct. This information matches your SMRP profile.

Step 5

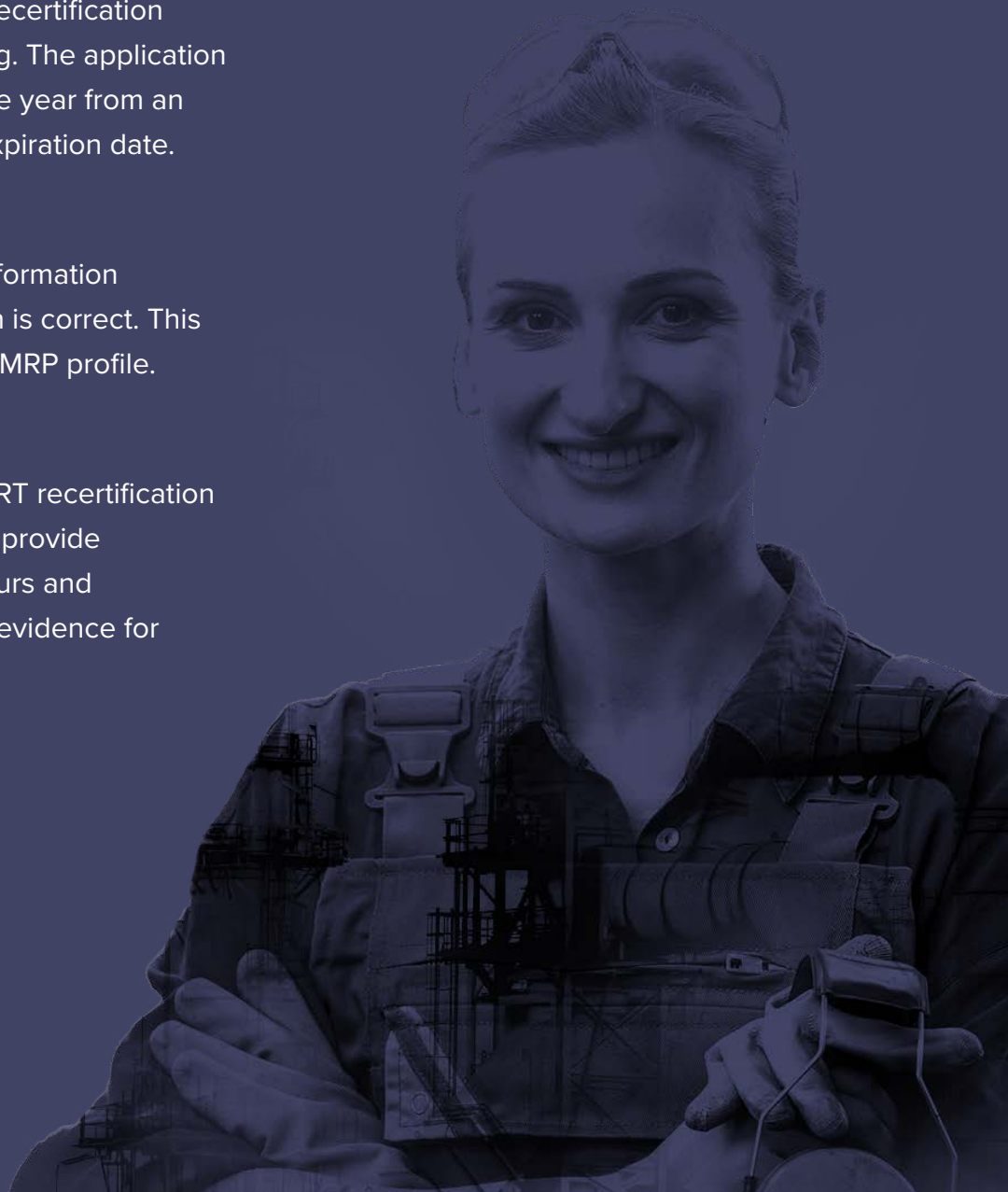
Complete the CMRP or CMRT recertification application, making sure to provide the category, number of hours and documentation/supporting evidence for qualifying activities.

Step 6

Submit the CMRP or CMRT recertification application.

Step 7

Pay all applicable fees.



RECERTIFICATION QUALIFYING ACTIVITIES

CMRP- and CMRT-certified individuals qualify for recertification hours by participating in a number of continuing education and professional development activities that align with either the CMRP pillars or the CMRT domains, which describe the competencies and knowledge required to implement best practices for maintenance, reliability and physical asset management. Qualifying activities do not have to align with every pillar or domain; rather, an individual can participate in an activity that only covers one aspect of the CMRP or CMRT certification. For example, a CMRP-certified professional may take a course in leadership best practices to improve his or her management and supervision skills. This training would align with CMRP pillar four, organization and leadership.

CMRP Pillars

The five pillars of the SMRP Body of Knowledge are a roadmap to worldclass performance and align to the CMRP exam. The pillars include: business and management, manufacturing process reliability, equipment reliability, organization and leadership, and work management. Each pillar describes the competencies and knowledge required to be proficient in maintenance, reliability and physical asset management best practices. Individuals must attain real-world experience and continuing education aligning with SMRP's pillars to maintain their CMRP certification.

CMRT Domains

The CMRT certification assesses the knowledge and skills of those responsible for preventative, predictive and corrective maintenance – multi-skilled individuals who play a critical role in the success of organizations worldwide. To retain the CMRT credential, technicians must obtain experience and knowledge under four domains: maintenance practices, preventative and predictive maintenance, troubleshooting and analysis, and corrective maintenance.

RECERTIFICATION ACTIVITIES CATEGORIES

Certificants must complete 50 course hours through a combination of activities from two or more of the categories described below. Keep in mind, some categories do have a limit to the number of course hours a certificant may claim.

Continuing Professional Education and Academic Coursework

Certificants may claim recertification hours for participating in continuing professional education and academic coursework in areas relevant to the five pillars (CMRP) or the four domains (CMRT) gained in a formal school setting. There is no limit to the number of hours a certificant may claim in this category. All actual hours spent in the classroom should be documented.

Acceptable Documentation:

- **Transcript from a university, college or technical school course**
- **Letter from a professor or instructor verifying participation in a course**
- **Course syllabus**

Educational Sessions In-person and Online

Educational workshops, seminars, ondemand education or other online courses relevant to the CMRP pillars or CMRT domains are qualifying activities for recertification. Actual hours spent in the educational session or viewing an online presentation should be documented.

Acceptable Documentation:

- **Certificate of successful completion of a workshop, seminar, presentation, or virtual learning event**
- **Onsite program or agenda for a conference or symposium**
- **Successful completion of a quiz or other program material relevant to a continuing professional education session**

SMRP or SMRPCO Volunteer Participation

Participating as an active member of the SMRP Board of Directors, an SMRP committee, the SMRPCO Certification Commission, a SMRPCO committee, or as a SMRPCO Approved Proctor counts toward CMRP and CMRT recertification. Individuals should account for all hours spent in meetings and activities related to SMRP and SMRPCO volunteer positions.

Acceptable Documentation:

- **Proof of participation as an SMRP or SMRPCO volunteer (e.g., proctor badge, committee work, etc.)**
- **Letter from SMRP or SMRPCO staff verifying participation as a volunteer**
- **Meeting minutes from volunteer activities**

Attendance at a Professional Association Meeting

CMRP- and CMRT-certified individuals may earn recertification hours for their participation at an SMRP meeting or a meeting hosted by a similar professional

association, which covers content relevant to the CMRP pillars or CMRT domains. Certificants may account for all hours spent at the meeting.

Acceptable Documentation:

- **Onsite program or meeting agenda**
- **Certificate of attendance or other documentation verifying attendance (e.g., email, letter, attendee list, etc.)**

Attendance at Conferences

Attending conferences that cover topics relevant to the CMRP pillars or CMRT domains is a great way to earn recertification hours. Conferences may range from professional association events to vendorsponsored conferences. Up to six hours for each day of attendance may be claimed.

Acceptable Documentation:

- **Onsite program for conference**
- **Certificate of attendance or other documentation verifying attendance (e.g., email, letter, etc.)**

Presentations at Conference or Seminars

Developing and delivering presentations at conferences or seminars relevant to the CMRP pillars or CMRT domains qualifies for recertification hours. The presentation must be at least 40 minutes long and cannot be a panel presentation. Up to 40 hours may be claimed for developing and delivering a paper.

Acceptable Documentation:

- **Onsite program that lists the presentation delivered, including topic and time**
- **Certificate of speaking**
- **Copy of presentation or paper delivered**

Article or Paper Publication

Certificants may claim recertification hours for publishing articles or papers on topics relevant to the CMRP pillars or CMRT domains. Up to 40 hours may be claimed for this activity.

Acceptable Documentation:

- **Copy of the publication, including title page and table of contents**
- **A letter of acceptance from the publication in the event the article or paper has not been released**

RECERTIFICATION ACTIVITIES CATEGORIES

Book or Chapter Publication

Authoring a book or significant chapter of a book relevant to the CMRP pillars or CMRT domains is a qualifying recertification activity. The book or chapter must contribute to the understanding of the maintenance, reliability and physical asset management profession and/or best practices. Examples of relevant content include case studies, research and statistical analysis. To claim hours for authoring a book or chapter, the certificant must be named as a principal or contributing author. An individual may claim the actual hours spent writing the book or chapter.

Acceptable Documentation:

- **A copy of the book cover, title page and/ or page upon which the ISBN data book title and author and contributors names appear**
- **A letter of acceptance from the publisher with the date the book was/will be published**

Instruction of a Course or Workshop

CMRP or CMRT-certified individuals may claim recertification hours by providing instruction for a course or workshop that aligns with the CMRP pillars or CMRT domains. The certificant must be the primary instructor, co-instructor, workshop facilitator or co-facilitator. Certificants may claim three hours for development and delivery of each classroom or workshop hour (e.g., six hours in class or workshop = 18 hours toward recertification).

Acceptable Documentation:

- **Course or workshop materials that display the content covered and list the certificant as an instructor**
- **Letter from event organizer confirming instructor's participation in course or workshop**

SMRPCO-Sponsored Item Writing Workshop

Item writing is a critical activity for SMRPCO and a way to earn recertification hours. Individuals who participate in an item writing workshop sponsored by SMRPCO for either the CMRP or CMRT exam may earn recertification hours for the actual hours spent in the workshop.

Acceptable Documentation:

- **Letter of participation from SMRPCO**

Other Activities or Learning Experiences

SMRPCO recognizes that there are a number of ways to learn about maintenance, reliability and physical asset management. Certificants may earn recertification hours for their participation in other activities or learning experiences related to subject areas within the CMRP pillars or CMRT domains. To earn hours for this qualifying activity, individuals must submit documentation of activities to SMRPCO and gain approval before submitting them as part of the CMRP or CMRT recertification application. If approved, actual hours for time spent during the activities or learning experiences may be claimed.

Acceptable Documentation:

- **Evidence of participation or attendance in an activity or learning experience not outlined in other qualifying activity categories**
- **Proof of SMRPCO acceptance**

Professional Work Hours

Many certified individuals regularly conduct activities relevant to the CMRP pillars or CMRT domains as part of their jobs. Up to eight hours for each year of full-time work experience may be claimed for CMRT recertification and up to five hours for each year of full-time work experience may be claimed for CMRP recertification.

Acceptable Documentation:

- **Letter from supervisor detailing the certificant's job duties**
- **Job description on company letterhead**
- **Executive summary of a work project related to maintenance, reliability and physical asset management**
- **Current resume detailing the certificant's job duties and accomplishments**

SMRP Resources for Recertification

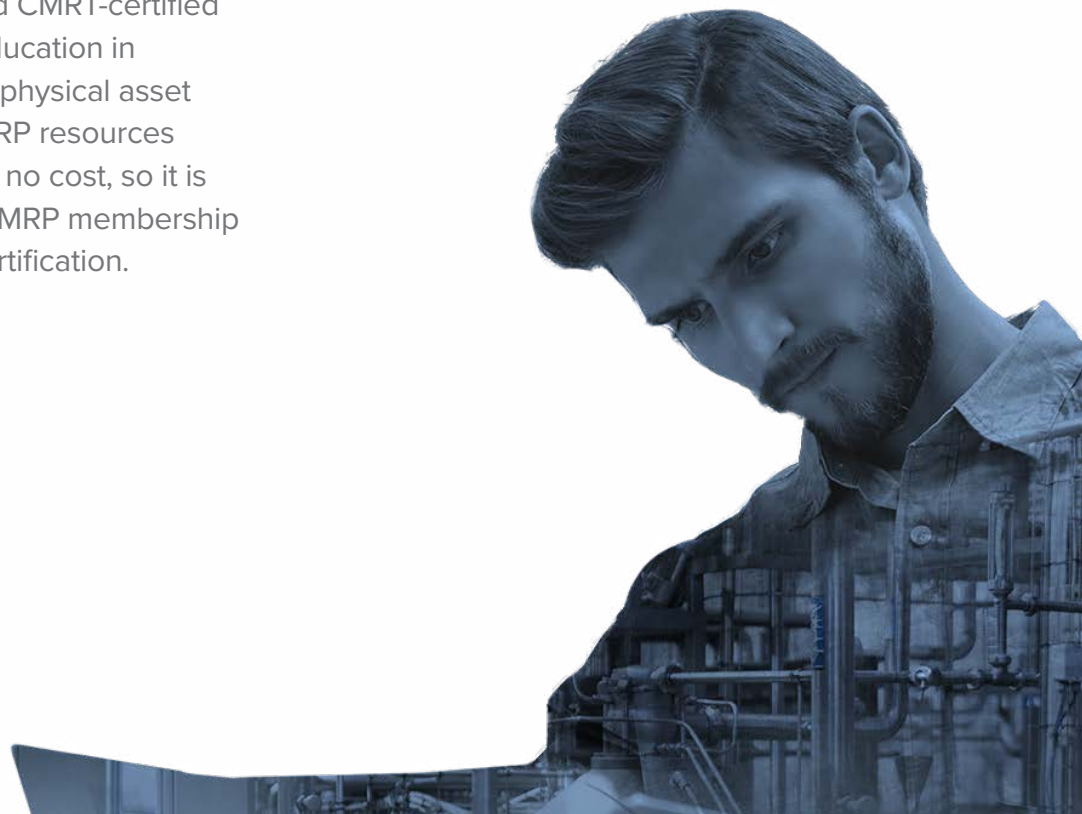
SMRP offers education programs and resources to help CMRP and CMRT-certified individuals continue their education in maintenance, reliability and physical asset management. Nearly all SMRP resources are available to members at no cost, so it is wise to maintain an active SMRP membership through the lifecycle of a certification.

Professional Development Webinar Program

SMRP offers live webinars every year through its [Professional Development Webinar Program](#) and has over 140 on-demand webinars available via the SMRP Library. All webinars are carefully evaluated through a rigorous and unbiased peer-review process to ensure they align with SMRP's mission. You can be sure the material will be relevant and practical, and it will be taught by a knowledgeable, experienced instructor. All SMRP webinars are free to members. Nonmembers can purchase a webinar for a fee.

SMRP Library

The [SMRP Library](#) contains downloadable documents, such as the SMRP Body of Knowledge, best practices, presentations from past conferences and metrics to help members further develop their professional skills. All materials are available for free to members and at varied costs to nonmembers.



RECERTIFICATION APPEALS, EXTENSIONS AND INACTIVE STATUS

Appeals

A certificant who does not agree with SMRPCO's decision related to their recertification application may appeal the decision. Certificants should follow the SMRPCO [appeals policy](#).

Extension Requests

An extension of the recertification deadline for extenuating circumstances may be granted for up to six months beyond the expiration date.

The certificant must submit a recertification extension request electronically on the [SMRP website](#) before the certification expires. The request must include a statement of extenuating circumstances, the number of recertification hours completed, and a detailed plan stating how all requirements will be fulfilled by the requested extended deadline.

The SMRPCO Chair will review all extension requests. If an extension is granted, the original expiration date will remain constant. If the extension is not granted, the individual is no longer certified and must cease promoting him or herself as being CMRP or CMRT certified. To earn the certification again, the individual must ensure eligibility and retake the exam.

Request for Inactive Status

Inactive status may be granted to candidates on a case-by-case basis for special circumstances. Examples of conditions that might necessitate inactive status include: pregnancy, illness, injury, military duties or personal hardship. An inactive status may be granted to a certificant for up to three years. During this time, the individual is not certified, cannot claim to be, nor use the CMRP or CMRT credential; however, any recertification hours taken during this period will count toward recertification.

The certificant must submit a request for inactive status in writing by emailing certify@smrp.org with the words "Request for Inactive Status" in the subject line. The request will be considered by the Certification Commission. If inactive status is granted, the Certification Commission will determine the length of time that the certificant has to meet the recertification requirements.

If the inactive status goes beyond three years after the expiration date of the original certification, the individual's record will be annotated as certification having expired in SMRPCO's records. If within this time frame, the individual desires to recertify, he/she must pay current recertification fee, and meet all current recertification requirements with appropriate documentation. Furthermore,

the original expiration date will remain valid. If nothing has occurred within those three years, the individual's record will be identified in the SMRPCO's files as not certified.

Requirements Waiver

The recertification requirement may be temporarily waived by the Certification Commission under either of the following circumstances:

- **The individual has experienced catastrophic health or medical problems or has been caring for someone with catastrophic health or medical problems**
- **The individual has been called to active military duty**

A request for a waiver of the recertification requirements must be made in writing by emailing certify@smrp.org with the words "Recertification Requirements Waiver Request" in the subject line.

The Certification Commission will review all requests. If the individual is granted a waiver, the individual must meet the requirements when either of the following occurs:

- **When the catastrophic health or medical issue has been resolved**
- **The individual has returned from active military duty**

Once the conditions upon which the recertification waiver was approved no longer exist, the individual must complete the recertification process in the time that the recertification was required prior to the request for the waiver (e.g., If a waiver is granted three months prior to an individual's certification expiring, the individual will have three months to complete the recertification process or risk his or her certification lapsing).



AFTER RENEWING A SMRPCO CERTIFICATION

Certificates

A non-transferable certificate shall be issued only to individuals found to meet all SMRPCO recertification requirements. No other factors shall be used to determine an individual's qualification to earn the certification.

Certificants who successfully recertify a SMRPCO certification receive one complimentary hard-copy certificate. Additional copies of a certificate may be purchased for a fee. Information about how to obtain a certificate is available on the [SMRP website](#).

Digital Badges

Upon successfully recertifying a SMRPCO certification, individuals receive a digital badge to utilize online. The digital badges verify a certificant's achievements and include both the date of issuance and date of expiration. Information about how to obtain a digital badge is available [here](#).

Online Directories

Individuals holding an active SMRPCO certification are displayed in the CMRP or CMRT online directory on the SMRP website. Individuals may opt out of publication at the time of application or by emailing SMRPCO staff at certify@smrp.org.

Certification Status and Use of Certification Marks

Individuals who successfully pass the CMRP or CMRT exam are granted use of SMRPCO credentials and logos, pursuant with SMRPCO policies.



SMRPCO

CODE OF ETHICS

All persons who sit for any SMRPCO examination shall:

- **Agree to maintain the confidentiality of the examination content and to never disclose examination content to others. Prohibited conduct includes disclosure of exam content, removal of exam materials from the examination room, copying by photography, use of audio recording equipment, or any other means that could be used to transfer the content to others.**
- **Attest to their identity as the registered examinee, and not represent anyone other than themselves in the taking of the exam.**
- **Attest that the work and selections made on the subject examination are theirs and theirs alone.**

Those examinees that pass a SMRPCO examination (hereafter known as Certificants):

- **Pledge to represent their profession ethically and honorably. Conduct by a Certificant that is detrimental to the SMRPCO Certification program may result in revocation of said Certification. Examples of detrimental conduct include but are not limited to dishonesty, misrepresentation of professional qualifications, and certain illegal acts leading to felony conviction. Certificants have the right to appeal revocations of certification through due process as is described in the SMRPCO Policies and Procedures document.**
- **Represent their qualifications honestly, including their educational achievements**

and professional affiliations, and provide only those services which they are qualified to perform.

- **Consistently maintain and improve professional knowledge and competence, striving for professional excellence through regular assessment of personal and professional strengths and weaknesses and through continued education training.**
- **Conduct their business and professional activities with honesty and integrity, and respect the inherent worth of all persons.**
- **Shall refuse to unjustly discriminate against clients.**
- **Safeguard the confidentiality of all client information, unless disclosure is required by law, court order, or is absolutely necessary for the protection of the public.**
- **Refrain, under all circumstances, from initiating or engaging in acts of moral turpitude.**
- **Avoid any interest, activity or influence which might be in conflict with the Certificant's obligation to act in the best interests of the client or the profession.**
- **Refuse any gifts or benefits that are purely for personal gain and not for the good of the client and which are intended to influence a referral or decision.**
- **Follow all policies, procedures, guidelines and requirements promulgated by the SMRPCO.**

IMPORTANT SMRPCO POLICIES AND AGREEMENTS

The SMRPCO Policies and Procedures document is the official record of all policies and procedures related to the SMRPCO certification programs. Below are the policies described within this document.

Appeals Policy

An appeal must be submitted electronically on the SMRP website. The appeal must be submitted no later than 30 days after notification by SMRPCO of the adverse decision. All relevant supporting documentation must be included or referenced in the appeal submission.

First Level Review

The initial review of the appeal will occur within 10 business days of appeal submission. A response will be sent by SMRPCO staff within 10 business days of the initial determination. The initial response will be one of:

- **Appeal denied**
 - **The response will be accompanied by an explanation for the denial and/or information on an alternate course of action where applicable. The denial will include information on the appellant's further recourse if the appellant wishes to pursue the appeal.**
 - **Appeal approved**
 - **Appeal forwarded to the Appeals & Complaints Panel**
- **Appeal delayed to provide time to gather further information**
 - **Within 30 calendar days, the appellant will be sent either an appeal denied or appeal forwarded notification.**

Written notice of the Appeals & Complaints Panel determination (appeal denied or appeal approved) or a progress notice (appeal forwarded or appeal delayed) will be provided to the appellant within 10 business days of the determination.

Second Level Review

Self applicable, appeals are sent to an independent Appeals & Complaints Team (a three-member team pulled from the Appeals & Complaints Panel for consideration). The appeal will be considered no later than 90 days after the appeal receipt.

Members of the Appeals & Complaints Team will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is an actual or apparent conflict of interest.

The appeal will not include a hearing or any similar trial-type proceeding.

The function of the Appeals & Complaints Team in a given case is to review the decision being appealed based on the record that was presented at the time of the determination.



The Appeals & Complaints Team will review the appeal, including but not limited to taking into account the results of previous similar appeals, and make a determination on appeal action.

The second level response will be one of:

- **Appeal denied**
- **Appeal approved**
- **Appeal delayed to provide time to gather further information**
- **Within 30 calendar days, the appellant will be sent either an appeal denied or appeal forwarded notification.**

Written notice of the Appeals & Complaints Team determination (appeal denied or appeal approved) or a progress notice (of appeal delayed) will be provided to the appellant within 10 business days of the determination.

Third Level Review

If an appellant feels his or her the staff or the Appeals & Complaints Team handled appeal improperly, a procedural appeal may be filed with the Certification Commission.

The appeal will be considered no later than 90 days after the appeal receipt.

Members of the Certification Commission will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is an actual or apparent conflict of interest.

The appeal will not include a hearing or any similar trial-type proceeding.

The function of the Certification Commission in a given case is



to review the handling of the appeal to determine if the SMRPCO policies and procedures were followed.

The procedural appeal response will be one of:

- **Appeal denied**
- **Appeal approved**

- **In such cases, a new Appeals & Complaints Team will be assigned to consider the full appeal again.**
- **Appeal delayed to provide time to gather further information**
- **Within 30 calendar days, the appellant will be sent either a denial or approval notification.**

Written notice of the Certification Commission determination (appeal denied or appeal approved) or a progress notice (of appeal delayed) will be provided to the appellant within 10 business days of the determination.

Certification Program Complaints

Individuals with concerns regarding the certification program materials, personnel or activities are encouraged to discuss these with the individuals involved to try to resolve the matter informally. SMRPCO staff may be contacted to discuss concerns related to the application or examination process, including testing center experience, by emailing certify@smrp.org. In some cases, informal resolution is not possible, and individuals may wish to file a formal complaint.



A formal complaint will be submitted electronically on the [SMRP website](#) within 90 days of the incident's occurrence. In the case of complaints related to exam administration, those must be submitted within two weeks after the applicable exam administration. The submission will include sufficient objective evidence to substantiate the claim(s) and appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as a complaint. Anonymous complaints will not be considered.

The SMRPCO Executive Director or assignee will serve as the first level of complaint consideration to determine its validity. He or she will investigate the circumstances of any valid complaint and take one of the following actions:

- **Determine and implement corrective action**
- **Refer the complaint to a different suitable staff member to determine and implement corrective action**
- **Escalate the complaint to the Certification Commission for review**

If the complaint is not immediately resolvable, written notice of progress (of a referral or escalation) will be provided to the complainant within 10 business days of complaint receipt.

In all cases, the SMRPCO Executive Director or assignee will communicate the proposed resolution to the complainant within a period of no longer than 30 days.

If for any reason the target deadlines in this policy are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

If a complaint is found to warrant escalation, the SMRPCO Chair will be notified, and the complaint will be reviewed by the Certification Commission or its designees. A decision will be communicated to the complainant within a period of no longer than 30 days.

If for any reason the target deadlines in this policy are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

The determination of staff or the Certification Commission is appealable, and the appeals policy will apply.

Ownership and Use of the Mark and Logo Policy

SMRPCO Marks and Logos

The CMRP, CMRT and SMRPCO mark and logo are the property of SMRP and SMRPCO. Permission to use the certification mark or logo is granted to certified persons at the discretion of SMRPCO for permissible uses only. The words "Certified Maintenance and Reliability (or M&R) Professional" initials or wording that infers the same meaning are also the property of SMRP and SMRPCO.

Persons Authorized to Use the Marks

Use of any SMRPCO certification marks and logos is limited to those persons who have been granted the certification by SMRPCO and who satisfy all maintenance and recertification requirements established by SMRPCO. Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited.

Non-Assignability and Non-Transferability

Permission to use the certification marks and logos is limited to the certified person and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Marks and Logos Use

Those persons who have been granted permission to use the certification mark and logo shall do so pursuant to the rules and guidelines established by SMRP and SMRPCO. Persons granted permission to use the certification mark and logo must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth such rules and guidelines for use.

The SMRPCO marks and logos may not be revised or altered in any way. They must be displayed in the same form as produced by SMRP and SMRPCO, and they cannot be reproduced unless such reproduction is identical to the mark provided by SMRPCO.



The initials “CMRP” and “CMRT” may be used on materials, such as business cards, stationery, letterhead and similar documents on which the name of the individual certified is prominently displayed to promote themselves personally as an individual certified in the maintenance and reliability profession.

Certificants may not use the CMRP or CMRT logo, the SMRP Certifying Organization logo or the words “Certified in the Maintenance and Reliability (or M&R) Professional” initials or wording with any other descriptive qualifier, such as endorsed, recommended, etc. SMRPCO logos may not be used on promotional materials promoting services as an instructor for preparation or training to prepare for any certification exam sponsored by SMRPCO.

The CMRP or CMRT logo, the SMRP Certifying Organization logo or the words “Certified in Maintenance and Reliability (or M&R) Professional” initials or wording that infers the same meaning may not be used in conjunction with any other product such as clothes, books or videos marketed or sold by other than SMRP or SMRPCO.

The mark or logo may not be used in any manner that could bring SMRP or SMRPCO into disrepute or in any way considered misleading or unauthorized. The mark or logo may not be used in any manner that would tend to imply a connection between any business and the certification that, in fact, may not exist. This includes any use of the mark or logo that the public might construe as an endorsement, approval or sponsorship by SMRPCO of a certificate holder’s business or any product or service thereof.



Suspension or Revocation of Permission to Use Mark or Logo

LSMRP and SMRPCO retain the right, at its sole discretion, to suspend or revoke any person's permission to use its certification mark or logo. In most circumstances, when SMRP or SMRPCO is informed that a person is misusing the certification mark or logo, SMRPCO will provide the person notice of the misuse and a reasonable opportunity to comply with SMRPCO's rules and guidelines. However, SMRPCO retains the right to suspend or revoke privileges without notice and an opportunity to correct, particularly when the violation is of a gross nature and more immediate action is necessary to stop misuse.

Actions by SMRPCO to suspend or revoke use of the certification mark shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. SMRP and SMRPCO may also publicize its actions on its website and/or any other of its publications. Should any person continue use of SMRPCO's certification marks or logos after notice of suspension or revocation, SMRP and SMRPCO shall seek full equitable and/or legal remedies through a court of competent jurisdiction.



FREQUENTLY ASKED QUESTIONS

Recertification Application and Submission

Q: How many hours do I need to acquire to recertify my CMRP or CMRT?

A: Certificants must acquire 50 course hours from a combination of two or more qualification activities categories listed [here](#).

Q: When is my recertification due?

A: The CMRP and CMRT certifications are active for three years, beginning on the date that the certification was obtained. To maintain active status, a certificant must complete all recertification requirements before their certification expires. After a certificant renews their certification, their previous expiration date extends by three years. For example: Jane Doe's CMRP expires on May 30, 2020. Jane submits her recertification application and pays on April 10, 2020. Jane's new expiration date is May 30, 2023.

Q: What happens if I don't have enough course hours to complete my CMRP or CMRT recertification application?

A: SMRPCO offers several ways for certificants to address circumstances that prohibited them from completing the required amount of hours for recertification.

Details about SMRPCO policies related to this matter are available [here](#).

Q: How do I submit my recertification application?

A: SMRPCO only accepts recertification applications online at www.smrp.org.

Q: How much does it cost to recertify?

A: Recertification costs vary. To determine which price you are eligible to review, please review exam fees [here](#).

Q: How do I make payment for my recertification?

A: Certificants may pay by credit card, check, direct ACH payment or wire transfer. Upon completing the CMRP or CMRT recertification application online, a certificant will be directed to pay for their recertification. Please note, an application is not considered complete until payment is received.

Q: Will I be notified that my certification is expiring?

A: It is the certificant's sole responsibility to maintain his or her CMRP or CMRT certification. SMRPCO does, however, begin notifying certificants that they should recertify one year before their expiration via email. Notifications continue throughout the final year of certification and monthly through the 90-day grace

period. Failure to maintain updated contact information in your SMRP profile may result in missing important notifications about expiration. Failure to receive notifications is not an acceptable reason to miss your recertification window.

Recertification Program Integrity

Q: I was notified that my recertification application is being audited. What next?

A: SMRPCO audits 5% of all CMRP and CMRT recertification applications annually. If your application is randomly selected, you should follow all rules and deadlines listed in the notifications you receive. Failure to participate in the audit will result in revocation of your certification. For more information on SMRPCO's audit program, click [here](#).

Q: I don't agree with a decision that was made about my recertification status or application. How do I appeal?

A: SMRPCO has a process to submit appeals to a panel of volunteers and SMRPCO leadership. For more information, click [here](#).

Q: I have a complaint about the recertification program, how do I report it?

A: SMRPCO has a process to submit complaints to a panel of volunteers and SMRPCO leadership. For more information, click [here](#).

Certificates and Digital Badges

Q: When can I expect to receive my hardcopy certificate after recertifying?

A: Certificants can expect to receive an email from SMRPCO's certificate vendor, The Award Group, within two to three weeks of completing all recertification requirements. The certificant must review their certificate and approve the mailing address. Once approved, the certificate is mailed and should arrive within six to eight weeks.

Q: When will I receive my digital badge after recertifying?

A: Digital badges are issued twice monthly. Certificants can expect to receive an email from Acclaim, SMRPCO's digital badge vendor, within two to three weeks of recertifying. The email includes instructions on how to claim and share your badge.

Other Information

Q: What if I have other questions that are not answered in this guide?

A: SMRPCO staff is here to help. Please email us at certify@smrp.org or call us at 1-800-950-7354.



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