

*Controlled Document. Master copy at  
SMRPCO Headquarters*  
**Effective Date:** January 17, 2007  
**Most Recent Update:** April 23, 2021  
**Document Owner:** Certification Commission



Society for Maintenance & Reliability Professionals  
Certifying Organization

# **Policies & Procedures Manual**

## Table of Contents

---

<b>Table of Contents .....</b>	<b>2</b>
<b>1. Introduction .....</b>	<b>3</b>
<b>2. Governance .....</b>	<b>3</b>
<b>3. Staff.....</b>	<b>8</b>
<b>4. Outsourcing.....</b>	<b>9</b>
<b>5. Impartiality, Fairness and Non-Discrimination.....</b>	<b>10</b>
<b>6. Appeals.....</b>	<b>11</b>
<b>7. Certification Program Complaints.....</b>	<b>13</b>
<b>8. Complaints against Certificants .....</b>	<b>15</b>
<b>9. Communications Review.....</b>	<b>16</b>
<b>10. Independence of Certification to Training.....</b>	<b>16</b>
<b>11. Confidentiality.....</b>	<b>17</b>
<b>12. Certificate Issuance and Use .....</b>	<b>17</b>
<b>13. Ownership and Use of the Mark and Logo .....</b>	<b>18</b>
<b>14. Publicly Available Documents for Test Preparation.....</b>	<b>19</b>
<b>15. Exam Fees .....</b>	<b>20</b>
<b>16. Test Administration.....</b>	<b>20</b>
<b>17. Security of Exam Materials and Prevention of Fraudulent Exam Practices.....</b>	<b>22</b>
<b>18. Exam Proctors .....</b>	<b>23</b>
<b>19. Recertification.....</b>	<b>23</b>
<b>20. Test Development and Maintenance Process .....</b>	<b>27</b>
<b>21. Finance.....</b>	<b>28</b>

## 1. Introduction

---

### 1.1 Scope

---

This document outlines the certification policies and procedures carried out in conformance with ISO/IEC 17024 Conformity assessment—*general requirements for bodies operating certification of persons (2012)* and with all applicable legal requirements and guidelines for the following program(s):

- Certified Maintenance & Reliability Professional (CMRP)
- Certified Maintenance & Reliability Technician (CMRT)

### 1.2 Final Authority

---

Aspects of this document may be summarized or publicized on the Society for Maintenance & Reliability Professionals (SMRP) website, which serves as the primary certification interface for program interested parties, and/or within key documents, such as the SMRPCO Candidate Handbook and the SMRPCO Recertification Handbook; however, this document shall serve as the final authority for all processes, policies and procedures to be observed in the SMRP Certifying Organization (SMRPCO) certifications with the exception of the following:

- The SMRPCO quality management system is outlined in the SMRPCO Quality Manual.
- While many procedures are outlined in this document, others may exist in independent form.

### 1.3 Responsibility

---

SMRPCO's Executive Director, as top management of SMRPCO's certification programs, is responsible for ensuring implementation, ongoing maintenance and successful performance of SMRPCO's policies and procedures.

## 2. Governance

---

### 2.1 Certification Commission

---

#### 2.1.1 Purpose

---

The Certification Commission's purpose is to establish and monitor the certification schemes, and scheme-related policies, and make all essential certification-related decisions.

#### 2.1.2 Authority

---

The Certification Commission independently makes essential certification decisions related to certification schemes. These decisions shall be made under no influence by any other individual or business entity within or outside of SMRPCO.

### 2.1.3 Composition

---

The Certification Commission shall include a minimum of six (6) members comprised of the following interested parties:

- Chair
- Vice Chair
- Member at Large
- Member at Large
- Member at Large
- Certification Liaison

The Certification Commission shall be members in good standing and maintain a CMRP or CMRT designation.

### 2.1.4 Participation Limitations

---

Members of the Certification Commission shall be prohibited from serving as developers or instructors of preparatory programs for the certifications for a period of at least one year after their Certification Commission term expires.

In addition, the following classes of individuals are excluded from the Certification Commission membership:

- Any individual whose certification has been revoked through SMRPCO's disciplinary process
- Current staff members of SMRP or SMRPCO

### 2.1.5 Responsibilities

---

The responsibilities of the Certification Commission and its members include:

- Retaining authority and/or assigning such authority to appropriate panels for decisions on certification, including approving the scheme elements and process requirements, approving the passing scores, and other essential certification decisions based upon its own determination or upon recommendations from its panels and from SMRPCO staff
- Giving due consideration to complaints against certificants
- Serving as a sounding Certification Commission for and responding to concerns and recommendations by certification interested parties
- Participating in meetings and serving on panels and/or in roles as requested by the SMRPCO Chair and SMRPCO staff

### 2.1.6 Appointments and Terms

---

The appointment of directors and elections is specified in the SMRP Bylaws Article VII, Section 2.

### 2.1.7 Officers

---

The Chair of SMRPCO serves a two-year term. The Chair shall preside at all meetings of the Certification Commission, shall see that orders of the Certification Commission are carried

out, shall represent the Certification Commission, and shall have primary responsibility for carrying out the functions of the Certification Commission.

The Vice Chair serves a two-year term and shall have the authority to perform all the duties of the Chair when the latter is unavailable or unable to perform them and shall perform other tasks as delegated by the Chair.

#### 2.1.8 Certification Commission Volunteer Agreement

Certification Commission members shall sign a volunteer agreement covering intellectual property ownership, confidentiality and security of information, and assurance of impartiality prior to accepting their positions.

#### 2.1.9 Forum for Action

The Certification Commission shall meet in person or by means of phone or web conferencing or shall take action by electronic means, as necessary, to accomplish its responsibilities.

#### 2.1.10 Quorum and Voting

For voting at a meeting or via electronic means, the participation of a majority of the current voting members of the Certification Commission shall constitute a quorum and a simple majority of voters shall constitute an actionable decision. The voting results shall be recorded and kept on file according to SMRPCO's records management procedures. Withdrawal of voting members from any meeting shall not cause failure of a duly constituted quorum at that meeting.

## 2.2 Panels and Committees

### 2.2.1 Standing and Ad Hoc Panels and Committees

The Appeals & Complaints Panel, the CMRP Exam Team and the CMRT Exam Team are the only standing panels and committees of the Certification Commission. The Certification Commission may assign ad hoc panels, as needed, to accomplish its purpose and responsibilities, including but not limited to ad hoc panels for practice analysis, item writing, item review and passing score development.

### 2.2.2 Appointments and Terms

Members of panels, including a panel Chair, shall be appointed by the Certification Commission Chair. Each Appeals & Complaints Panel, CMRP Exam Team and CMRT Exam Team member can serve for up to three years and can withdraw at any time for any reason prior to the expiration of their term. Each ad hoc panel or committee member shall serve the period of time until the task assigned is complete. There are no restrictions on re-appointments.

### 2.2.3 Authority

The panels and committees report to the Certification Commission. The Certification Commission (or their assignee) authorizes and directs the panels to take all action necessary or appropriate to carry out the purpose and responsibilities assigned.

### 2.2.4 Panel and Committee Volunteer Agreement

Panel and committee members shall sign a volunteer agreement covering intellectual property ownership, confidentiality and security of information, and assurance of impartiality prior to accepting their positions.

### 2.2.5 Forum for Action

The panels and committees shall meet in person or by means of phone or web conferencing or shall take action by electronic means as necessary to accomplish its responsibilities.

### 2.2.6 Quorum and Voting

For voting at a meeting or via electronic means, the participation of a simple majority of the current voting membership of the panels and committees shall constitute a quorum and a simple majority of voters shall constitute an actionable decision. The voting results shall be recorded and kept on file according to SMRPCO's records control policies. Decisions made during panel and committee meetings that impact the SMRPCO budget, impact SMRPCO policies and procedures, or require broader corrective or preventive action will be presented to the Certification Commission with a recommendation for action. In these cases, the Certification Commission has final authority on action.

## 2.3 Appeals & Complaints Panel

### 2.3.1 Charge

The charge of the Appeals & Complaints Panel is to hear and make determinations on appeals submitted by SMRPCO's certification applicants, candidates or certificants.

### 2.3.2 Composition

The Appeals & Complaints Panel shall consist of a minimum of eight active certificants. SMRPCO's legal counsel may serve in an ex officio capacity, as needed.

### 2.3.3 Participation Limitations

Appeals & Complaints Panel members shall be prohibited from simultaneously serving on the Certification Commission.

### 2.3.4 Responsibilities

---

The responsibilities of the Appeals & Complaints Panel and its members include:

- Serving on three-person appeals teams, as requested by the Panel Chair
- Assuring disclosure and refusal of an assignment when partiality or conflict of interest is apparent or perceived
- Giving due consideration to appeals

## 2.4 CMRP Exam Team

---

### 2.4.1 Charge

---

The charge of the CMRP Exam Team is to work to develop and approve new exam items for the CMRP exam. The committee also reviews and approves new CMRP exam forms. The CMRP Exam Team may provide other input and feedback related to the CMRP exam to SMRPCO and SMRPCO staff, as requested.

### 2.4.2 Composition

---

The CMRP Exam Team consists of eight to 10 SMRP members in good standing with active CMRP certifications.

### 2.4.3 Participation Limitations

---

CMRP Exam Team members who do not agree to sign a nondisclosure and confidentiality agreement shall be prohibited from serving on the committee.

### 2.3.4 Responsibilities

---

The responsibilities of the CMRP Exam Team and its members include:

- Develop and review new exam items
- Provide input on items when CMRP exam forms are retired
- Participate in the review of new CMRP exam forms
- Provide other input and feedback related to the CMRP program, as requested
- Understand SMRPCO policies and procedures

## 2.5 CMRT Exam Team

---

### 2.5.1 Charge

---

The charge of the CMRT Exam Team is to work to develop and approve new exam items for the CMRT exam. The committee also reviews and approves new CMRT exam forms. The CMRT Exam Team may provide input and feedback related to the CMRT exam to SMRPCO and SMRPCO staff, as requested.

### 2.5.2 Composition

---

The CMRT Exam Team consists of eight to 10 SMRP members in good standing with active CMRT certifications.

### 2.5.3 Participation Limitations

---

CMRT Exam Team members who do not agree to sign a nondisclosure and confidentiality agreement shall be prohibited from serving on the committee.

### 2.5.4 Responsibilities

---

The responsibilities of the CMRT Exam Team and its members include:

- Develop and review new exam items
- Provide input on items when CMRT exam forms are retired
- Participate in the review of new CMRT exam forms
- Provide other input and feedback related to the CMRT program, as requested
- Understand SMRPCO policies and procedures

## **3. Staff**

---

### 3.1 Staff Job Descriptions

---

There shall be job descriptions for all staff with certification responsibilities. These job descriptions shall describe key duties and responsibilities, and they shall be approved by the SMRPCO Executive Director.

### 3.2 Staff Training

---

New staff shall be trained on policies, processes and procedures relevant to their positions including but not limited to those outlined in the Quality Manual, Section 1.4 Training.

### 3.3 Staff Evaluations and Development Plans

---

Staff performance shall be evaluated by a supervisor at least annually and the results documented in personnel files. Training and development plans shall be developed and implemented, when necessary, and documented in the same files.

### 3.4 Staff Agreements

---

SMRPCO staff shall sign agreements within 90 days of assuming their responsibilities that cover, at minimum, terms of confidentiality, security, impartiality and conflicts of interest.

### 3.5 Staff Information on File

---

SMRPCO shall keep the following electronic files for each staff member working in certification:

- Resume or other description of qualifications for the position
- Current job description
- Most recent performance review and training / development plan, if applicable
- Training and/or credentialing participation
- Staff agreements covering, at minimum, confidentiality, security, impartiality and conflicts of interest

### 3.6 Staff Applying for Certification

---

SMRPCO staff or contractors may apply for certification if their recent or current roles or access to information do not constitute a threat to the impartiality of the certification process. Areas that would constitute a threat to impartiality include but are not limited to: exposure to the certification items or knowledge about the certification requirements, exam specifications or passing score beyond what is published to the general public.

#### 3.6.1 Procedure

---

Should an employee or contractor wish to apply for a SMRPCO certification, he or she shall submit a written request to the SMRPCO Chair who will evaluate the individual's recent and current roles and determine if the individual has any roles or has had access to any information that violate impartiality. If the determination is made that the individual may apply, the SMRPCO Chair shall identify which, if any, steps must be modified to ensure impartiality throughout the employee's application and certification process. Any modified steps shall be approved by the Certification Commission before implementation.

## 4. Outsourcing

---

### 4.1 Agreements with Contractors

---

When activities substantively related to the certification program are outsourced, written agreements shall be made with the contractors and shall include, at minimum, the following terms:

- Impartiality and conflicts of interest disclosure and prevention
- Confidentiality

### 4.2 Contractor List

---

The SMRPCO Executive Director or assignee shall maintain a current list of all contractors with responsibilities substantively related to the certification program.

### 4.3 Responsibility for Conformance to ISO/IEC 17024

---

When contractors are used, the responsibility for quality and conformance to the ISO/IEC 17024 standard and the SMRPCO policies and procedures shall be maintained by SMRPCO.

#### 4.3.1 Procedure

---

SMRPCO shall check past experience and/or references to verify the contractor qualifications to carry out the responsibilities assigned and shall monitor the performance of contractors through ongoing checks of performance (which will vary in type and scope dependent upon the type of works contracted).

The SMRPCO Executive Director or his or her assignees shall maintain a file for contractors and shall keep within it:

- Contract or agreement
- Documentation of qualifications review

- Documentation of performance monitoring (evaluating against the contract's performance expectations)

The files and documentation within shall be reviewed and considered periodically (as defined on the Contractor Performance Monitoring List) by the staff assigned. When staff identify the need for corrective or preventive action related to a contractor, this shall be documented and reviewed with the SMRPCO Executive Director or his or her assignees.

#### 4.4 Responsibility for the Decision on Certification

---

SMRPCO shall retain the authority for and shall not delegate to contractors the decision on certification, including the granting, maintaining, recertifying, expanding or reducing the scope of certification, and suspending or withdrawing the certification. It may delegate tasks related to implementation of certification activities leading to the decision.

### 5. Impartiality, Fairness and Non-Discrimination

---

#### 5.1 Statement of Impartiality

---

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.

##### 5.1.1 Procedure

---

This statement will be communicated to certification interested parties in a publicly accessible location.

#### 5.2 Threat Analysis and Mitigation

---

SMRPCO shall identify and mitigate threats to impartiality related to its certification programs.

##### 5.2.1 Procedure: Timing and Scope

---

A comprehensive impartiality review shall be conducted annually, at minimum. These analyses shall consider, at minimum:

- Potential threats from its activities, its related bodies, its relationships with other entities, and the relationships of its personnel to other individuals or entities
- Commercial, financial, or other influences that pose potential threats
- Potential or real conflicts of interest of Certification Commission members, panel members, staff, and contractors
- Balanced involvement of interested parties in certification activities, especially representation on the Certification Commission and its panels

- Independence of SMRP training activities from certification activities
- Changes in personnel involved with certification activities, organization structure, the certification schemes, certification policy, relationships with other entities, and contracts/agreements related to certification activities.

### 5.2.2 Procedure: Findings and Action Tracking

---

Findings of the annual impartiality review and the actions planned to be taken to eliminate or minimize threats found shall be documented in meeting summaries or by written communication among the parties involved in the review.

Corrective and preventive actions will be tracked according to the Corrective and Preventive Action section (Section 6) of the Quality Manual.

## 5.3 Reasonable Accommodations

---

Reasonable accommodations for testing may be provided to candidates. See Section 16 for policies and procedures regarding accommodations for candidates.

### 5.3.1 Procedure

---

A candidate may request an accommodation following procedures in section 16.1.2. Accommodation requests will be tracked on the Accommodation Request Log.

## 6. Appeals

---

### 6.1 Appeals

---

An appeal is a formal request for special consideration regarding a decision made by the Certification Commission or its representatives related to an individual's achievement or retention of a certification.

SMRPCO shall have a process for handling appeals in a constructive, impartial and timely manner.

#### 6.1.1 Procedure: Appeal Submission

---

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 supportive documentation must be included or referenced in the appeal submission.

#### 6.1.2 Procedure: Initial Appeal Review and Determination

---

The SMRPCO Executive Director or his or her designee will serve as the first level of appeals review. The review will occur within 10 business days of receipt, and a response will be sent to the appellant via email. Staff members will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest.

The SMRPCO Executive Director or his or her designee will review the appeal to determine whether it meets the definition of an appeal and whether appeal submission requirements are met. If it does, the SMRPCO Executive Director or his or her designee will investigate and consider the appeal, including but not limited to taking into account the results of previous similar appeals, and make a determination on appeal action.

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.

#### 6.1.3 Procedure: Second Level Appeal Review and Determination

If applicable, appeals are sent to an independent Appeals & Complaints Team (a three-member team pulled from the Appeals & Complaints Panel) (described in Section 2.3) 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.

#### 6.1.4 Procedure: Procedural Appeal Review and Determination

If an appellant feels his or her appeal was handled improperly by the staff or Appeals & Complaints Team, 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.

#### 6.1.5 Procedure: Appeal Determination Requiring Action beyond the Appellant

Should an appeal determination reveal an issue that requires broader (beyond that one appellant) corrective or preventive action, that issue will be addressed and tracked according to the Corrective and Preventive Action section (Section 6) of the Quality Manual.

#### 6.1.6 Procedure: Program Appeals Tracking

All appeals and dispositions will be recorded in the Appeals Register, which will be maintained by the SMRPCO Executive Director.

The Appeals Register will be reviewed periodically, at a minimum as part of the internal audit of the appeals policies and procedures to identify the need for corrective or preventive action and as part of SMRPCO's certification management review.

## **7. Certification Program Complaints**

---

### 7.1 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. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

SMRPCO shall have a process for handling these program complaints in a constructive, impartial and timely manner.

#### 7.1.1 Procedure: Submission of Formal Program Complaints

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.

#### 7.1.2 Procedure: Staff Level Review

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.

#### 7.1.3 Procedure: Certification Commission Review

If a complaint is found to warrant escalation, the Certification Commission 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.

#### 7.1.4 Procedure: Appeal of Complaint Determinations

The determination of staff or the Certification Commission is appealable, and the Appeals policy (Section 6.1) will apply.

#### 7.1.5 Procedure: Complaint Determination Requiring Action beyond the Complainee

Should a complaint determination reveal an issue that requires broader (beyond that one complainee) corrective or preventive action, that issue will be addressed and tracked according to the Corrective and Preventive Action (Section 6) of the Quality Manual.

#### 7.1.6 Procedure: Program Complaints Tracking

All complaints and dispositions will be recorded in the Complaints Register, which will be maintained by the SMRPCO Executive Director or assignee.

The Complaints Register will be reviewed periodically, at a minimum as part of the internal audit of the complaints policies and procedures, to identify the need for corrective or preventive action and as part of SMRPCO's certification management review.

## **8. Complaints against Certificants**

---

### 8.1 Complaints against Certificants

---

SMRPCO certificants commit to adhering to the standards set out in the SMRPCO Code of Ethics. SMRPCO shall have a process for handling complaints against certificants in a constructive, impartial and timely manner.

#### 8.1.1 Procedure: Complaints

---

A complaint against a certificant must be submitted electronically on the [SMRP website](#). A complaint must meet four criteria:

- Specific to a section of the SMRPCO Code of Ethics
- In writing by the individual lodging the complaint
- Supported by definitive and specific evidence of such accusation
- Made against a current holder of a SMRPCO certification

#### 8.1.2 Procedure: Complaint Handling and Communications

---

- The complaint and all related documentation will be dealt with in a strictly confidential manner.
- The complaint form on the SMRPCO website will include a statement that the complainant must agree to hold in strict confidence the filing of the complaint. He/she will not announce or promote in any manner, or use personal or institutional communication vehicles, to announce filing of a complaint.
- If a preliminary investigation of the information/evidence reveals a valid complaint, the individual(s) named in the written complaint will be sent a "Notice of Complaint." The Certification Commission will also request any additional information needed and a specific timeframe for providing such information. If this additional information is not received, a decision shall be rendered based on the information initially provided.
- If it is determined that no further action is warranted, the complainant will be advised in writing of the outcome of the initial assessment. The target date for this communication is within 30 days after receipt of the complaint.
- If the initial investigation supports the complaint, an independent investigation will commence, and the information shall be handed over to the Certification Commission.
- The Certification Commission will issue a written report of its findings within 60 working days of receiving all further requested supporting information.

- The final disposition will be communicated to the complainant. The target date for this communication is within 10 working days of the written report findings being accepted.
- If for any reason the target deadlines in this procedure are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

### 8.1.3 Procedure: Potential Disciplinary Actions

---

If a complaint is found to have valid grounds, the Certification Commission may recommend one of the following disciplinary actions depending on the severity of the infraction:

- **Warning.** A written warning could be issued that outlines the consequences if the situation occurs again, or if there is another violation.
- **Suspension.** SMRPCO certification or eligibility to become certified could be suspended.
- **Revocation of Certification.** SMRPCO certification could be revoked.

### 8.1.4 Procedure: Appeals of Certification Commission' Findings

---

The subject of the complaint may appeal the disciplinary actions. The Appeals policy (Section 6.1) will apply.

## 9. Communications Review

---

### 9.1 Review of SMRPCO Communications

---

To ensure clarity, currency and accuracy, all SMRPCO internal and external communications related to certification (including but not limited to the SMRP website, member surveys, and internal memorandums) shall be reviewed and approved by the SMRPCO Executive Director or his or her designee prior to final distribution.

#### 9.1.1 Procedure: Review and Approval

---

All documents – regardless of form – that relate or refer to the CMRP or CMRT programs will be submitted to the SMRPCO Executive Director or his or her designee for approval prior to final distribution. The final version and evidence of approval (e.g., signature or copy of email) will be filed in SMRPCO digital files.

## 10. Independence of Certification to Training

---

### 10.1 SMRPCO Independence of Certification to Training

---

SMRP may offer preparatory courses, but SMRPCO will not offer nor endorse such courses. SMRPCO shall ensure impartiality through the following measures:

- The certification function shall remain independent of the training function. Different staff members shall be directly responsible for the distinct functions. When staff members have multiple functions, steps will be taken to ensure impartiality.

- Test-related volunteers with exposure to more than 20% of any one test form shall not be permitted to develop, present, or otherwise be affiliated with preparatory materials or courses for a period of one year from their most recent exposure.
- Candidates for the SMRPCO certification programs shall not receive communications related to SMRP's preparatory courses unless they have opted in to receive such material.
- While the certification may be bundled with training opportunities, there shall also be a certification only purchasing option available.

## **11. Confidentiality**

---

### **11.1 Confidentiality of Individual Information**

---

SMRPCO shall hold in confidence, and in a secure manner, the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, contracted, or volunteer) acting on its behalf. Except as required in this Policies & Procedures Manual, information about a particular individual is considered confidential information and shall not be disclosed to a third party by SMRPCO staff, volunteers or contractors without prior written consent of the individual. Where the law requires information to be disclosed to a third party and unless the law restricts it, the individual shall be notified in writing beforehand of the information disclosed.

#### **11.1.1 Procedure: Certificate Verification**

---

Requests for verification of progress in attaining certification will be responded to in writing or electronically only to the applicant/candidate.

Requests by any person for verification of an individual's certification status will typically be directed to the directory of certificants on the SMRP website. They may be responded to by phone, online or in writing when the requester can provide the individual's name and certification number. Only an indication of whether an individual is certified or not and certification date and/or term shall be provided (ensuring that the status of in-progress or unsuccessful candidates is not disclosed).

## **12. Certificate Issuance and Use**

---

### **12.1 Certificate Issuance Criteria**

---

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

### **12.2 Certificate**

---

A certificate shall be issued to all certificants, and shall include the following:

- Certificant's name
- Certificant's identification number

- Certification title (which indicates the certification scope)
- SMRPCO as the certification issuer
- Signature of SMRPCO authorizing agent
- Certification effective date and expiration date
- Accrediting body logo, if applicable

Certificates will be provided by a third-party vendor selected by SMRPCO. Replacement certificates may be purchased through the vendor for a fee.

### **13. Ownership and Use of the Mark and Logo**

---

#### **13.1 Property**

---

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.

#### **13.2 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.

#### **13.3 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.

#### **13.4 Mark and Logo 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 which, 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.

### 13.5 Suspension or Revocation of Permission to Use Mark or Logo

SMRP 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.

## **14. Publicly Available Documents for Test Preparation**

### 14.1 Publicly Available Documents

The following documents shall be made publicly available:

- SMRPCO Candidate Handbook
- SMRPCO Recertification Handbook
- CMRP Roadmap

These SMRPCO documents can serve as a valuable tool for all professionals in the industry, especially those preparing for certification. The list is intended for use as a study aid only. SMRPCO does not intend the list to imply endorsement of the specific references, nor are the test questions necessarily taken from the sources listed.

## **15. Exam Fees**

---

### 15.1 Fee Establishment and Modification

---

The Certification Commission is responsible for establishing all certification fees. The Certification Commission reserves the right to modify fees, as needed, to maintain the financial security of the program. Current fees are included in the SMRPCO Candidate Handbook, and they are posted at [www.smrp.org](http://www.smrp.org).

#### 15.1.1 Fee Modification Communication

---

If SMRPCO modifies exam fees, the revised fees will be posted to the SMRP website and all other published documents will be updated.

## **16. Test Administration**

---

### 16.1 SMRPCO Test Administration

---

SMRPCO shall implement appropriate processes and procedures to ensure secure and consistent examination administration.

#### 16.1.1 Eligibility for Certification

---

There are no educational experiences or other requirements to sit for the CMRP or CMRT exams. To be eligible to sit for the CMRP or CMRT exam, a candidate must:

1. Complete the CMRP or CMRT application, which is available at [www.smrp.org](http://www.smrp.org)
2. Pay all applicable fees
3. Not have sat for the applicable exam within six months

Candidates who are unable to comply with the eligibility requirements will not be allowed to sit for a SMRPCO exam. Candidates are permitted to sit for all SMRPCO exams, so long as all eligibility requirements are met, for as many times as necessary to achieve a passing score.

##### 16.1.1.1 Denial of Eligibility

---

When any application for eligibility for a SMRPCO certification is denied, the applicant will be notified in writing (including email), and the application fee, less a 10% processing fee, will be returned.

An application may be denied when:

- Any part of the application is incomplete
- Any part of the application is illegible
- The application is not accompanied with the correct fees
- An application and its supporting documentation do not adequately substantiate or properly demonstrate that the applicant has met the minimum eligibility criteria

Denied applications may be appealed or resubmitted, with full fees, upon completion of all eligibility criteria.

#### 16.1.1.2 Appeal of Denial of Eligibility

---

Applicants who wish to appeal denial of eligibility may follow the Appeals policy (Section 6.1).

#### 16.1.2 Scheduling the Exam / Requesting Accommodations

---

Candidates must schedule and take a SMRPCO exam within six months of the date they are made eligible to take an exam. The following are the steps an applicant takes to schedule an exam:

1. Using the "Authorization to Test" email sent to your primary email in your SMRP user profile, create a user account with Pearson VUE, SMRPCO's testing provider
2. Schedule an exam online with a Pearson VUE testing center

SMRPCO offers accommodations for candidates with disabilities and candidates whom English is their second language.

If a candidate has a disability that requires accommodation to sit for the exam, the candidate must indicate they have a disability within the applicable certification application and submit a request for accommodation by emailing [certify@smrp.org](mailto:certify@smrp.org). Individuals requesting accommodation must provide proof (signed statements from supervisors, caregivers, physicians, etc. or other forms of evidence) that the disability exists and that accommodation is necessary. SMRPCO requires a minimum seven days' notice to request special accommodations for a disability. Failure to request a disability accommodation seven days prior to an exam date will forfeit the opportunity for accommodation. If the accommodation requires the presence of one or more persons to support the candidate because of disability, they may not assist the candidate in any way in understanding exam content in such a way as to give the candidate an unfair advantage over candidates without disabilities. Supporting personnel must agree to SMRPCO's Nondisclosure Agreement and agree to not sit for the exam for five years after the date they assist a candidate.

Candidates, whose primary language is not English, may use a strict translation dictionary developed for common use during a certification exam. Candidates must bring their own dictionary to the testing center or exam venue. Any dictionary that has definitions, any written notes, or additional text will not be allowed. Dictionaries will be inspected by the exam proctor, and those who violate this policy will have the dictionary seized. Candidates who refuse to allow the proctor to inspect the dictionary or bring a dictionary that does not meet SMRPCO guidelines will not be allowed to test with the dictionary.

##### 16.1.2.1 Rescheduling, Cancellation and No Show

---

All exams are delivered via Pearson VUE. A candidate may not cancel their exam, unless there is a personal or medical emergency that is deemed an approved excuse, within 48 hours of their scheduled exam session. If a candidate does not appear for the exam ("no-shows"), SMRP reserves the right to charge the candidate a fee.

If a candidate cancels or changes their exam sessions more than 48 hours in advance, the candidate may reschedule the exam session.

### 16.1.3 Taking the Exam

---

Candidates may take all SMRPCO exams online with a computer at a Pearson VUE testing center.

Candidates taking an exam at a Pearson VUE testing center agree to abide by all rules outlined in Pearson VUE's Candidate Rules Agreement. All candidates must review and sign the Candidate Rules Agreement during the check-in process.

Unless granted an accommodation, candidates will be allowed two and one-half hours to take the CMRP exam and three hours to take the CMRT exam.

### 16.1.4 Exam Results

---

At the conclusion of the exam, preliminary results shall show onscreen. Candidates may access full results immediately upon exiting the exam by logging into his or her Pearson VUE online profile. The examination score reports shall reflect pass or fail status. Candidates shall be given access to diagnostic, non-numerical information indicating their overall performance for each domain of the exam.

### 16.1.5 Procedure: Exam Administration & Monitoring

---

Procedures on exam administration and monitoring are outlined in the following documents:

- Pearson VUE Candidate Rules Agreement
- SMRPCO Certification Exam Administration Procedures at Pearson VUE Testing Centers

## **17. Security of Exam Materials and Prevention of Fraudulent Exam Practices**

---

### 17.1 Exam Security and Fraud Prevention

---

SMRPCO shall safeguard all examination materials during the course of certification program activities at all levels of the organization, including all personnel (staff, volunteers and contractors) acting on its behalf. SMRPCO shall take proactive measures to prevent fraudulent examination practices, including but not limited to the following:

- Upon applying for a SMRPCO exam, candidates shall be required to indicate their agreement and commitment to not release confidential materials or participate in fraudulent test-taking practices. The agreement is also displayed on the candidate's computer screen prior to beginning the exam.
- Examination site personnel shall confirm the identity of the candidate upon check-in.
- A live proctor shall be present during the examination.
- The proctor shall take measures to prevent the use of unauthorized aids in the examination area.
- As SMRPCO's testing agency, Pearson VUE shall monitor the examination results for all modes of delivery for indications of cheating and report those results to SMRPCO at least annually. SMRPCO will review case reports for issues and anomalies at least quarterly.
- SMRPCO will review examinee feedback surveys at least quarterly.

### 17.1.1 Procedure: Security during Exam Development and Maintenance

Procedures to protect the security of exam materials during the exam development and maintenance are outlined in:

- Pearson VUE's Secure Testing Framework

### 17.1.2 Procedure: Security during Exam Administration

Procedures to protect the security of exam materials and to prevent fraudulent exam practices during the exam administration are outlined in:

- Pearson VUE's Candidate Rules Agreement
- Pearson VUE's Client Reference
- SMRPCO Certification Exam Administration Procedures at Pearson VUE Testing Center

## **18.Exam Proctors**

---

### 18.1 Use of Exam Proctors

SMRPCO utilizes Pearson VUE testing centers with proctors.

## **19.Recertification**

---

### 19.1 Recertification Requirements

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 Section 19.1.1.

#### 19.1.1 Recertification Application Requirements

Certificants must acquire 50 course hours from a combination of two or more activities as described below.

- Continuing professional education in areas relevant to the five pillars (CMRP) or the four domains (CMRT) described in the applicable Body of Knowledge  
*Actual hours spent in the classroom*
- Complete educational workshops, seminars, on-demand education or other online courses relevant to subject areas in the applicable Body of Knowledge  
*Actual hours spent in the workshop or seminar or viewing an online presentation*
- Participate as an active member of the SMRP Board of Directors, an active member of an SMRP committee, an active member of the SMRPCO Certification Commission, or an active member of a SMRPCO committee  
*Actual hours spent in such meeting activities*

- Attend annual/executive/chapter meetings at organizations relevant to subject areas of the applicable Body of Knowledge (e.g., SMRP, ASQC, ASNT, CSNDT, NGLI, CMVA, STLE, IIE, IMC, etc.)  
*Actual hours spent in such activities*
- Attend conferences relevant to the subject areas in the applicable Body of Knowledge (e.g., SMRP, ASQC, ASNT, CSNDT, NGLI, CMVA, STLE, IIE, IMC, RCM, PdM Vendor Sponsored Conferences etc.)  
*Actual hours spent in conference sessions up to six hours for each day of attendance*
- Give presentations at conferences or seminars relevant to subject areas within the applicable Body of Knowledge  
*Up to 40 hours granted to develop and deliver a paper*
- Publish articles or papers in publications to subject areas in the applicable Body of Knowledge  
*Up to 40 hours granted for writing an article*
- Author a book or a significant chapter of a book relevant to subject areas in the applicable Body of Knowledge  
*Actual hours spent writing the book*
- Provide instruction for a course or workshop relevant to subject areas in the applicable Body of Knowledge  
*Three hours granted for development and delivery for each classroom hour (i.e., 6 hour course = 18 hours)*
- Participate in development of questions for the CMRP or CMRT exam at a SMRPCO-sponsored item writing workshop  
*Actual hours spent in workshop*
- Other activity or learning experience in subject areas in the applicable Body of Knowledge  
*Hours must be submitted to SMRPCO and approved prior to the certification expiring*
- Complete work hours relevant to the subject areas described in the applicable Body of Knowledge  
*Up to 8 hours (CMRT) and 5 hours (CMRP) for each year of full-time work experience within the three-year renewal period*

## 19.2 Recertification Application Process

---

To recertify, certificants must:

1. Complete the applicable recertification application located at [www.smrp.org](http://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 candidate who does not recertify within 90 days of his or her 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 their certification renewed.

### 19.3 Recertification Application Audit

---

SMRPCO's recertification process is conducted 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 Section 19.1.1 in this manual, the candidate will receive 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.

### 19.4 Recertification Appeals, Extensions and Inactive Status Requests

---

A certificant who does not agree with SMRPCO's decision related to their recertification application may appeal the decision.

#### 19.4.1 Procedure: Recertification Appeal Submission

---

Candidate should follow the Appeals policy (Section 6.1).

### 19.5. Recertification Extension Request

---

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

#### 19.5.1 Procedure: Recertification Extension Request

---

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 follow all policies and procedures in Section 16 to sit for the applicable exam.

### 19.5. 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.

#### 19.5.1 Procedure: Request for Inactive Status

The certificant must submit a request for inactive status in writing by emailing [certify@smrp.org](mailto: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.

#### 19.6 Recertification Requirements Waiver

The recertification requirement may be temporarily waived by the SMRPCO 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

#### 19.6.1 Procedure: Recertification Requirements Waiver

A request for a waiver of the recertification requirements must be made in writing by emailing [certify@smrp.org](mailto: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).

## **20. Test Development and Maintenance Process**

---

### 20.1 Policy

---

SMRPCO shall implement appropriate methodologies in order to reaffirm at least every seven years the certification scheme and to reaffirm at least annually the fairness, validity, reliability, and general performance of each examination and to ensure that all identified deficiencies are corrected.

#### 20.1.1 Procedure: Practice Analysis

---

A practice analysis shall be performed no less than every seven years. The purpose of the study shall be to identify the responsibilities performed and the knowledge required to perform the responsibilities in maintenance, reliability and physical asset management. The study findings shall serve as the foundation for developing and/or affirming/revising the certification scheme. The results of the survey shall inform, at minimum:

- 1) Test specifications
- 2) Certification requirements (including initial certification and recertification) and recertification term

#### 20.1.2 Procedure: Test Specifications

---

Test specifications shall be created that include, at minimum, the following:

- What the examination is intended to measure (e.g., cognitive knowledge, psychomotor skills, general competency) and the level of practice (e.g., entry, advanced, specialty, or other)
- Number and types of questions (scored and un-scored pre-test)
- Time allowed to test
- Test content outline with domain weightings

#### 20.1.3 Procedure: Question and Test Form Development

---

Questions on the test shall be written by item writers who have been trained in preparing multiple-choice items by SMRPCO's contracted testing agency, Pearson VUE, or by SMRPCO staff.

Questions written shall be assessed for content, level of difficulty, accuracy, and correctness. Once approved, the questions shall be edited to ensure consistency of question format and be included in the bank of test questions.

From that bank, SMRPCO's contracted testing agency, Pearson VUE, shall prepare a draft test based on the exam specifications. SMRPCO volunteers shall then review the draft, substituting questions as needed to further balance and match the content of the test to the exam specifications.

#### 20.1.4 Procedure: Pretesting of Items

---

To enable the addition of new items with proven, sound statistical attributes to the active item bank, up to 10 new items shall be pre-tested on each test form on the CMRP exam.

Pre-test items shall not be scored. Pre-test items shall be intermingled among the active items and candidates shall not know which items are being the pre-tested. Candidates shall be notified of the specific number of items that are pre-test items.

#### 20.1.5 Procedure: Passing Standards and Equating

---

The passing standard for all test forms shall be set using a methodology appropriate for a criterion-referenced test. The contracted testing agency, Pearson VUE, shall guide a group of volunteers assigned by SMRPCO and/or SMRPCO staff to determine the passing standard.

Equating may be used to maintain the passing standard across different test forms and to statistically adjust scores, as necessary, to compensate for differences in difficulty across forms.

#### 20.1.6 Procedure: Scoring the Examination

---

The test shall be scored per Classical Test Theory, with the number of correct answers needed to pass the test set via the standard setting process. The items shall not be weighted, such that all items contribute equally to the final score.

#### 20.1.7 Procedure: Test Maintenance

---

Test maintenance shall be performed at least annually. This test maintenance process shall involve a test-level and item-level analysis. Specifically, the following steps shall be executed:

- Raw-score and scaled-score summary statistics by form
- Reliability and standard error of measurement by form
- Mean item-time summary statistics by form
- Exam-time summary statistics by form
- Decision consistency indices by form
- Pretest-item descriptive statistics by form
- Number of pretest items in each domain/pillar that were flagged as poor performers
- Operational-item descriptive statistics by form
- Number of operational items in each domain/pillar that were flagged as poor performers
- Identification of any evidence of cheating through data analysis
- A report shall be generated outlining all the results and recommended steps taken to address any deficiencies. A plan shall be created and implemented to correct any identified deficiencies.

## 21. Finance

---

### 21.1 Refunds and Processing Fee

---

SMRPCO shall not issue refunds or partial refunds of certification or recertification application fees unless an applicant is denied eligibility. In the event that an applicant is denied eligibility to

sit for the examination, a 10% processing fee will be charged and the applicant will be refunded the remainder of the application fee. Refunds will be provided only upon written (including e-mail) request.

## 21.2 Reimbursement

---

In general, services and expenses of volunteer members are expected to be paid by sponsoring employers, supporting organization or the individuals themselves. SMRPCO will, for SMRPCO staff, paid consultants, and volunteer certificants, specifically authorized to incur them, reimburse for expenses incurred while conducting SMRPCO business. Original receipts are required for all expenses over \$25.00 (USD). Reimbursement is based on the following:

- Accommodations: SMRPCO shall pay for single occupancy room charges for all authorized volunteers and committees.
- Meals: SMRPCO shall pay a reasonable amount for meals (including planned group meals).
- Ground Transportation: SMRPCO shall pay for ground transportation to and from the airport by shuttle or cab using the least expensive method whenever possible. If renting a car, round-trip shuttle cost may be submitted for cost against the rental.
- Airfare: Authorized individuals should book airfare sufficiently in advance to achieve reasonable fares; any exception requires prior approval of the SMRPCO Executive Director or SMRPCO Chair.
- Own Car Travel: SMRPCO will reimburse at the federal rate per mile as established by the IRS plus any parking charges. Total car charges are not to exceed economy airfare.
- Gratuities: Reasonable gratuities with receipt or record when over \$25.00 will be reimbursed.
- Telephone Usage: Reasonable and appropriate long distance charges for calls related to SMRPCO business and while on SMRPCO business will be reimbursed.
- Internet access charges: Reasonable and appropriate charges for access in order to carry out SMRPCO business and aid personal communications while on SMRPCO business will be reimbursed.

Any extraordinary expenses not covered by these guidelines must be cleared in advance by the SMRPCO Chair or the SMRPCO Executive Director.

Reimbursement requests must be submitted within 90 days of the charges being incurred.

## 21.3 Chapter Exam Rebate

---

SMRP chapters will receive \$15.00 (USD) for each CMRP or CMRT exam administered at a chapter meeting or conference.

### 21.3.1 Procedure: Request Chapter Exam Rebate

---

SMRP Chapter leadership must request a chapter rebate via email. Chapter leaders may send a written request to [certify@smrp.org](mailto:certify@smrp.org) with "Request for Chapter Exam Rebate" in the subject line. Upon confirming the exams, SMRPCO staff will cut a check for the applicable amount.