

Autodesk®

Autodesk Professional Certification & Authorized Certification Center Global Program Guide

Version 9

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Autodesk has set these standards, which are applicable at the date of issue of this document. Given the pace of change in the Information Technology marketplace these standards will from time to time, be updated. Autodesk reserves the right to change any parts of these standards as and when necessary and to inform all interested parties of such changes in a timely fashion in order that they may formulate their own plans and business directions appropriately.

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1 Autodesk Professional Certification Overview

Autodesk Professional Certification is a Program for users of Autodesk products to assess their skills and knowledge by examination. It is more than just an informal self-assessment of knowledge; it is a tool to manage skills development and help improve recruitment processes by identifying a pool of formally validated skilled talent in the market. Certification also helps customers gain a competitive advantage in the market place by providing reliable validation of skills and knowledge, which may translate to higher quality of performance applied to commercial projects.

Autodesk Professional Certification comprises both multiple-choice and performance based testing. Performance-based testing differs from a traditional purely multiple-choice exam, since the candidate is required to use an Autodesk application to perform a specific design or configuration task. This exam format is called "performance-based", because successfully completing the exam requires that the customer actually perform and complete a task, rather than simply explain how a task may be completed. Performance-based testing is widely accepted as a more rigorous certification method, since it ensures that the customer has the skills needed to use the application efficiently, rather than just the ability to recall information.

To earn an Autodesk Certification credential the customer needs to pass an Autodesk Certification exam or series of exams. All certification exams are delivered in a secure and proctored (observed and controlled) environment.

1.1 Autodesk Professional Certification Exams

1.1.1 2012 and previous exam versions

There are two levels of Autodesk Certification, which are designed to assess a candidate's knowledge and skills of specific Autodesk applications. In addition, assessment tests are available to assist candidates to prepare for examination.

Level 1: Autodesk Certified Associate

This certification level covers the fundamental concepts and procedures in an Autodesk application, and is targeted to all software users. This certification exam comprises thirty (30) multiple choice questions and does not require the use of Autodesk software. This knowledge-based certification is a prerequisite to the Certified Professional level.

Level 2: Autodesk Certified Professional

This certification level covers a broad range of skills, and requires an individual to perform tasks and procedures using the Autodesk software. This certification exam comprises twenty (20) performance-based items. Professional level exams require an individual to open a drawing, complete a task or series of tasks, and then answer a question about that task.

Autodesk Professional Certification Assessment Tests

An Assessment test will help to determine an individual's general knowledge of an Autodesk product. It will identify areas of knowledge that a candidate should look to develop in preparation for the Certification exams. The assessment tests do not need to be completed in a proctored environment. More information on available assessment products can be found on www.autodesk.com/certification.

1.1.2 2013 and later exam versions

There is a single level of Autodesk Certification, to assess both a candidate's knowledge and skills of specific Autodesk applications.

Autodesk Certified Professional

This certification covers the fundamental concepts and procedures in an Autodesk application, and is targeted to all software users. This certification exam comprises multiple choice questions, and also requires an individual to use Autodesk software to open a drawing, complete a task or series of tasks, and then answer a question about that task. These exams require the use of Autodesk software.

1.2 Autodesk Certification Exam Retake Policy

Autodesk will allow candidates to retake the exam up to three times within a 12-month period.

Candidates are required to pay for all retakes. See section 1.3 for Free Retake Policy.

1.3 Autodesk Certification Exam Free Retake Policy

Autodesk, and its master distributor, will sponsor exam retakes for candidates in the following cases:

- Confirmed errors in the test item that prohibit the candidate from answering the questions when no rescore of the exam results are undertaken;
- Confirmed technical issues related to the Autodesk Online testing system that are reported within 24 hours of the test session.

Autodesk, and its master distributor, will not sponsor exam retakes for candidates in the following cases:

- Technical issues connected to the Authorized Certification Center facility:
 - The center did not have necessary data files and/or the latest version of the Autodesk Secure Browser installed;
 - The center did not meet the minimum standards for testing (Internet connectivity, facilities and equipment);
 - Scheduling errors/issues.
- Candidate disputes of test items that have been confirmed to be working correctly.

1.4 Autodesk Certification Preparation Solutions

Autodesk offers a variety of supporting documentation and solutions for Certification exam preparation.

1.4.1 Exam Preparation Roadmaps

Autodesk highly recommends using a variety of resources to prepare for certification exams. In all cases, users must start with the exam objectives to determine which tasks will be covered on the exams. Exam objectives are the detailed tasks that will be covered on the certification exams. Each exam has either an exam guide or an exam preparation roadmap document that outlines the objectives along with other exam related information such as support preparation solutions. These documents can be found at www.autodesk.com/certification.

Exam Preparation Roadmaps are comprehensive documents detailing the exam objectives, program details, preparation materials, and recommended experience levels. These documents are made available at no charge to instructors and candidates.

1.4.2 Autodesk Official Training Guides (AOTG)

Autodesk Official Training Guide (AOTG) branded training guides are the preferred classroom training material for Autodesk Authorized Training Centers (ATCs). AOTG titles are also designed for self-paced, standalone learning. Students simulate real-world projects and work through hands-on exercises.

Together, with the Exam Preparation Roadmap, the AOTG solutions will help candidates focus on the skills they need to succeed.

1.4.3 Hands-on Experience

Actual hands-on experience is a critical component in preparing for the exam. Direct application of the skills learned cannot be substituted by any one other learning resource. A candidate must spend time using the product and applying the skills learned. The exam is looking to measure how well a candidate knows how to perform tasks, not how well a candidate memorizes features and functions.

1.5 Certification vs. Assessment

It is important to understand the difference between “certification” and “assessment testing”. Certification is the stamp of approval from an awarding “authority” (in this case the manufacturer of the software) that the candidate has:

- demonstrated either knowledge (question and answer) or capability (performance based, or practical demonstration) with the software
- to a published and agreed standard
- under controlled circumstances (proctored in an examination centre)
- with security and confidence that the candidate is actually the person performing to the required standard (identification provided)
- to the satisfaction of the awarding body (in this case Autodesk)
- with no help or support from any other person or information aid

The assessment tests enable feedback regarding their product knowledge or capability with no external validation or approval. The assessment tests can be used to help identify an individual's knowledge gaps and training needs, or to assess their readiness to undertake an accredited certification.

2 Autodesk Online Testing System

The Autodesk Online testing system is a web-based certification system that enables secure certification exam delivery by Certification Centers. The certification testing will be run using a secure online testing browser, which is installed on the testing machine. When the test completes the exam will be scored by Autodesk Online and the candidate will have immediate access to their score report.

For further details on the operation of the Online Testing System, please refer to the training modules and how to guides, and the online help.

3 Authorized Certification Center (ACC) Policies

Authorized Certification Centers (ACC) are a worldwide network of independent professional certification partners who have been authorized by Autodesk or its partners to administer certification exams.

To obtain authorization for exam delivery as an Authorized Certification Center, the testing site must meet the Autodesk Certification Center Requirements as detailed below.

Centers must also agree to the Autodesk Authorized Certification Center Agreement (also referred to as “Service Level Agreement”) upon their initial login to the Autodesk Online Testing System website and comply with all contractual terms and conditions including this Information Guide. Autodesk reserves the right to change the Authorized Certification Center requirements in the Autodesk Professional Certification Program Guide at any time.

3.1 Authorized Certification Center Fees

There is no fee payable to Autodesk or its partners to become an Autodesk Authorized Certification Center.

3.2 Autodesk Software for Autodesk Certification Exams

An Autodesk Authorized Certification Center may offer Autodesk Certification exams for any product for which they have legally licensed software.

Important Note:

The AutoCAD Professional Certification exam requires standalone AutoCAD software to be installed on the testing machine. Centers cannot substitute a “vertical” version of AutoCAD (eg AutoCAD Mechanical) for AutoCAD. AutoCAD LT cannot be substituted for AutoCAD.

Autodesk software must be installed using default configurations, and should not be customised or installed using a custom installation.

3.3 Authorized Certification Center Requirements

To receive authorization for exam delivery, the testing site must meet specific requirements, including a minimum number and type of workstations and workspace requirements, Autodesk software, center hours, staffing, and proctoring responsibilities as set forth in the Autodesk Certification Center Requirements.

3.3.1 Candidate identification

The Authorized Certification Center is required to ensure that the candidate taking a certification exam is who they claim to be. All candidates must present at least one form of photo ID, or 2 forms of non-photo ID to ensure the candidate is the person to whom the certification exam is delivered. (Note: this does not apply to Assessment Tests or Practice Tests).

The Authorized Certification Centre is required to confirm the form of identification presented by the candidate when the proctor logs the user in to the Autodesk Online system.

3.3.2 Materials allowed in the exam facility

Candidates are not permitted to refer to any documentation or online data or communication tool containing or enabling access to information about the exam, or access to any other person, or to take any papers or documents into the testing centre. Candidates may use blank note paper provided by the ACC to make notes or calculations. Center Proctor must collect any note paper given to candidates when they exit the testing area. No notes created during the session may leave the center, and must be destroyed after the candidate has completed the exam.

Candidates may not use mobile phones, computers or PDAs of any kind for any purpose during the progress of the exam.

3.3.3 Facilities

Each Authorized Certification Center must have a reception or exam waiting area that is separate from the location of the workstations to be used to deliver the exams. Candidates waiting for a scheduled exam must not have contact with examinees who are in the process of completing a certification exam, or who have completed their testing session. The center staff are responsible for monitoring the location of certification candidates to avoid instances of cheating.

Workstations used for testing must be positioned so that the Proctor is able to maintain visual contact with the candidate at all times while an exam is in session. Proctors may maintain visual contact directly, or through video monitoring.

3.3.4 Workspace Dimensions

Each testing workstation must be situated in an environment that is conducive to testing. The workspace must be in an area that is free from noise and distraction, properly lit and heated to an acceptable working standard. There must be adequate space around the workstation for the candidate to easily use the testing workstation. There must be adequate space between examination workstations to prohibit candidates from viewing one another's screen, or conversing during the test session.

3.3.5 Examination Delivery Workstations

Autodesk certification examinations are delivered to the Certification Center from a secure web server, and may require the concurrent use of one or more Autodesk applications. The workstations designated as test delivery clients must meet the requirements listed below.

Platform Requirements	Description
Browser	Microsoft Internet Explorer V5.5 or later. The system is optimized for Internet Explorer, other browsers may not display all content properly
Browser Setup	Autodesk certification examinations require installation of a secure browser on each workstation. An Authorized Certification Center may download the Secure Browser from the Autodesk Online site under the Downloads tab.
Operating System	Windows (NT, XP, Vista 32 or Windows 7) Recommended: Windows, XP or Vista
Internet Connection	Broadband connection (DSL, Cable, or T1).
PC Class	Each PC used for testing must meet or exceed the minimum hardware requirements for the Autodesk applications installed on the workstation.
Monitor Size	17" monitor or larger
Resolution	1024x768 or higher
Colour Depth	16-bit colour depth or greater

3.3.6 Workstation Delivery Requirements

Autodesk certification exam are delivered on a single workstation, and during delivery candidates will have access to the Autodesk application required to successfully complete the examination. Autodesk Authorized Certification Centers are prohibited from allowing candidates to use more than one computer during the administration of an examination i.e. candidates are not permitted to run an Autodesk application on a separate computer. Authorized Certification Centers are prohibited from loading the certification exam data files to any computer that is not used to access the Autodesk Online Testing System at the time of examination delivery; i.e. centers are not allowed to load the data files on a separate computer to allow candidates to use this computer to run the Autodesk application during the exam.

3.3.7 Software and Data Files

Autodesk certification exams require the following software and files for each workstation used for delivery:

Autodesk application – the application designated as a prerequisite in Autodesk Online for the exam. Professional Certification exams require a legal Autodesk application to be installed as a standalone application. For example, you must have AutoCAD 2012 to deliver the AutoCAD 2012 Professional exam. Centers cannot substitute a vertical version of AutoCAD (eg AutoCAD Mechanical) for AutoCAD. AutoCAD LT cannot be substituted for AutoCAD. Autodesk Associate level exams do not require an Autodesk application.

Secure Browser – a small application loaded to the workstation that is required for the exam to launch. The Secure Browser is available for download from within Autodesk Online Testing System on the Downloads page.

Data files – Professional level exams require data files, which are downloaded from Autodesk Online. Data files may only be installed on the workstations in the Certification Center that are designated for Autodesk certification delivery. Authorized Certification Centers are prohibited from loading the certification examination data files to any computer that is not used to access the Autodesk Online server at the time of examination delivery; i.e. centers are not allowed to load the data files on a separate computer, and to allow candidates to use this computer to run the Autodesk application during the examination. Autodesk Associate level exams do not require any data files.

3.3.8 Hours of Operation

Authorized Certification Centers offering public testing must publish their hours of operation, so that customers know when they can contact the Center. Authorized Certification Centers should allow time for check-in and breaks and transition time before and after each test session.

3.3.9 Staff

At a minimum, an Authorized Certification Center will require two (2) staff roles, which may be fulfilled by the same individual.

An Administrator is the individual at the Authorized Certification Center who has access to the administrative functions in the testing system. These functions include publishing the Certification Center hours and maintaining the center profile data.

A Proctor is the individual that is responsible for validating candidate identification, and logging in as a proctor at the beginning or continuation of a testing session. Please note that a Proctor must be present any time a test is in session. (Administrators may also proctor exams).

Staff Qualifications

The requirements for Authorized Certification Center Administrators and Proctors are minimal, in terms of technical aptitude. However, they must have good computer skills and understand working with PCs and software applications. The individuals who provide administrative and proctoring services at the center need not be certified or possess skills in the applications being tested.

Staff Responsibilities

The primary responsibilities of Certification Center staff are to manage the center data on the Autodesk Online .The Certification Center Proctor validates candidate identification, and approves the candidate for starting the examination (using the Autodesk Online system). Center staff is to be fully committed to maintaining the security of all Autodesk certification examination content.

Authorized Certification Center staff (Administrators and Proctors) is prohibited from copying, disclosing, or otherwise making certification examination content available by any means to anyone. This includes not only the exam questions, but also the data files.

Staff Training

Center Administrators are responsible for using the HELP page documents to train their staff to use the Autodesk Online system appropriately. In some geographies, formal training may be available. Consult your local Autodesk Education Program manager for more information.

3.3.10 Minimum Exam Delivery

In order to retain the Authorized Certification Center (ACC) status partners are required to deliver a minimum number of exams per Autodesk program year, e.g. February 1, 2012 – January 31, 2013. The minimum requirements in force at any time are available from the regional distributor.

3.4 Certification Exam Delivery at Offsite Locations

Offsite certification exam delivery by Authorized Certification Center personnel is permitted, but must be conducted in accordance with the policies outlined in this document.

In addition, Certification Centers are required to provide the testing machines, pre-configured with the offline testing system browser.

4 Autodesk Professional Certification Exam Pricing and Purchasing

Partners should contact their local Distributor for exam pricing and exam inventory exchange policies.

5 ACC Administrative Requirements

5.1 E-mail and Web Access

ACC Site Managers are required to have internet and e-mail access in order to remain current with Autodesk Professional Certification information and to receive special e-mail communications from Autodesk.

5.2 One Primary Point of Contact

ACC partners must designate one (1) person as the central point of contact with Autodesk who will be responsible for receiving all communication and ensuring distribution through their organisation and ensuring that Autodesk has current ACC data. This person will be designated as the Testing Center Administrator contact on record with Autodesk. By having one point of contact, we ensure the quality and accuracy of communication between Autodesk and the ACC Site.

5.3 Changes to ACC Site Information

The ACC is required to ensure their site and contact information in the Autodesk Online Testing System is at all times up to date.

The ACC is required to ensure that the address information supplied on the system is limited to the actual address data and does not include other data such as phone numbers and email addresses.

Please Note: Failure to maintain site and contact information and or to notify Autodesk of changes in the Certification Administrator may result in Autodesk being unable to deliver the appropriate services, support or information necessary for you to operate and maintain your status as an ACC.

6 Autodesk Authorized Certification Center Extranet

Autodesk supplies ACC partners with a centralised and secured website for critical Autodesk Professional Certification Program information and communications. The ACC Partner Extranet is known as the Partner Portal. ACC partners have access to the Partner Portal through the ATC Program or through the regional distributor.

7 Autodesk Professional Certification Marketing

Autodesk undertakes a number of activities designed to drive customer awareness of Autodesk Professional Certification and Autodesk Authorized Certification Partners. These include, but are not limited to:

- www.autodesk.com/certification website;
- Reference to Certification in Autodesk Official Training Guide material (AOTG);
- Authorized Certification Center locator on <http://autodesk.starttest.com/> which is linked to from the Autodesk certification website.

7.1 Certification Sales Tools

Autodesk has also developed Certification sales tools to help ACCs successfully launch and message Autodesk Professional Certification to customers. These include:

- ACC Site Certificate;
- Autodesk Professional Certification Overview presentation;
- Brochures that outline the benefits to individuals and employers of Autodesk Professional Certification;
- Information on selling and integrating Autodesk Professional Certification into the ATC business.

7.2 ACC Brand and Customer Certification Logos

Authorized Certification Center partners will be given the ACC logo which can be used to distinguish your Center in the market place.

Autodesk Authorized Certification Centers can additionally capitalise on the significant brand recognition that Autodesk has developed over the years by:

- Using the ACC logo on their websites and for other sales and marketing activities.
- Prominently displaying the ACC Site Certificate that is provided to a testing center when they become an Authorized Certification Center.
- Having testing center staff complete the certification exams and then utilizing the following Customer Certification logos to promote your business and highlight your expertise in the marketplace.
 - 'Autodesk Certified Associate'
 - 'Autodesk Certified Professional'

7.3 Autodesk Corporate Identity

All Autodesk logos are standardised to ensure a consistent image is presented by all Autodesk business partners worldwide. Consistent use of these logos will strongly reinforce the identity and profile of Autodesk and our products, and being identified with a strong corporate image will help your business. You may not modify in any way any of the logos provided for Autodesk Professional Certification.

All ACC partners must conform to the guidelines published for the use of logos or other Autodesk registered names or marks. Please refer to the Partner Portal for further information.

8 Support

8.1 General Certification Program Support

Support for all general queries regarding Autodesk Professional Certification program questions will be provided by the local Distributor to all Authorized Certification Centers.

8.2 Autodesk Online Testing System Technical Support

English language technical support for examination delivery will be provided by Internet Testing Systems (ITS) via e-mail and telephone.

You can e-mail your support question to: AutodeskSupport@testsys.com

You can call the ITS Helpline at +1-800-514-8492 (North America only).

If you are outside North America you can call the ITS Helpline at +1-443-573-8397.

8.3 Technical Support Hours

Immediate Technical Support is available at the following times:

Monday to Friday

Monday to Friday	08:00am to 06:00pm US Eastern Time
Monday to Friday	01:00pm to 11:00pm UK Time
Monday to Friday	02:00pm to 12:00pm Central European Time
Monday to Friday	05:30pm to 03:30am New Delhi, India

8.4 Out of Hours Technical Support

Please contact your local distributor for immediate technical support first.

If you call ITS Support outside of the support hours published above, the ITS support system will page a support technician, who will respond to you as soon as possible.

E-mail support requests received outside of the support hours published above will be answered the following working day.

9 ACC Application & Approval

9.1 ACC Application Instructions

If you are interested in applying to become an Autodesk Authorized Certification Center, you should contact your local Distributor for further information and application instructions.

Once your application has been received, it will be reviewed and you will receive e-mail notification of whether your testing site has been approved to become an ACC.

9.2 ACC Welcome & Getting Started Information

Upon approval, your Testing Center Administrator will be provided an ACC Welcome Pack which contains:

- ACC Certification Welcome letter containing 'Getting Started & Next Steps' information;
- ACC Site Certificate;
- Instructions as to how to access ACC Logo;
- Access to Authorized Certification Center Training (within the Autodesk Online Testing System);
- Access to download the Certification Marketing and Communications Tools from Partner Portal. These include, but are not limited to:
 - Certification customer overview presentation;
 - Certification brochures.

Important Notes:

An automated e-mail detailing login and password information for the Autodesk Online Testing System will be sent to your Testing Center Administrator.

10 Use of this document

This document describes the basic policies processes and requirements of the Autodesk Professional Certification program. It is subject to change at any time.

END