

ARMA International's SharePoint® Records Management Certificate Frequently Asked Questions:

How do I take the final exam?

The final exam is administered online through your www.arma.org account. You will receive a link to register for the certificate exam after you complete the RIMtech EDRMS Seminar. After paying the \$100 registration fee, a link to access the exam will appear in your My ARMA account under Online Courses. The link is called *SharePoint® Records Management Certificate Final Exam (RIMtech)*.

When will I receive my certificate and lapel pin?

Within four weeks of successfully completing the seminar, final exam, and program evaluation, you will receive an email from education@armaintl.org with a unique login and password to order your complimentary certificate and lapel pin at <http://theawardgroup.com/ARMACERT>. Once you've placed your order, it will be shipped to your physical address.

What can I expect on the SharePoint® Records Management Certificate Final Exam?

The final exam is 65 multiple-choice questions. The questions are based on the core concepts and learning objectives from the Solutions for EDRMS Success: SharePoint® Records Management Certificate seminar. The exam is open book/open note.

Do I have to complete the exam in a specified time frame?

To earn your certificate, the final exam must be completed within 90 days of completing the seminar. Once you begin the exam, you will have 3 hours to complete it. If you have not submitted your exam within the 3-hour time limit or if you exit it before completion, you will automatically fail the exam attempt.

What is a passing score?

To pass the exam, you must answer 70% of the questions correctly.

What is the best way to prepare for the final exam?

Attend the seminar and review the suggested publications and handouts.

When will I know if I passed or failed the final exam?

Results will be provided immediately upon completion of the exam.

Will I be told which questions I answered incorrectly?

Yes. Upon completion of the exam, you can view a report identifying which questions you answered incorrectly.

What is the significance of passing the final exam?

Passing the final exam means you understand how to successfully implement large and complex electronic document and recordkeeping management systems (EDRMS) and can apply the methodology toward your program. Your organization will benefit from the knowledge and skills you have attained.

What if I do not pass the final exam?

You are allowed two attempts to pass the final exam. There is a five-day waiting period and a \$50.00 fee to retake the exam. You must complete the retake within 30 days of registering for it or within 90 days of completing the seminar, whichever is the longer timeframe.

If you cannot complete the exam or the retake within those timeframes, you may then request a one-time only, 90-day extension for a fee of \$75.00.

If you fail the exam after two attempts, you will be required to purchase and complete the entire certificate program again in order to complete the final exam and earn your certificate.

What is the difference between a *SharePoint® Records Management Certificate* and a *Certificate of Attendance or Letter of Completion*?

The *SharePoint® Records Management Certificate* is a certificate of educational achievement recognizing that an individual has successfully met the requisites of the *SharePoint® Records Management Certificate* program, including attainment of the training program’s learning objectives. It is issued after an individual has successfully completed the required training program and has obtained a passing score on the final exam. The final exam is based on the educational content of the Solutions for EDRMS Success: *SharePoint® Records Management Certificate* seminar. It will take the form of an open book/open note exam. (Note: Individuals who complete the seminar may also receive a *certificate of attendance* or *letter of completion*.)

A *certificate of attendance* or *letter of completion* simply documents participation in classes, courses, or other education/training programs or events. It does not indicate that the individual has met the learning objectives. It is awarded at the end of the completion of a program or event and signifies the participant was present and, in some cases, that the participant actively participated in the program or event.

What is the difference between a *Certification* and the *SharePoint® Records Management Certificate*?

A certification program focuses is on assessing current knowledge and skills within a specific profession. A certification program usually has eligibility requirements (such as years of work experience), ongoing requirements (such as continuing education, renewal fees) and/or recertification requirements. After meeting these requirements an individual is awarded a title and designation (such as *John Doe, CRM*).

By contrast, the *SharePoint® Records Management Certificate* is a certificate program, which is a non-degree-granting education or training program consisting of a learning event or series of events designed to educate or train individuals to achieve specific learning outcomes for a specific topic or focused group of topics within a discipline.

Participants earn the certificate (like a diploma) after all program requisites, including completion of a specific training program and successful completion of a comprehensive assessment, have been achieved. Individuals can then list the attainment on résumés or in signature lines, such as with ARMA International’s *SharePoint® Records Management Certificate* program: “*SharePoint® Records Management Certificate Holder*”. Additionally, there are no ongoing requirements to maintain a certificate, such as continuing education, reassessment, or renewal fees.

Certification	Certificates
Certification covers a broad body of knowledge – often an entire field.	Certificates, in contrast, usually cover a focused or specialized body of knowledge within a field.
In certification the focus is on assessing current knowledge and skills within a field.	Certificates first focus on training individuals to achieve certain knowledge or skills and then assessing their attainment of it.
Certification usually has eligibility requirements (such as years of work experience), ongoing requirements (such as continuing education, renewal fees) and/or recertification requirements.	Certificates can be dated with a validation period to encourage participants to retake the program or portions of it to stay current. However, they are most like a diploma and once earned do not require ongoing maintenance, such as continuing education, reassessment, or renewal fees.
Certification usually includes passing of an assessment that covers a broad area of knowledge and skills.	Certificates include passing a comprehensive assessment that covers the specific training program for the certificate.
Certification usually awards a title and a designation—for example, the ICRM’s <i>Certified Records Manager</i> and “CRM.”	Certificates award a certificate (like a diploma) so that individuals can list the attainment on résumés such as ARMA International’s <i>SharePoint® Records Management Certificate Holder</i> and “CH-SPRM.”