

## Exam Guarantee

APICS certification is an investment in your future. We want to reduce your stress about the exam by offering you additional support and a free retake of the exam if you follow our process but do not pass on your first attempt and within one year from the start of class.

### What you need to have done:

- **Bought the Certification Course and matching Exam in question from the APICS Orange County Chapter.**
- **Attend and participate in class regularly** - Reached out to the instructor or other students to clarify any concepts that you don't understand after you have read the material and attended the class session. Regular class attendance requires participating in over 80% of the contact hours scheduled.
- **Practiced your vocabulary** – Use online or in print the online flashcards. APICS vocabulary is a significant portion of the exam and will help you determine which concepts you truly understand and which you need to study in more depth.
- **Taken the online quizzes & practice tests** – Students who score 80% or better on the practice tests and quizzes are almost assured of passing, so we require that you:
  - Taken all of the quizzes and tests before the exam.
  - Repeated the quizzes – Start with those on which you had the lowest scores.
    - Achieving over 80% on each one.
    - You may need to take a particular quiz several times if it remains below the 80% score.
    - Reread that material to get a better understanding of the concepts underlying any quiz you need to repeat and if still in need of assistance ask your instructor questions. Please keep the requests for instructor time to a reasonable and minimal amount of time.
    - Continue repeating until you consistently achieve 80% or better on each quiz.
  - Taken the online tests – Did both the post-test and any practice tests available.
    - Reread that material to get a better understanding of the concepts underlying any exam question you are answering incorrectly and, if necessary, ask your instructor questions.
    - Continue repeating until you consistently achieve 80% or better on each exam.
    - The practice tests are very similar in “feel” to the real exam. Retaking these tests will help you get past any nervousness more quickly when you take the real exam.
- **Sign up, take the exam and share your results:**
  - If you aren't sure you are ready, talk with your instructor. We will be glad to review your scores and give you advice on how to proceed.
  - Once you are ready, sign up for the exam and select the “Share Results with Chapter” option.
  - Scan your test results and share them with your instructor. If you pass, we'd love to share in your celebration. If you fail, the diagnostics will help us focus you on areas where you need to bolster your knowledge.
  - Advise your instructor of your anticipated test date in advance.

### What we will do:

- **Support you as you prepare** – If you need additional help, just ask and an instructor will assist you. Again, please be reasonable and minimal about the instructor time you request. We do reserve the right to discontinue assistance after, in our opinion, a reasonable amount of instructor time has been consumed.
- **Offer a free retake of the class** – If you feel you are not ready to take the test, you can retake the class. You and the instructor of the class decide whether to sit in on the entire class or just specific sections. One of our instructors can work with you to identify which sessions might be most useful. Retaking a class includes permission to attend but does not include updated materials and for in person sessions it does not include meals or other expenses.
- **Provide retake preparation** – If you don't pass the exam:
  - When you scan your test results and share them with your instructor, we will use the diagnostics to identify areas where you need to focus to bolster your knowledge.
  - We will work with you to develop a plan to shore up any weak areas of your study.
  - One of our instructors will be available to answer your questions and review concepts as needed.
- **Provide a voucher in your account for your exam retake** – If you need to retake the test, when you are ready, we pay for and provide, in your ASCM Plus Member account, your voucher for one retake exam at no charge to you. It is your responsibility to maintain your ASCM Plus Membership.