



شركة الأساليب التقنية الادارية والصناعية المحدودة
INDUSTRIAL & MANAGEMENT TECHNOLOGY METHODS Co. LTD.

SAP Training and Certification Exam Registration Policies and Procedures

Cancellation

- Cancellations may be made either by sending a fax to INDUSTRIAL & MANAGEMENT TECHNOLOGY METHODS CO. LTD. (ITM) at +966-3-899-9234; **Attention of TRAINING DEPARTMENT** or by emailing us at education@itm.com.sa.
- ITM – Training Department will confirm the cancellation by e-mail.
- In case of not receiving the cancellation confirmation email from ITM – Training Department within three (3) business days from the date of the cancellation request, the customer should call us at our toll free 800-6-100-100 to reconfirm.
- Cancellation fees are as follows:

If you cancel your registration...	SAP will assess...
More than 10 business days before the scheduled start date of the Class/Certification Exam.	full refund
5 business days and less than 10 business days before the scheduled start date of the class/Certification Exam.	50% of fee refund
Less than 5 business days before the scheduled start date of the class.	no refund

Note: refunds will be received with in 2-3 weeks of cancellation request date.

Registration for Non-Partners and Non-Customers

The same basic registration policies apply to partners and customers as applies to independents, with the following additional conditions:

- Payment by certified check or funds is due within five business days from date of registration. If no payment is received within the five business days, SAP will release the registration and a notification of cancellation will be issued.
- An SAP non-disclosure document must be signed by all independents before the commencement of an Academy course.

SAP Certification Conditions

Conditions for Participation in SAP's Consultant Certification Program

1. Participants

- Partners and customers may register suitably qualified employees as candidates for the certification examination.

For more information about SAP Training and Education please contact us at education@itm.com.sa or one of the below

Saudi Arabia: +966-3-896-0600 Ext: 168(Direct) , 800 – 6 –100 –100(Toll Free)



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- Participants in training courses that are given by SAP or SAP's authorized training partners and that include the certification examination may attempt the certification examination.
- For all Academy tracks that contain Case Studies, full participation of the student is mandatory to qualify to take the certification exam.

2. Examinations, Personal Data

- SAP will define and publish the format and duration of the examination, which are subject to change by SAP without notice.
- Examinations and certificates are release dependent, that is to say, examination content and certificates are valid with respect to a particular software release.
- SAP reserves the right to limit the validity period of a release-dependent certificate. The validity of a certificate expires when SAP ends support of the release in question.
- SAP will define, at its discretion, the releases for which examinations will be offered and their validity in time.
- SAP may offer a Delta test to upgrade the certificate for a particular release so that it is valid for the subsequent release. Delta test candidates must hold the certificate for the current release.
- Possession of the certificate for a prior release does not entitle a candidate to admission to a Delta test.
- SAP reserves the right to include matters of general importance as well as matters specific to the new release in the Delta tests.

3. Examination Rules

- Each candidate must produce an official valid identification document with photo to the proctor before the proctor gives the candidate the candidate's own examination papers, or logon password as the case may be.
- The candidate must complete the examination alone and independently.
- No extra help of any kind is allowed, except as follows
 - Candidates whose mother tongue is not the language of the examination may use a dictionary provided it contains no notes and is inspected and accepted by the proctor before the start of the examination.
 - Errors in the dictionary or documentation are the candidate's responsibility and no such error will be reason for any review of the result of the examination.
- The time available to candidates to complete the examination is limited and can be neither interrupted nor extended.
- Candidates must follow the proctor's instructions.
- The examination questions and tasks are copyrighted and must not be written down, copied, or otherwise reproduced in whole or in part or made available to others in any form.
- If a candidate disturbs the examination or breaks any examination rule, that candidate will be excluded from the examination immediately.

4. Assessment and Results

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- The examination is assessed blind in accordance with general rules defined by SAP.
- Candidates are informed of their result, which is either "pass" or "fail," in writing only.
- Successful candidates receive a certificate with a unique identification number. The certificate names the candidate and the candidate's employer.
- As far as reasonably possible, unsuccessful candidates receive general information on identified gaps in their competence.
- Appeals must be lodged within three months after the result is communicated. SAP is not required to review appeals lodged after these three months, and is then entitled to destroy the documents.
- SAP will hold the results of the examination in a database to ascertain, if necessary, what certification a candidate holds and whether a candidate can be admitted to other examinations. SAP may also use the data held to provide targeted information to certified candidates and to enable candidates to retrieve specific information. SAP may also inform others of successful candidates' certification.

5. Amending and Replacing Certificates

- If a certificate is lost, the SAP international subsidiary will issue a replacement.
- Successful candidates must inform the SAP international subsidiary in writing of any change of address, name, or employer, or of any other relevant change, attaching official documents and a statement by the new employer, as appropriate. SAP will issue an amended certificate to the candidate's new address.
- SAP may make an administrative charge for amending and replacing certificates.

6. Retakes

- Unsuccessful candidates may retake the same examination.
- No candidate may take the same examination for the same release more than three times. A candidate who has failed at an examination three times for a release may not attempt that examination again until the next release.
- A candidate may not retake an examination before 30 days following the failure.
- Before admission to the same examination a third time, the candidate must produce evidence of training suitable to rectify the gaps identified in the candidate's competence at previous examinations.
- SAP does not undertake that candidates can retake an examination for a particular release. Retake candidates may have to attempt the examination for a later release.
- Candidates pay a fee for all retakes.

7. Certification Fees / Regulations

- Candidates pay a consultant certification fee for admission to the examination.
- This certification fee covers the examination, assessment, and, for successful candidates, the certificate.

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- For some identified SAP training courses, the listed course fee includes the certification fee.
- Where the examination is offered and conducted by SAP, the regulations for participation in SAP training courses apply.

8. Infringements of the Examination Rules

- In case of a serious infringement of the examination rules, all certificates that the candidate concerned has been awarded will be invalidated and the candidate will be excluded from further examinations. A candidate who has seriously infringed the rules must return all certificates to SAP immediately.
- In case of a minor infringement of the examination, the examination of the candidate concerned will be assessed as a "fail." The candidate may retake it in accordance with the rules for retakes.
- Infringement of copyright and other unlawful harm to SAP will be treated as a serious infringement of the examination rules as if the infringement or harm was done under the certification program.
- SAP will have proper regard to its duty of fairness in deciding whether an infringement is serious or minor. The candidate concerned will receive written reasoned notification.

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