

Process Guidance Document for PeopleCert Learners

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Where to Start Your Course

- **Step 1**: Log into your student portal, click on the "Login" sign on the top right corner of the website and enter the provided username and password

- **Step 2**: Click on your name in the top right corner, click "Courses" on the dropdown menu and click the "Start Course" button to access your course

Course Validity Period & Extensions (Our Learner Portal)

- The granted course access will be one year upon the course purchase.
- Exam booking needs to be done within six months of the course purchase date.
    - Learners on an instalment plan will receive the exam vouchers and Digital Manual upon completing the total amount.

Exam Vouchers

- The exam voucher is valid for 12 months during which the learner must book their exam through PeopleCert portal (which becomes available once an exam voucher is issued only)
    - As the voucher validity period is one year after it has been issued, you do not need to complete all the course materials to request the exam voucher.

- Learners are required to complete the course and the exam within one and a half years of the course purchase date. Hence, you are only eligible for a six-month paid course extension.

Exam Booking & Digital Manual

- In addition to the course materials, you can refer to the corresponding Digital Core Guidance (eBook)/ Digital Manual, for which access will be provided with your exam voucher.
    - You will receive the exam voucher and will be able to access the Digital Manual once the exam booking is done through the "Official Exam Booking" tab at the end of your course.

- It becomes available in the candidate's PeopleCert account, upon redeeming the exam voucher* and you will be able to take advantage of several features available like annotation, highlighting, etc.

Only applicable for Foundation exam vouchers. The same Digital Manual can be utilized for the corresponding Practitioner Examination.

How to Claim the eBook (Included with Foundation Vouchers Only)

The digital book/digital core guidance will become available to candidates when they redeem their exam voucher on the PeopleCert platform. Candidates will not need to schedule their exam at the time of the voucher redemption. Candidates will have the option to schedule their exam at a later date (before the voucher expiry date), gaining access to their eBook in the meantime.

PeopleCert Platform : https://www.peoplecert.org/login

Exam Voucher Validity and Extensions

- Exam voucher is valid for one year from its issuance date and the learners should schedule and complete the corresponding exam within that one year.

- Learners are eligible to request a six-month paid voucher extension with the standard administrative fee applied.

- Voucher extension requests can be accepted only within the validity period. Expired vouchers are not eligible for paid extensions as per the PeopleCert policy.

Official Exam Scheduling

- Create a PeopleCert account at https://www.peoplecert.org/login and log in.

- Redeem the voucher by entering the provided voucher code and following the instructions on the website to book the exam.

- An email confirming the exam registration and the exam details will be sent to the candidate. These are also available in the 'My exams' section of the Web Account.

- Make sure to read the Online Proctored Exams Candidate Guidelines (https://www.peoplecert.org/ways-to-get-certified/olp-guidelines), download the EXAMSHIELD software, check your computer, and network compatibility at least 24 hours before your exam.
    - Any assistance required for the successful completion of the exam can be requested by calling or emailing PeopleCert Customer Service.

    - Since the Online Proctored Exam is administered directly by PeopleCert, they will assist in the successful configuration of your device to experience the exam seamlessly.

- It is highly recommended to use your own personal device for the exam because the EXAMSHIELD Software may not work in any device that has different safety guards installed. Therefore, we recommend that the device is set up and checked prior to attempting the exam.

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Exam Procedure

- **Phase 1 - Registration on the PEOPLECERT site and exam schedule**

The first step is to register for the exam at https://www.peoplecert.org/login. If the candidate does not have a PeopleCert account, they must create a new one and log in to the web account. Follow the instructions on the website to book the exam. An email confirming the exam registration and the exam details will be sent to the candidate. These are also available in the 'My exams' section of the Web Account.

The candidate must book the exam at least 1 working day before they want to sit for the exam.

You **must** use your Exam Code(s) to schedule and take the exam by the end of the Valid to Date, at 19:59:59 (Time Zone UTC +2).

- **Phase 2 - Taking the exam**

To be able to take the exam the candidate must install the EXAMSHIELD software from the link that can be found in the email confirmation they received. They should complete the installation up to 1 hour before the exam and at the same time, they should deactivate any virtualization software.

Starting from March 1st, 2021, candidates could install EXAMSHIELD software just once. The software could also be used to take other PeopleCert exams.

EXAMSHIELD is applicable with some versions of Windows and not supported in other versions. Please click this link to find the exact **PeopleCert instructions** - https://www.peoplecert.org/ways-to-get-certified/olp-guidelines#2CFD4544D9A24A3C991AD76B4E580C0F.

Please ensure to watch the "**Exam Preparation Video: A Comprehensive Guide**" (https://youtu.be/V41wX-9pa5A) and read the **Online Proctored Exams Candidate Guidelines** (https://www.peoplecert.org/ways-to-get-certified/olp-guidelines), download EXAMSHIELD software and check your computer and network compatibility at least 24 hours before your exam.

The above links provide all the information and guidelines in making your exam experience smooth and positive therefore it is imperative to read and clearly understand all the guidelines and requirements in sitting the exam. You can always contact PeopleCert with further questions you may have as they undertake all phases of the online proctored exam.

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Retake Exam Policy

PeopleCert offers the Take2 exam re-sit service, at an affordable price, for all exams. It will be added directly to your exam voucher if you have purchased the exam+ resit bundle from us or you can select to add it through your PeopleCert Candidate Profile up to 15 minutes before sitting the initial exam.

Note

- Take2 applies only to the exam it was purchased for, it becomes available exclusively through Online Proctoring and is enabled only in the case of a "fail" result.

- Learners are not eligible to purchase a resit after failing the exam as per the PeopleCert Policy. In this case, learners may purchase the 'Exam Only' course from us.

- In the case of a learner passing at the first attempt after purchasing a Take2, the price of the resit is nonrefundable and nontransferable.

Certification Renewal Process

- All candidates with a PeopleCert Global Best Practice certification (ITIL® 4, PRINCE2®, PRINCE2® Agile, MSP®) can choose to renew within 3 years of their original certification dates.

- Candidates who choose not to renew their certification within 3 years of the award date will still be included on the Successful Candidates Register (SCR) but a note will be added to their record to indicate that their certification is not aligned with current certification requirements.

- How can you renew your certification?
  - By retaking your original exam before the renewal date.
  - Take further courses and certifications: by attending another course and taking an exam within the same product suite before the renewal date.

Collect and log CPD (Continuous Professional Development) points: An active MyAxelos subscription is required. More information on this renewal option can be found here.

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