



## **CFRE International Exam and Computer-Based Testing FAQs**

### **About Computer-Based Testing:**

#### **Q: What is computer-based testing?**

**A:** It is a term used to describe how an exam or test is delivered. CFRE candidates will now answer test questions on a computer screen. Previously, CFRE candidates took a paper-and-pencil exam and used an answer sheet that required filling in bubbles.

#### **Q: Does this mean I can take it from my home or office computer?**

**A:** NO. Candidates will take the exam on a computer at specific, secure testing centres that are proctored by testing professionals.

#### **Q: Do I need to know how to use a computer to take the exam?**

**A:** NO. Computer knowledge is not required. Before the timed portion of the exam begins, a simple introductory tutorial explains how you move throughout the exam and the computer screen. Time you spend on the tutorial will not count toward the time allotted for you to take the exam. Most candidates take 5 to 10 minutes to complete the tutorial and may repeat it, if desired. You may select your answers using the keyboard or the mouse. Candidates are strongly encouraged to take the tutorial prior to taking the examination.

#### **Q: Where are the testing centres?**

**A:** There are over 300 testing centres in the United States and Canada, including centres in Puerto Rico and Guam. The CFRE examination can be taken at any one of them. Candidates from the US can take the US exam in Canada and Canadian candidates can travel to the US to take the Canadian exam, if that is their choice. The Australian, New Zealand and United Kingdom exams are not available via computer.

#### **Q: How do I find a testing centre?**

**A:** Once you are authorised to take the exam you can go to: <http://www.prometric.com/CFRE>. You can locate the testing centres closest to you by searching in your state or province for a listing of all centres that administer the CFRE exam and chose that which is most convenient for you.

#### **Q: How often will the exam be given?**

**A:** The exam will be administered four times a year during three-week time blocks, called “testing windows”. Most test sites are open Monday through Friday with many centres also open on Saturdays and in the evenings.



### **Timeframes and Scheduling:**

#### **Q: How do I register to take the computer-based exam?**

**A:** Candidates for the CFRE examination must still submit a written application directly to CFRE International to determine whether or not they are eligible to take the exam. Once deemed eligible, candidates will be sent an Authorisation To Test (ATT) letter. That letter will contain a Test ID number which will be used at [www.prometric.com/CFRE](http://www.prometric.com/CFRE) to make your own personal testing reservation.

#### **Q: How far in advance do I need to submit my written application?**

**A:** We recommend candidates submit their applications at least sixty (60) days before the START of the testing window. Applications will be accepted up until sixty (60) days before the start of the testing window. Applications will be reviewed on a rolling basis. If an application is received after the close of a deadline, it will automatically be reviewed for the next testing window.

#### **Q: When will I be notified about whether or not I am Authorised To Test?**

**A:** Candidates will be notified of their eligibility and Authorisation to Test on a rolling basis. Candidates will be notified no later than thirty (30) days prior to the start of the testing windows.

#### **Q: Once I am authorised to test, when can I take the exam?**

**A:** The Authorisation To Test (ATT) letter will contain a website address ([www.prometric.com/CFRE](http://www.prometric.com/CFRE)) and a toll-free number. Candidates then use their Eligibility ID # go on-line or call to schedule their individual appointment day and time to take the exam during one of the time blocks the CFRE exam is available. Other candidates for other certification exams will also be scheduling appointments for the same testing dates. Candidates are encouraged to select a test date and make a reservation as soon as possible after receiving their ATT letter.

### **About the Examination:**

#### **Q: How much time will examinees have to complete the examination?**

**A:** Candidates will be given four (4) hours to take the examination, as is currently the case. The timer/clock will begin with question one of the examination.



**Q: When will I receive my test scores?**

**A:** Candidates will receive preliminary test scores in the form of a pass/fail statement as soon as they leave the testing room. A full, detailed score report with a breakdown of the categories covered on the exam (Securing the Gift, Management, etc.) and a candidate's personal performance in each area will be sent at the close of the testing window. The score report will also include a comparison of a candidate's individual performance to all candidates. A candidate's score should not be considered final until receiving the full score report.

**Q: Will the test questions be in multiple-choice format?**

**A:** YES. The question format continues to remain the same as it had been on the paper-and-pencil examination.

**Q: Will the test questions be numbered?**

**A:** YES. The exam questions will be numbered sequentially.

**Q: What will the exam look like on the computer monitor?**

**A:** The test questions are presented one at a time on the monitor. The standard font size is 12-point. The format is the same four-option response multiple-choice format that was used for the paper-and-pencil exam. There is a bar at the bottom of the screen that allows you to skip to a summary page and has links to other items.

**Q: Will I be allowed to change my answers, skip questions, or review how I answered previous questions?**

**A:** YES. You will be able to move back and forth through out the exam just as they would have a paper-and-pencil exam. You can skip questions and go back to them later.

**Q: Will I be able to change my answers to questions?**

**A:** YES. You may review and change your answers at any time prior to FINAL submission at the end of the exam.

**Q: Will I be able to mark questions to go back to later?**

**A:** YES. The testing software contains a feature that will allow you to mark questions that you can go back to later, if time permits. Any item can be marked regardless of whether or not it has been answered. Items can be reviewed whether or not you have marked them for review. It is not necessary to unmark a question in order for it to be scored at the end of the exam. All items will be scored.

**Q: Can I use scratch paper during the exam?**

**A:** The testing centre will provide you with an erasable notepad and a special pen. You will have to return these when you are finished with the exam. You may not bring your own scratch paper or pen.



**Q: What can I do if I experience a delay in starting my exam?**

**A:** Candidates should note that their appointment time is not necessarily their starting time. You will need to be checked in before taking the exam (i.e., sign-in, present identification, etc.) The check-in process may take time if many candidates have the same appointment time. Your 4 hour exam time does not start until you view the first question on the exam.

If the delay is more than 30 minutes after your scheduled appointment, you will be permitted, if you choose, to reschedule for another time. Candidates who cannot wait more than 30 minutes after their scheduled appointment time may ask the testing centre staff to reschedule them for another day, provided it is within the testing window.

**Q: What do I do if the computer malfunctions while I am taking the exam?**

**A:** A candidate who experiences technical difficulties while taking the exam should notify testing centre staff immediately. If the testing centre staff cannot resolve the problem within 30 minutes, or if the problem persists despite attempts to remedy the problem, you have the right to request rescheduling of the exam on another day within the testing window at no additional cost. Please note that should you choose to reschedule, you will be given a different form of exam at the rescheduled session and will have to be taking the test again and take the full 225 items.

**About the Testing Centre:**

**Q: What the testing centres like?**

**A:** Testing centres are built to standard specifications and vary primarily on the basis of size. Each candidate has a private, modular workstation with ample workspace, comfortable seating and good lighting. Proctors or invigilators monitor the testing process through an observation window and from within the testing room. All testing sessions are videotaped and audio-monitored. During your testing session, there will be people taking exams other than the CFRE exam in the same room.

**Q: Will there be noise or distractions in the testing area?**

**A:** All testing situations are subject to some noise and distraction. In a computer-based testing situation, you may hear some keyboard sounds from other test takers. You may hear other candidates as they move in and out of the room. If you think you may find these situations distracting, please see the earplug question below.

**Q: Can I use earplugs when taking the examination?**

**A:** YES. You are allowed to use earplugs that are supplied by the testing centre, or you may bring your own. Earplugs are not automatically distributed to candidates. You must ask the testing centre staff for them. However, because the testing centre does not guarantee the availability of earplugs, if you believe you will need earplugs you are strongly advised to bring your own. Please note: only small “in-the-ear” earplugs are



allowed. Large “noise cancelling” or any head-phone types are not allowed unless provided by the testing centre staff.

**Q: What should I bring to the testing centre?**

**A:** You are required only to bring two forms of identification. It is recommended that you leave any other materials at home, as you will not be allowed to bring them into the testing area. All testing centres provide lockers with key locks for you to store your personal belongings.

**Q: What do I do when I arrive at the testing centre?**

**A:** There will be a waiting area where a testing centre employee will be waiting to check you in. This is where you will need to show your identification and sign in. You will be given a locker, if needed. You will be asked to empty your pockets. Candidates are not permitted to bring **anything** other than their identification into the monitored testing area.

**Q: I have a medical condition that requires me to use durable medical equipment (i.e., cane, insulin pump, etc.) Are there any issues with using that equipment in the secure testing area:**

**A:** If you need to use any kind of equipment (i.e., cane, insulin pump, etc.) or have any kind of medical condition (diabetic, pregnancy, etc.) that will require equipment to be brought into the room or more frequent breaks, you are urged to contact CFRE International **at least one (1) week prior** to your scheduled testing appointment. We can then notify the Testing Center of the situation and give permission for the equipment or ally any behaviour that in a testing center can be viewed as suspicious (such as more frequent breaks.)

**Q: Will I be allowed to stop and take a break or go to the restroom during the exam?**

**A:** YES. The procedure here is the same as during the paper-and-pencil exam. You may stop and take a break, go to the restroom, or get some water or a snack from your locker. You may stop at any time you choose, as often and as reasonable and necessary. The exam time continues to run during your break. Please note: candidates will not be allowed to bring ANY type of food or drink (including candy or throat lozenges) into the testing area.

**Q: Can I make comments about the exam administration?**

**A:** YES. You are given the opportunity to complete a survey after completing the examination. The survey is presented on the computer and consists of questions about the test administration. You may also submit written comments about the test administration by a letter addressed to CFRE International at 4900 Seminary Road, Suite 670, Alexandria, VA 22311 USA.

*Please note:* such comments are not considered formal challenges to an examination administration or examination questions.



**Q: Can I make comments about the exam itself?**

**A:** Any candidate may formally challenge the content of specific exam questions or file a formal complaint regarding the administration of the exam by sending a letter describing the basis for the content challenge or administrative complaint and including pertinent information directly to CFRE International at 4900 Seminary Road, Suite 670, Alexandria, VA 22311 USA.

E-mailed comments cannot be accepted as formal challenges or complaints. With regard to a content challenge, candidates should be as specific as possible, with as much specific wording from the item as possible. The letter of challenge or complaint must be postmarked no later than three (3) days after you take the examination and sent via a traceable mail/delivery method to CFRE International. A letter sent after this deadline cannot be considered.

**Q: Is it a violation of CFRE International policy if I provide others with information about specific exam questions and/or answer choices?**

**A:** YES, disclosing information to others such as, work colleagues, former classmates, test preparation professionals, participating on a listserv or chat room discussions on examination questions and answer choices is a violation of CFRE International policies and Accountability Standards. Violators will be subject to CFRE International's disciplinary action process that could affect the violator's certification status with CFRE International. CFRE International has the right to file an ethical complaint with a candidate's professional association and reserves the right to pursue civil action against the parties involved as well.

**Q: Can individuals with disabilities be accommodated?**

**A:** YES. All testing centres are fully accessible and compliant with the Americans with Disabilities Act (ADA). Should you need special accommodations such as extra time or a reader, you must consult your Candidate Handbook concerning timeframes and documentation required. Any special accommodations other than earplugs must be approved in advance by CFRE International.

**For Participating Organisations and Their Chapters and/or Regions**

**Q: How do we schedule a CFRE exam during our conference?**

**A:** In North America, the CFRE exam will now **only** be given through computer-based testing centres during the set testing windows. Exams cannot be scheduled at conferences in North America. However, because of the frequency of the ability to take the exam, holding study sessions or review courses during conferences will still be an excellent way for candidates to prepare or refresh their knowledge just before taking the exam.



**Q: Our chapter usually holds study or review sessions just before the exam date. With so many testing opportunities, how can we do this now?**

**A:** Scheduling this type of review for your members will still be very important. The advantage with the new testing schedule is that a chapter or region will not be limited to one test date a year, which may not have been the most convenient. Organisations can now target the time of year most convenient for its members. If that is the early autumn, then review workshops or study sessions can be timed to coincide with a testing window in the early autumn. Chapters and regions now have the flexibility to choose which time of year best suits them.