CFRE

CERTIFIED FUND RAISING EXECUTIVE

Candidate Handbook

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Welcome to the CFRE Program

Certified Fund Raising Executive (CFRE) International welcomes you to the certification process. Since 1981, the CFRE has set standards for fundraising professionals. As the first globally-recognized fundraising credential, the CFRE indicates professionalism, confidence, and ethics. It is how today's fundraiser shows their accountability, service, and commitment to making a difference for good.

CFRE International administers a voluntary certification process based on current and valid standards that measure competency in the practice of philanthropic fundraising. CFRE International promotes voluntary certification, in dialogue with government and other bodies globally, as the preferred alternative to licensure and/or government regulation.

CFRE Program Benefits

As a fundraising professional, you deserve to be recognized and appreciated for what you do. You are a lifelong learner that seizes opportunities for ongoing meaningful professional development and practical ways to evaluate your own work that will help you grow. This is one reason the CFRE certification was created.

1. Certification grants you more credibility. Certification serves as an impartial, third-party endorsement of your knowledge and experience against international standards in philanthropy. It adds to your credibility as a fundraising professional and sets you apart from others.

2. Certification can improve career opportunities and advancement. CFRE certification can give you the "edge" when being considered for a promotion or other career opportunities. CFRE certification clearly identifies you as an employee who has demonstrated mastery of fundraising principles and techniques based on accepted best practices.

3. Certification prepares you for greater on-the-job responsibilities. CFRE certification indicates your willingness to invest in your own professional development. Certified professionals are equipped to respond to change and disruption in the field of fundraising.

4. Certification improves skills and knowledge. Typically, achieving CFRE certification requires training, study, and "keeping up" with changes. CFRE certification showcases your individual mastery by confirming proficiency and knowledge in the field. CFRE certification also requires recertification every three years, proving your fundraising practice stays current.

5. Certification may provide for greater earnings potential. Many fundraising professionals who have become CFREs experience salary increases based on their certification status.

6. Certification demonstrates your commitment to the fundraising profession. Earning your credential shows your peers, supervisors, and, in turn, donors your commitment to your chosen career and your ability to perform to internationally-recognized ethical standards.

7. Certification enhances the profession's image. The CFRE program grows, promotes, and develops certified professionals who excel and lead in the field.

8. Certification reflects achievement. CFRE certification reflects personal achievement because the individual has displayed mastery of their field by meeting requirements and standards set in philanthropy.

9. Certification builds self-esteem. CFRE certification is a step toward defining yourself beyond a job description or academic degree while gaining a sense of personal satisfaction.

10. Certification offers greater recognition from peers. As a CFRE certificant, you can expect increased recognition from your peers for taking that extra step in your professional career.

About CFRE International

Founded in 2001, CFRE International is the certifying agency responsible for the governance and administration of the only universal, baseline credential available to fundraising professionals.

The CFRE credential was first awarded in 1981 by what was then the National Society of Fund Raising Executives (NSFRE), now the Association of Fundraising Professionals (AFP). In 1983, the Association for Healthcare Philanthropy (AHP) established a certification program, awarding the Certified by the Association for Healthcare Philanthropy (CAHP) designation. In 1996, NSFRE and AHP merged their certification programs and helped found CFRE International as an objective body dedicated to setting standards in philanthropy.

CFRE International's Board of Directors, elected by the current certified population in good standing, is responsible for establishing eligibility criteria, exam content, passing scores, recertification requirements, and, if necessary, revoking the credential.

CFREs continue to obtain current professional development information, explore new knowledge in specific content areas, master new fundraising-related skills and techniques, and conduct professional practice in an ethical and appropriate manner through mandatory recertification.

CFREs must agree to uphold the *Donor Bill of Rights* and abide by *CFRE International Accountability Standards* and the *International Statement of Ethical Principles in Fundraising.*

The program is open to any eligible fundraising executive regardless of membership affiliation. The program consists of an assessment of an eligible candidate's professional practice, fundraising accomplishments, and continuing professional education as evidenced through a comprehensive application. In addition, each candidate's mastery of fundraising principles and techniques will be measured by an exam.

One of CFRE International's greatest strengths is its collaborative efforts. By creating a single credentialing program endorsed and supported by various associations within the profession, the CFRE credential provides the public and employers with a single mark of professionalism.

CFRE International adheres to the highest standards by bench-marking its practices against standards set for certification programs. In 2017, the ANSI National Accreditation Board (ANAB) accredited CFRE certification under the ANSI/ISO/IEC 17024 standard for personnel certification programs, making the CFRE credential the world's only accredited certification for philanthropic fundraising professionals.

ANAB accreditation is the hallmark of a rigorous, high-quality certification program. Accreditation by ANAB means that the CFRE credential's global significance is recognized by other worldwide accrediting bodies with which ANAB has established multilateral recognition agreements.

Applying for Your CFRE

You must submit a completed application to determine whether you are eligible to test. Application steps:

1. Submit your application online by the posted application deadline, as follows:

Testing Dates	**Application Deadline**
January 15 – March 15	January 15
April 15 – June 15	April 15
July 15 – September 15	July 15
October 1 – November 30	October 1

2. Within 7-10 business days, your application will be reviewed for compliance with necessary requirements. If there are questions while reviewing your application, you will be contacted via email for additional information. You will be sent an Authorization to Test (ATT) notice once your application is approved.
3. After receiving the ATT, you may go online to schedule your exam within the requested testing window.

Eligibility Requirements

To become a CFRE:

- Submit an online application which meets the points requirements in the three sections listed below
- Receive a passing score of 500 or greater on the CFRE exam
- Agree to uphold the *International Statement of Ethical Principles in Fundraising*, the *Donor Bill of Rights,* and the *CFRE Accountability Standards*
- Pay all appropriate fees

Candidates must meet all application requirements at the time they sit for the exam:

Education – 80 Points

You receive one (1) point toward this category for every one (1) hour of attendance at educational programs during the past five (5) years. For more information on which educational programs count, see the Continuing Education Credits section below.

Professional Practice – 36 Points

You earn one (1) point for each month of employment as a professional member of a fundraising staff or as a fundraising consultant to not-for-profit organizations. You need to be employed a minimum of 36 months out of the most recent 5 years.

At least fifty percent (50%) full time or one hundred percent (100%) half time of job duties and responsibilities assigned to fundraising activities, resource development, and/or the management of fund development which results in generation of philanthropic support. CFRE defines half time employment as ½ full time employment (FTE) or greater.

These points can be accumulated for employment during the past five (5) years, which allows for employment gaps. You can earn one (1) point for any single month of employment – *you cannot earn more than one point for any single month.*

Note for Consultants: It is acknowledged that consultants do not typically work for clients in 40-hour-week time-blocks. Points may be earned for each singular month you were retained by client(s), regardless of whether you worked each day in that month.

Professional Performance – 55 Points

Points can be earned in three ways for activities that have taken place during the past five (5) years:

- One (1) point for each $25,000 in funds raised in US currency. Funds can be aggregated before points are calculated
- Five (5) points for each specific **Communications** activity or project with outcomes that had a measurable impact on the success of fundraising for the organization
- Five (5) points for each specific **Management** activity or project with outcomes that had a measurable impact on the success of fundraising for the organization

A project is a temporary endeavor with a unique result. Each project must have a definite beginning and end. The project's end is defined by the achievement of the project's objectives or when the project is terminated. In contrast, an ongoing work effort or repetitive process that follows an organization's existing procedures would not be considered a project (e.g., sending your e-newsletter each week). Incomplete projects are ineligible.

See below for examples of Management and Communications projects.

Continuing Education Credits

The certification process assures as much as possible the continuing competence of each CFRE and maintains the professional standard of those engaged in fundraising practice. Continuing education courses provide one of the main methods for keeping up with professional practice.

The continuing education requirements ensure CFREs continue to:

- Obtain current professional development information
- Explore new knowledge in specific content areas
- Master new fundraising-related skills and techniques
- Expand approaches to effective fundraising
- Further develop professional judgment
- Practice in an ethical and appropriate manner

CFRE International recognizes that the fundraising professional engages in lifelong development to maintain and improve knowledge and skills for competent practice. This includes continuous self-assessment to identify professional strengths and learning needs, establishment of short- and long-term goals for individual professional development, and selection of appropriate continuing education to meet these goals.

Candidates should choose educational programs that provide them with the most benefit, keeping in mind that the length and rigor of a program contribute to its value. Advance planning for continuing education enables candidates to choose more appropriate courses and to control expenses.

Candidates applying for ***Initial Certification*** must document a **minimum of 80 points** in the Education category. Candidates applying for ***Recertification*** **OR** ***Special Circumstances Status*** must document a **minimum of 45 points** in the Education category.

Candidates are awarded Education points for:

- Attending educational sessions
- Presenting fundraising-related educational sessions
- Academic degrees
- Service learning
- Authoring

Attending Educational Sessions

For general attendance at workshops, seminars, conferences, and in-service training, points are awarded according to the actual amount of time spent under instruction at a ratio of 1:1.

Forty-five (45) – sixty (60) minutes of instruction = 1 education point

1 semester credit = fifteen (15) points

1 quarter credit = ten (10) points

Points are not awarded for sessions that are fewer than 45 minutes in length but can be pro-rated for sessions exceeding sixty (60) minutes (i.e., a session one hour and fifteen minutes in length = 1.25 pts.) The application will not award more than seven (7) points per one (1) day of attendance at applicable continuing education sessions without accompanying agenda documentation.

A *minimum* of 20% of total education points must be earned from educational offerings given by presenters outside the candidate's institution. (*e.g.,* Courses taught by an outside speaker in the candidate's development office are applicable towards this 20%; a course taught by the candidate's Vice President for Development at the institution's annual retreat would not be applicable towards this 20%.)

Podcasts and mentoring and/or coaching sessions are ineligible for credit in this category.

Presenting Educational Sessions

For presenting educational material at workshops, seminars, conferences, and in-service trainings, points may be earned as listed below. **Presentations on non-fundraising related topics, podcasts, mentoring/coaching sessions, or presentations related to professional responsibilities are ineligible. This includes presentations delivered by consultants to clients.**

Previously Developed Materials
Candidates who present *previously developed* materials, whether developed by an outside organization or by themselves, receive points for these activities according to the actual amount of time spent providing instruction at a ratio of 1:2. For each hour of presenting with previously developed materials, you earn 2 Education points.

Candidates who *research, develop, prepare, and present new educational sessions from scratch* receive points for these activities according to the actual amount of time spent providing instruction at a ratio of 1:3. For each hour of presenting with newly developed materials, you earn 3 Education points. The awarding of 3 points per hour acknowledges your time and research to develop a new session from scratch.

Candidates may only report a particular presentation one (1) time per year. Thirty-six (36) points maximum for presenting sessions or authoring materials are permitted.

Education points are not awarded for coordinating educational programs if the candidate does not present.

Academic Degrees

Candidates may earn Education points per the lists below. An academic degree is not required to become a CFRE. Any degree listed below in any major from any year qualifies. For instance, if you have a bachelor's degree in French literature from 2002, it is eligible. A maximum of 40 points from degrees may be awarded.

10 Points
Bachelor's
Master's
Ph.D.
JD

5 Points
Associate's degree

Service Learning

Candidates may earn education points for time spent volunteering. Points are awarded at a rate of 2 per year for each ongoing volunteer leadership role (e.g., a position on a board or committee) and 1 per year for each instance of general volunteer service. **Ten (10) points maximum will be counted in this category.**

Authoring

Points for authoring published materials are awarded on a sliding scale. Published materials must be a fundraising-related article, chapter, book, or dissertation. ***Self-published materials or materials produced as part of employment or professional responsibilities are ineligible***. All materials submitted for points must have been published since the candidate's last certification/recertification. Thirty (30) points maximum for authoring is permitted and will count towards the maximum of thirty-six (36) points for developing and presenting sessions.

Published articles must cover a fundraising-related topic as outlined in this policy and must be a minimum of 500 words in length. 5 Points will be awarded for each article. The candidate's name must appear as the article's author or co-author and a full bibliographic citation and copy of the article must be provided. **Blog posts are ineligible.**

Book chapters must cover a fundraising-related topic as outlined in this policy. Fifteen (15) points will be awarded per chapter. The candidate's name must appear as the chapter's author or co-author and a full bibliographic citation must be provided, along with a photocopy of pages showing the candidate's attribution for the chapter.

Published books must cover a fundraising-related topic as outlined in this policy. Thirty (30) points will be awarded. The candidate's name must appear as the article's author or co-author and a full bibliographic citation must be provided, along with a photocopy of the citation page showing the candidate's attribution for authorship. **Thirty-six (36) points maximum for presenting sessions or authoring materials are permitted.**

Fundraising Course Content

Continuing Professional Education activities must be in subject areas covered on the CFRE Test Content Outline:

- Current and Prospective Donor Research
- Securing the Gift
- Relationship Building
- Volunteer Involvement
- Leadership and Management
- Ethics, Accountability, and Professionalism

Non-Fundraising Content

CFRE International recognizes that certain continuing education opportunities, while not directly fundraising related, enhance your performance as a fundraising professional. Examples include: technology training, software package training, human resource principles, and personal development such as time management skills.

A maximum of ten (10) points for Initial Certification and five (5) points for Recertification applies.

Source of Course Work

CFREs are responsible for determining whether a program meets requirements and qualifies for continuing education points. Only courses, workshops, or seminars that meet these requirements should be included in your application. Reported programs should:

- Update or enhance professional knowledge and skills required for competent performance at the 5-year level
- Present current and correct content as documented in the body of professional knowledge and best practice
- Foster mastery of new knowledge required at the 5-year practice level
- Assist in self-assessment of knowledge and skills
- Provide opportunities for interdisciplinary learning, professional growth, and development
- Further develop professional judgment and promote professional practice in an ethical and appropriate manner
- Be developed and conducted by persons or organizations qualified in the subject matter and in instructional design

- Be an organized educational activity offered by a college, university, association, non-profit, or for-profit entity. Educational activities may include electronic media, audio, or video recordings of previously presented, formal educational programs

Audio/videos or online presentations of previously presented, formal educational programs are eligible.

Activities such as reading trade publications, membership magazines, and newly released fundraising books are an expected part of the daily activities of the caliber of professionals who become CFREs. Keeping abreast of current fundraising literature is a valuable experience but is not considered continuing education for the purposes of certification or recertification.

Candidates can obtain course work from any number of sources. No particular course providers are required.

Alternatives to Course Work for Recertification

At any time, to satisfy the Education Point requirement for recertification, a candidate can take the current form of the CFRE exam. The candidate must receive a passing score for the exam to be accepted in lieu of course work. Candidates must submit an application to take the exam for this purpose and must pay the current fee for a re-exam and recertification.

Examples of Management and Communications Projects

Projects are defined as a temporary endeavor with a unique result. Each project must have a definite beginning and end. The project's end is defined by the achievement of the project's objectives or when the project is terminated. In contrast, an ongoing work effort or repetitive process that follows an organization's existing procedures would not be considered a project. Incomplete projects are ineligible.

Below are examples of actual Management and Communications Projects that have been accepted. These examples illustrate the type of acceptable submission and are intended to aid candidates in the development of their own submissions. Direct questions about Communications and Management Projects to succeed@cfre.org.

Management Projects

Points are awarded for a major achievement in management activities (e.g., staff training, implementing a new database for better tracking, or drafting feasibility studies) that proved critical to the success of a fundraising effort.

Project 1

Description of Activity: Selection and Implementation of CRM Database for Donor and Prospect Management

Stated Purpose/Goal: To identify a CRM option that was a better fit for the organization, allowing us to better track and use donor information in cultivating relationships.

Materials/Strategy Used: Using publications and online information from national and regional organizations, as well as first-hand feedback from other executive directors and development peers, I selected the product that best fit our needs, budget, and capabilities.

Outcome/Results Achieved: A new CRM system to track our interactions with donors, maintain accurate records of donations received, streamline our acknowledgement and reporting processes, and better fulfill our obligations to our donors and other constituents.

Project 2

Description of Activity: Annual Giving Bootcamp Training

Materials/Strategy Used: In collaboration with Executive Director, presented a day-long training course to share best practices, tools, and role-playing opportunities to better prepare staff to meet the annual fund goals for the fiscal year and campaign

Stated Purpose/Goal: To provide annual giving training to school and program annual giving staff so that they would be more equipped to succeed in their goals.

Outcome/Results Achieved: Staff provided positive feedback to survey following training and utilized the tools, increased efforts to surpass our goals.

Project 3

Description of Activity: Developed and Executed Matching Campaign

Materials/Strategy Used: Specialized training for solicitation volunteers enabled to utilize a uniform donor pledge card for a variety of types of contributors while the pledge card with information with ancillary materials as needed.

Stated Purpose/Goal: To correlate the capital campaign solicitation materials and tracking system so as to meet the different needs for multiple donor solicitation techniques and giving mechanisms among this economically, racially, and politically diverse congregation.

Outcomes/Results Achieved: The campaign exceeded its goal for many positive reasons but, among them was the utilization of the training and materials which facilitated over 30 gifts of appreciated stock! The key administrative secretary was able to track all types of gifts and give the campaign leadership clear reports on campaign activity in all campaign divisions.

Project 4

Description of Activity: Fundraising Workshop Series

Materials/Strategy Used: Developed a series of interactive games and exercises that introduced all the organization's staff to key ideas and strategies, in addition to a PowerPoint presentation. Goal was to build collaboration between fundraising, marketing, and programmatic departments in anticipation of year-end fundraising campaign.

Stated Purpose/Goal: Introduce organization staff to fundraising with goal of building a culture of philanthropy.

Outcome/Results Achieved: In first multi-channel fundraising campaign, increased year-over-year giving by X%. Saw unprecedented leadership and staff participation.

Communications Projects

In this category, points are awarded for a major achievement in the communications field (such as an effective public relations program, a newsletter implemented to increase donor relations, or a marketing activity) that proved critical to the success of a fundraising effort.

Project 1

Description of Activity: Creation of New Organizational Website

Stated Purpose and Goal: To create and launch a new website that would be user-friendly (both for staff and visitors), tell a compelling story, and facilitate online donations.

Materials/Strategy Used: I reviewed the websites of nearly a dozen peer organizations, read articles about best practices for website development, and conducted an informal survey to learn what our current users value most. Using this information, I compiled a "summary of requirements" document to guide development of our new site.

I worked alongside a team of volunteer web developers to make sure the new site met our requirements, encouraged online donations, and used tools that would make it easy to maintain.

Outcome/Results Achieved: Since the launch of our new website, online donations have increased by more than 15%, we have enrolled the first participants in the monthly giving program made possible by the new site, and we have been able to more promptly issue acknowledgements.

Project 2

Description of Activity: Update Enewsletter

Materials/Strategy Used: To create regular, meaningful touch points with our donors, we knew that we would have to use a digital strategy. Utilizing an online email service, we designed an Organizational Update consisting of a monthly email recap of past projects and exciting upcoming events. This allows us more opportunities to share stories with our donors and to recognize our corporate sponsors for their operations support.

Stated Purpose/Goal: To improve communication between our organization and our key community stakeholders year-round, instead of only touching base during fundraising campaigns.

Outcome/Results Achieved: Corporate Sponsorships continue to grow each year, in part due to the positive publicity they receive by being featured in the footer of our Organizational Updates. Donors will often reply to me after I send the email to initiate new conversations about topics they read about. The communication is often a reminders to give as well, as we regularly see a small increase in online gifts after the update is delivered.

Project 3

Description of Activity: Marketing Video Series for Year-End Appeals

Materials/Strategy Used: Several videos were created with each one focusing on one of our organization's Annual Fund giving designations. I organized the staging of each video by coordinating with faculty, staff, and students, and directing the video camera crew.

Stated Purpose/Goal: A series of quality video appeals to solicit non-donors for the last month of the fiscal year.

Outcome/Results Achieved: Going into the last month of annual fundraising for year-end, we were even with the prior year-to-date dollars and donors. By capturing new donors through the video appeals, which were shown on various social media and in targeted email appeals, these videos helped us finish the fiscal year with a record-breaking fundraising result.

Project 4

Description of Activity: Donor Stewardship Events

Materials/Strategy Used: Small groups of four to six were strategically built to create an intimate setting. As our organization looked to further build its mid-level giving program, we sought to engage existing and potential donors on a personal level.

Stated Purpose/Goal: To cultivate mid-level donors by inviting them to lunch with the organizational leadership who provided an update on the organization's strategic plan.

Outcome/Results Achieved: Approximately 15% of attendees upgraded their next gift

Eligibility Documentation

Candidates are not required to submit back-up documentation of reported points at the time of application. Candidates are required to sign a disclosure statement attesting to the accuracy of the information provided.

CFRE International reserves the right to request backup documentation to substantiate claimed points at any time. Candidates are encouraged to keep copies of documentation AND of their completed application form. ***10% of all applications are randomly selected for audit every year.***

Audit verification requires applicants to furnish completed copies of their:

1) Continuing Education documentation, including:
   Date(s) of the continuing education activity
   Name of activity organizer (acronyms not acceptable)
   Title of the session(s) attended; session topic(s)
   Total number of contact hours
   Name/title of presenter/activity coordinator
   Proof of attendance in the form of a certificate, receipt, or registration confirmation
2) Employment verification contact information (i.e., name and telephone number for supervisor or human resource department from all reported employment. Consultants should supply same for a variety of clients.)
3) Proof of funds raised, communications projects, or management projects through annual reports or other official documentation.

CFRE International reserves the right to request additional information related to the recertification process. Materials may be requested as far back as three (3) years.

Reported information which cannot be verified through required documentation or employer contacts is ineligible.

CFRE International randomly selects up to 10% of individuals who apply for initial certification or recertification to have submitted documentation verified. Applications from candidates selected for verification will not be reviewed. Once the application has been received, these candidates will be sent an email informing them that they have been selected and requesting all required information be submitted within 30 days.

Initial certification applicants who submit incomplete or non-verifiable information may choose an alternate testing window when required information is verified. Once the application is approved, candidates will have up to one (1) year from the approval date to sit for and pass the exam.

Recertification applicants who submit incomplete or non-verifiable information shall automatically be deferred into their six (6) month grace period. All information submitted by candidates for recertification shall be verified within the six (6) month grace period allotted or the candidate’s certification shall expire and be removed.

Denial of Eligibility

Eligibility for approval to sit for the CFRE Exam may be denied when any part of the application and/or disclosure statement is incomplete, illegible, or does not contain the correct fees.

Eligibility for approval to sit for the CFRE Exam may also be denied when an application purporting to represent and demonstrate how the applicant meets the established eligibility requirements is found to be incomplete, and/or does not substantiate or properly demonstrate the applicant's achievement of the minimum eligibility requirements.

When any application for eligibility to sit for the CFRE Exam is denied, the applicant will be notified in writing and given every opportunity to correct and submit that which is necessary to properly complete the application process and verify minimum eligibility requirements within a one-year timeframe. Note: Resubmitting an application incurs no additional fees.

If time permits and all documentation is in order, the candidate's application will be approved and eligibility granted for the testing window originally requested by the candidate. Should this process take the applicant past the current testing window, the candidate will be granted eligibility for the next available exam window. Regardless of items the candidate must supply or the timeline in which materials are submitted, the candidate's application remains valid for one (1) year from the date of receipt of the original submission. If a candidate does not complete the certification process within the one-year timeframe, the application becomes invalid, and a new application and application fee must be submitted.

Appeal of Denial of Eligibility

Candidates who fail to meet the eligibility requirements may appeal the decision of denial to CFRE International under specific conditions. The applicant shall submit a written notice of appeal using the process detailed in the CFRE Appeals Policy.

Refund Policy

Payment is seen as a contract between CFRE International and the candidate for application review, and for testing with Initial Certification candidates. Refunds and/or requests to withdraw an application can only be requested by the candidate. Refunds will only be issued to the payment of record.

Candidates for Initial Certification who wish to request a refund must submit the request in writing within 30 days of submission of their application, and include the candidate's full name, address, and signature. Written email correspondence is acceptable. A refund of fees paid less the current **application processing** fee will be made. After the refund is processed, the application will be closed and the eligibility period will no longer be valid.

Candidates for Initial Certification who wish to withdraw an application may submit the request in writing at least 30 days before the eligibility period expiration date or one year from the original payment date and include the candidate's full name, address, and signature.

Written email correspondence is acceptable. Within 120 days of the payment date, a refund of fees paid less the current **withdrawal** processing fee will be made. Beyond 120 days, CFRE may require the candidate to sign documentation confirming that they hold the payment of record. After the refund is processed, the application will be closed and the eligibility period will no longer be valid.

If a candidate has already received an Authorization to Test (ATT) notice and a request for refund is made, cancellation and refund will be issued only following the exam date for which the candidate applied, and it is verified that the candidate did not test. ALL requests for cancellations and refunds must be in writing and signed by the applicant.

CFRE will NOT provide a refund if your one-year eligibility period has expired and the exam has not been scheduled, or if the exam was scheduled and the candidate failed to show.

Candidates for Recertification may withdraw their applications and seek a refund within seven (7) business days of the initial payment date. If a candidate wishes to withdraw an application, the request must be submitted in writing and include the candidate's full name and address. Written email correspondence is acceptable. A full refund will be issued, less the current **application processing** fee.

Extension of Eligibility

If a candidate fails to sit for and pass the CFRE Exam within their eligibility period, they may file a request to extend that period by submitting a request online and paying an extension fee. Extension candidates may also be required to pay an Exam Reschedule fee and an ATT Re-Authorization Fee. Candidates must apply for an extension within one (1) year of their application expiration date. If a candidate is granted an extension but fails to sit for and pass the exam by the updated expiration date, they will be required to submit a new initial application, along with all relevant application fees.

Fees

All fees must be paid by check; money order; or VISA, MasterCard, or American Express credit card in ***US Dollars***. Make your check or money order payable to CFRE International.

Initial Application and Exam Fee

$875 (USD) Individuals Not a Member of a Participating Organization

$700 (USD) Members of a Participating Organization

Individuals who are members of any of the Participating Organizations listed on the application may apply to CFRE International at the reduced fee, as a benefit of your professional association's participation with CFRE International. *Membership affiliation must be indicated and will be verified*.

Individuals who are not members of, **or who do not indicate membership with**, one of the Participating Organizations or are unaffiliated at the time of application must pay the non-member rate.

Reactivation of Authorization to Test (ATT)

$100 (USD) – All Candidates

If a candidate fails to appear for the testing appointment or does not cancel or reschedule the testing appointment with the testing center at least 48 hours in advance of the testing appointment AND does not notify CFRE International in writing of the emergency event within seven (7) business days of the event, ALL fees are forfeited. Candidates in this situation can reactivate their Authorization to Test for this amount without resubmitting a new application, provided the application has not expired.

Re-Exam Fee

$375 (USD) Candidates not achieving the required passing score on the exam may re-take the exam for this fee.

Extension Fee

$150 (USD) for a one-time six-month extension on an initial application. Recertification applications cannot be extended.

Recertification Application Fee

$540 (USD) Individuals Not a Member of a Participating Organization

$432 (USD) Members of a Participating Organization

Individuals who are members of any of the Participating Organizations listed on the application may apply to CFRE International at the reduced fee, as a benefit of your professional association's participation with CFRE International.

Individuals who are not members of, **or who do not indicate membership with**, one of the Participating Organizations or are unaffiliated at this time must pay the non-member rate.

Service Fees (in US Dollars)

Authorization to Test (ATT) Reissue (Testing Window Change) - $35

Late Recertification Application - $50

Application Processing Fee* - $50

Application Withdrawal Administrative Fee - $300

*Changing your form of payment after submission constitutes a refund and will incur the application processing fee.

About the CFRE Exam

The CFRE Exam is a practice-based exam for practitioners to assess mastery of the six core knowledge areas, as detailed in the Test Content Outline.

The exam has 200 multiple-choice questions (25 questions are pre-test items and do not affect a candidate's score). Candidates are presented with a question and asked to choose the correct answer from the four options provided. Only one answer is correct. There is no penalty for guessing.

Each candidate is allowed a maximum of four (4) hours to complete the exam. The CFRE Exam is offered in English only.

Preparing for the CFRE Exam

The CFRE Exam is intended to assess your mastery of the body of knowledge required to perform fundraising tasks. The knowledge and tasks being tested are based on current fundraising practice—or what tasks professionals perform on the job. It tests commonly accepted best practices around those tasks, not how your organization or you personally carry out those duties.

The CFRE Exam is a generalist exam and does not focus on any one area of fundraising. Rather, it expects that you will have a basic working knowledge of a variety of fundraising techniques and practices. However, if you have not had experience in one specific area of fundraising (e.g., special events) that alone should not cause you to be unsuccessful on the exam.

No two candidates come to the exam with the same knowledge base. Since experience and educational backgrounds are unique, these differences must be taken into consideration when determining a study method. Because the exam measures mastery of the application of the fundraising body of knowledge, it is impossible to train or teach to the exam. The best preparation is to understand the fundraising knowledge requirements (see the *Test Content Outline* which follows) and their application to fundraising practice.

A fundraising professional who has met the eligibility requirements to sit for the exam should have the knowledge needed to take and pass the exam. Candidates should review the *Test Content Outline* for topics or subtopics with which you are less familiar. If you find a particular area with which you are not familiar or comfortable, that would be an area on which to focus your study or review. You may also want to do a surface review of all the content areas, even those you believe you know well.

Due to the exam's nature, there is not one comprehensive source to go to in order to study.

One way to prepare is to select a book off the Resource Reading List that covers the topics you have identified. Many publications on the list have a great deal of overlap, so select a publication that you may already have on your bookshelf or that you can borrow from a colleague. Selecting a chapter from within a comprehensive book can also be useful for your review.

Some candidates find it helpful to form study groups, asking questions of each other and covering a wide variety of topics. CFRE International does not, however, coordinate such groups.

If you have time, take a workshop or attend a conference session on that topic. Professional education courses that cover fundraising topics will add to your knowledge base and therefore will help you on the exam. **However, CFRE International does not sponsor or endorse any educational courses—even if they say they are a "prep" or "review" course for the CFRE Exam.**

Courses titled this way are at the discretion of the organization offering the course. Those creating the course **have not** had any inside information about the exam. Participation in these courses may help you learn or review topics covered on the exam, but you should not expect them to directly cover exam content.

Following are Seven Steps to Preparing for the CFRE Exam, developed by Peter Taylor, (CFRE, 2001-2010) from Edmonton, AB.

STEP 1: Assess Your Own Professional Experience

Read *carefully* through the "Test Content Outline" description provided in this handbook. Compare the detailed description of skills and tasks, plus the proportion of questions, to your own professional fundraising experience. Rate your relative skill level and experience on a relatively simple scale of 0 – 5 (0 = no experience) as an indicator as to how prepared you are, and where to invest more of your study focus in preparing for the exam.

STEP 2: Start Early and Plan Ahead

You must complete and submit your detailed application on or before the application deadline, and it will take you a number of hours to complete the form. *Don't* leave this until the last moment! Focus some learning time reading in every category but spend extra time reading in those categories where your experience is limited. Match your study efforts in relation to the time you have available and the specific study needs you have identified for yourself. Every exam candidate will answer the same number of questions in every category.

STEP 3: Schedule Your Study Time

If you decide to set up a study group, your weekly meeting will take about two hours one day every week. Schedule flexible blocks of time into your day timer. The key is not to memorize what you read but to understand philanthropic theory behind best practices in each knowledge category area to supplement your experience in answering questions on the exam. Read at night, read on the subway, read over lunch, but read, read, READ! This is not an easy exam!

STEP 4: Assemble Your Study Notes in a Binder

It may help you to organize your study notes, articles, book summaries, etc. in a binder, using the six exam categories or your own index. Let your experience guide you in your strongest areas and focus more time on your weaker areas in relation to the relative value that each area will be to you on the exam.

STEP 5: Choose Books That Are Right for YOUR Study Plan

Review the CFRE International recommended reading lists on the website. These books are on the list because they reflect the best practices that underpin the job analysis

STEP 6: Stick to Your Study Group's Plan

Pick a regular night and show up on time. Each of you has the same goal and everyone has something to offer. Sharing reading and exchanging book notes is a great way to lighten the load. Study groups foster friendships and provide an incentive to stay focused on your collective goal. Complete, don't compete.

STEP 7: Don't panic!

Follow the excellent pre-exam advice that CFRE International provides and come to the exam well-rested and prepared. Approximately seven out of 10 candidates are successful on their first exam attempt.

Test Content Outline

Candidates can review this outline to assist them in identifying knowledge areas with which they are familiar and those areas which may require some review. If a candidate identifies an area where review is needed, chapters or publications from the Resource Reading List can be selected to help in that review.

Domain 1: Current and Prospective Donor Research (15% — 26 items)

Tasks

1.1 Develop a list of prospective donors by identifying individuals, groups, and entities (such as foundations, corporations, and government agencies) with organizational linkage, ability to give, and interest in the cause for further research and cultivation.

1.2 Implement, maintain, and utilize a secure data management system to ensure data privacy, store information on current and prospective donors, and enable segmented retrieval and analysis.

1.3 Collect and analyze current and prospective donor information (such as demographics, psychographics, interests, values, motivations, culture, ability, giving and volunteer history, relationships, and linkages) to select potential donors for particular projects and fundraising programs.

1.4 Qualify and rate current and prospective donors on linkage, ability, and interest to prioritize and plan cultivation and solicitation.

1.5 Communicate and validate relevant donor information with key organizational stakeholders to establish a plan of action for engagement, cultivation, solicitation, and stewardship.

Key Knowledge Areas for Above Tasks

- Indicators that identify trends and define characteristics that assist in determining giving potential
- Donor acquisition and retention principles
- Sources of financial support such as individuals, corporations, grant-making bodies, foundations, governmental agencies, and gaming
- Types of information needed to identify prospective donors and determine specific fundraising strategies
- Donor profile components
- Indicators of the donor’s ability to give, organizational linkage, and interest in the cause
- Donor giving patterns such as recency, frequency, renewal rates, and monetary value
- Data analysis techniques such as statistical analysis, data mining, and segmentation
- Data gathering techniques such as surveys, focus groups, interviews, and social networking

- Elements of a comprehensive data management system including data capture, storage, retrieval, maintenance, and security
- Prospective donor screening, qualifying, and rating methods
- Motivations, practices, and policies of various funding sources
- Prospective donor information sources such as people, written or published sources, and electronic or online sources, and their uses and limitations
- Elements or components of a fundraising program, including annual giving, capital/major giving, and planned giving/legacies
- Relationships between and among annual giving, capital/major giving, and planned giving/legacies programs
- Market research components and uses
- Privacy legislation and regulation
- Ethical use of data
- Elements of engagement, cultivation, solicitation, and stewardship plans

Domain 2: Securing the Gift
(22% — 39 items)

Tasks

2.1 Develop a case for support by involving stakeholders to communicate the rationale for supporting the organization's mission.

2.2 Identify solicitation strategies, techniques, and tools appropriate to current and prospective donors.

2.3 Develop and implement specific solicitation plans for the involvement of individual donors, donor groups, and/or entities.

2.4 Prepare donor-focused solicitation communications to provide information that donors need to make gift decisions.

2.5 Ask for and secure gifts from current and prospective donors to generate financial support for the organization's mission.

Key Knowledge Areas for the Above Tasks

- Psychology of giving
- Sociological, cultural, and environmental influences on giving, including implications for diversity, equity, inclusion, and access
- Elements of an effective case
- Case statement construction
- Elements of an effective solicitation plan
- Types of gifts such as cash, securities, trusts, property, and gifts in kind
- Solicitation strategies and their effectiveness with different donor groups
- Components and uses of feasibility/planning studies

- Negotiation techniques
- External and internal factors that may affect the viability and/or reputation of the organization and its programs and services
- Donor motivations, barriers to giving, and giving behavior
- Peer relationship principles and their application to fundraising
- Fundraising program evaluation standards, procedures, and methods including benchmark calculations such as cost of fundraising, return on investment (ROI), fundraising metrics, average gift, and response rates
- Gift agreements, payment structures, and policies governing contributions such as outright gifts, pledges, and installments
- Communication methods, channels, and messages to engage donors or donor groups
- The use of prospect research to inform cultivation and solicitation strategies
- Fundraising techniques and programs such as:
    - a. Direct marketing (for example, mail, telephone, electronic, direct response television [DRTV], face-to-face)
    - b. Special events (for example, dinners, walk-a-thons, tournaments, auctions)
    - c. Grant proposal writing (for example, foundations, corporations, government)
    - d. Corporate sponsorships, partnerships, and cause-related marketing
    - e. Gift planning such as bequests, legacies, and trusts
    - f. Major gifts
    - g. Memorial and tribute gifts
    - h. Capital and endowment campaigns
    - i. Membership and alumni programs
    - j. Gaming and lottery programs
    - k. Workforce and payroll giving, federated campaigns
    - l. Community fundraising
    - m. Peer-to-peer fundraising
    - n. Third-party fundraising
    - o. Social media campaigns
    - p. Crowdfunding

- Involvement of donor advisors, consultants, and legal and financial experts

Domain 3: Relationship Building
(29% — 51 items)

Tasks

3.1 Initiate and strengthen relationships with constituents through systematic cultivation and stewardship plans designed to build trust in, and long-term commitment to, the organization.

3.2 Develop and implement a comprehensive communications plan to inform constituents about the organization, its mission, vision, values, financial and ethical practices, funding priorities, and the impact a donor can have by making a donation.

3.3 Create opportunities to position the donor(s) through their giving as part of the organization, its mission, aspirations, and vision.

3.4 Acknowledge and recognize donor gifts in ways that are meaningful to donors, appropriate to the mission, values, and policies of the organization, and in keeping with charitable laws.

3.5 Create a comprehensive strategy for engagement of constituents that leads to action with the organization.

Key Knowledge Areas for the Above Tasks

- Elements of a cultivation plan
- Components of a comprehensive communications plan
- Donor acquisition and renewal strategies
- Communication methods, channels, and messages
- Verbal and written communication techniques
- Components and uses of active listening
- Aspects of nonverbal communication such as body language and eye contact
- Emotional intelligence
- External spheres of influence such as corporate, governmental, social, civic, professional, religious, political, and cultural affiliations and their interrelationships
- Methods for optimizing relationships between and among constituencies (for example, trust building or team building)
- Relationship between philanthropy and fundraising
- Benefits of fundraising programs for organizations
- Using incentives such as member benefits, special invitations, premiums, and naming rights
- Stewardship techniques such as recognition and impact reporting
- Definition of a culture of philanthropy
- Charitable laws
-

Domain 4: Volunteer Involvement
(6% — 10 items)

Tasks

4.1 Assess organizational readiness to engage volunteers.

4.2 Create structured processes for the identification, recruitment, vetting, orientation, training, oversight, evaluation, recognition, retention, and succession of volunteers.

4.3 Develop role descriptions to empower and support volunteers and enhance their effectiveness.

4.4 Engage volunteers in various capacities (for example, board, program, campaign) in the fundraising process.

4.5 Participate in recruiting capable and representative volunteer leadership.

4.6 Identify need and opportunities to engage volunteers.

Key Knowledge Areas for the Above Tasks

- Personality types and attributes
- Volunteer roles in fundraising
- Components and uses of volunteer role descriptions
- Legal, regulatory, and organizational policy regarding volunteers
- Strategies for optimizing volunteers' time and talent
- Volunteer recruitment, orientation, vetting, training, management, motivation, retention, recognition, and evaluation techniques
- Governance principles and models for not-for-profit organizations
- Value of inclusion, diversity, equity, access, and community representation
- Respective roles of board members and staff in governance and management
- Trends in volunteerism
- Organization's structure, functions, and culture

Domain 5: Leadership and Management
(18% — 31 items)

Tasks

5.1 Demonstrate leadership that advances fundraising practice.

5.2 Advocate for and support a culture of philanthropy and the advancement of fundraising across the organization and its constituencies.

5.3 Ensure sound administrative and management policies and procedures are in place to support fundraising functions.

5.4 Participate in the organization's strategic planning process to ensure that fundraising and philanthropy are integrated within it.

5.5 Design and implement short- and long-term fundraising plans and budgets to support the organization's strategic goals.

5.6 Employ marketing and public relations principles and tools to support fundraising programs and organizational goals.

5.7 Conduct ongoing performance measurement and analysis of fundraising programs using accepted and appropriate standards and metrics to identify opportunities, resolve problems, measure against established goals, and inform future planning.

5.8 Recruit, train, and support staff and volunteers by applying human resource principles and best practices such as talent management techniques, onboarding and offboarding of staff and volunteers, professional development, management, and leadership.

5.9 Utilize external services as needed to optimize activities and outcomes of the fundraising function.

Key Knowledge Areas for Above Tasks

- Components and uses of mission, vision, and values statements
- Strategic and action planning methods
- Fundraising program evaluation standards, procedures, and methods
- Policy and procedure development and evaluation
- Elements of a fundraising plan
- Role of fundraising in strategic planning
- Organizational structures and team dynamics
- Methods for ensuring the integrity and security of data
- Components and uses of fundraising audits
- Financial management including budgeting, financial statements, and audits
- Elements and use of market research
- Marketing and public relations principles
- Methods for assessing organizational impact
- Relevant professional development resources and requirements
- Human resource management principles, strategies, and practices
- Fundraising roles, job design, and structure
- Characteristics of a culture of philanthropy
- Methods to assess the need for external services or other resources
- Techniques for selecting, evaluating, and managing external services
- Principles and practices of managing meetings
- Methods and strategies for managing change
- Principles of effective leadership
- Sources of historical and contemporary information about philanthropy and fundraising
- Concepts of organizational development
- Regulatory and legal issues related to management
- Elements of inclusion, diversity, equity, and access

Domain 6: Ethics, Accountability, and Professionalism (10% — 18 items)

Tasks

6.1 Ensure all fundraising activities and policies comply with ethical principles and legal standards.

6.2 Communicate principles of ethical fundraising to stakeholders to promote ethical practices and strengthen a culture of philanthropy.

6.3 Promote ethical fundraising as a crucial component of philanthropy to strengthen the non-profit sector and support the sector’s role as a pillar of civil society.

6.4 Honor donors' intent by clarifying, implementing, and monitoring instructions regarding the use of gifts.

6.5 Ensure allocations of donations are accurately documented in the organization's records.

6.6 Report to constituents the sources, uses, impact, and management of donations to demonstrate transparency and enhance public trust in the organization. When donors' intent cannot be fulfilled, proactively communicate with donors and mutually agree on a shared solution.

6.7 Participate as an active and contributing member of the fundraising profession through activities such as mentoring, continuing education, research, and membership in professional associations.

6.8 Ensure all fundraising activities and policies align with the values of the organization.

Key Knowledge Areas for the Above Tasks

- Laws and regulations relevant to not-for-profit organizations
- Legal and ethical practices related to donor record maintenance, gift accounting, financial management, and audit trails
- Methods of recording, receipting, recognizing, and acknowledging gifts
- Elements of gift acceptance and recognition policies
- Elements of gift agreements
- Accounting and investment principles for not-for-profit organizations
- Elements of organizational transparency, such as methods for reporting fundraising performance, outcomes, and impact to constituencies
- Donor rights and codes of ethics for fundraising professionals
- Protection of personal privacy and information
- Ethical principles relevant to cultivating, securing, and accepting gifts
- Methods and processes for ethical decision making
- Professional development and practice leadership opportunities in fundraising
- Mentorship principles
- Resources to support advocacy for fundraising practice
- Appropriate avenues for advocacy
- Elements of organizational policies

Resource Reading List

The publications on the Reading Resource List are all widely available and provide information on current, commonly accepted fundraising practices. These references have been identified as being the most comprehensive and most closely related to information covered on the exam.

It is not intended that each candidate read every publication on the Resource Reading List. Rather, this list is provided as a guide for candidates who are seeking sources of information on particular subject areas or general overview texts. The books listed are also those that were frequently used by item writers and reviewers during item development. However, reading any or all of the publications on this list does not guarantee a passing score.

While this reference list is provided by CFRE International, and each exam item is drawn from facts that can be substantiated by professional texts, the exam is not intended to be an assessment of your knowledge of literature. Additionally, there is no single reference, or small group of references, that are associated with most of the questions on any given exam form. The best advice is to review a basic, widely used reference. You may then wish to seek additional information not covered in that publication.

The current Resource Reading List is on the CFRE International website.

Comprehensive Resources

These resources are comprehensive in nature, covering each of the six CFRE knowledge domains: Current and Prospective Donor Research; Relationship Building; Securing the Gift; Volunteer Involvement; Leadership and Management; and Ethics, Accountability, and Professionalism.

Fundraising Basics: A Complete Guide 3rd Edition (2009) by Barbara L. Ciconte and Jeanne Jacob

Fundraising Principles and Practice 3rd edition (2024) by Adrian Sargeant, Jen Shang

Achieving Excellence in Fundraising 5th edition (2022) by Genevieve G. Shaker, Eugene R. Tempel, et al.

Fundraising for Social Change 8th edition (2022) by Kim Klein, Stan Yogi

Additional Resources

Each of these resources covers one or more of the six Knowledge Domains of the CFRE exam. Knowledge Domain Codes contained in the table are the following:

KD1 = Current and Prospective Donor Research	KD4 = Volunteer Involvement
KD2 = Securing the Gift	KD5 = Leadership and Management
KD3 = Relationship Building	KD6 = Ethics, Accountability, and Professionalism

Title	Domains

Keep Your Donors: The Guide to Better Communications & Stronger Relationships (2008) by Tom Ahern and Simone Joyaux.	KD1, KD2, KD3, KD6
Beyond Fund Raising 2nd edition (2005) by Kay Sprinkel Grace	KD1, KD2, KD3, KD4, KD5
Visual Planned Giving: An Introduction to the Law & Taxation of Charitable Gift Planning (2014) by Dr. Russell James III	KD1, KD2, KD3, KD4
The Fundraising Reader (2023) by Beth Breeze, Pamela Wiepking, Donna Day Lafferty	KD2, KD3, KD4, KD5, KD6
Capital Campaigns: Strategies That Work 4th edition (2016) by Andrea Kihlstedt	KD1, KD2, KD3, KD4

Testing Guide

Your CFRE application is valid for 12 months after it is approved. You must take and pass the CFRE exam during this timeframe. Once your application expires, you will need to submit a new initial certification application and fee to be reapproved for testing.

Scheduling Your Exam

The CFRE exam is administered by Pearson VUE and its partners. Please schedule your testing appointment with Pearson VUE in accordance with the instructions below as soon as possible to ensure the most convenient location, date, and time for your appointment.

- The CFRE exam is available worldwide at Pearson VUE Authorized Test Centers and via OnVUE, a secure online proctoring platform. You will be able to select whether you want to take the exam remotely via OnVUE or at a testing center of your choice when you schedule your appointment with Pearson VUE through its website or call center.
- Most testing centers are open Monday through Saturday, and many have evening hours. You will have four (4) hours to take the exam, with additional time for a computer tutorial before the test begins. You will make your own personal testing reservation and may be

testing with people from a variety of different professions. Online proctoring via OnVUE is available 24-hours per day, seven days per week, with some exceptions.

Appointment Scheduling Procedures

1. Log in to your My CFRE account on the CFRE International website to verify your name and contact information. Your first and last name, as entered in your contact information at My CFRE, must match your government-issued photo identification document. Your contact information will be used for all subsequent correspondence from CFRE International, including sending your certificate when you pass.

2. Once you have logged in, hover your mouse over My Account from the menu at the top and scroll down to Pearson VUE Services. Click the link to be logged into the Pearson VUE online system to schedule your CFRE exam.

If necessary, you may also schedule by telephoning Pearson VUE Customer Service. Phone numbers for your region can be found at www.pearsonvue.com/cfre/contact.

Confirming Your Appointment

- When you register with Pearson VUE, you will receive an email with your appointment details and confirmation number. Please print a hard copy of your confirmation for your records.
- It is the candidate's responsibility to verify that the correct date, time, and place have been requested.

Cancelling and Rescheduling Appointments

To cancel or reschedule your testing appointment, you have two options:

- Sign into your My CFRE account or
- Contact Pearson VUE Customer Service (www.pearsonvue.com/cfre/contact).

For either method, have your appointment confirmation number available.

Appointments cancelled less than 48 hours prior will forfeit the full exam fee and be required to obtain a new eligibility.

For additional details on this policy contact succeed@cfre.org.

Problems with Pearson VUE Scheduling

If you have difficulty scheduling your appointment with Pearson VUE you may contact CFRE International at succeed@cfre.org or by phone during normal business hours at +1 703 820 5555.

On Exam Day

- The exam has 200 multiple-choice questions. Twenty-five (25) of these are pre-test items and will not affect your score. You will not know which of the questions are designated as pre-test items.
- Candidates are given four (4) hours to complete the exam. Many candidates finish in under three (3) hours.
- The CFRE exam is administered in two sections separated by a 10-minute optional break. Section 1 contains 100 questions. These questions will be displayed followed by an opportunity to review your selected answers. Once you have answered and reviewed the Section 1 questions, your break will begin. You will not be able to return to the Section 1 questions. Your break time is displayed and will continue to count down throughout your break. Break time exceeding 10 minutes will be deducted from Section 2 of your exam. To begin Section 2, click the End Break button. You are not required to take the full break time and may start Section 2 of your exam when you are ready. You will have the opportunity to take a tutorial prior to testing to familiarize yourself with the computer screen. Tutorial time does not count toward the timed portion of your exam.
- You must agree to a Non-Disclosure Agreement. If you do not accept the terms of the Agreement, you will not be permitted to sit for the CFRE Exam.

Taking the Exam at a Person VUE Testing Center

Arriving at the Testing Center

Candidates are expected to:

1. Arrive at least thirty (30) minutes prior to your scheduled exam time.

2. Show two (2) forms of identification including one (1) government-issued photo ID with signature. All forms of identification must be original (no photocopies), valid (unexpired), and issued by either your country of citizenship or by the country in which you are testing. **The first and last name on both IDs must match exactly with the first and last name used during the application and registration process**. You cannot be admitted without the required identification.

- Acceptable forms of government-issued photo ID with signature include:
  - Passport
  - Driver's license
  - Military ID
  - Identification card (national/state/province identity card), alien registration card, etc.
- Acceptable forms of secondary ID include:
  - Credit card
  - Original Social Security card
  - Original school identification
  - Identification with printed name and signature or identification with name and recognizable photo

3. You will be required to sign the roster upon entry to the test center.

4. All Pearson VUE Testing Centers have lockers with keys available for storing personal belongings while testing. Candidates will not be permitted to bring any belongings into the testing room.

- Such items include but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cellular phones, recording devices, and photographic equipment.
- Weapons are not allowed at any Pearson VUE Testing Center.
- You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- You may be asked to remove your glasses for inspection or move your hair away from your ears.

Security at Testing Centers

It is a violation of CFRE International's Accountability Standards and Non-Disclosure Agreement to discuss or disclose exam questions and answer choices with others. This includes and is not limited to test preparation companies, participating on listserv or chat room discussions about exam content, former classmates, work colleagues, etc.

Violators will be subject to possible invalidation of exam results, termination of the participation in the CFRE program, and/or other appropriate disciplinary action.

Candidate Rules

All candidates are required to sign a Candidate Rules Agreement at the testing center. These rules are listed as follows. Should you have any questions at the testing center regarding these rules, please alert the test administrator on duty.

Pearson VUE Candidate Rules Agreement

- I will not take the following types of personal items into the testing room: cellular phones, hand-held computers/personal digital assistants (PDAs), or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings), bags, coats, books, and notes. Studying is not allowed in the test center.

- I will store these items in a secure area indicated by the administrator. Cellular phones, pagers, and other electronic devices must be turned off prior to placing them in the designated secure area. The testing center is not responsible for lost, stolen, or misplaced personal items.

- If I am given an erasable note board or exam-specific materials, I will not use them until after the exam has started. I will not remove these items from the testing room at any time during the exam, and I will return them to the administrator immediately after the exam.

- The administrator will log me in to my assigned workstation, verify that I am taking the intended exam, and start the exam. I will sit in my assigned seat until escorted out by a Test Administrator. I understand that eating, drinking, smoking, chewing gum, and making noise that creates a disturbance for other candidates are prohibited during the exam.
- The administrator will monitor me continuously while I take my exam. The session may be videotaped or otherwise recorded for security or other purposes.
- If I experience problems that affect my ability to take the exam, I will notify the administrator **immediately**.
- The administrator cannot answer questions related to exam content. If I have questions of this nature, I will contact the exam sponsor after I leave the testing center.
- Break policies are established by the exam sponsor. Some exams may include **scheduled breaks**, and instructions will appear on the computer screen at the appropriate time; whether or not the exam timer stops depends on the sponsor's policy. If I take an **unscheduled break** at any other time, the exam timer will **not** be stopped. The administrator will set my workstation to the break mode, and I will take my ID with me when I leave the room. The administrator will check my ID before I return to my seat and will then restart my exam.
- While I am taking a **scheduled break,** I am permitted to access personal items that I stored during the exam. While I am taking an **unscheduled break**, I am NOT allowed access to personal items other than medication required at a specific time and with the approval of the test administrator. Items not permitted include but are not limited to: cellular phones, exam notes, and study guides, unless specifically permitted by the exam sponsor.
- I will not try to remove copies of exam questions and answers from the testing center, and I will not share or discuss the questions or answers seen in my exam with other candidates.
- After the exam ends, the administrator will come to my workstation and ensure my exam has ended properly. The exam sponsors **may** display my score on the screen after the exam or **may** provide a printed score report. If a printed score report is provided, I will receive it **after** returning the erasable note board and other materials to the administrator.

Your Privacy: Your exam results will be encrypted and transmitted to Pearson VUE and to the exam sponsor. The testing center does not keep any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this; you can obtain this by visiting the Pearson VUE Web site (www.pearsonvue.com) or by contacting a Pearson VUE Call Center.

Candidate Statement: *By signing below or providing a digital signature, I give Pearson VUE my explicit consent to retain and transmit my personal data and test responses to Pearson VUE and to the exam sponsor (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am* *suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and the exam sponsor, my exam may be invalidated, the sponsor may take other action such as decertifying me, and I will not be refunded my exam fee.*

Additional Information

- Testing sessions will be videotaped and audio-monitored. If, for any reason, you leave the testing room, you will be required to sign out as well as sign back in and re-show your identification. Your time out of the testing room is recorded on the log sheet.
- All centers have easily accessible restrooms and water available outside the testing room which you can access at any point during your exam period.
- Should you require access to medication or a snack during the exam period, you must request a special accommodation with CFRE International.

For more information concerning Computer-Based Testing refer to www.cfre.org/about/faqs.

Late and Missed Appointments

If you are more than fifteen (15) minutes late for your appointment, you will not be admitted. Late admission is at the discretion of the Pearson VUE and its partners.

If you miss your appointment, you will **not** be automatically rescheduled with Pearson VUE. You must contact succeed@cfre.org to obtain a new authorization. You will be required to pay an ATT reactivation fee.

If you do not schedule a testing appointment for the Testing Window you selected in your application, or, if you miss your scheduled appointment, a new authorization cannot be generated until reports for the missed Testing Window are processed.

Your Preliminary Score

- Within 48 hours of completing your exam, you will receive a pass/fail score report via email.
- Candidate scores are reported on a scale of 200 – 800. To be certified, candidates must receive a minimum score of 500.

If You Have Problems at the Testing Center

If you are unable to test due to technical or personnel difficulties at the testing center, and you are not rescheduled promptly by Pearson VUE, please call CFRE International immediately. If your difficulty occurs over a weekend, please leave a message.

Taking the Exam Remotely via OnVUE

If you decide to sit for the exam at your home or office, the following must be observed:

- Four (4) hours without interruption
- No one, including children and pets, may be present in the room during the exam
- A working web cam and computer microphone that can remain on throughout the duration of the exam
- A strong internet connection
- Working computer audio
- A computer that can pass Pearson VUE's systems test (Please note: It is recommended that you do NOT use your work computer due to potential issues with firewalls and VPNs. If you do plan to use your work computer, please run Pearson VUE's systems test several days before your appointment to make sure there are no issues that could impede your testing.)
- You cannot leave the room under any circumstance, including to use the restroom, take medication, or eat
- No food or using tobacco products
- If your computer is hooked up to more than one monitor, all additional monitors must be disconnected

If these requirements cannot be met, you will need to sit for the exam in-person.

You must log in to the CFRE Exam using the link Pearson VUE provided via email 30 minutes in advance of your scheduled exam start time. Once you have started the check-in process you may not leave the webcam view for any reason.

Please see the Appendix for instructions on using the OnVUE remote proctoring system.

Exam Scores

There is no penalty assessed for an incorrect answer; points are scored only for correct answers.

The "passing point" for each exam has been set according to accepted practices for standardized testing. CFRE International uses the widely accepted Modified Angoff method. Scores are reported as a scaled score between 200 and 800. A candidate must achieve a score of at least 500 to be certified.

Candidates will be provided with information on the maximum score available and their score in relationship to that maximum. In addition, candidates will be provided with their performance on the exam across each of the six major categories. A candidate scoring below the minimum score has not been successful on the exam and cannot be certified.

The exam is not scored on a curve. There is not a predetermined number of candidates permitted to pass. Your score does not depend on the other candidates who are testing with you that day.

Note: *The passing point set for the exam cannot be appealed. To score one point below the passing point is to fail the exam; to score at the passing point or higher is to pass the exam. A score higher than the passing point is not an indication of a higher proficiency in the subject matter.*

Official Notification of Certification Status

Within two (2) business days after receiving your scores from the professional testing agency, you will receive official notice via email of your certification status from CFRE International.

Once you receive this official notice of the award of the designation, you are entitled to use the initials "CFRE" after your name. You may also state that you are a "Certified Fund Raising Executive." Specific guidelines for such use are outlined in the *Style Guide for Use of the CFRE Marks*.

You will receive a certificate signifying your achievement after the close of the testing window.

If you do not receive a passing score, you will be sent retake information.

Retaking the Exam

If necessary, a candidate may retake the CFRE Exam by completing a Re-examination Application. Candidates must wait 30 days before sitting for the exam again. If necessary, candidates can sit for the exam a third time, provided they do not exceed their one (1) year eligibility period.

Candidates who pass the exam are not permitted to take the exam to obtain a higher score.

Challenging Exam Results

There is no appeal for failing the CFRE Exam.

Following completion of the exam, candidates may submit, in writing, comments on any exam question(s) they believe contain errors in content. All comments must be sent in writing to CFRE International within seven (7) days of the completion of the exam. CFRE International will not respond to challenges received more than seven (7) days following a test date.

These comments should include a justification and reference source from the current Resource Reading List for documentation of why the item should be non-scored.

Appeal Policy and Procedure

The appeal procedure is available to any individual (Appellant) who has applied for or received CFRE certification/recertification and who wishes to contest any adverse decision or proposed action affecting his or her application for certification/recertification status. A copy of this appeal procedure is issued to each applicant, and again to each appellant, along with the written notice of the adverse decision or proposed action. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal. Candidates may not have access to the exam form, answer sheet, or answer key under any circumstances. This does not cover complaints about certificant conduct. Complaints about certificant conduct and certification activities are addressed in the CFRE Complaints process on the CFRE website.

Initial Appeal

A request for review and consideration must be submitted in writing to CFRE International within seven (7) days of notification of application ineligibility or test administration. The request and any relevant information supporting such request must be sent by a form of delivery which ensures a return receipt. The request must state the reasons why the decision is being contested.

President and CEO Action

The CFRE International President and CEO shall serve as the first level of appeals review and will review and act on a properly filed request for review within thirty (30) days of receipt of the request. The President and CEO will review the request for appeal and any relevant information in accordance with these procedures. The President and CEO shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest. In this case, the appeal is then reviewed by the Appeals Board.

Notification of Appellant

The appellant will be notified in writing of the decision of the President and CEO within thirty (30) days following the date of receipt of the request for appeal. Notification will be sent by a form of delivery which ensures a return receipt.

The initial response will be one of the following:

- Appeal Denied, along with an explanation for the denial and/or information on an alternate course of action where applicable. The denial will include information on appellant's further recourse if appellant wishes to pursue the appeal.
- Appeal Approved
- Appeal Forwarded to the Appeals Panel
- Appeal Delayed to provide time to gather further information. Within 30 calendar days appellant will be sent either a Denial or Appeal Forwarded notification.

If, for any reason, the above deadlines are not met, the appellant must receive a progress report of the status of their appeal.
The Appellant may stop the appeal procedure at this point or may choose to appeal further. If no further appeal is initiated, the action of the President and CEO becomes final.

Filing a Second Appeal to the Appeal Board

The appellant may appeal the determination of the President and CEO by filing a second appeal with the CFRE Appeal Board (described in section 2.2.7). The request for appeal must be submitted to the CFRE Appeal Board within thirty (30) days following the date on which the adverse decision of the President and CEO was received by the Appellant. It must be sent in writing by a form of delivery which ensures a return receipt. The appeal request must state the reasons why the appellant is contesting the decision. No new information or materials may be submitted at this time. Only materials submitted to or considered during the initial review of the appeal shall be considered by the Appeal Board in ruling upon the appeal.

Committee Action

The Appeal Board will review and act on a properly filed request for the second appeal within ninety (90) days. Members of the Appeals Panel shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is an actual or apparent conflict of interest.
The Appeal Board may conduct its review by teleconference. The appeal shall not include a hearing or any similar trial-type proceeding. The Appeal Board may decide to uphold the original decision on the appeal, or may take other appropriate action with regard to the appellant's request. The decision of the Appeal Board is final and may not be appealed.

The second level response will be one of:

- Appeal Denied
- Appeal Approved
- Appeal Delayed to provide time to gather further information. Within 30 calendar days, the appellant shall be sent either a Denial or Appeal Forwarded notification

If, for any reason, the above deadlines are not met, the appellant must receive a progress report of the status of their appeal.

Notification of Final Decision to Appellant

Upon any decision becoming final, the appellant shall be notified in writing within thirty (30) days by a form of delivery which ensures a return receipt.

If, for any reason, the above deadlines are not met, the appellant must receive a progress report of the status of their appeal.

Exceptions to the Right of Appeal

1. Failure of the certification exam may not be appealed.

2. Eligibility requirements may not be appealed. This policy provides for appeal only of the interpretation of the eligibility requirements in individual applicant's circumstances.
3. Testing conditions may not be appealed if the appellant has not lodged a complaint with the testing center before leaving or contacted the testing agency or CFRE on the same day the test occurred.
4. Lapsed certificants may not appeal to have their CFRE certification reinstated without completing the initial certification process.

Cancellations or Failure to Appear for a Scheduled Exam

If a candidate is unable to attend a scheduled exam, the candidate must notify the test delivery vendor to reschedule or cancel the testing appointment **at least 48 hours before the scheduled testing appointment.**

The rescheduled testing appointment must still fall within the original eligibility period stated in the candidate's first Authorization to Test (ATT) letter. The full exam fee from the original testing appointment will be applied to the new exam date if proper notification is made.

Candidates **WILL NOT** be able to change a reservation if it is less than 48 hours before the scheduled testing appointment. If a candidate does not reschedule or cancel his/her testing appointment within these guidelines, the candidate will forfeit all fees.

If the candidate wishes to take the exam at a later date, the candidate will be required to submit a current application and all applicable fees.

There are five (5) acceptable reasons for not rescheduling or cancelling an appointment to test within these guidelines. If a candidate's reason is accepted, the candidate will be allowed to reschedule the appointment to test, free of charge, for one time only.

The candidate must send notice of the reason, in writing, to the offices of CFRE International within seven (7) business days of the testing appointment. CFRE International reserves the right to request additional evidence to support a candidate's reason for not rescheduling or cancelling the testing appointment according to the guidelines.

Acceptable reasons for failure to reschedule or cancel less than 48 hours before the testing appointment:

- Serious illness of either the candidate or an immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Unexpected military duty call-up

Accommodations for Candidates with Disabilities

CFRE International is committed to ensuring that all eligible candidates with disabilities or impairments, regardless of country of residence, are given the opportunity to meet certification requirements. For candidates with disabilities or impairments, CFRE International shall endeavor to make reasonable accommodations. These accommodations shall be within the provisions of the Americans with Disabilities Act (42 USCG Section 12101, et.seq.) and Title VII of the Civil Rights Act, as amended (42 USC 2000e, et.seq.), or comparable legislation in the country in which the candidate is testing, in accommodating candidates who, because of a disability or impairment, need special arrangements to enable them to take an exam.

In order to request Special Accommodations, candidates must submit the request through the application process and supply a letter from a licensed physician, optometrist, social worker, psychologist, or other appropriate professional (including title, credentials, address, and telephone number on his/her letterhead). This letter should describe the nature of the functional limitation as it applies to taking a standardized, multiple-choice exam and the specific accommodations needed for testing. If approved by CFRE International, these accommodations will be provided at no additional charge to the candidate.

Requests for Special Accommodations must be made at the time of application, and no later than sixty (60) days prior to the desired exam date. Standard Provisions for ensuring test security shall remain in force.

Recertification

Because fundraising, resource development, and management are dynamic and rapidly changing fields, individuals are awarded certification for a three (3) year period.

To remain certified, candidates must apply for recertification at the end of each three (3) year period.

Candidates are required to meet requirements in the Education, Professional Practice, and Professional Performance categories. These requirements are designed to show evidence of on-going practice in the fundraising profession and to provide CFRE International with a way to measure continued competence in the field.

Candidates for recertification do not need to retake the CFRE Exam. However, candidates may choose to sit for the current form of the CFRE Exam in lieu of the Education requirements of the Recertification application. Candidates must meet all additional requirements.

Notice of Recertification

Approximately six (6) months prior to the expiration of your certification, CFRE International will send you a notice of your need to recertify.

This notice will be sent to your email address on file with CFRE International. PLEASE be sure to include CFRE International in your change of address notifications.

However, it is the professional responsibility of each individual CFRE to be aware of his or her certification expiration date and to complete the application by the stipulated deadlines.

Candidates must submit recertification applications according to when they were originally certified:

Certified **March 1 due March 31**

Certified **June 1 due June 30**

Certified **September 1 due September 30**

Certified **December 1 due December 31**

Special Circumstances Status

Individuals may request to be placed on Special Circumstances Status for up to three years (one recertification period.)

Reasons for requesting Special Circumstances Status include unemployment, maternity/paternity leave, illness, and education.

During the Special Circumstances period, the individual is required to meet the Education requirements of the application so as to keep abreast of changes in the field.

To apply, individuals can select the Special Circumstances Status option on the recertification application online. CFRE International will review the request along with the application.

The recertification application fee is not waived for a Special Circumstances application and is to be paid at the time recertification is necessary.

If the individual does not meet the continuing education requirements during the Special Circumstances period, the individual's certification will expire. He or she will be required to begin the process again as a candidate for initial certification.

Style Guide for Use of the CFRE Marks

Proper usage of these marks is a crucial part of your communications to donors, your employer, organization, or potential clients. When properly used, the marks represent professional standards for fundraising and demonstrate your commitment to upholding these standards.

Individuals who have been officially granted the CFRE credential are authorized to use the following marks in communications and collateral materials:

1. CFRE
    - Always use all capital letters
    - Never use periods

Correct:	Karen Marquez, CFRE
Incorrect:	Karen Marquez, C.F.R.E.
Incorrect:	Karen Marquez, Cfre

2. Certified Fund Raising Executive
    - Always singular, never plural
    - First letters always capitalized
    - “Fund Raising” is two words

Correct:	Steve Brown became a Certified Fund Raising Executive in 1993.
Correct:	The hospital employs three people who hold the Certified Fund Raising Executive credential.
Incorrect:	A group of certified fundraising executives are doing the presentation.

If you choose to use the CFRE logo on any of your materials, you are required to use the following logo guidelines:

The CFRE logo must appear in Pantone 187 and 426, or in black and white. No other colors or shadings are acceptable. Under no circumstances may the mark be altered, modified, hand-drawn, typeset, reproduced, or electronically scanned in such poor quality as to distort or alter its appearance.

Authorized Use of the Marks for Certified Individuals:

- On business cards
- On stationery
- Directory listings
- On brochures and signage, provided it is clearly linked to an individual(s) certified by CFRE International

- Display advertising, provided it is clearly linked to an individual(s) certified by CFRE International
- As meta-text of each web page belonging to an individual currently certified by CFRE International, provided the marks only appear once in the meta-text
- As a hyperlink on an individual's web site if it is linked directly to CFRE International's home page (www.cfre.org)
- As a CFRE digital badge in its unaltered state

Unacceptable Uses of the Mark:

The CFRE mark and its derivatives may not be used to imply CFRE International's sponsorship or endorsement of a company or firm (even when one or more members are certified).

Correct:	Sampson Associates, Inc. John Sampson, CFRE Susan Sampson, CFRE Mark West
Incorrect:	Sampson Associates, Inc: Certified Fund Raising Executives
Incorrect:	John Sampson, CFRE and Associates, Inc.

The CFRE mark and its derivatives may not be used to imply CFRE International's sponsorship or endorsement of a particular product or service, nor may the mark and/or its derivative be used as, or in, the name or title of products or services not provided directly by CFRE International. (Including but not limited to: Educational programs, books, software tools, consulting services, etc.)

The CFRE mark and its derivatives may not be used by individuals in ways that imply CFRE International's sponsorship or endorsement of the individual. Prohibited uses of the CFRE mark and its derivatives include usage as social media profile photos, in email addresses, in Twitter handles, etc.

Correct:	John Smith, CFRE
Correct:	John Smith, Certified Fund Raising Executive
Incorrect:	Royce Certified Fund Raising Executive Services
Incorrect:	CFRE Donor Tracking Tool: *For the Busy Professional*
Incorrect:	Stewardship Secrets for CFREs

The CFRE mark and its derivatives may not be used on promotional items except by CFRE International, which retains the sole right to produce, sell, or provide such items to other organizations for re-sale.

It is not appropriate, under any circumstances, for an individual to represent him or herself as a candidate for certification, because this implies that the individual will receive certification. If a prospective employer requires verification of application for certification, CFRE International can provide this upon receipt of a written request to do so from the candidate.

Correct:	Maria Markman
Incorrect:	Maria Markman, CFRE (expected June 2002)
Incorrect:	Maria Markman, who has applied to take the CFRE exam,
Incorrect:	Maria Markman, who sat for the CFRE exam in April,

Individuals who have previously held certification may list this accomplishment on a resume or a biographical statement as long as the statement clearly indicates the years during which the candidate held certification and does not imply in any way that a candidate is currently certified.

Correct:	John Smith is President of Smith Associates, a consulting firm with 37 years of commitment to non-profit organizations in Memphis. Mr. Smith was a Certified Fund Raising Executive from 1983 – 1992.
Correct:	John Smith (CFRE, 1983-1992)
Incorrect:	John Smith, CFRE (1983-1992)

Individuals who have previously held certification may not imply in any way that a candidate is currently certified. The CFRE International certificate designating the individual as certified shall no longer be displayed. The individual shall not wear a CFRE lapel pin or ribbon whose use is reserved for currently certified individuals.

CFRE Accountability Standards

Introduction

CFRE International serves the public by offering a certification program that recognizes fundraising professionals who are committed to the highest standards of ethical and professional practice in the philanthropic sector. CFRE International establishes and administers a voluntary certification process based on current and valid standards that measure competency in the practice of philanthropic fundraising.

Because CFRE International is responsible for ensuring the integrity of the credentials awarded, the Board has adopted a set of accountability standards related to the certification process. These standards exist to protect the public from those who would seek to misrepresent their qualifications or their status as credentialed practitioners. All individuals applying to, or certified by, CFRE International must comply with these standards.

It is likely that most professionals certified by CFRE International will belong to one or more professional associations that have codes of ethics related to the profession and the practice of fundraising. CFRE International's Accountability Standards, in contrast, focus solely on actions and principles related to certification and the certification process.

However, in those instances wherein:

1. an individual holding the CFRE credential is disciplined or sanctioned for violation of the Code of Ethics or Standards of Practice of his or her professional association, or

2. any organization involved in or connected to the profession, including regulatory agencies, takes action against the individual for reasons associated with professional misconduct, malfeasance, or unethical behavior

then CFRE International will consider taking action. CFRE International is most likely to take action when an individual's action clearly violates the integrity of the profession and/or universally accepted values and standards for the profession. In nearly all such instances, an individual who violates a code of ethics that was signed voluntarily has breached the CFRE core values of honesty and integrity.

Preamble

CFRE International, through the certification process, promotes the integrity and quality of the fundraising profession. CFRE International also endorses the Donor Bill of Rights and encourages all Certified Fund Raising Executives (CFRE) to do the same.

Accountability Standards

As an applicant for certification or recertification from CFRE International, I submit that I subscribe to and am in compliance with the following accountability standards:

1. All information on my application for certification/recertification is accurate, truthful, and complete.

2. I will not make any claims regarding my certification status which are outside of the scope for which my certification has been granted, nor will I make statements concerning my certification status which are or which could be construed to be false or misleading. I will correct any such claims or misstatements immediately.

3. I will protect CFRE International's federal and/or international trademarks and use the CFRE designation only in the manner permitted by CFRE International. In addition, I will report to CFRE International any instances of misuse of the CFRE credential of which I become aware.

4. I will not transmit information regarding exam questions in any form at any time. Nor, will I accept or receive information regarding exam questions from any source other than CFRE International itself.

5. I will comply with all ethical and professional standards adopted by those professional organizations in which I hold membership.

Applicant Consent Statement

As an applicant for certification or recertification from CFRE International, I submit that I have read and understand the CFRE International Accountability Standards listed here and agree to be bound by them.

I understand that CFRE International reserves the right to verify any or all information on this application and that any incorrect or misleading information may constitute grounds for rejection of my application, revocation of my certification, or other disciplinary action. I authorize CFRE International, its officers, directors, employees, agents, and assigned examiners (the "designated parties") to review my application to determine whether I have met CFRE International's standards for certification. I agree to cooperate promptly and fully in any review of my certification by CFRE International, including submitting such documentation and information deemed necessary to confirm the information in my application. I indemnify and hold harmless CFRE International and its designated parties from the decision made on my application so long as such decision was made in good faith and does not constitute gross negligence by CFRE International or its designated parties.

I understand and agree that CFRE International may deny my eligibility to take the CFRE certification exam if any part of my application is incomplete or illegible, documented information does not meet the necessary point requirements, or the application does not include the correct fees.

I understand that any attempt to cheat on the CFRE exam by any means and in any venue invalidates my exam score and makes me permanently ineligible to be considered for or hold CFRE certification. Attempts to cheat include any and all behaviors and tools prohibited by policies or protocols established by CFRE International and/or CFRE International’s testing partner.

I understand that I am to report to the testing location at least forty-five (45) minutes prior to the exam starting time. I understand and agree that I may not be permitted to enter the testing area if I arrive late for the exam and that I will not be granted additional time to complete the exam if I arrive late and am permitted to enter the testing area.

I acknowledge that I have read this application, Candidate Handbook, and CFRE International's certification standards, policies and procedures. I understand and agree that if I am granted the CFRE credential, it will be my responsibility to remain in compliance with all CFRE International certification standards and requirements, as well as supply any information needed for the assessment. I understand that CFRE credential has a three-year certification cycle and that, if I wish to maintain my certification, it is my responsibility to maintain valid certification status by complying with all recertification requirements and timely submitting such proof of compliance as is required by CFRE International.

I understand that the information relating to the certification process may be used for statistical purposes and for evaluation of certification programs. I further understand that the information for certification records will be treated confidentially.

I understand that my violation of any of the CFRE International accountability standards or my noncompliance with any of the terms of this Applicant Consent Statement may subject me to disciplinary action by any professional association to which I belong and by CFRE International, including but not limited to the denial or revocation of my certification credential, and to possible legal action. I understand that, should my certification be withdrawn, suspended, or revoked, that I must discontinue all claims to the certification and return my certificate to CFRE International. I understand that I may not use the certification in such a manner as to bring CFRE International into disrepute, and not to make any statement regarding the certification which is considered misleading or unauthorized, nor may I use the certificate in a misleading manner. I also understand that if I act with behavior that is inconsistent with the integrity of the profession, I also may be subject to disciplinary action by any professional association to which I belong and by CFRE International, including but not limited to denial or revocation of my certification credential

International Statement of Ethical Principles in Fundraising

The following appears in British English, according to the original text.

All over the globe, fundraisers work to make the world a better place. Our causes are diverse and distinct, but our passion and commitment are universal. The way that we go about raising money is different according to the culture, society, and laws of where we fundraise, but we share a commitment that wherever we fundraise, we do so to a high standard and follow an ethical approach.

This Statement of Ethical Principles in Fundraising sets out the values, beliefs, and principles that govern professional fundraisers across the world. It sets out what unites us in the way that we fundraise, and joins us together as a global fundraising community dedicated to achieving fundraising excellence for our causes, donors, and supporters.

The Statement does not replicate, replace, or supersede any laws or codes of conduct that are in place in any individual country, as it is expected that fundraisers will fully observe the law wherever they work. Instead, the Statement outlines the ethical approach and articulates the values that drive fundraising professionals and provides a framework of how we will work globally. Organisations who voluntarily endorse and support this Statement do so as a demonstration of their commitment to fundraising excellence and as a declaration of their shared interest in a global understanding of these principles.

Where fundraisers are working in areas with a developed code of conduct, this Statement should complement the standards that are set, and for others can form a basis for the development of fundraising practice or regulation. By following these principles, we believe that we will deliver the best experience for our donors and supporters, grow public trust and confidence in fundraising, and be best placed to achieve our mission.

Our Shared Principles for Fundraising

As fundraisers, these principles set out how we work and define our ethical approach:

Honesty:	Fundraisers will always be honest and truthful, upholding public trust and never misleading supporters or the public.
Respect:	Fundraisers will always be respectful of our beneficiaries and donors, following their choices and wishes, wherever possible.
Integrity:	Fundraisers will always act with integrity, following legislative and regulatory requirements, and will always work for the best interests of our causes and supporters.
Transparency:	Fundraisers will always be transparent, clear and accurate about the work of our causes, how donations will be managed and spent, and

	report on costs and impact accurately.
Responsibility:	Fundraisers will always act responsibly, understanding that we share a common objective to promote fundraising excellence for the benefit of the common good. We value and encourage diversity in our practice and our fundraisers, and continually seek to develop our professional standards.

Standards of Fundraising Practice

Our standards are presented as being the benchmark for fundraising excellence and set out our shared framework for working to the highest level and in the best interests of our causes, while respecting our donors and being accountable in our work.

1. Responsibility to Fully Comply With Relevant Legislation and Regulatory Standards

- Fundraisers will work according to the national and international legal obligations that apply to their organisation's location, legal form, and activities.
- Fundraisers will follow any agreed upon regulatory systems for fundraising and specific codes of practice for fundraising that are set in their location.
- Fundraisers will not take action that could constitute professional misconduct or create a conflict of interest.

2. Responsibility to Supporters

- Fundraisers will always respect the free choice of all individuals to give donations or not.
- Fundraisers will respect the rights of donors and follow their preferences on communications and privacy.
- Fundraisers will be open and transparent with donors on the use of their funds, providing clear information on how donations are spent and the impact of their work.
- Fundraisers will be truthful and honest in all of their fundraising communications, in any medium and by any means, using accurate information about their cause in their materials, communications, and activities.
- Where a donor has expressed a view on the specific service or project that they would like their money to be applied, the donor's wishes will be followed wherever possible. In the event that the money cannot be used in line with the donor's wishes, the fundraiser will seek further agreement from the individual or organisation on the use of their donation.

3. Responsibility to Their Cause and Beneficiaries

- Fundraisers will work together with their trustees or relevant governance structure to best achieve the overall goals and objectives of their cause, making decisions and working in accordance with the values of the organisation.

- Fundraisers will always be respectful of their beneficiaries and uphold their dignity and self-respect in the fundraising communications or materials that they use.
- Fundraisers will not accept donations where the acceptance of those gifts would not be in the best interests of the organisation or create a conflict of interest that would' be detrimental to the organisation's reputation, mission, and relationship with existing supporters and beneficiaries.

4. Management Reporting, Finance, and Fundraising costs

- Fundraisers will be transparent and accurate in presenting fundraising costs, fees and expenses, without expressing or suggesting in communications and materials that fundraising lacks administration and fundraising costs.
- Fundraisers will ensure that all fundraising transactions, accounting, and reporting for which they are responsible are transparent and accurate.
- Fundraisers will work with their organisation to provide accurate reports on their organisation's income and expenditure according to their national regulatory framework and publish clear information on their activities for stakeholders, beneficiaries, donors and the public.

5. Pay and Compensation

- Fundraisers will expect fair remuneration for their work and will not use their position to make any unauthorised or disproportionate personal gain.
- Fundraisers will not seek any personal benefits or gratuities in the course of their work. Any benefits or gratuities that are offered to a fundraiser will be declared to their organisation and/or any relevant authority and only accepted if in line with the set policy and with any necessary approval.
- When fundraisers work with suppliers, partners, or third-party agencies, they will take all reasonable steps to ensure that those external parties work to the same standards that they are held to, and that they do not receive unreasonable and disproportionate payment for their work.
- All payment and remuneration for fundraisers will be arranged before work is carried out, with any performance-related payments agreed in advance and set to ensure that payments will not be disproportionate or unreasonable.

Agreed by representatives of National Fundraising Associations and adopted at the International Fundraising Summit in London on 5 July 2018

Donor Bill of Rights

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

3. To have access to the organization's most recent financial statements.

4. To be assured their gifts will be used for the purposes for which they were given.

5. To receive appropriate acknowledgement and recognition.

6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Contacting CFRE International

Candidates should direct all questions, concerns, and correspondence related to the CFRE certification process or exam to CFRE International as indicated below:

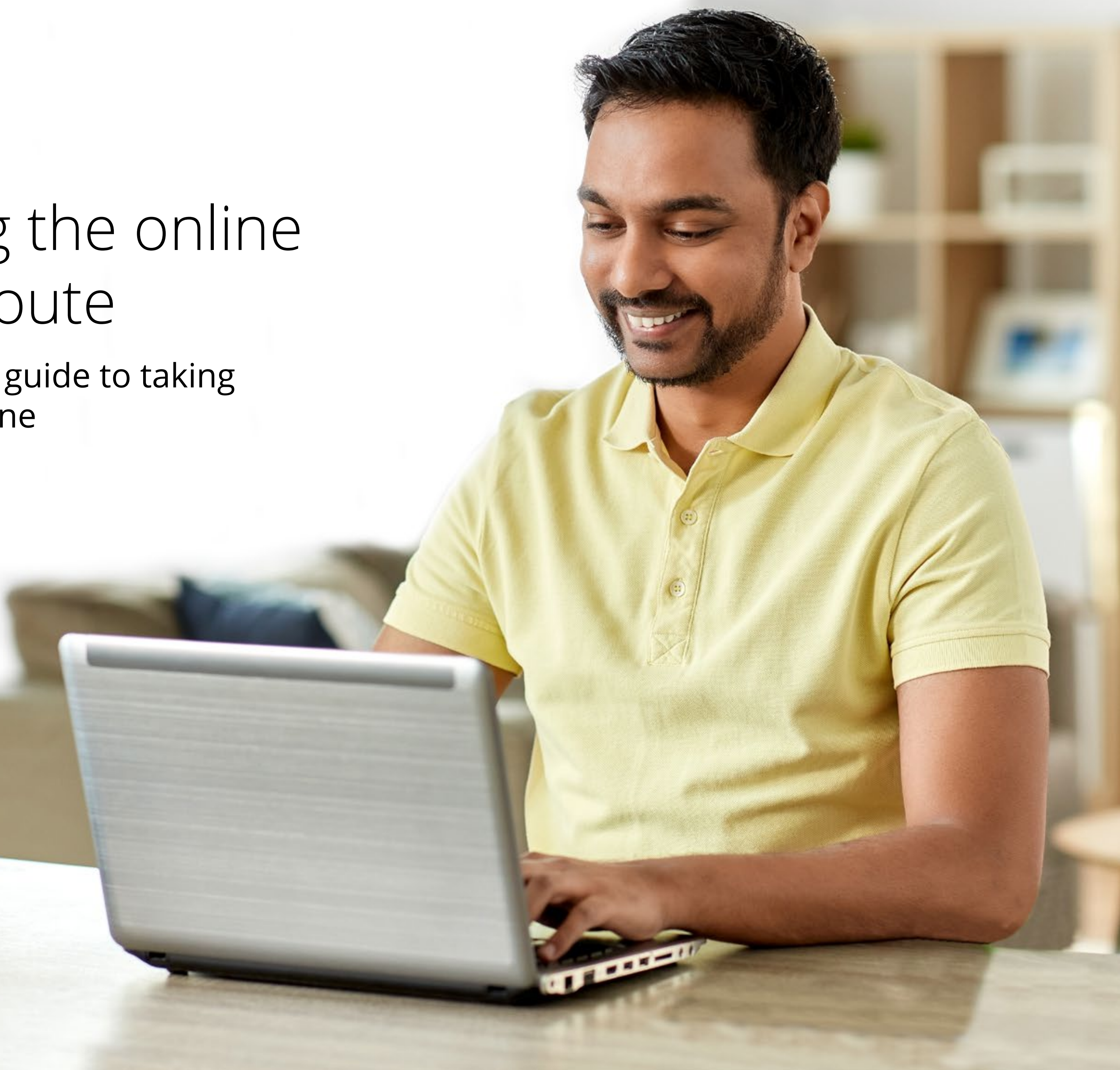
CFRE International
2000 Duke Street, Suite 369
Alexandria, VA 22314 USA
+1 703 820 5555
succeed@cfre.org
www.cfre.org

Appendix – OnVUE Setup and Check-In

Pearson VUE

Traveling the online testing route

An all-inclusive guide to taking your exam online



OnVUE

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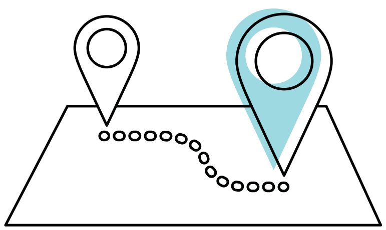

Welcome to your online testing journey!

Welcome to your online testing journey!

Taking an exam with OnVUE, Pearson VUE's online testing system, is flexible, convenient and easy. However, it also has unique rules and requirements. For the best experience possible, you should get familiar with these before taking your exam.

But don't worry. It's a bit like taking that long awaited vacation—with a little planning and preparation you'll have smooth sailing.

Know before you go

Taking your exam online means you'll need to:

- Run a system test to ensure your computer is compatible and your internet service is sufficient
- Find a quiet and private space where you can take your exam without interruptions
- Consent to monitoring throughout your test via webcam and microphone
- Observe all the online exam requirements

Welcome to your online testing journey!

OnVUE

A few helpful phrases

- **Test-taker:** that's you!
- **Program:** the organization, business or association that offers/sponsors your certification or licensure exam
- **OnVUE:** the online testing system
- **Testing space:** the area where you'll take your exam—lots more on this later
- **Greeter:** a real human who will help you get checked in before your exam begins
- **Proctor:** another real human (or humans) who will monitor and communicate with you during your exam *(**Note:** All proctor-related communication occurs in English unless you see the "Select proctor language" page when scheduling your exam.)*
- **Online testing page:** a place where you can find loads of info to help you prepare for your exam, schedule your appointment, check in for your exam, and find any policies unique to your exam program

How to navigate

The following information details the policies and procedures for online testing. Your program may have additional requirements, so we strongly encourage you to read your program's online testing page.

We've structured this reference material so you can easily find the information you're seeking. Use the hyperlinks throughout to navigate. Return to the table of contents at any time by using the anchor links on each page.

Think of it as the itinerary for your online testing journey. Familiarizing yourself with this information will help your entire experience go smoothly—from checking in to logging out.

Security checkpoint

It's an unfortunate reality: cheating happens. And cheaters try lots of different things. To maintain high security throughout exams, protect exam content, and confirm you're following online-testing rules, you will be monitored at all times. Audio and video may be recorded, and a proctor may contact you if they witness any questionable behavior.

Pearson VUE

Plan your trip: Before test day

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There's a lot you can do before your test to make it the best experience possible. You wouldn't travel to an exciting new destination without doing some research, making reservations, packing your bags, and planning how and when to get to the airport... so you'll want to do some similar planning before taking your exam online.

First, do some prep work

Run a system test (or two).

To take your exam online, you'll need a computer* equipped with a webcam and a strong internet connection. About one week before you'd like to take your exam, run a system test, which you'll find on your program's online testing page. Be sure to run it on the computer and internet connection you plan to use for your exam. (For example, don't run the test at home, then plan take your exam in an office where you may run into firewall or other connectivity issues.)

The system test checks your hardware and network connection, then runs a short exam simulation to determine if your equipment is compatible with OnVUE. Running the test well in advance gives you the opportunity to make any necessary upgrades or decide that you should take your exam in a physical test center instead.

We recommend running the system test again two to three days before your exam. This will identify any issues that might arise from automatic software downloads, background upgrades, etc.

Pack the right gear

When testing online, you'll provide your own computer equipment, so be sure you've got the following before exam day:

- **A desktop or a laptop computer.** Tablets may be used only as a screen, paired with an external keyboard. Touchscreen technology cannot be used when testing online. ***(Don't forget your power cord!)***
- **A single monitor.** Remove extra monitors from the testing room, or at least unplug them before taking your test-space photos during check-in.
- **An external mouse, keyboard and webcam.** You'll only need these if you plan to use either a tablet as a screen, or an external monitor with a laptop—in which case you'll need to keep your laptop lid closed.

Also, plan to use the best internet connection possible. A connection failure or interruption can interfere with, or even end, your testing session. To avoid disconnection:

- Use a **wired** internet connection rather than Wi-Fi, if possible.
- If using Wi-Fi, ask that others **do not use the internet** during your exam.
- **Disconnect any VPNs** if you have them; OnVUE does not work well with VPNs.

Questions about your equipment? Find detailed OnVUE technical requirements here.

*Tip: We do not recommend using an employer-issued computer to test with OnVUE.

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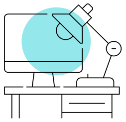

Choose and prep your testing space.

The place where you'll take your exam is one of your most crucial decisions. First and foremost, you must **take your exam in an enclosed, private space** that allows you to maintain a strong and stable internet connection. An ideal testing space will allow you to close all doors to avoid interruptions, since no one else—including children, roommates, colleagues, etc.—may enter or pass through your testing space once you've started your exam.

We do not recommend testing in the following environments:

- Public places like libraries or coffee shops, where other people could easily enter your space, and where you would use a shared Wi-Fi connection.
- Hotels, where Wi-Fi connections may be insufficient and don't allow for basic troubleshooting.
- Corporate offices, where firewalls, VPNs or other security measures may block video streaming.

Within your testing space, your computer screen must be positioned to face you directly, and your background environment cannot jeopardize the integrity of the exam content. For example, your testing space must not allow anyone else to view your screen, so avoid testing near windows or glass partitions. ***Important:*** *If your testing space allows any other people into the camera's view, you risk exam revocation.*

Stow away personal items

It's a good idea to stage your testing space before test day. Start by clearing all personal and preparatory items. You'll need to take photos of the area during check-in, and plan to keep it tidy as inspections are sometimes requested.

The following items are not allowed in your testing space:

- Mobile phones*, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, and watches
- Books or notes (unless specifically authorized by your exam program)
- Writing instruments, paper, notepads
- Wallets or purses/handbags
- Eyeglass cases
- Firearms or other weapons
- Headphones/headsets (unless approved by your test sponsor)

*See rules surrounding the use of mobile phones below

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Make sure you have acceptable ID.

Before testing online, you'll need to provide identification (ID) that meets the requirements outlined on this page. You should also check for any program-specific ID policies on your program's online testing page.

- All IDs must be valid, government-issued originals (i.e., not a photocopy)
- ID must include the test-taker's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the exam
- For test-takers under 18 years of age, a parent or guardian must present their own ID during check-in and give consent for the test-taker to be recorded. If they have one, the test-taker must also present a government-issued ID. If they do not, a student ID will suffice.

Acceptable forms of ID
• International travel passport • Driver's license • Identification card (national, state or province ID card) • Alien registration card (green card or permanent resident/visa)

Unacceptable IDs

• Restricted IDs*, including:
  - U.S. Department of Defense (DoD) Common Access Card (CAC)
  - Certain secure access IDs
• IDs from countries where OnVUE delivery is restricted:
  - North Korea, Cuba, Syria, Sudan, Iran, and the Sevastopol/Crimea region of Ukraine

**Pearson VUE cannot accept restricted IDs—those prohibited by law from being photocopied, digitized or captured on camera—as identification for online testing.*

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Second, get familiar with testing requirements

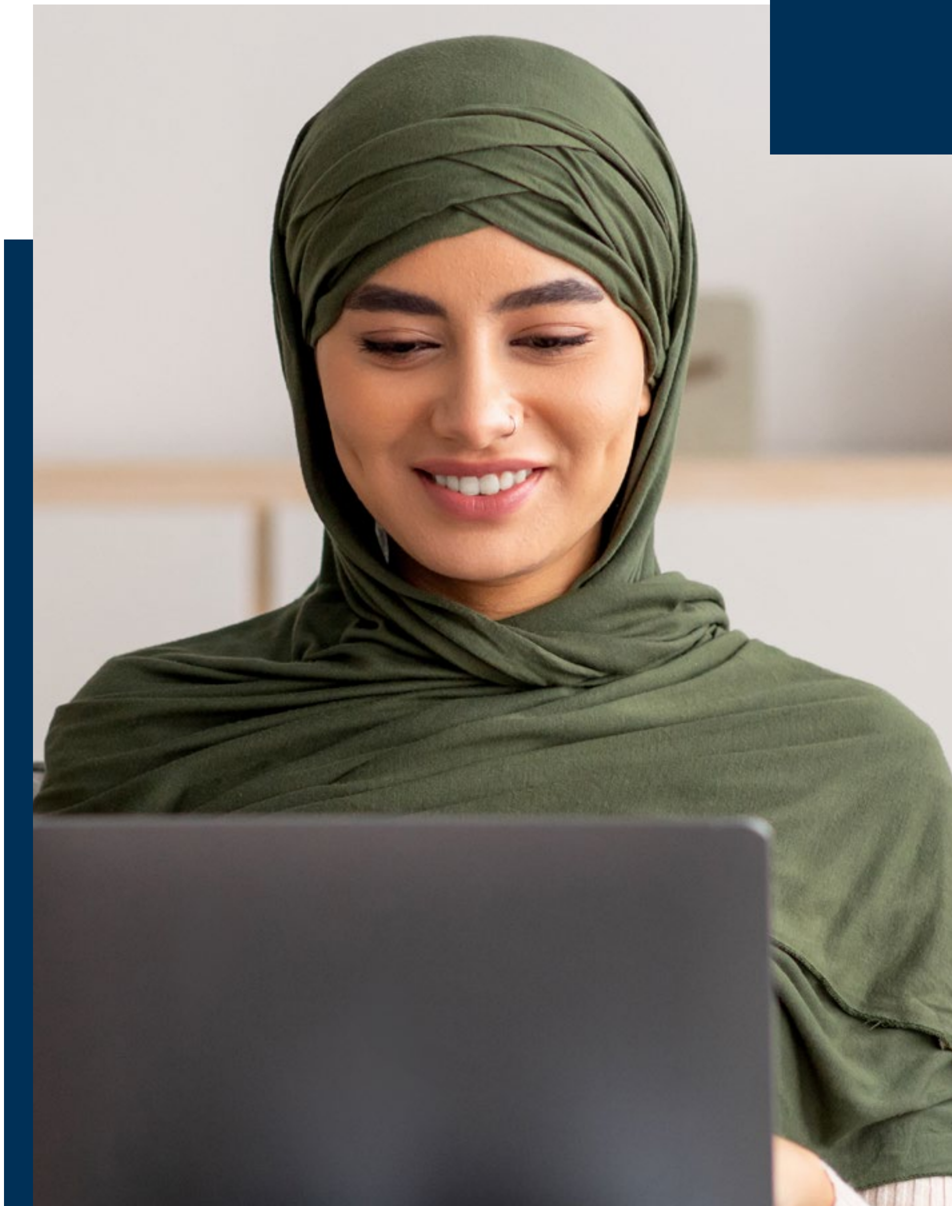
Behavioral do's and don'ts

Visibility/movement. Throughout your exam, you must stay in your designated testing space, in view of your webcam, unless your program specifically allows breaks. (Most programs do not allow breaks, so plan accordingly.) Your eyes must face forward at all times, and you may not cover your webcam. Additionally, unless prompted by the greeter or proctor, do not move your webcam once the exam has started.

Communicating with others. Once you've started your exam, nobody may enter or even pass through your testing space, and you may not communicate with anyone other than your proctor.

Speaking aloud. You may not read the test questions aloud, nor may you cover your mouth, attempt to hide your face, or move out of view of the webcam.

Adjusting on-screen content. To improve visibility of exam content, you may increase or decrease the size of the text at any time by selecting CTRL+ to zoom in and CTRL- to zoom out. (Remember that touchscreen technology may not be used.) Test-takers who can demonstrate a need may also request special accommodations directly from their program.



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Mobile phone use.
You may use your cell/mobile phone while checking in for your exam and/or if you experience a technical issue. Any other use, including but not limited to taking a call and having a conversation with anyone other than a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

- **Storing your phone:**
  - Once your exam has started, keep your mobile phone in the room where you're testing, but out of arm's reach. **Your phone may not be kept in your testing workspace.**
  - If you need to access your phone during the exam you may reach for it, but stay within the webcam view. The proctor must be able to see you access the phone.
- **Incoming calls:**
  - If your phone rings during the exam, limit your interaction to identifying the caller.
  - If a proctor is contacting you, the number will display as 617-379-0635, and/or caller ID may identify the number as Pearson VUE. If this number or contact appears, please answer the call.
  - Any mobile phone use other than engaging with a proctor is strictly prohibited and will result in your exam being revoked. If your phone rings and the call is not from Pearson VUE, **do not answer it.**
- **Outbound calls.**
  - You may not make outbound calls for any reason.
  - If you need help during your exam, use the "raise hand" feature in OnVUE to contact a proctor.
  - If you lose your OnVUE connection, or to reach Pearson VUE Support after your exam, use the chat feature on your program's online testing page.
- **Silencing your phone:**
  - If you need to silence your phone after the exam has begun, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence any notifications.
  - Once you have silenced your phone, move it back to a place where you won't have immediate access to it.
- **Other notifications:**
  - We will not text you during your exam. If you receive a text notification, ignore the notification and continue testing.
  - If an alarm sounds on your phone, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence the alarm.
  - Once you have silenced the alarm or notification, move your phone back to a place where you won't have immediate access to it.

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Using the whiteboard. Some programs allow the use of the built-in electronic whiteboard feature for scratch work during the exam. Learn more and practice using the whiteboard here.

Test questions. You may not copy/paste or attempt to remember test questions or test answers from the exam, and you may not share or discuss the test questions or test answers with anyone.

What not to wear

Clothing and accessories. You must be fully clothed throughout your exam. You may not wear the following during your exam:

- Coats or jackets
- Barrettes or hair clips larger than ¼ inch (½ centimeter) wide

While taking your exam you may wear head scarves, hair wraps, billed caps (e.g., baseball caps), brimmed hats (e.g., fedoras) and religious apparel. Generally, all head coverings and hat types are allowed as long as your eyes remain visible to the proctor throughout the exam.

Snacking, smoking, and so on

Taking breaks. Breaks may not be taken during your exam unless your program allows them. Visit your program's online testing page to find out if breaks are allowed, how many, duration, etc.

- If your test includes **scheduled** breaks, instructions will appear on your computer screen at the appropriate time. Be sure to follow the steps provided to begin your scheduled break. If you do not, or if you take an **unscheduled** break or take a break during a test that doesn't allow them, your exam will be revoked.
- Review your exam program's policies related to accessing previously stored personal items during the break (with the exception of comfort aids and medication, which you may access without permission during the exam). Unless permitted by your exam program, you cannot access mobile phones, watches, test notes or study guides during your break.

Eating, drinking and smoking. Beverages in any container are allowed—but remember, you may not get breaks during your exam, so plan accordingly. You may not eat, chew gum, smoke or use other tobacco products at any time.

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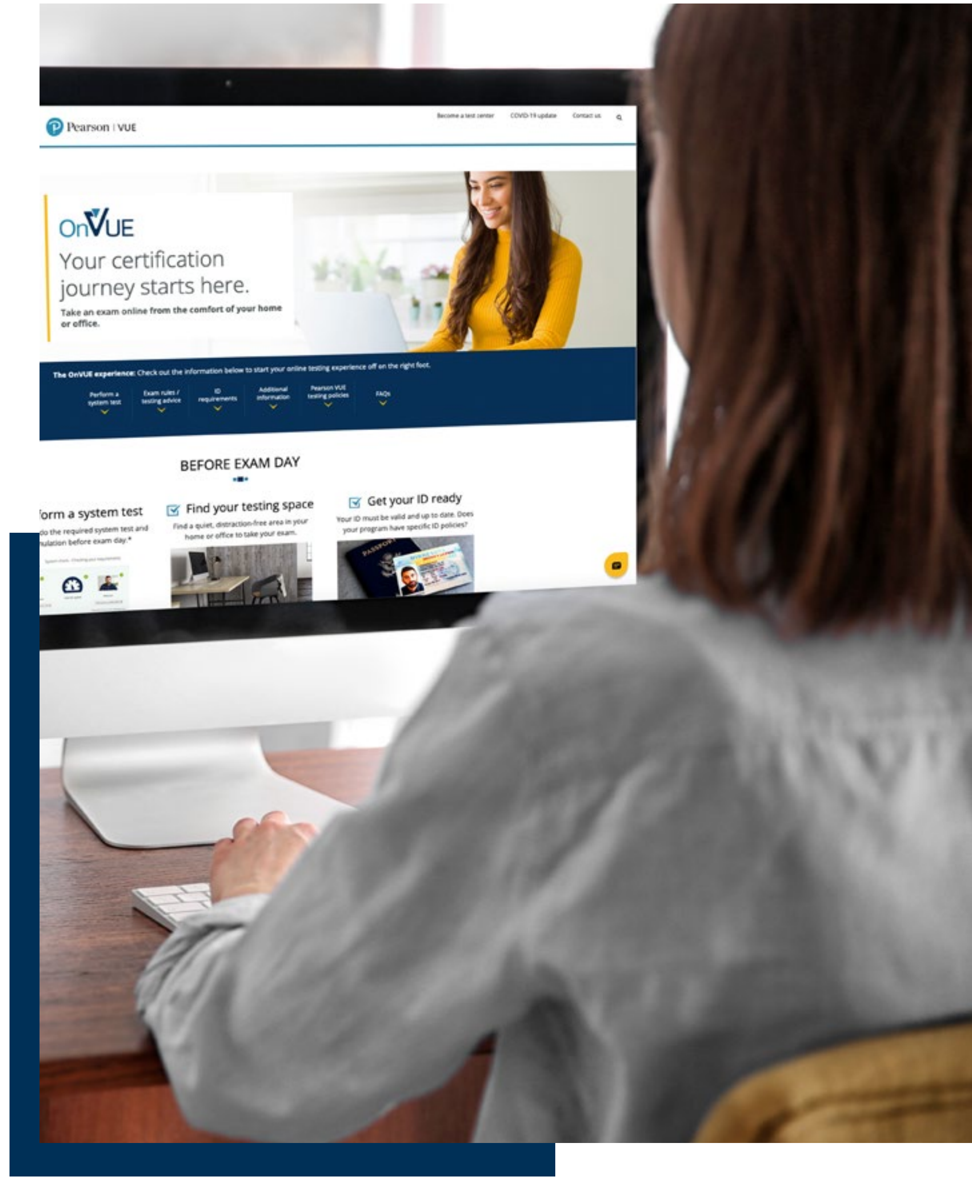
Third, schedule your exam

Once you've done all the prep work and are comfortable with the exam requirements, you're ready to schedule your exam. Start in one of two places:

1. Your test sponsor's external landing page — follow the steps provided.
2. Your program's online testing page (most test-takers will start here) — sign into your account, select the exam you want to take, then choose the "home or office" option. Follow the remaining prompts to complete the scheduling process.

Once you've successfully scheduled your exam, you will receive a confirmation email with appointment details and other important exam-day information.



Bon voyage: On test day

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The big day is here! You've studied, confirmed your equipment will work with OnVUE, and gotten familiar with all the testing requirements. You are ready for takeoff!

Before you check in

First things first—before checking in with a greeter on your scheduled day and time, be sure your:

- Computer and internet passed the pre-exam system test
- Testing space is private and free from noise or distractions, and cleared of any preparation materials or unauthorized items (see above for a list)
- ID meets requirements and is ready to present during check-in

Check in

Once you're ready, you can check in 30 minutes before to 15 minutes after your scheduled appointment time. The steps below will guide you through the check-in process.

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Sign in.

To check in for your exam, sign in just as you did when scheduling it, either on your test sponsor's external landing page or your program's online testing page. Next, find your exam and click the **Begin Exam** button.

- Click the **Copy Access Code** button when you see it; the access code is your unique code for your OnVUE testing session.
- A final system check will take place, and you'll re-download the OnVUE application. (You don't need to delete any previously downloaded versions of OnVUE.)
- Before launching the software, shut down all other applications running on your computer. If you do not, OnVUE will attempt to take this action automatically, but this could disrupt your exam start. Additionally, the exam may not load as expected and you could forfeit your exam fee. ***Tip:*** *Don't forget any applications that may deliver pop-up/unprompted reminders or messages.*
  - On Microsoft Windows, press **Ctrl+Alt+Del** to access Task Manager
  - On a Mac, press **Command+Option+Esc** to access Force Quit
- After you've downloaded OnVUE and closed all other applications, you'll need to run the program manually either from the screen you are on or from the folder it was downloaded to; for security reasons, it will not run automatically.

Measures to foil the fraudsters

You've done a lot of hard work to get here and we want you to succeed. Unfortunately, there are others who look for ways to cheat or try to steal test content. Because these attempts are all too common, we take measures to protect both your efforts and exam content. This means a greeter may ask you to:

- Show your ears to verify that no Bluetooth devices are present
- Roll up your sleeves to confirm there is no writing on your arms
- Empty your pockets to ensure nothing is in them
- Complete a full 360-degree room scan either during check-in or your exam

We appreciate your understanding and cooperation!

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Take your check-in photos.

Prior to beginning your exam, you'll provide photos of yourself, your ID and your testing space. A mobile phone works best for capturing these photos, but you can use a webcam as well. The system will guide you through the process, which includes:

- **Headshot photos:** Your headshot is compared to your ID photo to make sure the right person takes the exam; it may also be included on your score report.
  - Take your headshot in front of a solid background using good lighting
  - Prompts will indicate any adjustments needed to get a good photo—just follow the instructions
- **ID photos:** We use both artificial intelligence and a greeter to check and authenticate your ID and verify your identity. Note: Your exam program defines the specific ID requirements used during the check-in process; we cannot alter this process.

You'll take photos differently depending on the type of ID you're using, as follows:

- Driver's license, government-issued ID or other approved ID card: capture front and back, including all four corners
- Passport: capture photo page only, including all four corners

If the image is blurry or illegible, you may be asked to retake the photo.

Important: *If there are discrepancies with your ID, you may be prohibited from starting your exam. Additionally, you may not be allowed to reschedule your test, and you may forfeit the exam fee.*

Testing space photos: You will take four photos of your testing space. These are used for reference during the testing session and for quality control, security, and auditing purposes, so try to get the clearest shots possible.

Note: We delete check-in photos according to regulations in the country where you test.

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Agree to terms and conditions

You may be presented with a non-disclosure agreement or other security statement before your test begins. If this happens, you must read, acknowledge, and agree to the terms and conditions of the document within the specified time limit (if applicable).

If you do not agree, you will not be permitted to take the test and may forfeit your exam fee. If you select "DECLINE," your session will immediately end.

Verify and start your exam

Your final check-in step involves verifying that you're checking in for the test you registered to take. Once you've done this, the greeter will verify that your testing space and ID meet requirements, and then start your exam.

Start your exam

Once you've started your exam, it's best to focus on the questions and not get distracted. You've come this far—stay the course to successfully reach your destination.

Observe the environmental and behavioral rules

As we've mentioned, the online testing rules have been established to protect both you and the exam content, and it's imperative you observe them throughout your exam. Violating the rules will have consequences.

- Any disruptive, threatening, or fraudulent behavior—or anything specifically against exam rules—is grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date.
- Additionally, your exam program may take action if you:
  - Do not abide by the rules
  - Are suspected of cheating
  - Tamper with your computer to modify your testing space in a way that does not meet requirements

If any testing violations are suspected, the proctor(s) monitoring your exam will intervene. Depending on the severity of the violation, you may first receive a warning and reminder of the policy in question. If the behavior continues, we may be required to revoke your exam session. **Please note that some violations are severe enough to warrant immediate exam revocation without a warning.**

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How to get help during your exam

For questions or concerns during your exam, or if you experience any problems, simply click the chat icon and a proctor will assist you.

- Please don't use your mobile phone to contact customer service during your exam, as this violates policy. The chat feature is your best option.
- If a proctor does not respond, you may be experiencing a connectivity issue blocking our ability to contact you. In such cases, you may be able to use chat from the OnVUE download page used during check-in. If you lose your OnVUE connection entirely, use the chat feature on your program's online testing page.

Note: Proctors cannot answer questions related to test content. If you have a concern about exam content, ask your proctor to open a case documenting the item(s) of concern.

After the exam

You did it! But before you walk away from your webcam, be aware of these final steps.

Getting your test score

Depending on the type of test taken, your exam program may display your test score immediately, or you may be provided with a confirmation notice indicating that you have completed the test. You may also be asked to complete an optional on-screen survey. For more information on obtaining score reports, refer to your program's online testing page.

Exiting the application

When you've finished your exam, you'll see information on how to close the program and exit the OnVUE application. It's extremely important to follow these steps properly and avoid your exam being revoked in error.

Important: *If you leave the view of the camera before successfully closing the program, the proctor may interpret that as a testing violation.*

What to do if you couldn't finish

If you were unable to finish your exam for any reason other than timing out, contact your program's customer service team for assistance.

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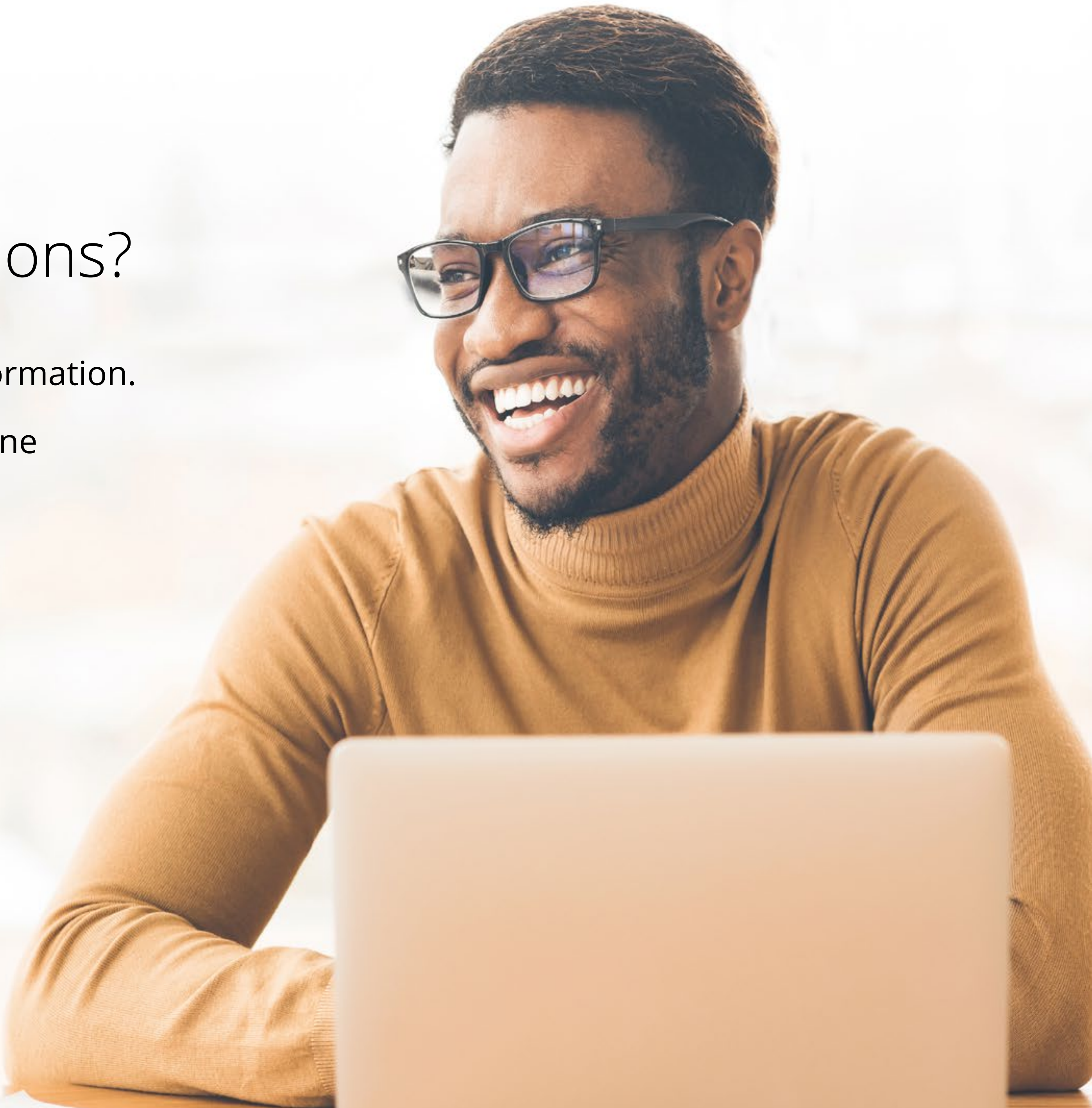
Still have questions?

Check out the FAQs on your program page for more information.

We wish you a pleasant online testing journey!



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