



## **FileMaker Certification Policies**

Claris offers a comprehensive certification program for creative FileMaker developers, allowing them to distinguish themselves to colleagues, employers, and prospective clients as skilled users of FileMaker software. This certification gives individuals a competitive edge in today's ever-changing job market.

### **Analysis of exam data**

The FileMaker certification team conducts statistical analysis of exam data to identify misconduct by examinees and enforce certification policies. Claris reserves the right to ban examinees and close testing centers due to the results of data forensics or statistical analysis.

### **Acceptance of the Exam Agreement**

You acknowledge and agree that you are solely responsible for your compliance with and understanding of the FileMaker Certification Policies. By taking the exam, you acknowledge that you have read, understand and agree to be bound by these policies, terms and conditions.

### **Accommodations for individuals with disabilities**

Claris is committed to providing accessibility solutions for individuals with disabilities. Please send an email to [developer\\_programs@Claris.com](mailto:developer_programs@Claris.com) at least 14 days prior to your exam date if you have a disability that requires you to have special accommodations to take an exam in accordance with the Americans with Disabilities Act or other applicable laws in the region.

### **Language Accommodation**

The FileMaker 17 and 18 exams are available in English and Japanese only. If the exam is taken in a country where neither English nor Japanese is an official language, an additional 30 minutes will be added to your exam appointment.

### **Beta testing**

FileMaker reserves the right to exclude any countries, testing centers or individuals from beta testing programs or offers. The opportunity to participate in beta testing is by invitation only and can be cancelled, revoked or withdrawn at any time.

### **Certification ban appeal process**

If you wish to appeal a ban for falsification of a score report, the FileMaker Certification Program Manager will review your request and render a decision based on your appeal. You may submit your appeal to [fmcertification@Claris.com](mailto:fmcertification@Claris.com) or by sending the original report (scanned documents or electronic copies will not be reviewed) to:

*Claris International Inc.  
5201 Patrick Henry Drive  
Santa Clara, CA 95054*

## **Candidate re-testing at request of Claris**

Claris reserves the right to require any individual to re-test due to any suspected misconduct or unusual testing patterns. Re-testing will be held at a Testing Center selected by Claris at a time agreed upon by the individual and Claris.

## **Steps for challenging exam items**

Within three calendar days of taking an exam, please send an email to [fmcertification@Claris.com](mailto:fmcertification@Claris.com) with "Exam Item Evaluation" in the subject line. You must submit a separate email for each exam item you challenge, providing your contact information, registration ID, the number and name of the exam, date and location of the testing center where you took the exam, and describing in detail the specific reasons you are challenging the item. Please provide as much information as possible about the item for review. Challenges will not be accepted for review unless all required information is provided. Do not take any screenshots of the exam.

Note: Exam item challenges will be accepted only for exams that have not been scheduled for retirement. Claris will acknowledge your challenge by email and you will receive either the result of the review or an estimate of when you can anticipate a decision.

## **Conduct**

You agree to the terms and conditions set forth in the FileMaker Certification Exam Terms and Conditions and not to compromise the integrity or confidentiality of any exam or certification program. Any violation of this policy may result in a lifetime ban on all future Claris exams, voiding of any previous FileMaker or other Claris certifications and any other remedies available to Claris at law or in equity.

## **Confidentiality**

The exams and the answers thereto are the sole property and confidential information of Claris. By taking the exams, you represent that you have read and agree to be bound by the terms and conditions set forth in the FileMaker Certification Exam Terms and Conditions.

## **Electronic agreement**

You must review the FileMaker Certification Exam Terms and Conditions prior to taking the exam. By taking the exam, you acknowledge and agree to be bound by the terms. If you do not agree to these terms, you are not eligible to participate in the exam.

## **Exam security and integrity**

Claris strongly protects the integrity of the FileMaker Certification Exam Program. Claris reserves the right to prohibit or ban an individual from taking the FileMaker Certification Exam or to decertify as a FileMaker Certified Developer any individual who violates this Agreement or engages in any misconduct. Claris and test center proctors are authorized to take immediate appropriate measures against any individual violating testing rules.

Examples of misconduct include, but are not limited to:

- Submission of work that is not entirely your own
- Attempting to provide or accept improper assistance
- Attempting to use unauthorized materials (including, but not limited to publication of Exam questions or answers and brain dump material)
- Possession of unauthorized items at a testing center during an Exam
- Any misconduct as determined by data or statistical analysis
- Alteration or modification of any Exam records
- Impersonating another individual to gain access to the Exam
- Violating the Exam Retake Policy
- Any act to copy, publish, distribute, sell, reverse engineer, decompile, disassemble, translate or otherwise disseminate any Exam or portion of an Exam

Claris expressly reserves all rights and remedies available at law or in equity arising out of a breach of the FileMaker Certification Exam Terms and Conditions this agreement or any infringement of Claris's intellectual property rights to the exams.

## Exam Scoring

Some exams may include questions that are worth more than one point as they ask students to select more than one answer. So while a score could indicate that a student earned 52 out of 64, the exam might only include 60 questions. A student had the potential to get 64 answers correct, not 64 questions correct. In most cases each item is worth one point; however, some questions or question types may be worth more than one point. Claris does not provide information about how many points specific items are worth.

Exam scores are presented with two decimal places of precision (e.g., 72.93%). Scores are NOT rounded up: students must earn enough points to meet or surpass an exam's passing score in order to pass that exam. For example, if an exam's passing score is 73%, 72.93% is NOT a passing grade.

## Frequently Asked Questions

If you do not find the specific information within this certification policy document, Claris's website provides answers to frequently asked questions about exams, certifications, and exam policies and security.

## Logo Guidelines

Certified candidates may only use certification logos, certificates and other collateral as provided and in accordance with the FileMaker Certified Developer Logo License Agreement. Individuals or entities that misuse certification logos, certificates and/or other collateral may be subject to penalties up to and including a lifetime ban on all future Claris exams and the nullification of any previous Claris certification in addition to any and all other remedies available to Claris at law or in equity. Please refer to the FileMaker Certified Developer Logo License Agreement for any questions regarding proper use of the FileMaker logo.

## Payment

Payment for proctored exams is made directly to the test center and the method of payment is determined by the test center. Payment for unproctored exams is the responsibility of the examinee, and must be paid online directly

to Pearson VUE via a valid credit card prior to taking the exam. The examinee is responsible for any fees his or her financial institution may charge to complete the payment transaction.

## **Privacy notice**

Claris's Customer Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by Claris anytime you interact with Claris, such as when you visit our website, when you purchase Claris products and services, or when you contact our sales or support associates. Please take a moment to read the following to learn more about our information practices, including what type of information is gathered, how the information is used and for what purposes, to whom we disclose the information, and how we safeguard your personal information. Your privacy is a priority at Claris, and we go to great lengths to protect it.

## **Psychometric Data Analysis**

Claris is continuously improving exam security protocols to prevent test fraud and maintain the integrity of FileMaker Certifications. As part of this security strategy, we reserve the right to include unscored items in our exams.

## **Retake policy**

If you do not pass an exam, you may retake the exam after fourteen (14) twenty- four (24) hour periods have passed from the completion of your last attempt. There is no limit to the number of times you can take the test; however, each testing session will incur the standard testing fee.

## **Revoking certifications**

Any individual attempting to violate testing rules, cheating or undermining the security or integrity of the FileMaker Certification program in any way may have their scores and credentials revoked. This remedy shall not limit or impair any remedy at law or in equity available to Claris.

## **Right of exclusion**

Claris reserves the right to exclude or limit the FileMaker Certification program to specific regions, countries, and test centers at its sole discretion.