



# COURSE LEVEL EXAMS



## Course Level Exam Testing Guide

December 2020

Information in this guide represents current policies and procedures for the BOMI International credential program exams. As these are subject to change, information in this guide supersedes previously published versions of this document.

It is the responsibility of all BOMI International learners to ensure they are familiar with testing protocol. Learners can direct any questions they have regarding testing or credential programs to the BOMI Education Coordinator team at [service@bomi.org](mailto:service@bomi.org).

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## Foreword

### About BOMI International

Founded in 1970 and located in Annapolis, Maryland, BOMI International is a 501(c)(3) nonprofit educational organization. As the primary educational resource for today's top corporations, government agencies, property management firms, unions, and trade associations, BOMI International's goal is to work across industry sectors to improve the skills of professionals at many levels with property, facility, and systems responsibilities. BOMI International is known for industry-standard designations: the [Real Property Administrator](#) (RPA®), the [Facilities Management Administrator](#) (FMA®), the [Systems Maintenance Administrator](#) (SMA®), the [Systems Maintenance Technician](#) (SMT®), and the High-Performance Sustainable Buildings (BOMI-HP®). More than 26,000 building professionals hold one or more BOMI International designations, and over 84,000 learners have turned to BOMI International for premier education and training. For more information on BOMI International's designations and certificate programs, visit [www.bomi.org](http://www.bomi.org) and our partner organization, BOMI Education Canada, [www.bomicanada.ca](http://www.bomicanada.ca). For information on designation maintenance, visit the [CPD program](#) page of the BOMI International website.

### Statement of Nondiscrimination

BOMI International is committed to providing an education opportunity for all persons and admits learners of any race, color, gender or sexual preference, age, non-disqualifying handicap, religion or creed, or national or ethnic origin.

### Note

Provided throughout this document are links to various content and forms on the BOMI International and Pearson VUE websites. If you choose to print this document, please visit [www.bomi.org](http://www.bomi.org), [www.bomicanada.ca](http://www.bomicanada.ca), or [www.pearsonvue.com/bomi](http://www.pearsonvue.com/bomi) to access these references.

## Testing Quick Reference

- All BOMI International course level exams are fulfilled through a testing experience in our online learning portal, BOMI Learning ([www.bomilearning.org](http://www.bomilearning.org)).
- Course level exams will be available, without appointment, for the approved eligibility period, to be taken at the time and place most convenient for you.
- Your course registration fee provides for one testing session during your approved eligibility period.
- If you fail an exam, you may retake it, but there will be an additional fee due at the time of rescheduling.
- To update your contact information in preparation for your test, go to [www.bomi.org](http://www.bomi.org) and select the option to update your profile.
- While taking the test , if you have not completed the exam and are not reviewing flagged questions, **do not click Finish** as this will exit you from the exam, and it will nullify your exam event.
- Unanswered exam questions will be scored as incorrect when time expires.
- At the conclusion of your exam experience, your final score will be displayed.
- For questions regarding the testing process, please contact BOMI International at [service@bomi.org](mailto:service@bomi.org), 1-800-235-2664, or 410-974-1410, or BOMI Education Canada at [service@bomicanada.ca](mailto:service@bomicanada.ca), 1-800-867-6049, or 647-256-1438.

## BOMI International Exams: General Information

BOMI International course level exams are offered in our online learning portal, BOMI Learning ([www.bomilearning.org](http://www.bomilearning.org)) via computer- based testing options, to be completed on an individual basis at the learner's convenience. During the testing process, exam questions and answer options are displayed on screen and are automatically logged and scored. The exam allows answers to be changed. All unanswered questions will be marked incorrect when the exam time period (ninety minutes for BOMI International course level exams) expires. Exams will be scored once learners have completed them. Results will be displayed on the screen at the conclusion of the exam.

Examinees will also be required to review and sign an NDA for exam participation (see Appendix 2).

### *Test Security*

To protect the integrity of the BOMI International designation and certificate program brand, specific measures are enforced during the administration of all BOMI International exams. Prior to taking any BOMI International exam, learners will be required to accept a [Non-Disclosure Agreement](#), which prohibits any disclosure of exam content. Failure to accept the terms of this agreement will prevent learners from moving forward in the testing process.

- Test questions and answers are the exclusive property of BOMI International.
- The exam and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam items is punishable to the fullest extent of the law.

## Scheduling the Exam

### *Eligibility Period*

The standard BOMI International exam eligibility is six months. Failure to schedule/take the exam within the specified eligibility period requires enrollment in a new eligibility period with an associated Exam Administration Fee.

### *Fees*

The exam registration fee covers the costs of test administration and staffing, exam development, review, production, scoring, and delivery. BOMI International accepts check, credit card, and Purchase Order as valid methods of payment. If your eligibility period expires prior to your taking the exam, payment of an Exam Administration Fee for an additional eligibility period is required.

	Exam Administration Fee:
US	\$150 (USD)
Canada	\$190 (CND)
International (incl. Bermuda)	\$200 (CND)

### ***Testing Accommodations***

BOMI International is committed to offering the best possible testing experience to all candidates. Learners who have a documented disability that would prevent them from taking a BOMI International exam under standard conditions via the BOMI Learning portal may request a reasonable accommodation as required by law. Reasonable accommodations are granted to ensure everyone has the opportunity to test without providing any unfair advantage to one candidate versus another. Accommodation requests are considered on a case-by-case basis.

Learners with special accommodations will be required to take their course level exams at a Pearson VUE testing center.

Pearson VUE complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized exams must offer the exams in a place and manner that is accessible to learners with disabilities. This may require reasonable modifications to the manner in which the test is administered. Pearson VUE will provide auxiliary aids and services, except where it may fundamentally alter the exams or results. Standard accommodations available include, but are not limited to, the following:

- Extended testing time
- Separate room
- Reader and separate room

### ***Special Accommodations Submittal Process***

Learners must request a special accommodation for a BOMI International exam at the time of Course Registration. The request must be written and supported by corresponding documentation from a health care provider documenting the disability and the need for accommodation. The documentation must include the following information:

- Diagnosis and nature of the disability
- Name of tests used to evaluate the condition
- Length of the condition
- Date the learner was last seen by a health care provider
- Specific suggested accommodation(s)

There is no additional charge for special accommodations. Each request will be evaluated individually within thirty (30) days of submittal. All documentation must be submitted before BOMI International staff can review the request. Once a request has been reviewed, an e-mail will be sent to the learner outlining the approved accommodation(s) and the Pearson VUE scheduling instructions. Accommodations for pre-existing exam appointments will require cancellation and rescheduling with the accommodation. In-person testing centers offer the most opportunity for accommodations.

### ***Testing in a Foreign Language***

BOMI International offers the majority of its exams in English. In the interest of exam security, translators are not permitted. However, learners are allowed to bring a direct word-to-word translation dictionary into the testing room, as long as the dictionary does not provide definitions to words. The proctor will inspect the pages of the dictionary to make sure there are no writing/notes on the pages before and after the exam session. No loose pages are permitted inside the dictionary. No electronic translation dictionaries are allowed.

## Taking the Exam

### *Online Exam Preparation*

A BOMI International course level exam experience is comprised of 100 multiple-choice questions, to be completed within a two-hour window. Total seat time for the exam session will be approximately two hours and fifteen minutes (2:15) with 15 minutes to allow for the acceptance of BOMI International's Non-Disclosure Agreement (NDA) (see Appendix 2) and Code of Professional Ethics and Conduct. The NDA and Code of Ethics must be read and accepted for access to the exam. Non-acceptance will result in being unable to move forward to the exam.

### *Testing Policies & Procedures*

BOMI International exams are designed to measure learners' knowledge, skills, and abilities against curricula and professional expectations for various commercial real estate roles. All curricula and assessment content are thoroughly vetted by industry subject matter experts.

Exam experiences are to be completed independently. Calculators may be used as necessary.

## Exam Results Management

- Scoring is completed automatically via the BOMI Learning portal.
- A passing score will be applied as credit toward program achievement for the enrolled designation or certificate.
- A failing score is not acceptable for credit and requires the learner to retake the exam to achieve a passing grade towards credential achievement. An Exam Administration Fee will be applied to all exam retakes for individuals not meeting the criteria noted above for credential or course credit.
- Official statistics regarding the BOMI International designation and certificate exams, including all item performance data, individual data, and demographic data, will be considered confidential unless a release is provided by an individual learner for employer or other use.
- BOMI International recognizes learners' rights to control personal information, and our policy is designed to safeguard this information from unauthorized disclosure. To protect learners' rights to control score distribution, exam scores are released only to the test taker and authorized BOMI International staff, unless the exam candidate grants permission to others.

### *Exam Content Comments/Feedback*

Following completion of the exam, learners may submit, in writing, comments on any question(s) they believe to contain technical errors in content. In their correspondence to BOMI International, learners should include their contact information, test date, and the specific concerns about the question. Learners are not allowed to copy the question before leaving the test center and are not expected to recreate the entire question in their correspondence. BOMI International will review the question and will notify the learner of the findings. Because of the need for test security, BOMI International will not release exam questions or answers to learners.

It is BOMI International's policy not to respond to complaints or challenges received more than ten



(10) days after the test date. In addition, BOMI International will only respond to complaints sent directly to BOMI International.

BOMI International provides this process for learners who believe an exam question contains technical errors in content. The exam challenge process is not made available for complaints about failing scores or exam difficulty. BOMI International does not provide individual feedback on learner performance. BOMI International does not change exam scores.

Overall exam performance across candidates is monitored on a regular basis using established psychometric standards and practices for validation.

## Contact Information

### **BOMI International**

900 Bestgate Road  
Suite 206  
Annapolis, MD 21401  
Telephone: 410-974-1410, 800-235-2664  
Fax: 410-974-0544  
E-mail: [service@bomi.org](mailto:service@bomi.org)  
Website: [www.bomi.org](http://www.bomi.org)

BOMI International's website is available 24 hours per day for information regarding the designation and certificate programs.

### **BOMI Education Canada**

229 Yonge Street  
Suite 400  
Toronto, ON M5B 1N9  
Telephone: 647-256-1438, 800-867-6049  
E-mail: [service@bomicanada.ca](mailto:service@bomicanada.ca)  
Website: [www.bomicanada.ca](http://www.bomicanada.ca)

### **Pearson VUE**

5601 Green Valley Drive  
Bloomington, MN 55437-1099  
Website: [www.pearsonvue.com](http://www.pearsonvue.com)

Pearson VUE's website is available for scheduling, rescheduling, canceling, and confirming exam appointments 24 hours per day. To schedule an exam appointment, learners will need to have first registered with BOMI International. To reschedule, cancel, or confirm an exam appointment, learners will need their BOMI International ID number.

### **Pearson VUE Call Centers**

#### **Americas:**

To schedule, reschedule, cancel, and confirm appointments; locate a test center; or for general testing information, contact customer service at 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, except local holidays.

For **Special Accommodations**, learners with disabilities, contact the Accommodations Group at 800-466-0540. Please note that special accommodations cannot be applied when scheduling via the Web.

**Asia Pacific:**

To schedule, reschedule, cancel and confirm appointments; locate a test center; or for general testing information, access the following link for specific customer service contact information for the Asia Pacific region: <https://home.pearsonvue.com/About-Pearson-VUE/Company-information/Locations.aspx>.

**Europe, Middle East, Africa (EMEA):**

To schedule, reschedule, cancel and confirm appointments; locate a test center; or for general testing information, access the following link for specific customer service contact information for Europe, Middle East, and Africa: <https://home.pearsonvue.com/About-Pearson-VUE/Company-information/Locations.aspx>.

## Appendix 1:

### **BOMI International Non-Disclosure Agreement**

This Non-Disclosure Agreement (the "Agreement") is made by and between BOMI International, Inc. ("BOMI"), and you, the test taker ("Attendee"). In consideration for your right to take the CBT Test, Attendee agrees to the following:

1. "Confidential Information" shall mean all information, whether communicated in oral, written, electronic or other form, furnished by BOMI or prepared by Attendee during the Testing Period, including, but not limited to, answers and notes made by Attendee during the Testing Period, any test questions and answers, any accompanying Test materials and like information, and any and all other Test information of, or provided by, BOMI. All notes, analyses, compilations, and other documents prepared by Attendee during the Testing Period, which contain or otherwise reflect information regarding the Test, will also be "Confidential Information." The Testing Period includes all time immediately prior to, during, and immediately following the scheduled Test time.
2. Attendee will preserve as confidential all Confidential Information that Attendee may obtain or prepare in relation to the Test during the Testing Period. Without BOMI's prior written consent, which may be given or withheld by BOMI in its sole and absolute discretion, Attendee will not at any time, whether during or after the Testing Period, (a) disclose any Confidential Information to any third party nor give any third party access thereto, nor (b) use any Confidential Information except as required in taking the Test. At all times during the testing period, Attendee agrees to abide by the Code of Professional Ethics and Conduct, a copy of which can be found online at [www.bomi.org](http://www.bomi.org).
3. Attendee shall notify BOMI immediately upon discovery of unauthorized use or disclosure of Confidential Information or any breach of this Agreement, and shall cooperate with BOMI in every reasonable way to assist BOMI in mitigating the consequences of such use or disclosure and preventing further unauthorized use or disclosure. If a third party brings an action against BOMI arising out of Attendee's breach of this Agreement, BOMI, at its sole discretion, may settle or defend the claim, and Attendee shall pay all settlements, costs, damages and legal fees and expenses arising out of such settlement or defense.
4. Attendee agrees that money damages will not be a sufficient remedy for any breach of this Agreement by him and that in addition to all other remedies which may be available, BOMI will be entitled to specific performance and injunctive or other equitable relief, without bond, as a remedy for any such breach or threatened breach. All remedies available to BOMI for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
5. In the event of any litigation between the Parties in connection with this Agreement, including the seeking of injunctive relief, if BOMI is the successful party, Attendee shall pay to BOMI therein all costs and expenses, including but not limited to actual attorneys' fees incurred therein by BOMI, which costs, expenses and attorneys' fees shall be included as a part of any judgment rendered in such action in addition to any other relief to which BOMI may be entitled. Should BOMI not be a successful party, the Parties will each bear their own attorneys' fees and expenses.

6. Attendee acknowledges that all Test documents, materials, drawings, and other physical media of expression incorporating or containing any Confidential Information that BOMI furnishes to Attendee, or that Attendee prepares during the Testing Period, are BOMI's property and will be promptly surrendered to BOMI upon the completion of the Testing Period. After the completion of the Testing Period, Attendee will make no further use of any of the Confidential Information. The foregoing will apply regardless of whether Attendee completes the Test.
7. Attendee understands that BOMI makes no representations or warranties as to the accuracy or completeness of any Confidential Information disclosed, and Attendee agrees that neither BOMI nor any of its officers, directors, Attendees, agents, members or attorneys will have any liability to Attendee arising from Attendee's use of the Confidential Information.
8. To the fullest extent permitted by law, all of the covenants and agreements contained in this Agreement will survive indefinitely. Attendee also understands that the obligation not to use or disclose Confidential Information shall survive the completion of Testing Period, for so long as the information remains Confidential Information. Attendee further understands that this Agreement extends to, and shall be binding upon, his heirs, successors and assigns.
9. This Agreement supersedes all previous agreements, written or oral, relating to the above subject matter, and may be modified only by a written instrument duly executed by the parties hereto. If any part of any provision of this Agreement or any other agreement, document or writing given pursuant to or in connection with this Agreement shall be invalid or unenforceable under applicable law, said part shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the remaining parts of said provision or the remaining provisions of said agreement.
10. This Agreement will be governed by and construed according to the laws of the State of Maryland (excluding the choice of laws rules thereof). Attendee hereby consents to the jurisdiction of the courts of the State of Maryland. Any suit brought hereon must be brought in the state or federal courts sitting in the State of Maryland, the parties hereto hereby waive any claim or defense that such forum is not convenient or proper.

## Appendix 2:

### BOMI International Code of Professional Ethics and Conduct

#### Preamble

BOMI International, and its designees, are committed to promoting the highest level of professionalism, integrity, and ability available in the commercial property and asset management industry.

This code of professional ethics and conduct is designed to foster trust and mutual respect among those working in the industry, as well as the public at large. It is not intended to discourage fair and healthy competition within the industry, but to increase the esteem of the designations and the individuals who have earned them. We consider industry relationships critical to the industry's success.

Minimum standards of conduct in these areas are contained herein:

#### Articles

I. Professionalism

Each designee of BOMI International shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to the profession, the industry, and BOMI International. Designees shall speak truthfully and act in accordance with accepted principles of honesty and integrity. A designee shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.

II. Responsibility to Clients

Each designee shall diligently and honestly pursue the client's legitimate objectives. Whenever possible, objectives shall be put in writing to avoid misunderstanding. No designee shall place his or her own needs and desires above those of the client in the performance of work for that client. Each designee shall advise the client regularly or as agreed on matters concerning the creation of value. National, State and Provincial, and Local (Municipal) laws, as well as regulations, codes, and ordinances, shall be strictly adhered to in the operation of property or equipment.

III. Responsibility to Employers

Each designee shall behave in a manner consistent with the stated goals of his or her firm and/or employer. No designee shall act out of a motive of personal gain apart from the knowledge and consent of the employer and/or firm.

IV. Responsibilities to Real Property and Equipment

Each designee shall be diligent in the operation of property to maximize its long-term value within the client's objectives. Designees shall not permit or cause damage to the property or properties under their control. In the operation of the property, designee shall take those actions reasonably necessary to maximize the security and life safety of the occupants consistent with accepted standards of the industry.

- V. Conflict of Interest  
Each designee shall fully disclose to the client any known conflict of interest between (a) the client; client's employees; suppliers; and other related parties, and (b) the owner; manager; or their employees arising prior to the engagement of management services. Each designee shall use every reasonable means to resolve such conflicts. No designee shall permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.
- VI. Confidentiality  
Each designee shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.
- VII. Fair Dealing  
Each designee shall endeavor to deal fairly with his or her clients, tenants, competitors, vendors, employer, and employees. No designee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- VIII. Records Management  
Each designee shall maintain complete and accurate records compiled in accordance with generally accepted procedures and provide them to the client or employer with comment on a regular basis. In addition, each designee shall control the funds and property entrusted to the designee in such a way as to protect the client and client's assets from any reasonably foreseeable losses.
- IX. Continuing Education  
Each designee shall endeavor to remain knowledgeable in the subject material of his or her designation by taking courses and seminars offered by BOMI International and others, reading industry periodicals, and consulting and sharing information within the industry network in the designee's area.
- X. Compliance with Laws  
Each designee shall comply with all National, State and Provincial, and Local (Municipal) laws and regulations, as well as any human rights statutes concerning the properties managed, appraising property owners as appropriate.