

# Certification Candidate Rights & Responsibilities

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Overview

The *Certification Candidates Rights and Responsibilities* is a concise requirements guide for candidates of all Cisco certification written and lab exams.

There are three sections: Before Testing, During Testing, and After Testing. Each contains tips and links to many resources for managing your certifications career as well as protecting your certification status with Cisco before, during, and after the testing experience.

This document includes important reminders about privacy and confidentiality; program compliance with Cisco logo, trademark, and copyright policies; and the protection of your rights as a Cisco certified professional. With nearly 50 links, this document provides a quick and easy way to access key certification program requirement information across a variety of resources on Cisco.com, the Cisco Learning Network, and Pearson VUE websites.

Be sure to familiarize yourself with this document to understand your rights and responsibilities.

Direct any questions as follows:

For Cisco certifications questions:

<http://ciscocert.force.com/english/MainPage>

For testing centers and testing questions:

<http://www.vue.com/cisco/contact/>

For questions or comments about this document:

[security-tipline@external.cisco.com](mailto:security-tipline@external.cisco.com)

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## Before Testing

### General

- **Certification Agreements:** Prior to testing for written or lab exams, candidates are expected to be familiar with the terms and conditions of the [Cisco Certification and Confidentiality Agreement](#) and the [Pearson VUE Test Rules Agreement](#).
- **Communication Options:** Candidates may opt in or out of ongoing marketing communications from Learning at Cisco during registration or the exam period(s). Options may be changed in the exam record preferences as well.
- **Exam Discounts, Vouchers and Promotional Codes:** Candidates may access information regarding exam discounts, vouchers, and promotion codes on the [Certification Exams](#) Policy page.
- **Preparation:** Candidates may prepare for exams through any authorized [Cisco Learning Partner](#), the [Cisco Networking Academy](#), [Cisco Press](#) materials, or by accessing the Cisco Learning Network website for free study materials and the [Cisco Learning Network Store](#) regarding learning products.

### Test Centers

- **Questions:** Candidates may refer test center questions to a [Pearson VUE](#) customer service agent.
- **Rescheduling:** Candidates may [reschedule](#) the written portion of an exam up to 24 hours before the original exam date/time appointment.
- **Test Locations:**
  - Written exams may be taken at any [authorized Pearson VUE Test Center](#).
  - CCIE Lab exams may be taken at any of the Cisco CCIE Lab facilities. For information on CCDE practical exam, access the [CCDE Certification](#) page.
  - For non-certification, practical exams such as the [Virtual Classroom Instruction Specialist \(LVCI\)](#) please refer to [Cisco.com](#) for details on how to complete and submit this practical exam.
  - Regarding written exams at Pearson VUE test centers: If the selected test center is in a different country or state from where the candidate resides, the candidate may be asked to produce proof of travel to that location, such as stamped passport pages and airline travel documents.

### Websites

- **Program Certification Links:** The following websites offer valuable information on Cisco Certification programs: [Certification Exams](#), [CCIE Certifications](#), [CCIE Lab Policies](#) and the [Cisco Learning Network](#).
- **Candidate Exam Record:** Candidates are expected to maintain a single [Cisco ID \(CSCO\) exam record](#).
- **Confidentiality:** Candidates may engage in exam preparation discussions on the [Cisco Learning Network](#) website in compliance with the [Cisco Learning Network Acceptable Use Agreement](#).
- **Personal Demographic Updates:** Candidates are expected to update their [candidate exam profile](#) in the Cisco Certification Tracking System whenever changes occur (for example, address and email, and so on).
- **Security:** Do not share or post Cisco and Pearson VUE login credentials. These are considered [confidential](#).
- **Social Networking Websites:** Do not post confidential information regarding exam records, exam content, or exam scores on Cisco or external social networking sites. This is a major violation of the [Cisco Career Certifications and Confidentiality Agreement](#) (or NDA) and may result in a **lifetime ban** on all future exams and render previous certifications **null and void**.

### Eligibility Requirements

- **Age Requirement:**
  - Individuals 18 years or older are eligible for certification. (Proof of age is required.)
  - Individuals between 13 and 17 years of age may test and receive certification with parental consent. (Proof of age and parental consent are required.)
  - Those under 13 may not test or receive certification even with parental consent.
  - More information on [age limits](#)
- **Agreement Acceptance:** Candidates have the right to decline the [Cisco Certification and Confidentiality Agreement](#). Candidates who decline to sign the agreement may not take the exam and forfeit the entire exam fee.
- **Lab Payment:** CCIE [Lab exam fees](#) must be paid in full 90 days prior to test date. For information on CCDE practical (lab) see the [Cisco Learning Network CCDE page](#).
- **Residency:** Residents of countries on the U.S. Export Administration Regulations [Embargoed Countries List](#) are not eligible to take Cisco certification exams or labs.

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## During Testing

### Identification, Special Accommodation, Tools and Materials

- **Computer Malfunction:** If a test computer malfunctions, exam administrators will be available to provide assistance to candidates.
- **Identification and Authentication:** The test center [admissions process](#) requires the capture of a digital photo and digital signature. In addition, candidates are expected to bring two types of valid (non-expired) identification to the test center. Both forms of identification must include a signature. In most locations, one form of photo identification must be government-issued.
- **Integrity:** Candidates are responsible for completing their own exams and labs without assistance.
- **Special Accommodations:** Candidates may request special accommodations during their written exam, provided they [notify Pearson VUE](#) at least one month in advance of the scheduled test date (For CCIE lab exams, candidates must [notify Cisco Certifications Customer Support](#) 90 days before the lab test date). Candidates will be required to provide documentation signed by a medical doctor detailing the nature and severity of their disability and the specific accommodations requested.
- **Tools and Materials:** Only [authorized writing materials](#) are allowed in the examination room during exams and must be surrendered at the completion of the exam or upon request by an exam proctor or administrator.

### Multiple Exams Policies

- **Multiple Exams:** Candidates may take as many Cisco exams in a single day as is allowed by Pearson VUE and the exam retake [policy](#).

## After Testing

### Communication, Confidentiality, and Privacy

- **Account Information:** Candidates are held responsible for keeping their registration [account information](#) private and confidential.
- **Correspondence:** All official Cisco and Pearson VUE correspondence will be sent to the certification candidates using the email addresses in the candidate record. Candidates are expected to regularly update their account information in the [Cisco Certifications Tracking System](#) (and in the [CCIE Database](#), if the candidate is a CCIE certification candidate). Note: These are separate databases.
- **Certification Status:** Cisco will notify candidates about any changes to their certification status via their contact

information stored in the candidate profile in the [Candidate Certifications Tracking System](#).

- **Certification Profile:** Candidates are responsible for maintaining their own candidate account information when changes occur.
- **Confidentiality:** Certification exam questions and answers are the exclusive and [confidential property](#) of Cisco and are protected by the intellectual property rights of Cisco. Candidates taking Cisco exams must agree to read and abide by the [Cisco Certifications and Confidentiality Agreement](#) terms and conditions before beginning each exam.
- **Exam Content / Scores:** Candidates are responsible for keeping [exam content](#) confidential. Candidates may share their exam scores but are cautioned that the score is privileged and should be guarded closely to prevent unauthorized use.
- **Privacy:** Cisco does not sell or share [personal information](#) about candidates stored in its databases.
- **Program Sanctions:** Candidates receiving a [program sanction](#) of any type, may [submit an appeal](#), and/or [review the appeal FAQs](#). Examples of program sanctions and Cisco policy for processing violations are covered in section [4] of the [Cisco Certifications and Confidentiality Agreement](#).

### Score Reports

- **Employer Access:** Candidates may choose to share their photo-imprinted score reports with a current or potential employer or to provide the employer with preferred online access for verification purposes on the [Pearson VUE Authentication Website](#).
- **Preliminary Score Report:** Candidates may expect to receive a preliminary score report from the test center upon completion of the exam. (Read more about preliminary score reports on the [Certification Exam Policies](#) page.)
- **Reviewing Scores:** Official exam scores may be reviewed on the [Pearson VUE Authentication Website](#) at within 72 hours of exam completion. The score report includes a copy of the digital photo that was taken at the time of the exam.
- **Validity:** Only certifications logos and score reports issued by Cisco are considered valid. Candidates are responsible for using only valid logos and certification score reports.

### Inquiries / Follow-up

- **Certification and Communities Online Customer Support Tool:** Open a case using this tool to receive assistance from [Cisco Certifications and Communities Customer Support](#).
- **Re-evaluation of Lab Exams:** Appeal requests for contested lab exam results are available for the Routing and Switching, Security, and Service Provider technology tracks. Only exams with the potential to change from fail to pass will be considered. Appeals are not available for

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the Voice or Storage tracks due to equipment limitations. To request a [re-evaluation](#), open a case with [Cisco Certifications and Communities Customer Support](#).

- **Recertification:** Candidates are responsible for passing exams for [recertification](#) even if the requirements have changed since their previous certifications were awarded.
- **Security Tipline:** Please report any misconduct or suspicious activity to Cisco at [security-tipline@external.cisco.com](mailto:security-tipline@external.cisco.com).

## Certification Use Privileges

- **CCIE Number:** Candidates with an active and valid [CCIE number](#) may list it on their resume.
- **Certificates:** Candidates achieving a Cisco certification will receive a printed or electronically delivered certificate 6-8 weeks after passing the exam. Duplicate certificates or electronic versions may be ordered from the [Candidate Certification Tracking System](#) website.
- **Certification History and Employers:** Candidates may make their credentials available for viewing and verification by third parties or employers using the Certification Tracking Systems tool.

Instructions for publishing credentials:

- Access the [Certification Tracking System](#) and click on Publish Credentials. Then, follow these steps:
  - Select the credentials to be published
  - Enter the recipients email address
  - Enter an email message, if desired
  - Click Preview Report to preview the report (Optional).
    - Preview Report page is watermarked "VOID - Sample Only" (the actual report sent will not have the watermark).
  - To make modifications or cancel the send, click the browser's "back" button
  - Click Publish Report to send the report via email to the recipient
    - Upon successful completion, the following status message will be displayed in red at the top of the page under the name and candidate ID number: "Your certifications have successfully been published."

## Certification Logos:

- **Use in Print:** Candidates with current certifications may print or post the certification logos on business cards (up to three), letterhead and resumes. If multiple logos are displayed, they must display in descending-level order (so, from CCIE to CCNA, for example). Resumes and letterhead can hold all logos as long as there is the proper spacing per brand guidelines.
- **Electronic Use:** Logos may be posted on personal websites; however, but not on social and professional networking websites. On these sites, you may not use a certification logo as your primary avatar on social and professional networking websites. You may use up to three logos on business cards. You may use all certification logos achieved on resumes. For detailed guidelines on logo use, see the [Cisco Certification Logo and Trademark Agreement](#).
- **Channel Partner Logo Use:** Certification Holders may not associate their active certifications logos with a company. Cisco Channel Partner status is confirmed through reporting tools internal to Cisco. No Company can use certification logos to promote their business or employees within said business.
- **Logo Availability:** Certification [logos](#) are provided by the Cisco Certification Tracking system.

## Exam Retake Policies

- **Retaking a Failed Written Exam:** Candidates may retake a [failed certification exam](#) (with the same exam number) five (5) days, beginning the day *after* the failed attempt. For example: A candidate failing an exam on May 1 may retake that exact same exam on May 7, but not before.
- **Retaking a Failed Lab Exam:** Candidates may retake a [failed lab exam](#) 30 days after the original fail date. For example: A candidate failing an exam on May 1 may retake that exam on May 31, but not before.
- **Retaking a Passed Written Exams:** Candidates may retake a [passed certification exam](#) with the exact same number 180 days after the original test date



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