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# **Online Proctored Exams - Candidate Guidelines for MacOS**

## **A step-by-step Guide on how to take an Online proctored Exams**

**July 2023**

**Version 8.0**

**Public**

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Document Revision History		
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8.0	31/07/2023	Updates in sections: 2. System Requirements, 3. Exam Preparation, 5. Security Requirements and 6. Exam Shield Installation
7.0	13/01/2023	Updates in paragraph 2 System Requirements
6.0	21/11/2022	<ul style="list-style-type: none"> <li>• Updates in paragraphs 2 System Requirements, 3 Exam Preparation, 4 Axelos Open Book Exams and 5 Security Requirements</li> <li>• In Paragraph 6 Exam Shield Installation, the number of hours in the subtitle was changed</li> </ul>
5.0	03/11/2022	Addition in paragraph 4 Axelos Open Book Exams, about secondary devices
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02.1	17/12/2018	Minor correction in paragraph 2
02.0	15/07/2018	2 <sup>nd</sup> Revision 2018
01.5	04/06/2018	Minor updates in paragraph 3
01.4	31/05/2018	Updates in paragraph 1
01.3	04/01/2018	Revision 2018
01.1	01/12/2016	Revision after Pilot version
01.0	14/11/2016	Initial version- Pilot

## 1 Introduction

This document provides you with important information regarding preparing for and taking an Online Proctored exam. Please ensure you read the information thoroughly **before** your exam day. If you require any clarifications and/or support, please contact our Customer Service Team at [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org)

## 2 System Requirements

**Ensure that your computer meets the following system requirements:**

- macOS High Sierra (10.13), macOS Mojave (10.14), macOS Catalina (10.15), macOS Big Sur (11), macOS Monterey (12), or macOS Ventura(13)
- Active Full-Time/Broadband internet connection of at least 4Mbps.
- Keyboard and mouse or any other pointing device (keyboard set to English characters).
- A web camera (embedded or external – no mobile phone). Make sure you can rotate your device camera through a 360 degree when asked by the Proctor.
- Speakers and microphone (for all business and IT exams the use of headsets is **only** allowed during onboarding).

**Getting your machine ready for your online exam and preventing any technical issues.**

- **Do** come with a machine that has the following specification or higher:
  - MacOS High Sierra (10.13) onwards
  - Dual-core **2.4GHz CPU** or faster with **4GB** of RAM
- Unless your IT department can help you with this before your exam and be available to assist as needed on the day of your exam:
  - **Do not** use a work machine. Many work machines have restrictions that are likely to affect your exam performance.
  - **Do not take** your exam at work or elsewhere on a work machine or personal machine if you are **using your office network** and your office network requires a firewall or VPN to use your machine.
- **Do** contact us up to 72 hours before your exam if your machine does not meet the above requirements. We will reschedule your exam for free to give you more time.
- **Do** download, install, and run ExamShield **in the room where you will take your exam** at least 24 hours before your exam.
- **Do** understand that if the machine you use does not meet the above requirements, we may need to close the exam session before it begins and reschedule with a fee.
- **Do** feel reassured that we have live technical support for you 24/7/365 if there are **any unrelated technical issues** for you during your exam session.
- **Do** re-read [The 5 Steps to Success](#) to help you make sure you have everything ready for your online exam and are good to go!

### 3 Exam Preparation

#### Your Identification Document (ID):

Please ensure that the identification document you used for registration matches the one you will present on the day of your online exam. Your proctor will verify your ID during the exam, so it is important to have a valid and approved ID. If the first and last names on your ID do not exactly match the name you used for registration, you will not be allowed to take the exam, and no refund will be provided.

Please make sure your ID is valid and acceptable for the exam day. Failure to present a valid and acceptable ID or name mismatch may result in disqualification from the exam, with no refund offered. However, you will have the option to re-book the exam using the standard booking process.

Your ID must meet the following criteria:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognizable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your full date of birth.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters<sup>1</sup>.

Please note that electronic IDs will not be accepted.

#### Candidate below 16 years old

Candidates below 16 years old must be supported by a Legal Guardian during the exam on-boarding process. Please note: The Legal Guardian must provide their consent for the exam to be recorded, as per PeopleCert Privacy Policy and Terms of Use. They will also need to provide their ID, as per the ID requirements.

- If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), then as part of registering and booking your exam you must pick the correct Proctor language to **match** your own native language (\*When available). For example, if your native language is Chinese and you are using an ID document that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese as shown in the example below (\*\*Available for certain modules only). When booking your exam if the 'Proctor's language' or your language is not available as an option, you must:
- Upload on your profile not less than 48 hours before your exam an image of your ID document for validation to and send an email with your request to [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) and we will validate your ID document in accordance with our internal protocols.

*\*Proctor languages are available for a limited range of languages as shown in language options of the exam booking system.*

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<sup>1</sup> ID documents not written in English-language (Latin Characters) will only be accepted if you have booked your exam selecting a Proctor in your native language. Please refer to [PeopleCert's ID Policy](#) for full detail.

### Before the exam, you must:

- Ensure sure your mobile/cell-phone number, including country code, is completed in your Candidate Profile.
- Disable any Virtualization Software such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons, the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications.
- Ensure you have read, understood, and fully prepared your exam environment to meet the Security requirements described in **Section 3** of this document.
- Ensure you have read and followed the Exam Shield Instructions detailed in **Section 6** of this document. **Please note:**
  - If you are using a corporate device, and/or do not have administration rights to the device please consult your IT department **before** the installation of the ExamShield software.
  - If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall **whitelist** and repeat the installation steps. You should consult your Antivirus/Firewall vendor on how to do this. Kindly note that administration rights to the device will be required.
  - Corporate networks and/or VPN access may impact service delivery of the exam. You are advised to consult your IT department.
  - If you try to use an older version of ExamShield, that is already installed in your computer, an error will appear prompting you to update to the latest version.

### Newer ExamShield available (Code:20108)

"Old ExamShield version detected"

#### TroubleShooting

Get the latest ExamShield version from the link provided in your e-mail regarding exam information with PeopleCert Online Proctoring

## 4 Axelos Open Book Exams

During Open Book Exams you have the option to use your Hard Copy manual, if you have one, or your official eBook on a secondary device **through VitalSource** which must be on airplane mode. Important note: Printed copies or unofficial versions of the booked will not be allowed.

If you wish to use your Hard Copy manual book during an Open Book exam the following rules apply:

- Hard Copy manuals may be annotated and tabulated
- No sticky notes and loose-leaf papers containing additional notes are allowed
- Your Proctor will ask you to open the book and flip through the pages in front of the camera to allow you to use it during the exam

If you wish to use your official eBook during an Open Book exam (via VitalSource) you are allowed to view your full eBook on a second portable device such as a Smartphone, Tablet or Laptop. secondary device which must be on airplane mode

For all Open Book exams an electronic copy of the Book will be available on your Exam interface.

- If the device you are using supports a modern viewing interface (i.e., OS version High Sierra 10.13 or newer), you will be presented with your full eBook experience.
- Otherwise, you will be presented with the standard PDF of the eBook.

## 5 Security Requirements

**When preparing for the exam, you must ensure:**

- You have the **same, valid** photo ID you used to register and book your exam.
- You have another form of photo ID available in case additional ID verification is required.
- Your mobile/cell-phone remains switched on but is **set to silent**. The device must be placed out of reach, so you need to move away from your chair to access it.
- You do not have access to any **unauthorized items**, including unauthorized:
  - Notes, manuals, whiteboards etc.
  - Technology. This includes additional headphones, screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words.
- **Note:** Hard copy manuals and eBooks are allowed for open book exams only. For all Axelos examinations across the entire Business & IT portfolio, taken in English by non-native English speakers, the use of hard copy bilingual dictionaries (not Thesaurus) is permitted. You are prepared to complete the exam on your own, without any assistance from a third party.
- The room you use to take your exam meets the following criteria:
  - There is only one doorway for access in and out of the room which is visible to camera throughout the exam.
  - The room is private, with no transparent walls (i.e., glass walls, indoor windows etc) and you can be sure you will be alone for the entire exam.
  - There is no background noise.
  - The walls and desk/tables(s) are clear of all unnecessary and/or unauthorized items (e.g., posters, post-it notes, papers and books).
    - Where note paper, or other resources are allowed, you can and should have this available on your desk for your exam onboarding. You must show these authorized items to the Proctor, on request, so they can ensure there is nothing on them that could provide an unfair advantage.
  - No screens are visible, other than the screen which is being used to take the exam.
  - There is adequate light to ensure the Proctor can see you clearly you throughout the exam. Light should not be directed toward the webcam.
- The computer/laptop and technology you are using for your exam meet the following criteria:
  - Cameras are clear and free from obstruction.
  - You can rotate your webcam 360 degrees, low and high, to show all areas of the room, including under the desk, the desk surface and any other areas that may pose a risk to exam security.
  - There are no secondary monitors, smart accessories and/or devices connected or accessible.
  - The computer sound settings are set to Speakers and Microphones. If headsets are used, please note that your proctor will ask you to place them on the desk, without disconnecting them, before you start the exam. Headsets are allowed only during the onboarding phase of the exam.
  - The screen and camera are positioned so that you and the doorway of the room are fully visible to the Proctor through the webcam.



- You are sat comfortably and can maintain the same position, in full view of the Proctor, throughout the exam.

## Security Checks

During the exam onboarding, your Proctor will complete a range of security checks. The Proctor will not start the exam until they are satisfied that the exam regulations can be met. These may include (note, this is not an exhaustive list):

- Full verification of your identity, including showing your ID document via the webcam.
- A full 360-degree scan of your room, including detailed views of under the desk and areas above, below, or inside the room that may pose a risk to exam security.
- Displaying your computer device monitor with your mobile/cell phone or a mirror.
- Requests to move or remove items that may pose a risk to exam security.
- Candidate security checks such as:
  - A close-up view of your sleeves, eyeglasses, ears and/or hair. Please note that you may be asked to remove any scarf, hat, turban, kippah, hijab etc. If you require a female Proctor to carry out this security check, you must contact us via email at [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) **before** your exam day so that we can ensure a female Proctor is available.

Your Proctor may also repeat security checks during the exam as necessary. This may be because the Proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded for quality and security purposes and these recordings are retained in line with our Privacy Policy which can be found here: <https://www.peoplecert.org/terms-of-service-and-privacy-policy>

## How we deal with non-compliance:

For minor non-compliance your Proctor will notify you of the infringement and immediate action required. If you do not take timely action, or there is a significant risk to the exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review. Depending on the nature of the review and its outcomes there may be:

- A delay in the release of your results, pending satisfactory conclusion of the review.
- A requirement to re-sit the exam under the correct exam conditions.
- Annulment of exam results.
- Deactivation of your PeopleCert profile.

The actions applied following a post-exam security review will be proportionate to the non-compliance identified. We will keep you informed of the progress and final outcomes of the review.

All reviews/investigations will be completed in line with our Malpractice Policy. Should a candidate disagree with the final outcome they can appeal following the process outlined in our Appeals Policy which will be made available upon request.

## 6 Exam Shield Installation

Up to 24 Hours prior to the exam

### Step 1: Install the ExamShield

- **Close** all applications running on your computer.
- **Disable** any Virtualization Software.

Click on "Get Started", included in the PeopleCert registration email, and log in to your PeopleCert profile.

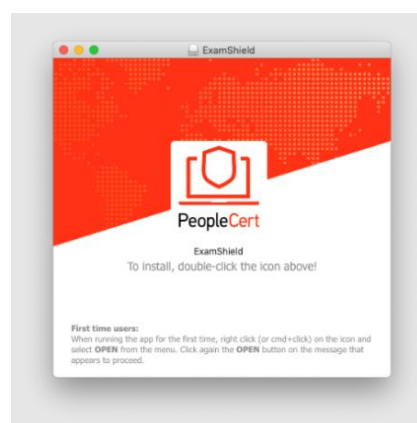
On the overview tab, click "download" and then "Accept and Install OSX client" to download the **ExamShield application**.

Note: If the "download" option is not activated, make sure you click on "check in" first.

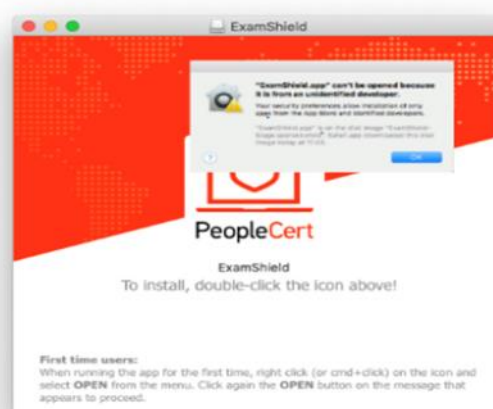


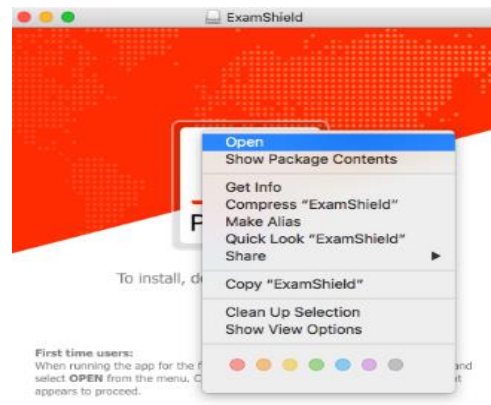
**Double Click** on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it.

The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.



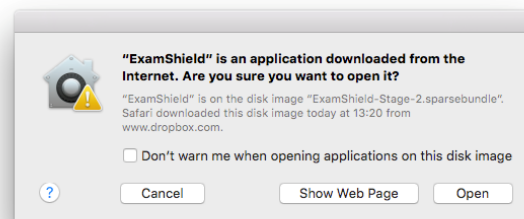
If Exam Shield displays the message below, right click or command and click on the application icon and select **open** from the menu.





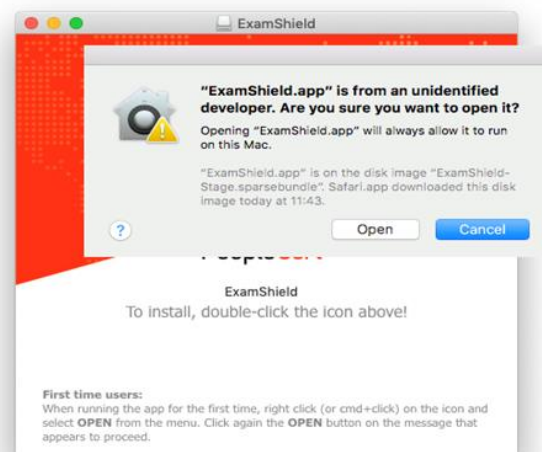
**Double click** on the Exam Shield icon to run the application.

If you see the message below, click on Open.



A new dialogue will appear, allowing you to open the application. macOS Sierra will remember this preference and never ask for this confirmation again.

Once installation is completed select *"Open"*, a new window will appear.

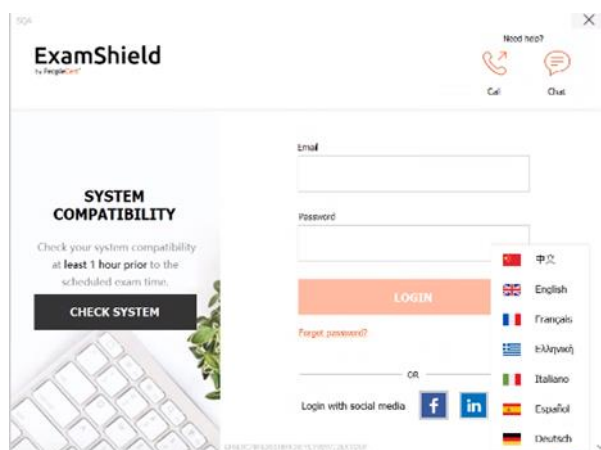


Please log in using the username and password of your PeopleCert profile.

If you used a Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

If you would like to run ExamShield in another language, please click on the flag in the bottom right corner of the screen.

A countdown timer to your exam will appear under your exam credentials.



The *“Call”* button will re-direct you to the phone number that you can contact PeopleCert Customer Support on.

The *“Chat”* button will re-direct you to the chat that you can contact PeopleCert Customer Support on.

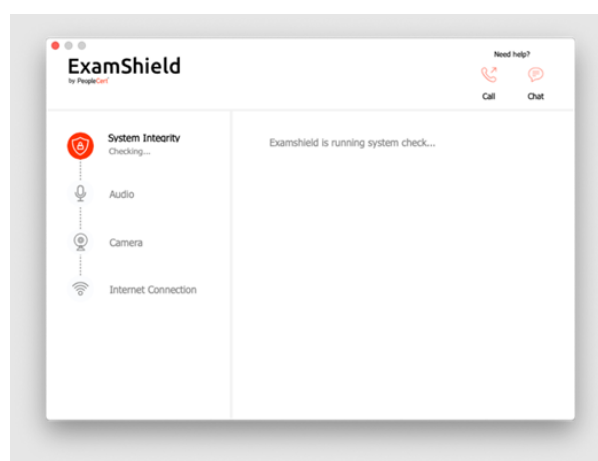
**Click *“CHECK SYSTEM”*** to confirm your system meets the Exam Shield requirements. Do this at least 1 hour prior to the scheduled exam time, to avoid last minute technical issues. The compatibility test will check the hardware and the internet speed. Any security settings or virtualization programs that could interfere with the connection will not be detected but only during the actual connection to the exam.

Compatibility test consists of 4 parts which are:

- System integrity
- Audio
- Camera
- Internet connection

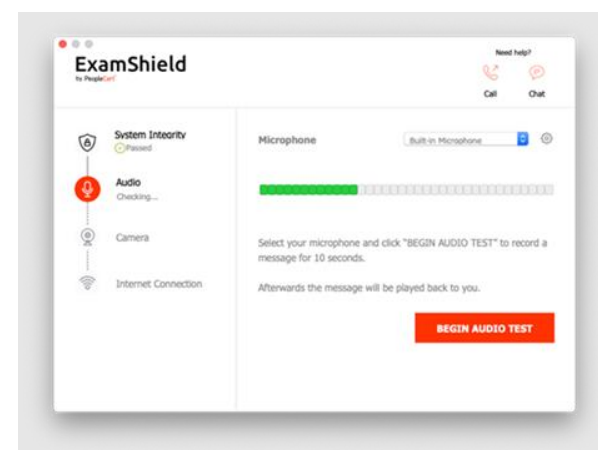
### System integrity

System Integrity checks the compliance of your Operating System with the ExamShield application requirements, such as the OS version and free disk space amongst others.

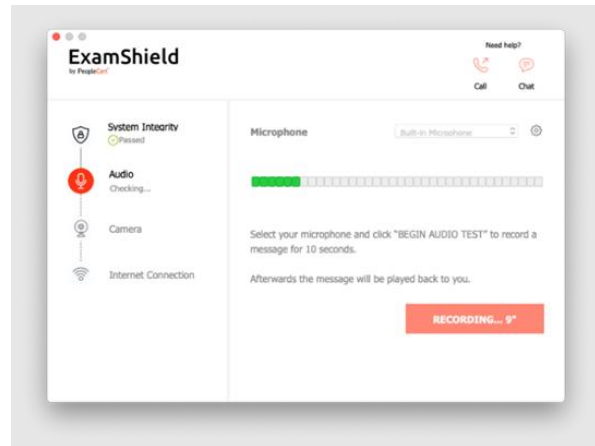


### Audio

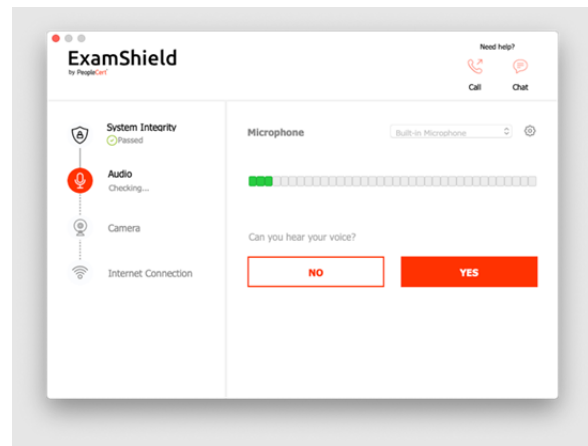
To check audio, select *“BEGIN AUDIO TEST”*.



Your microphone will be recorded for the next 10 seconds.



ExamShield will playback the recording. If you can hear your voice, select **“YES”** to proceed to next checks. If **“NO”**, begin audio test again.



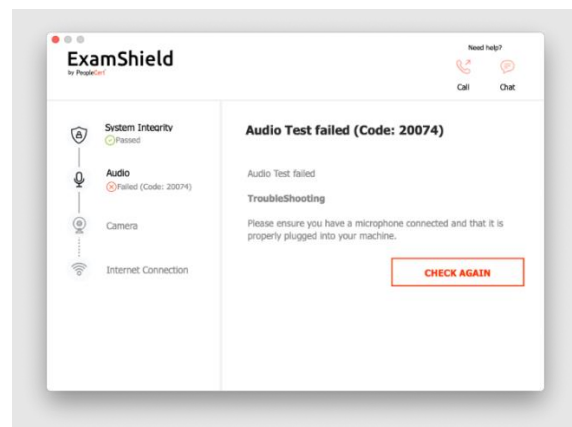
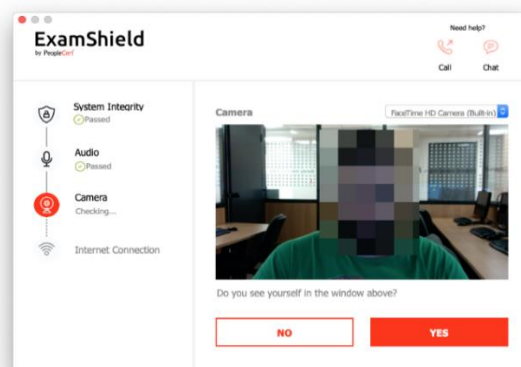
## Camera

To check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You can edit the settings of your camera by selecting the button next to Camera dropdown menu.

After completing each check, a message informs you if the check has **“Passed”** or **“Failed”** or a **“Warning”** is raised.

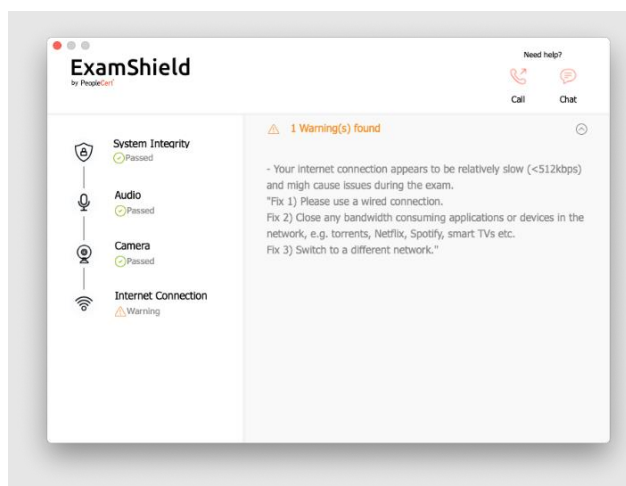
In case of **“Failed”**, detailed error information and possible workarounds will be provided.

Click **“CHECK AGAIN”** to retry.



In case of “Warning” message, click on the arrow on the right of the warning to view more details.

Please note that a “Warning” will not prevent you from taking the exam. It is a suggestion to ensure optimal exam experience.

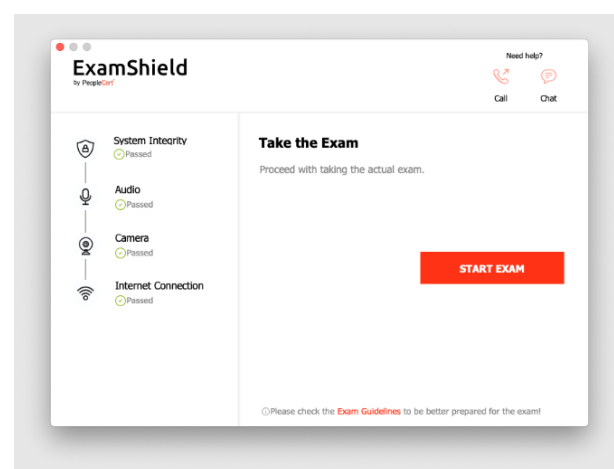


## Internet Connection

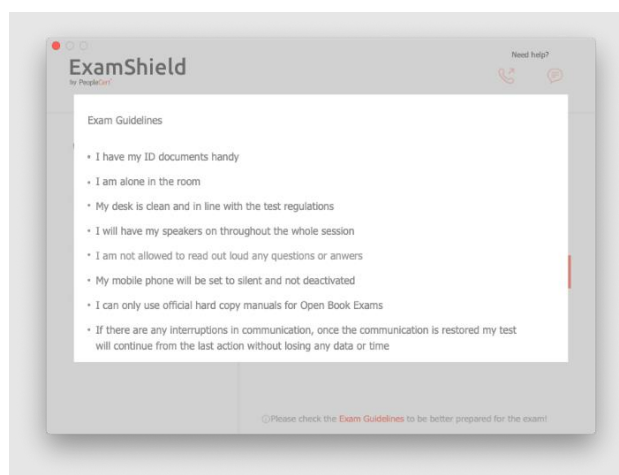
During the Internet Connection testing you will be asked to record a 10 second video and subsequently upload it.

After a successful check of each step, you will be able to “*START EXAM*” if the scheduled exam start time is in less than 10 minutes.

Otherwise, you are suggested to terminate the application and launch it again 10 minutes prior to your scheduled exam time.



By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information so as to run your online Proctored exam.



**10 Minutes prior to the exam**

### Step 2: Log in to ExamShield

**Double click** the ExamShield icon from your desktop and **click "TAKE EXAM"** to login.



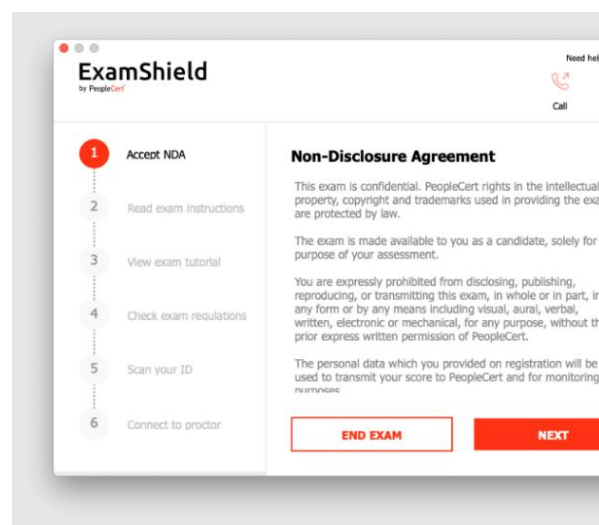
### Step 3: Self-onboarding

An intuitive wizard will guide you towards connecting to your Proctor and starting your exam.

#### 1. Accept NDA

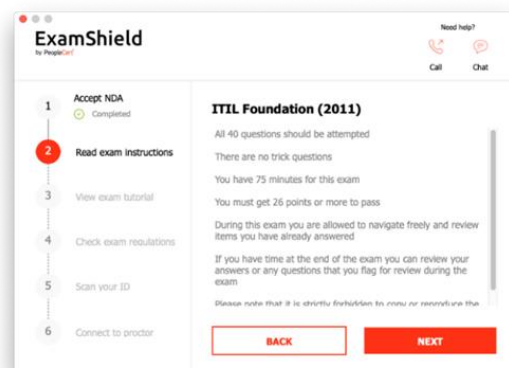
Click **"Next"** to accept the Non-Disclosure Agreement and Terms of Use.

Click **"End Exam"** if you do not accept the terms and want to end the test. You cannot continue unless you accept the terms of use.



#### 2. Read exam instructions

Read the information carefully before you proceed to the next step.





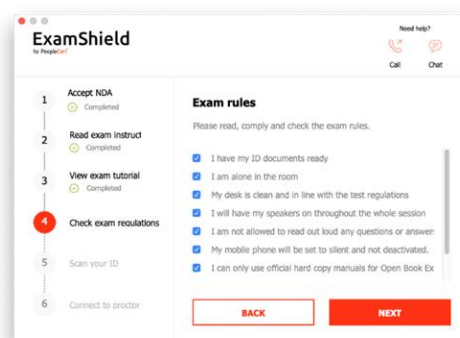
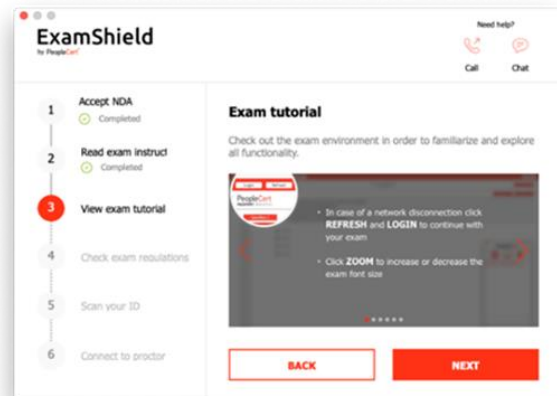
### 3. View Exam Tutorial

A quick tutorial will help you familiarize with the exam environment. You will learn how to:

- ✓ navigate among questions.
- ✓ flag a question.
- ✓ end an exam.
- ✓ zoom in or zoom out the exam environment.
- ✓ How to refresh and login in case of a network disconnection.
- ✓ Communicate with your Proctor through chat.

### 4. Check exam rules

Check all the rules confirming that you have read and approved all of them.



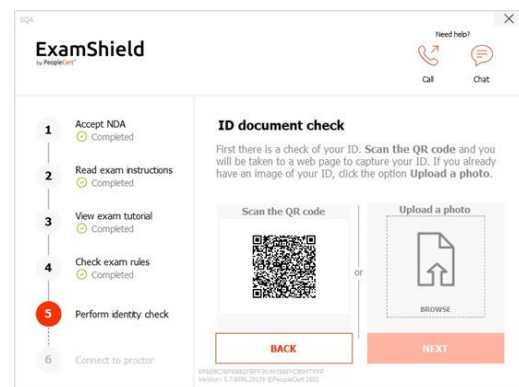
### 5. Scan your ID

Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.

Select "BROWSE" to upload a picture of your ID. Or scan the qr code to initiate the process through your mobile device.

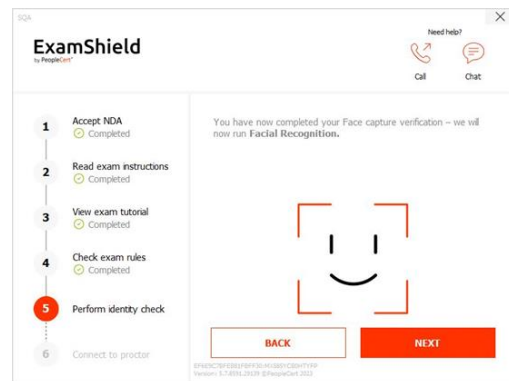
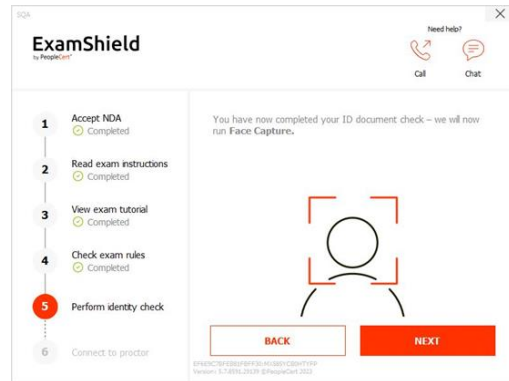
In case you prefer to capture your ID via your mobile phone – scan the qr code and follow the given instructions. Your device should be equipped with a functional camera and a qr code reader.

Once completed you will be prompted to perform a Face Capture.



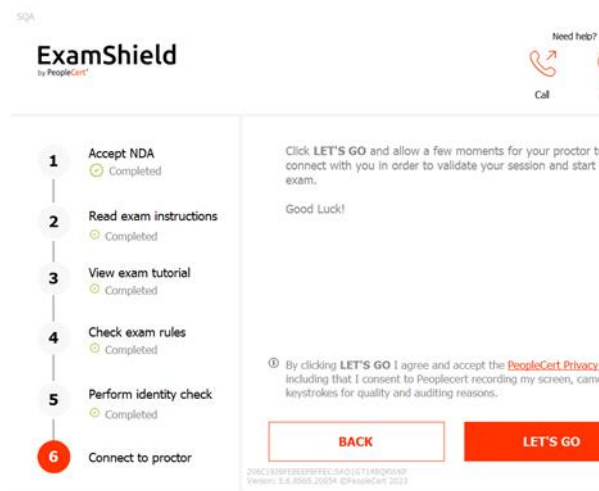


Lastly, you will be asked to go through the Facial Recognition process.

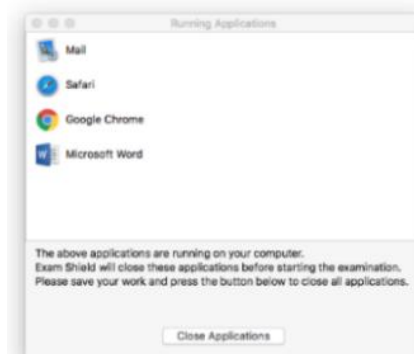


#### 6. Connect to Proctor

Once you complete the above steps, click “LET’S GO” to connect with your Proctor. By clicking “LET’S GO” you consent to Peoplecert recording your screen, camera and keystrokes for quality and auditing reasons.

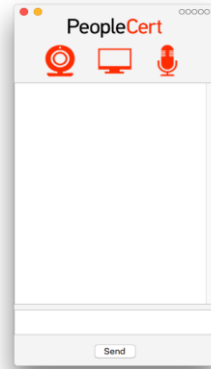


**Make sure** all applications are closed before logging in. **If any applications are open**, Exam Shield will notify you that they need to close. Click on Close Applications. If an application doesn’t close automatically, check the application, save your work and close it manually.

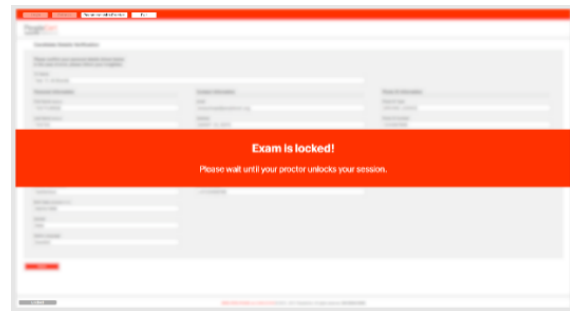


Once logged in, one of the two following control panels will open:

**Many2Many control panel** on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the red arrow button.



You will not be able to start until your online Proctor unlocks your exam.



#### **Step 4: Your online Proctor joins the session**

**You will be instructed to:**

- Check your audio and video performance.
- Complete the required security checks.
- Confirm your personal details. If any of the information is incorrect, please inform your online Proctor.
- **Your online Proctor will let you know when you are set to begin your exam!**

Click Next to continue only when prompted by your Proctor.

**Please note:** Your exam session will be recorded, and your Online Proctor will be online throughout your exam session in case you need any help. You must have your microphone on throughout the session. In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

## Step 5: Begin your exam

Read the information carefully before you start the exam.

- If you are taking a Lean Six Sigma exam you may print the help file by clicking on the “Print Scenarios” button.

PeopleCert  
PASSPORT WEBATES

Ready for the Exam

You have 150 minutes to complete this exam.

Once you click 'Start Exam' the exam time will start.

Start Exam Print examination reference

PeopleCert  
PASSPORT WEBATES

Ready for the Exam

You have 75 minutes to complete this exam.

Once you click 'Start Exam' the exam time will start.

Start Exam

**Please note:** Acrobat reader is required to view PDF files if the built in book will be used. (or any other PDF reader).

- Click “Start Exam”.

## Step 6: Answer questions

The menu on the left shows all the question numbers. You can move from one question to the next by **clicking on the question number**. The question you are currently working on becomes highlighted.

If you are taking an exam that requires help files, the appropriate scenario will be provided under the question. You can also open it in a new window by clicking on the button **Open scenario in window**.

If you are taking a Lean Six Sigma exam, you have the option to use the **WebATES' calculator**.

To return to a question, you can **flag it**, by checking the button next to the question number on the left menu. To **unflag it**, click to **deselect the flag**. You can flag more than one question.

To answer a question, **click** on the square of the answer you want. You can change your answer by clicking on a different option. You may review a question as many times as you want.

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21. What is a reason why incident management interfaces will enhance level management?

A To ensure that problem reports are escalated to all customers  
B To ensure that the status of each configuration item (CI) is recorded  
C To ensure that incident resolution times are aligned with business needs  
D To ensure that incident resolution times are aligned with the customer

Open scenario in window

PeopleCert  
PASSPORT WEBATES

3. Training cost is \$5,000 and a project required an initial investment of \$40,000. If the project yields monthly savings of \$3,000 beginning after 8 months, how long will it take to break even?

A 5  
B 16  
C 21  
D 23

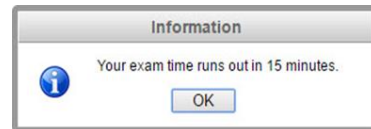
Open scenario in window

PeopleCert  
PASSPORT WEBATES

18. Which describes a third party responsible for delivering goods or services that are required for an IT service?

a External customer  
b Supplier  
c User  
d Type 1 service provider

A pop-up message will remind you 15 min before your time runs out!

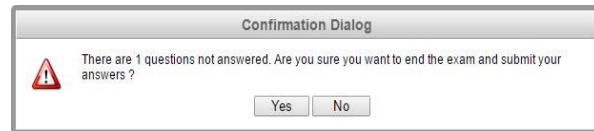


### Step 7: End the exam

When you have completed your exam, click **End Exam** on the bottom right menu. Your answers are automatically submitted, and no changes can be made. Questions that have not been answered are marked as incorrect. If there are unanswered questions you will be notified by a message.

You will need to **confirm** that you want to end the exam.

End Exam



### Step 8: Take the Satisfaction Survey

You are prompted to complete a short satisfaction survey, to provide us with feedback on your exam experience, or you can skip and proceed to your results.

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Thank you for taking a PeopleCert exam!  
We appreciate your feedback. Please take a few minutes to complete the survey. Your feedback is important to us and will help us improve our exams and services.

What was your overall impression of the exam process?

☐ Very good  
☐ Good  
☐ Fair  
☐ Not good

How well did you rate the exam testing process?

☐ Very good  
☐ Good  
☐ Fair  
☐ Not good

What did you think of the exam content?

☐ Very good  
☐ Good  
☐ Fair  
☐ Not good

Submit and show my results!

### Step 9: Get your results

The Exam Results Report appears. Please note that the results are **provisional and subject to verification by PeopleCert**.

Click the **"Print"** button to print the report or the **"Export"** button to save it as an html file.

Once confirmed by your online Proctor that the exam session has been successfully completed, you will be asked to **destroy** any scratch papers or scenarios you have used and exit from the ExamShield.

Please be advised to uninstall the ExamShield.

**All done!**

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ITIL Foundation (2011)

Total score: 27.00 out of 40.00.  
Percentage score: 67.50%.  
Congratulations!! You passed the exam.

Candidate Name	WEBATES QUALITY CONTROL
Candidate Number	998004534870907
Assessment Test Code	499731493_06
Examination Date	Dec 15 2017 11:08:51
Score Report Date	Dec 15 2017 11:35:19
Candidate Score	27.00
Mastery Score	40.00
Percentage Score	67.50%
Assessment Result Label	Passed

Topic Description	Number of awarded marks	Number of possible marks	Success Rate
FND.01 - Service management as a practice	2.00	4.00	50.00%
FND.02 - The ITIL service life cycle	1.00	3.00	33.33%
FND.03 - Generic concepts and definitions	5.00	6.00	83.33%
FND.04 - Key principles and models	2.00	5.00	40.00%
FND.05 - Processes	13.00	17.00	76.47%
FND.06 - Functions	2.00	2.00	100.00%
FND.07 - Roles	2.00	2.00	100.00%
FND.08 - Technology and architecture	0.00	1.00	0.00%
<b>Total score</b>	<b>27.00</b>	<b>40.00</b>	<b>67.50%</b>

Please note that the results are provisional and subject to the final verification of PeopleCert



E-mail: [info@peoplecert.org](mailto:info@peoplecert.org), [www.peoplecert.org](http://www.peoplecert.org)

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