

Apple Certification Policies

Apple offers comprehensive certification programs for creative and IT professionals in business, education, and other fields. They distinguish themselves to colleagues, employers, and prospective clients as skilled users of their chosen software apps. This certification gives people a competitive edge in today's ever-changing job market.

Getting Ready

Frequently Asked Questions

If you can't find specific information in this document, check the Apple website for answers to [frequently asked questions](#) about exams, certifications, and exam policies and security.

Privacy Notice

Apple's Customer [Privacy Policy](#) covers the collection, use, and disclosure of personal information that may be collected by Apple anytime you interact with Apple, such as when you visit the Apple website, when you purchase products and services, or when you contact sales or support associates. Please 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 our priority at Apple, and we work hard to protect it.

Electronic Agreement

You must review the [Apple Certification Program Agreement](#) before taking the exam. By taking the exam, you acknowledge and agree to the terms. If you do not agree to these terms, you are not eligible to participate in the exam.

Accommodations for people with disabilities

Apple is committed to providing accessibility solutions. Contact your testing venue before your exam date if you require accommodations in accordance with the Americans with Disabilities Act or other laws for your region.

Payment

You'll pay the test center, which determines payment methods, for proctored exams. Before taking unproctored exams, you're responsible for online credit card payment directly to Pearson VUE.

Right of exclusion

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

Taking Exams

Confidentiality

The exams and the answers are the sole property and confidential information of Apple. By taking the exams, you represent that you have read and agree to the terms and conditions set in the [Apple Certification Program Agreement](#).

Conduct

You agree to the terms and conditions in the [Apple Certification Program Agreement](#) and to not compromise the integrity or confidentiality of any exam or certification program. Violating this policy may result in a lifetime ban on all future Apple exams, a voiding of all previous Apple certifications, or other legal remedies available to Apple.

Acceptance of the Exam Agreement

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

Apple Certification exam items

To ensure that exams are not misleading, ambiguous, or biased, every exam is analyzed by a panel of independent technical and job-function experts. They review each exam item to ensure clarity, technical accuracy, and relevance.

Exam scoring

In most cases, each exam question is worth one point, but some are worth more because you must choose more than one answer. For example, though a candidate can earn 52 of 64 points, the exam might have only 60 questions. You won't see how many points an exam question is worth.

Exam scores are not rounded up—for example, 72.93% is not a passing grade when a passing score is 73%.

Retake policy

If you do not pass an exam, you may retake the exam after seven days. You must retake the exam by the specified deadline in the certification offer.

If you're testing for trainer recertification, and you have failed an exam twice, you might be required to take a Train-the-Trainer Class before retaking the exam—though beta exams may be taken only once. In some cases, Apple might have special policies for specific exams that supersede this retake policy.

Beta testing

Apple reserves the right to exclude any countries, testing centers, or candidates from beta testing programs or offers. Participation in beta testing is by invitation only and

may be canceled, revoked, or withdrawn at any time.

Psychometric data analysis

Apple is continually improving exam security protocols to prevent test fraud and maintain the integrity of Apple Certifications. As part of this security strategy, we sometimes include unscored items in our exams.

Challenging exam items

If you want to challenge an exam item, within three days of taking the exam, send email to training.support@apple.com with the subject "Exam Item Evaluation." You must submit a separate email for each item that you challenge. For your challenge to be accepted, you must provide this information:

- Your name
- Your registration ID
- Exam name, number, and date
- Testing center location
- Specific reasons why you're challenging the item
- Phone number (optional)

Provide detailed information, but do not take screenshots of the exam.

You'll receive an acknowledgment email and then either the result or an anticipated decision date.

Analysis of exam data

The Apple certification team conducts statistical analysis of exam data to identify misconduct by candidates and enforce certification policies. Apple reserves the right to ban candidates and close testing centers—Apple Authorized Training Providers (AATPs) or Apple Authorized Training Centers for Education (AATCEs)—because of results from data forensics or statistical analysis.

Exam security and integrity

Apple strongly protects the integrity of the Apple Certification Exams and Program. Apple reserves the right to prohibit or ban a person from taking any Apple Certification Exam and to decertify as an Apple Certified Professional, Apple Certified Associate, or Apple Certified Trainer, any person who violates this Agreement—or engages in any misconduct. Apple and test center proctors are authorized to take immediate, appropriate measures against any person who violates testing rules.

Examples of misconduct include, but are not limited to, these acts:

- 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 person 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

Apple expressly reserves all rights and remedies available at law or in equity arising out of a breach of the [Apple Certification Program Agreement](#), this Agreement, or any infringement of Apple's intellectual property rights to the exams.

Candidate retesting at request of Apple

Apple reserves the right to require any candidate to retest because of suspected misconduct or unusual testing patterns. Retesting is held at a test center chosen by Apple at a time agreed on with the candidate.

Recertification

Trainer recertification

Trainers who are eligible for recertification receive an offer notice. You must check and confirm that your certification records are accurate. You'll receive communication from trainer channels about the recertification period. If your certifications aren't accurately listed, email training.support@apple.com.

Recertification exam eEligibility

A candidate must hold a certification in the previous version of the product—they must log in to the [Apple Certification Records System](#) (ACRS), agree to be contacted by Apple, and have a valid email address.

Recertification exam procedures

Candidates receive a Pearson VUE Exam Voucher (CODE) for the exam they're entitled to take. Candidates are responsible for confirming that their certification records are valid in the [Apple Certification Records System](#) (ACRS).

Recertification exam restrictions

A candidate must pass the recertification exam by the offer's end date. A candidate must adhere to the [Retake Policy](#).

Completing trainer recertification

1. Log in to [ACRS](#).
2. Click the "Complete a Form" link.
3. Click the ACT Agreement.
4. Review the ACT Policies and Practices document.
5. Choose I Agree from the menu, and then click Submit.

Guidelines for Certified Individuals

Apple Identity Guidelines

Certified individuals may only use certification logos, certificates, and other collateral as provided and in accordance with the published [Apple Identity Guidelines \(PDF\)](#). People or entities that misuse certification logos, certificates, or other collateral may be subject to penalties up to and including a lifetime ban on all future Apple exams and the nullification of all previous Apple certifications in addition to any and all other remedies available to Apple at law or in equity.

Revoked Certifications

Scores and credentials revoked

Any candidate attempting to violate testing rules, cheat, or undermine the security or integrity of the Apple 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 Apple.

Certification ban appeal process

If you want to appeal a ban for falsification of a score report, the Apple Certification Program Manager will review your request. You may submit your appeal to training.support@apple.com or by sending the original report (scanned documents or electronic copies will not be reviewed) to:

Apple Certification
One Apple Park Way, MS 90-2CP
Cupertino, CA 95014

Technical Support

Support

If you require support for technical issues, visit Pearson VUE's [support page](#).

System requirements for online exams

For information on system requirements, visit Pearson VUE's [Apple Exam Polices page](#). Requirements are updated periodically.