



Regulations for
Certification Exams

“ISPMA Certified Software
Product Manager”

Foundation and Excellence
Level

V.7.0

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Scope

This document describes the examination procedures for the following ISPMA certificates which are based on the corresponding ISPMA syllabi:

- ISPMA Certified Software Product Manager – Foundation Level
- ISPMA Certified Software Product Manager – Excellence in Strategic Management
- ISPMA Certified Software Product Manager – Excellence in Product Strategy
- ISPMA Certified Software Product Manager – Excellence in Product Planning
- ISPMA Certified Software Product Manager – Excellence in Orchestration.

In addition, ISPMA will introduce the “ISPMA Certified SPM Practitioner” certificate which will not be based on an exam, but on an evaluation based on a questionnaire. Details will be documented separately.

Responsibilities

In line with ISO/IEC 17024, ISPMA has partnered with independent certification agencies who conduct certification exams and issue certificates on behalf of ISPMA.

Examination format

The exams for all these certifications are conducted based on multiple-choice tests. They are supervised by an invigilator nominated by the certification agency. During the exam the use of aids is not allowed (e.g. training material, books, phones, laptops, and etc.). Sheets of paper used for scribbling may not be taken out of the room. You are expected not to leave the room during the exam.

Examination duration

The examination durations are:

- Foundation Level, Product Strategy + Product Planning: 75 minutes. Non-native English speakers get an extension of 15 minutes. You may hand in your answers earlier.
- Strategic Management + Orchestration: 40 minutes. Non-native English speakers get an extension of 10 minutes. You may hand in your answers earlier.

Conditions for passing the examination

The exam is passed when the examinee has scored at least 60 percent of the maximum number of achievable points. The total score is calculated by adding the scores of all questions of the exam. The score is evaluated as

- Good when it is above 80 percent of the maximum number of achievable points
- Pass when it is between 60 and 80 percent of the maximum number of achievable points
- Fail when it is below 60 percent of the maximum number of achievable points.

Information about results and exam repetition

The certification authority will inform you in writing about the results of the exam and send the certificate if you passed the exam. The mail is sent to the email address that you specified. If you pass the exam the certification agency will send you the certificate.

The exam can be retaken at most twice without a waiting period. If you fail the exam for the third time, you may retake it at the earliest of one year after the last exam.

Multiple-choice questions

The exam consists of

- Foundation Level, Product Strategy + Product Planning: 45 multiple-choice questions,
- Strategic Management + Orchestration: 20 multiple-choice questions.

Depending on the difficulty, each question yields 1 to 3 points. The achievable points are given in the header of the question.

The exam contains three types of questions:

1. Single choice (so-called A-questions). They yield 1 to 2 points. After the presentation of the question, 4 – 5 possible answers will be supplied, of which only one will be correct. This will be the one to check. Some single choice questions may be presented in a negative form (which one is the only wrong answer?).

Evaluation:

- Correctly checked answer: full point value
 - Incorrectly checked answer: 0 points
 - More than one checked answer: 0 points
2. Multiple-choice questions (so-called P-questions). They yield 1 to 2 points, depending on the difficulty. After the presentation of the question, a number of possible answers will be supplied of which 2 or more can be correct. The expected number of answers n is given in the presentation; e.g. Name the three types of diagrams suitable for modeling ... ($n = 3$). You do not have to give the total number of expected answers (n).

Evaluation:

- for each correctly checked answer within the limit n : $1/n$ times the full points
- for each incorrectly checked answer within the limit n : deduction of $1/n$ times the full points
- less than n answers checked: without consequence
- more than n answers checked: total of 0 points
- The points for correct choices and the deduction for incorrect choices are totalized per question. If the total for a question results in a negative figure, the question will be evaluated with 0 points.

In doubt it may be better to give fewer answers in order to avoid deduction of points.

Multiple choice questions often call for the identification of the best, most likely, or best fitting answers from a gray area. Some questions may be presented in a negative form (e.g. which two elicitation techniques are not suitable for ...).

3. True/False questions (so-called K-questions). They yield 2 – 3 points, depending on the difficulty. After the presentation of the question, n statements will be supplied, each with two checkboxes for "true" and "false" or "applicable" and "not applicable" or "suitable" and "unsuitable", etc. You need to mark each statement as "true" ("applicable", "suitable") or as "false" ("not applicable", "unsuitable"). Statements with no check mark will be deemed unanswered. You do not have to give the total number of expected answers (n).

Evaluation:

- each correctly checked statement: 1/n times the full points
- each incorrectly checked statement: deduction of 1/n times the full points
- less than n answers checked: without consequence
- The points for correct choices and the deduction for incorrect choices are totaled per question. If the total for a question results in a negative figure, the question will be evaluated with 0 points.

In doubt it may be better to give less answers in order to avoid deduction of points.

ISPMA Membership

Participants in ISPMA certification exams will automatically be enrolled as members of ISPMA:

- Certified ISPMA member for everybody who passes an ISPMA certification exam
- Subscribing ISPMA member for everybody who participates in an ISPMA certification exam, but does not pass.

These types of ISPMA membership are free of charge and can be discontinued at any time by sending an email to info@ispma.org.

Details on membership benefits are listed under <http://community.ispma.org/membership/>.

Data Privacy

ISPMA and the involved certification agencies are committed to treat participants' personal data including exam results as confidential, i.e. they will not be disclosed to any third party.

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