

## Additional International Exam Information on The Institutes Exams Students taking Exams with Testing Centers:

**WSW 90, SI Building**, ZHAW, School of Management and Law, Building SI, Theaterstrasse 15b,  
8400 Winterthur

**WSW 91, MS Building**, ZHAW, School of Management and Law, Building MS, Kesselschmiede 35,  
8400 Winterthur

### The Institutes' Exams (January 2021 Update)

Note: This exam information is an excerpt of the full exam information provided on the website of The Institutes which applies for students of ZHAW, School of Management, Winterthur, Switzerland.

#### Personal Information and Confidentiality Updating Personal Information:

At any time, you may contact The Institutes at (800) 644-2101 to update your personally identifiable information, and opt-in or opt-out of any service. We will provide opt-in and opt-out opportunities as applicable to the service or product being offered.

#### Acceptance of The Institutes Privacy Statement:

Enrolling in any Institutes course, registering for an exam or holding an Institutes certification or designation indicates your knowledge and acceptance of The Institutes Privacy Statement. For more details, please visit <https://web.theinstitutes.org/privacy-policy>.

#### Current Study Material: Course guides and textbooks are revised periodically.

Be sure you have the correct edition of the course guide and textbook(s) for the testing window in which you plan to take your exam.

## General Exam Information

Exam Format Exams are administered on the computer.

Computer administered exams are preceded by an optional 30-minute tutorial and are followed by a brief survey.

### Testing Centers

Computer exams are administered at Prometric Testing Centers and at Institutes-approved onsite testing centers.

On-site testing centers:

Examinees must arrive at Prometric Testing Centers at least 30 minutes before a scheduled appointment for check-in. A late arrival could result in a Did Not Sit (DNS) appointment cancellation and loss of the entire registration fee.

### Registration Cancellations

Exam cancellation will result in forfeiture of the full or partial registration fee depending on the time of cancellation. See page 6 for cancellation and credit forfeiture policies.

### Canceling an Appointment at an On-Site Testing Center

Contact the testing center directly for cancellation policies and procedures. The Institutes must be informed prior to the close of a testing window if an examinee intends to cancel an on-site appointment to the next testing window. A transfer fee will be assessed. Failing to inform The Institutes before the close will forfeit the entire registration fee.

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### Cancellation Forfeiture

If a credit remains after a cancellation forfeiture, it can be applied to study material purchases or to a future exam fee. Forfeiture amounts vary by exam. Remaining credit is valid for two years from the date of issue.

All exam retakes are subject to the full applicable exam registration fee.

### Special Arrangements

The Institutes make every effort to assist students who have disabilities that require special exam arrangements. We do not charge for this service, but we require current documentation of disability and a professional's explanation of how the disability affects your ability to take an exam.

Submit a written request no later than the first day of the testing window for which you wish to register. Email [Assessments@TheInstitutes.org](mailto:Assessments@TheInstitutes.org) to apply and copy [ursula.freuler@zhaw.ch](mailto:ursula.freuler@zhaw.ch)

## Preparing to Take an Institutes Exam

Examinees must register for an exam with The Institutes and then schedule an appointment to take the exam. Purchasing study materials does not register you for an exam. See registration instructions that follow and review page 2 for any special registration instructions for courses that have been revised.

### Identification

Register for an exam with ZHAW using your name exactly as it appears on the valid government-issued photo ID with signature that you will present at the testing center. If you have any questions, call ZHAW before scheduling your appointment. For unique situations, such as only one name or a recent name change, please contact The Institutes immediately and copy ZHAW. [customerservice@theinstitutes.org](mailto:customerservice@theinstitutes.org) and [ursula.freuler@zhaw.ch](mailto:ursula.freuler@zhaw.ch)

### Exam Registration Confirmation Notice

The Institutes send an electronic registration confirmation if an email address is provided. Please read the confirmation completely. Check it for accuracy and notify The Institutes and ZHAW immediately if there is an error. A separate confirmation notice is sent for each exam registration.

**It is urgent to check out the location where the exam will take place. There are two Testing Center Addresses that may apply in Winterthur.**

### Transferring an Exam Registration to the Next Testing Window

Transferring an exam to the next Testing Window presuming there are no rescheduling issues and an exam registration will remain valid for the next testing window. The applicable transfer payment going to be charged to the student as it is made. The Institutes must be informed at least three business days before the end of the Testing Window to transfer the exam to the next testing window. See chart on page 12 for applicable transfer fees.

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### Transfer Fee and Exam Fee

Exam-Window Transfer Fee ZHAW (on-site)	Repeated Exam Date Transfer within the same Exam-Window	Regular Exam Fee ARM Exam
CHF 125.00	CHF 50	CHF 305

as of 01.01.2021

## International Exam Information

### Conditions of Registration and Exam Administration,

Unless otherwise specified, The Institutes' domestic exam policies and procedures apply to exams given outside the United States, its territories, and possessions. Computer exams, whether administered on-site or at a Prometric Testing Center, follow the same exam procedures and policies as those in the United States.

The Institutes reminds on-site testing centers that certain testing conditions must be met when administering an exam.

Examinees who do not agree to abide by The Institutes' Rules of Conduct for exam administration at the time of taking the exam will not be permitted to sit for an exam and will forfeit the registration fee. The security of its test questions and unfair advantages to examinees are primary concerns of The Institutes. To that end, Institutes examinations are copyright protected, and The Institutes use observational and statistical techniques to monitor and detect examination irregularities before, during, and after test administration. In accordance with the copyright of Institutes examinations, any reproduction of examination materials in whole or in part, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization and/or dictation, and/or dissemination of exam material or derivative works through any form of verbal, electronic, or written communication is strictly prohibited. Therefore, knowing examination questions are the exclusive property of The Institutes, at the time of registration you acknowledge:

- You shall not request, nor shall you secure test questions, voluntarily or involuntarily.
- You have neither had access to test questions for your examination nor have they been (are) in your possession by any of the means of transmission cited above before sitting for your exam.
- You shall not disclose the contents of your examination, voluntarily or involuntarily, following your test administration, by any of the means of transmission cited above. Further, you consent to test center check-in and test administration security procedures as stated in The Institutes' Examination Rules of Conduct. You will not be permitted to sit for an exam if you do not agree to abide by the rules of conduct statement presented on page 5 and restated at the beginning of exam administration and you will forfeit your registration fee.

## The Institutes' Examination Rules of Conduct

- Unless otherwise noted, all exams are closed-book exams. Study notes, course materials, and any form of electronic device other than an acceptable calculator may not be used or consulted during your testing session.

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- Communicating with anyone or anything other than the test center administrator during the testing session is prohibited. Further, I acknowledge that I have not received or had access to test questions other than during a previous test administration through an authorized agent of the Institutes.
- In accordance with the copyright notice below, any reproduction of these materials in whole or in part, contained in this examination, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization, and/or dictation, and/or dissemination of exam materials or derivative works through any form of verbal, electronic, or written communication is strictly prohibited.
- The scratch paper provided for your use during the examination must be returned to the test administrator as you leave the testing center. Answers written on the scratch paper, but not entered the computer, will not be graded.
- If you must leave the testing station during the examination, you may do so for five minutes. However, the time remaining in the testing session will continue to run during your absence. Anyone leaving the testing room during a testing session still is bound by the Rules of Conduct.
- If you wish to report a problem with the administration or content of your examination, send your written comments to The Institutes within two weeks of this test administration date.
- You affirm that you are the named person who is scheduled to sit for this examination and all responses to exam questions will be determined by you and you alone.
- You understand and accept that test questions and your responses to the questions will not be returned under any conditions.
- You further agree and understand the Institutes will use data statistics/forensics and any other analytical tools to determine if an irregularity occurred during a testing session and the results of such an investigation can and will be used in a decision to invalidate your test result and to revoke permission to take future exams.
- By having made an appointment to sit for an Institutes exam you acknowledge and agree to be bound by the CPCU Code of Professional Conduct and/or the Institutes' Code of Academic and Professional Integrity. © Information that is copyrighted by and proprietary to American Institute for Chartered Property Casualty Underwriters is included in this examination. Use of Institutes material by examinees is limited to use solely for the examination presented on this date. All other uses are prohibited by U.S. Copyright Law. Failure to comply with the Rules of Conduct will be reported to The Institutes and appropriate action will be taken according to the Code of Academic and Professional Integrity, TheInstitutes.org/CAPI, which can include disqualification of your examination and restrictions on your taking future exams.

**Review and Investigation, The Institutes reserve the right to:**

- Withhold and/or remove any scores The Institutes have reason to believe are not valid and/or were not earned independently by an examinee by reason of voluntary or involuntary outside assistance or cooperation by an examinee

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- Use any legal means necessary to investigate a potential violation of examination integrity, and to take appropriate measures as a result of its findings, including expunging an examination result and expulsion from accepted candidacy
- Require the examinee to cooperate in the investigation of an examination irregularity, failure of which is grounds for immediate removal of the score(s) in question and examination expulsion
- Disqualify an exam result and take other disciplinary action if an examinee possesses a prohibited aid(s) during exam administration even if the examinee is not observed using the aid(s) during testing.

### Exam Grading

Multiple-Choice Exams are graded as soon as you complete the exam, you will receive an unofficial grade report, unless grading is delayed (see below).

### Examinee ID

An exam is identified by candidate number and not by name.

### Exam Grades

Institutes exams are scored using a letter grade. Grades are final and are not subject to appeal. Numerical scores are not released.

### Exam Grade Notification

When registering, please provide The Institutes with a current email address to ensure prompt grade notification. A notice sent to your preferred email address will inform you that an official grade report is available on The Institutes' website. Be advised that spam filters and firewalls could result in the inability to deliver the grade notification.

### Lost Exam

If an exam is accidentally lost during transmission and no grade can be determined, The Institutes will arrange to re-administer the examination.

### Exam Delays Grades

Exam grading can be delayed when a course undergoes a change in content or exam format. Results are delayed until an adequate number of administrations allow for statistical analysis of the exam forms. Please be aware of this situation when registering for an exam that is based on new study material or a new exam format.

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