

## **Examination Regulations**

### **„Operational Process Manager with TÜV Rheinland Certified Qualification”**

#### **§ 1 Admission**

All participants fulfilling the following requirements can be admitted to this exam:

1. Professional experience (see §2)  
and
2. Professional qualification (see §3)

#### **§ 2 Professional Experience**

1. Completed university studies with at least 3 years of professional experience or
2. (Technical) high school diploma respectively secondary school diploma with vocational training and at least 5 years of professional experience

#### **§ 3 Professional Qualification**

1. The participant has completed the qualification “Operational Process Manager “ and attended the training course „Operational Process Manager“ , where the content, duration and structure has been recognized by the Personnel Certification Body PersCert TÜV. Should deviations from the agreed curriculum occur, PersCert TÜV is to be informed immediately.

Alternative supporting documents can be recognized by PersCert TÜV.

#### **§ 4 Examination procedure**

The examination as proof of knowledge, skills and capabilities consists of a written examination (see § 4). The examination is monitored by an examiner nominated by PersCert TÜV and evaluated according to the examination criteria defined by the certification body.

#### **§ 5 Written Examination**

The written examination is generated from the question pool of PersCert TÜV. It consists of 50 multiple choice questions with either one or more than one correct answer alternative. 90 minutes are available for the written examination.

## **§ 6 Evaluation of Examination Performance**

The examination is evaluated as passed or failed.

The multiple choice questions can have one or more correct answer alternatives, whereby only completely correctly answered questions are evaluated with one point. There are no partial points granted.

## **§ 7 Passing / Failing the Examination**

The examination counts as passed, if the candidate achieves at least 66 % of the possible points.

## **§ 8 Retake of Examination**

In cases of failure an application for **one** chargeable retake exam can be made at the next possible opportunity. However, this retake can take place at the earliest one month after the initial exam.

## **§ 9 Examination Regulations**

1. A candidate can withdraw from the exam before the examination questions have been distributed. In such a case the exam does not count as attempted. Should a candidate interrupt an exam after distribution of the examination questions, the exam counts as attempted and will be evaluated.
2. Deception of all kinds is forbidden.
3. Only examination documentation provided by PersCert TÜV is to be used.
4. Only the following aids are permitted for an online examination:  
The PDFs handed out by BPM&O may be used digitally. They are recognizable as seminar documents for the examiners. Own transcripts in the documents are approved. The "search function" in the PDFs is permitted. Alternatively, the printed seminar documents can also be used for an online examination (with transcripts if necessary). Either the digital OR the printed documents must be selected for the online examination (not both at the same time).

Only the following aids are permitted for an in-person examination:

The printed seminar documents including your own transcripts may be used.

5. Should the above mentioned regulations not be adhered to, the examination is evaluated as failed. In severe cases, such as deliberate deception, there is no right to an examination retake.

## **§ 10 Appeals**

Appeals and complaints are to be addressed to the Manager of the Certification Body PersCert TÜV 14 days after publishing of results at the latest. The complaint/appeal is dealt with according to the procedural instructions for dealing with complaints and appeals of PersCert TÜV.

## **§ 11 Certification**

PersCert TÜV checks the fulfillment of the defined requirements (Admission requirements and criteria for passing the examinations) with the supporting documents and the results achieved by the candidate. As a result, a certificate is granted which provides successful candidates with the following qualification:

### **„Operational Process Manager with TÜV Rheinland Certified Qualification“**

The certificate is issued in German and English.

The owner of the certificate is registered with the certification body for purposes of proof of certification. Based on this data PersCert TÜV confirms certification to third parties.

The certificate has a limited duration of 3 years. To extend the duration of validity a recertification process is carried out.

## **§ 12 Recertification**

An extension of the certificate for a further 3 years is possible on expiry of validity of the existing certificate. An extension is only possible with a written application. The application should be made 4 weeks before expiry of the existing certificate at the latest.

For recertification the following supporting documents are to be provided:

1. Participation in a minimum of one professionally relevant training (also attendance of professional congresses, symposia, bar camps), comprising a minimum of 8 teaching units, during the validity of the certification. Written proof can be provided, for example, by a copy of a certificate of participation.
2. Proof of continued professional activity in the field of expertise

## **§ 13 Rights of Use of Brand**

1. TÜV Rheinland grants the certified candidate the right to mention their recognized qualification in the form of „Operational Process Manager with TÜV Rheinland Certified Qualification“.
2. Candidates that have successfully been certified as „Operational Process Manager with TÜV Rheinland Certified Qualification“ are additionally granted the possibility of buying the Test Mark Signet with personal ID for advertising purposes (after recognition of terms and conditions of use).
3. The rights of use do not include the use of other logos, brands and other intellectual property rights of PersCert TÜV or affiliated companies according to §§ 15 ff of the German Stock Corporations Act (AktG), in particular not the use of the word or picture brand TÜV Rheinland.

## **§ 14 Monitoring**

The correct use of the certificate granted is monitored by TÜV Rheinland, in so far as regarded reasonably possible. All information regarding misuse, e.g. from third parties is followed up. Certificate holders must inform TÜV Rheinland if they become aware of misuse of their certificate by third parties. The certification document must not be used incorrectly or in a misleading manner. In particular, the impression may not be given that the certificate holder is an employee of TÜV Rheinland or that their services have been subcontracted by TÜV Rheinland. PersCert TÜV reserves the right to take legal action in cases of infringement of these terms and conditions that are brought to light.

## **§ 15 Changes in the Certification System**

TÜV Rheinland reserves the right to change the certification system. The examination regulations valid at the beginning of the seminar apply and must be presented to the examination participants upon request.