



# Claris FileMaker certification policies.

Claris offers a comprehensive certification program for creative Claris FileMaker developers, allowing them to distinguish themselves to colleagues, employers, and prospective clients as skilled users of Claris FileMaker software. This certification gives individuals a competitive edge in today's ever-changing job market.

## Analysis of exam data

The Claris FileMaker certification team conducts statistical analysis of exam data to identify misconduct by examinees and enforce certification policies. Claris reserves the right to ban examinees and close testing centers due to the results of data forensics or statistical analysis.

## Acceptance of the Exam Agreement

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

## Accommodations for individuals with disabilities

Claris is committed to providing accessibility solutions for individuals with disabilities. If you have a disability that requires you to have special accommodations to take an exam in accordance with the Americans with Disabilities Act or other applicable laws in your region, please send an email to [certification@claris.com](mailto:certification@claris.com) at least 14 days prior to your exam date.

## Language accommodation

The Developer Essentials for Claris FileMaker exam is available in English and Japanese only. If you take the exam in a country where neither English nor Japanese is an official language, you will receive an additional 30 minutes for completing your exam .

## Beta testing

Claris reserves the right to exclude any countries, testing centers, or individuals from beta testing programs or offers. The opportunity to participate in beta testing is by invitation only and can be cancelled, revoked or withdrawn at any time.

## Certification ban appeal process

If you wish to appeal a ban for falsification of a score report, the FileMaker Certification program manager will review your request and render a decision based on your appeal. You may submit your appeal to [certification@claris.com](mailto:certification@claris.com) or by sending the original report (scanned documents or electronic copies will not be reviewed) to:

Claris International Inc.,  
Attention: Claris FileMaker Certification program manager  
One Apple Park Way, 174-1CL, Cupertino, CA, USA, 95014

## Candidate retesting at request of Claris

Claris reserves the right to require any individual to retest due to any suspected misconduct or unusual testing patterns. Retesting will be held at a testing center selected by Claris at a date and time mutually agreed upon by the individual and Claris.

## Steps for challenging exam items

Within three calendar days of taking an exam, please send an email to [certification@claris.com](mailto:certification@claris.com) with "Exam Item Evaluation" in the subject line. You must submit a separate email for each exam item you challenge, and in each email, provide your contact information, registration ID, the number and name of the exam, date and location of the testing center where you took the exam, and a detailed description of why you are challenging the item. Please provide as much information as possible about the item for review. Challenges will not be accepted for review unless all required information is provided. Do not take any screenshots of the exam.

Note: Exam item challenges will be accepted only for exams that have not been scheduled for retirement. Claris will acknowledge your challenge by email, and you will receive either the result of the review or an estimate of when you can anticipate a decision.

## Conduct

You agree to the terms and conditions set forth in the Developer Essentials for Claris FileMaker Exam Terms and Conditions and not to compromise the integrity or confidentiality of any exam or certification program. Any violation of this policy may result in a lifetime ban on

all future Claris exams, voiding of any previous FileMaker or other Claris certifications and any other remedies available to Claris at law or in equity.

## Confidentiality

The exams and the answers thereto are the sole property and confidential information of Claris. By taking the exams, you represent that you have read and agree to be bound by the terms and conditions set forth in the Developer Essentials for Claris FileMaker Exam Terms and Conditions.

## Electronic agreement

You must review the Developer Essentials for Claris FileMaker Exam Terms and Conditions prior to taking the exam. By taking the exam, you acknowledge and agree to be bound by the terms. If you do not agree to these terms, you are not eligible to participate in the exam.

## Exam security and integrity

Claris strongly protects the integrity of the Developer Essentials for Claris FileMaker Exam program. Claris reserves the right to prohibit or ban an individual from taking the Developer Essentials for Claris FileMaker Exam or to decertify as a Claris FileMaker Certified Developer any individual who violates this Agreement or engages in any misconduct. Claris and test center proctors are authorized to take immediate appropriate measures against any individual violating testing rules.

Examples of misconduct include, but are not limited to:

- 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 individual 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.

Claris expressly reserves all rights and remedies available at law or in equity arising out of a breach of the Developer Essentials for Claris FileMaker Exam Terms and Conditions this agreement or any infringement of Claris' intellectual property rights to the exams.

## Exam scoring

Some exams may include questions that are worth more than one point as they ask students to select more than one answer. While a score could indicate that a student earned 52 out of 64, the exam might only include 60 questions. A student had the potential to get 64 answers correct, not 64 questions correct. In most cases each item is worth one point; however, some questions or question types may be worth more than one point. Exams may also include questions that are not scored. Claris does not provide information about how many points specific items are worth or which items are unscored.

Exam scores are presented with two decimal places of precision, such as 72.93%. Scores are NOT rounded up: students must earn enough points to meet or surpass an exam's passing score in order to pass that exam. For example, if an exam's passing score is 73%, 72.93% is NOT a passing grade.

## Frequently asked questions

If you do not find the specific information within this certification policy document, visit the Claris website for answers to frequently asked questions (FAQs) about exams, certifications, and exam policies and security.

## Logo guidelines

Certified candidates may only use certification logos, certificates, and other marketing materials as provided and in accordance with the FileMaker Certified Developer Logo License Agreement. Individuals or entities that misuse certification logos, certificates and/or other marketing materials may be subject to penalties up to and including a lifetime ban on all future Claris exams and the nullification of any previous Claris certification in addition to any and all other remedies available to Claris at law or in equity. Please refer to the Claris FileMaker Certified Developer Logo License Agreement for any questions regarding proper use of the Claris FileMaker logo.

## Payment

Payment for proctored exams is made directly to the test center, and the method of payment is determined by the test center. For exams that are not proctored, payment is the responsibility of the examinee, and must be paid online directly to Pearson VUE via a valid credit card prior to taking the exam. The examinee is responsible for any fees his or her financial institution may charge to complete the payment transaction.

## Privacy notice

Claris's Customer Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by Claris anytime you interact with Claris, such as when you visit our website, when you purchase Claris products and services, or when you contact our sales or support associates. Please take a moment to read this policy 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 a priority at Claris, and we go to great lengths to protect it.

## Psychometric data analysis

Claris is continuously improving exam security protocols to prevent test fraud and maintain the integrity of Claris FileMaker Certification. As part of this security strategy, we reserve the right to include unscored items in our exams.

## Retake policy

If you do not pass an exam, you may retake the exam after 14 full days have passed from the completion of your last attempt. There is no limit to the number of times you can take the test; however, each testing session will incur the standard testing fee.

## Revoking certifications

Any individual attempting to violate testing rules, cheating or undermining the security or integrity of the Claris FileMaker 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 Claris.

## Right of exclusion

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



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