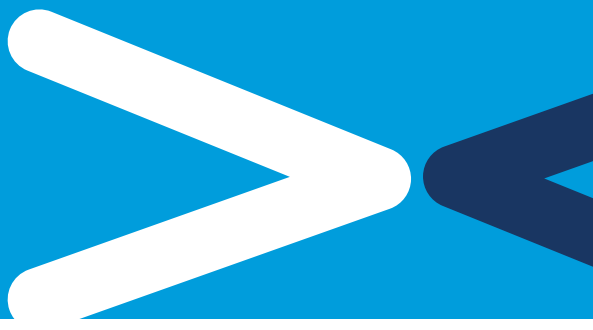
Logical Operations™

CERTIFIED



Logical Operations

Candidate Handbook

Logical Operations Candidate Handbook

Overview

About Logical Operations

At Logical Operations, the quality and breadth of the content we offer has established us as an industry leader. We have long-lasting strategic partnerships with some of the industry's most well-respected companies, including Cisco, CompTIA, and IBM. With 3,000+ training delivery partners worldwide, our vast training channel allows us to reach millions of students every year with our courseware.

Just as there is a demand for quality training programs, there is a significant demand for relevant certifications that validate real-world knowledge and skills. Today's hiring managers seek candidates with proven, demonstrable skills; certifications are a great way to prove those skills, and hiring managers are taking notice.

Just like with our courseware, Logical Operations uses a rigorous process to create vendor-agnostic certifications that are in line with industry standards, including compliance with ISO 17024 and the American National Standards Institute (ANSI) for select exams.

Why Get Logical Operations Certified?

Exams Developed by Learning and Certification Experts

- With over 30 years in the IT training industry, Logical Operations has more experience than any technology company in validating IT knowledge and skills.

Vendor-Neutral Certifications for In-Demand Skill Areas

- Organizations use multiple technology vendors and have the flexibility to instantly change vendors – and IT certifications need to meet these changing needs.

Core Job Task Validation

- Logical Operations' certifications are practitioner driven, designed to validate core skills based on formal job task analyses.

Industry Accreditation

- Logical Operations certifications are designed to meet accreditation standards set by ProCert, the industry-leading exam accreditation organization.

Certification Exam Policies

The policies and procedures outlined in this document represent the general, overarching policies and procedures that govern the administration of all Logical Operations (LO) certification programs. Some LO certifications have additional policies and procedures specific to them. Please refer to exam-specific pages on the **Logical Operations certification website** for information directly related to each exam. Logical Operations reserves the right to revise or update these policies, with or without notice, at any time.

Statement of Impartiality

Logical Operations understands the importance of and is dedicated to ensuring complete impartiality in relation to all Logical Operations certification programs. Logical Operations makes every effort to avoid conflicts of interest and to ensure objectivity when developing, administering, and scoring certification exams.

Policies and Procedures

1. Exam Objectivity

    1.1. Logical Operations and its agents collect particular candidate information, primarily for the purposes of verifying exam candidate eligibility and enabling the verification of certification status, from all exam candidates. Logical Operations does not collect candidate information in regard to any of the following items: race, color, national origin, sex, gender identity, sexual orientation, age, or disability (except to make reasonable accommodations to candidates with demonstrated special needs at their own request).

    1.2. Logical Operations utilizes an online candidate-registration system to ensure all candidates have an identical registration experience and that no personal bias is involved during the registration and testing process or in the screening of candidates for eligibility.

    1.3. Logical Operations uses third-party testing centers to administer most LO certification exams. For these exams, this ensures that no party involved in the development or delivery of LO courseware is directly involved in the administration of LO certification exams. These third parties may also store and manage candidate information.

    1.4. Logical Operations analyzes all exam-related policies annually to identify potential threats to impartiality and to ensure an ongoing adherence to fair and impartial exam development and delivery practices. Further, all Logical Operations personnel are required to disclose, in writing, any known or potential conflicts of interest regarding exam candidates, exam development, and supporting courseware development.

2. Exam Eligibility

Logical Operations does not require a fee, supporting documentation, or other eligibility verification measures from candidates for them to register for most LO certification exams. Exam-specific eligibility requirements can be accessed on exam-specific pages of the Logical Operations website **here**.

2.1. Logical Operations does not require candidates to attend specific training events to take most LO certification exams. Training sessions that candidates attend to prepare to take most LO certification exams are not required to be LO-authored or LO-delivered.

3. Certificate Non-Transferability

Successful candidates who hold a current LO certification retain the certification for the duration of its validity and as long as they fulfill all of the requirements of maintaining a valid certification. However, no certification holder may transfer any LO certification to another person or entity.

4. Registration Process

While Logical Operations strives to provide a clear and consistent method for exam registration and administration, some specific policies will depend on the particular testing center location administering particular exams. The following sections of the Logical Operations Certification Exam Policy outline the general registration process policies that govern all LO certification exams, regardless of testing center.

4.1. Candidate Personal Information and Account Registration

4.1.1. Candidates can purchase exam vouchers from the **Logical Operations store**, a commercial training provider, or a third-party vendor. Once candidates have an exam voucher, they can register for and schedule a testing session through their chosen exam-delivery service's website. Only candidates with valid vouchers will be able to register.

4.1.2. Logical Operations' partner testing centers and other vendors may maintain a secure database of all candidate registration, certification, and continuing education information.

4.1.3. Logical Operations maintains legally enforceable agreements with all exam-delivery partners and certification program vendors to ensure that candidate information is maintained in a secure environment and is released only to authorized parties.

4.2. Domestic Registration Process

Scheduling exams domestically (typically defined as exams delivered by testing centers in the United States and Canada) is based on seating availability at the selected testing center location. Logical Operations cannot guarantee that seat availability at any particular location will accommodate candidate schedules. Visit your testing centers' website to view its registration process policy.

4.3. International Registration Process

Scheduling an exam time for LO certification exams internationally may involve additional requirements and fees. Visit your international testing centers' website to view its registration process policy.

4.4. Cancellations and No-Shows

All cancellations must be made in accordance with the policies of the specific testing center that is administering your certification exam. Additionally, candidates are subject to the testing center's no-show policy in terms of rescheduling or seeking a refund. Visit your testing centers' website for

more information on cancellations and no-shows.

4.5. ADA Requests

4.5.1. In accordance with the requirements of the Americans with Disabilities Act (ADA), candidates with a demonstrated need may make requests for special accommodations that relate to that need when scheduling an exam. Requests must be made to Logical Operations in writing at least 35 calendar days prior to the requested exam date. Requests must be reviewed and approved by Logical Operations and supporting documentation may be required. Logical Operations will inform the testing center of candidate needs once ADA requests are approved.

Candidates can submit ADA requests via email to **credentialing@logicaloperations.com**

Specific ADA accommodation policies and procedures are dependent on the testing center that is delivering your selected Logical Operations certification exam. Logical Operations strongly recommends that you reference the appropriate testing center's website for specific information.

4.6. Candidate Identification

While specific requirements for candidate identification and acceptable forms of identification depend on the specific testing center that is administering your exam, candidates will generally be required to bring registration confirmation and a government-issued ID to take any Logical Operations certification exam. Contact the testing center that is delivering your scheduled certification exam for specific information on requirements and acceptable forms of identification.

5. Testing and Retake Policy

5.1. Eligible candidates may purchase a voucher to take the desired Logical Operations certification exam from the Logical Operations Store, a commercial training provider, or a third-party vendor. Vouchers expire 12 months after the time of purchase. Vouchers for LO certification exams are non-refundable, non-transferable, and non-exchangeable.

5.2. Specific exam-delivery policies and modes of availability are dependent on the particular testing center administering your LO certification exam. For more information, visit your testing centers' website.

5.3. Logical Operations is the sole decision maker with regard to passing scores for all Logical Operations certification exams and for all other decisions related to certification. Logical Operations uses an industry-standard, statistical-analysis process to determine passing scores (cut scores) for all exams.

5.4. Logical Operations uses Pearson VUE testing centers as its third-party exam administration vendor. LO exams that are not administered through Pearson VUE are hosted on LO's CHOICE LMS platform. Scoring reports for CHOICE-hosted exams depend on the specific requirements and configuration of your particular exam or assessment.

5.5. Upon completing and submitting exam responses for Pearson VUE-administered LO exams, candidates will immediately receive a score report based on the certification exam's cut score.

Passing candidates will be informed only that they have passed the exam. This is because Logical Operations certification exams are designed to be binary indicators of whether or not a candidate is qualified to perform the associated job task. There are not varying levels of certification; either you are qualified or you are not. Candidates who fail an exam attempt will receive a score report indicating how well they performed in each of the exam's domains. This level of detail is intended to help candidates study for retest attempts. Pass or fail, you will be able to access your score report through your Logical Operations Pearson VUE account after taking your exam. Candidates who wish to appeal pass/fail scores can do so in accordance with Logical Operation's appeals policy identified in section 5.7 of this policy.

5.6. Any candidates who do not pass an LO certification exam on the first attempt can retake the exam for free after waiting 30 calendar days from the time they took the initial exam (for the first retake only). Candidates must purchase another voucher to attempt a subsequent retake; however, all LO certification exam vouchers include one free retake.

5.7. Candidates who wish to appeal a failed attempt at passing an LO certification exam must file written notice with Logical Operations within 30 calendar days of receiving their score. Requests can be emailed to **credentialing@logicaloperations.com**. Requests for appeal received in excess of 30 days from receipt of exam scores will not be considered. Requests for appeal shall include a statement indicating the grounds for the appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached.

If Logical Operations determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be submitted to a committee of not less than 3 impartial members for review. The certification exam appeals committee's decision will be considered final and will be determined by a simple majority vote.

Appeals shall be reviewed by the certification exam appeals committee within 45 calendar days of the appeal request submission. The certification exam appeals committee shall notify the appellant of its decision within 14 calendar days of determination.

6. Continuing Education

Most Logical Operations certification exams are subject to continuing education requirements for candidates to maintain their certified status. While some certifications will have continuing education requirements that are specific to them, all LO certifications that require continuing education are subject to the following provisions unless otherwise specified:

6.1. LO certifications are valid for a term of 3 years from the time the certification is granted. By 3 years from the time of original issuance, candidates must complete all continuing education requirements to maintain a valid certification.

6.2. For LO certifications that require candidates to retake the exam, candidates will be subject to the certification objectives current at the time they retake the exam. Logical Operations periodically maintains and updates certification exam items and objectives to ensure that the knowledge, skills, and abilities being tested for are up to current standards and that the exam is still valid. Current certification objectives for all LO certification exams can be found on the specific exam

pages on the Logical Operations certification website.

6.3. In the case of certification revocation due to a failure to comply with continuing education requirements, all other LO certifications in good standing currently held by candidates will remain valid.

Exam Scheduling Instructions

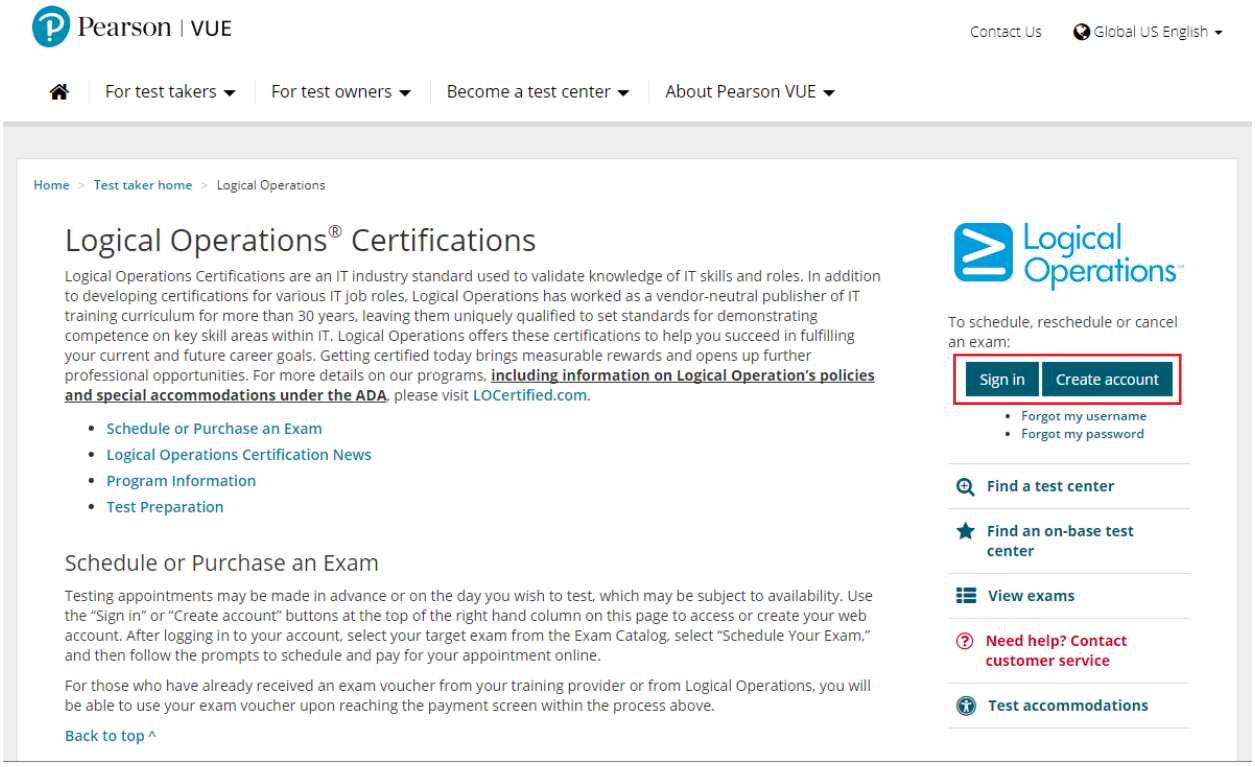
Overview

This document outlines the procedure Logical Operations (LO) exam candidates will follow to register for all Pearson VUE-administered LO exams.

Procedure

Step 1. Purchase your exam voucher from the Logical Operations store, a commercial training provider, or a third-party vendor.

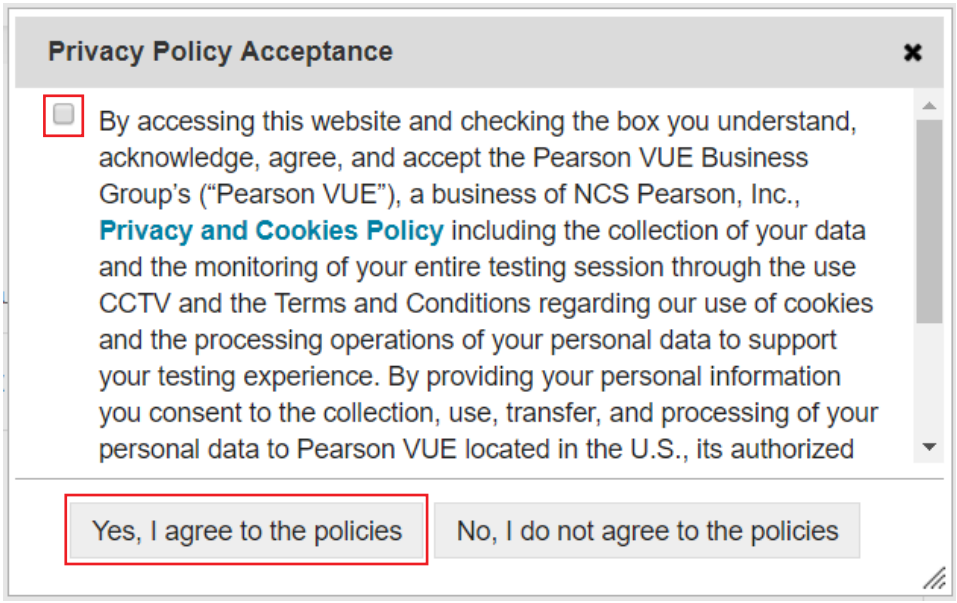
Step 2. Navigate to www.pearsonvue.com/logicaloperations. Click **Sign in** if you already have a Logical Operations program account through Pearson VUE, or click **Create account** to create a new account. You can find these buttons on the right side of the screen.



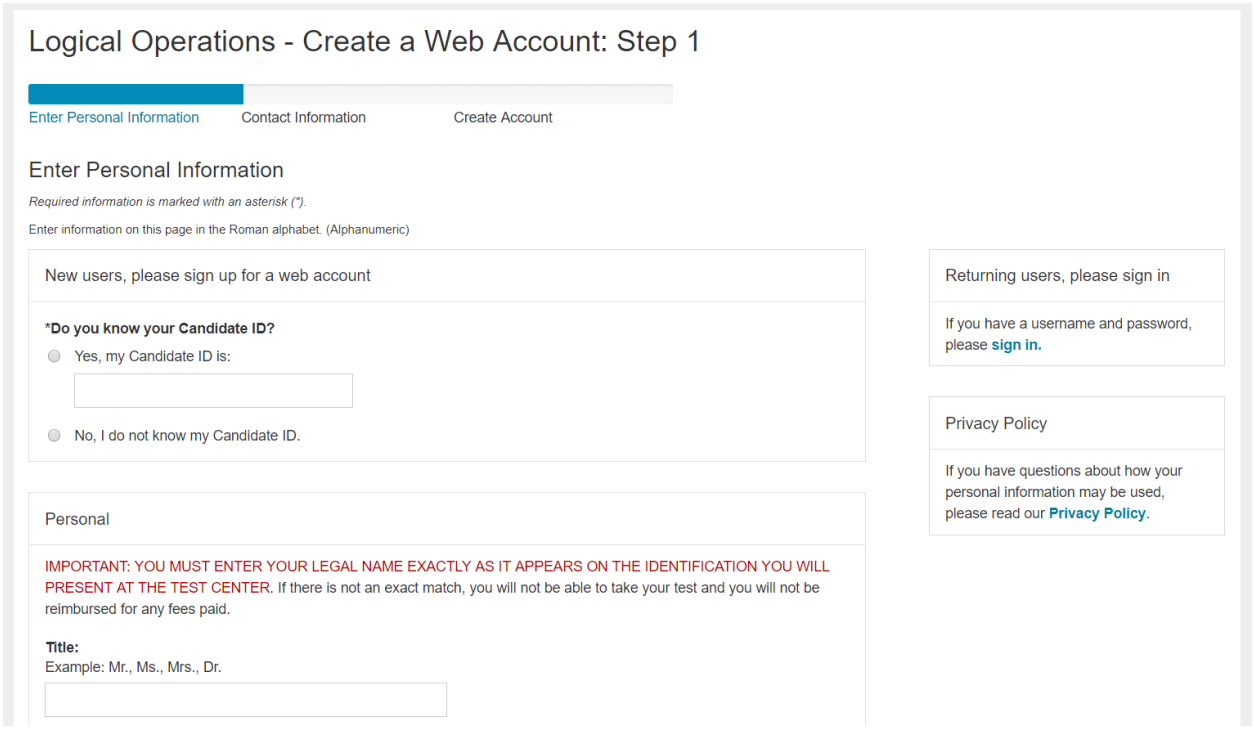
You can also find contact information for Pearson VUE on this page (in red text along the right margin of the screen) if you need further help with the registration process.

NOTE: Pearson VUE requires you to have a unique user account for every program for which they administer exams. If you have an existing Pearson VUE account for another exam vendor, you will need to create a new account to register for a Logical Operations exam. Once you create this account, you may register for other LO exams using the same login credentials.

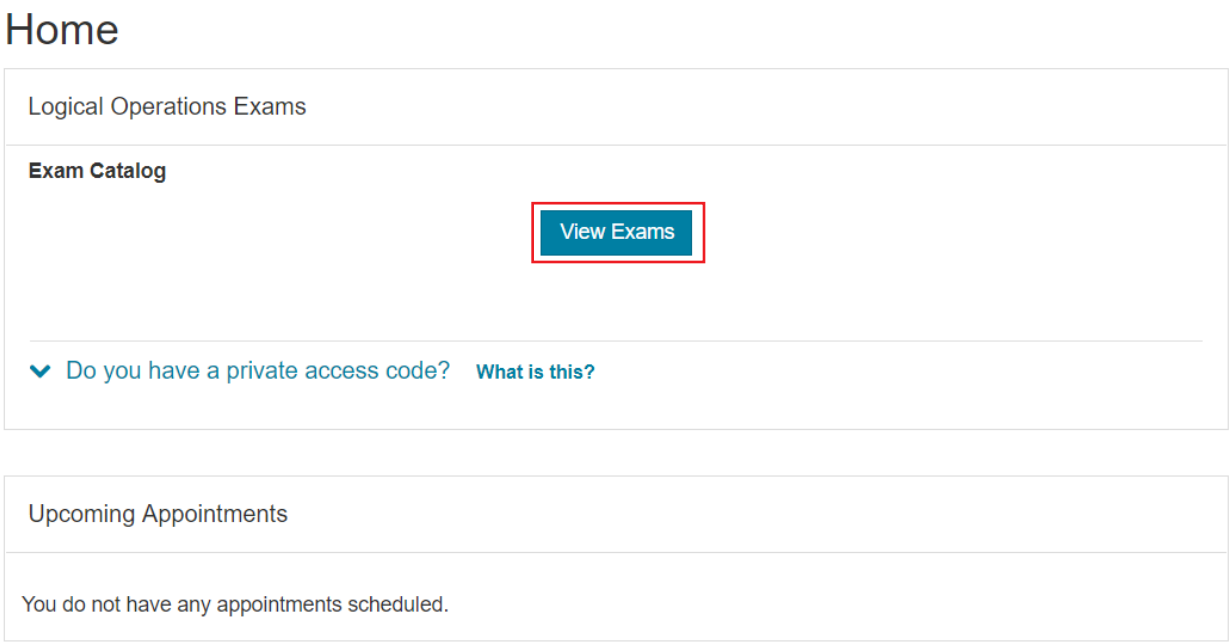
Step 3. When you create a new account, you will be prompted to agree to the Pearson VUE Privacy and Cookies Policy. You cannot create an account without agreeing to this policy. Make sure you check the check box before selecting **Yes, I agree to the policies**.



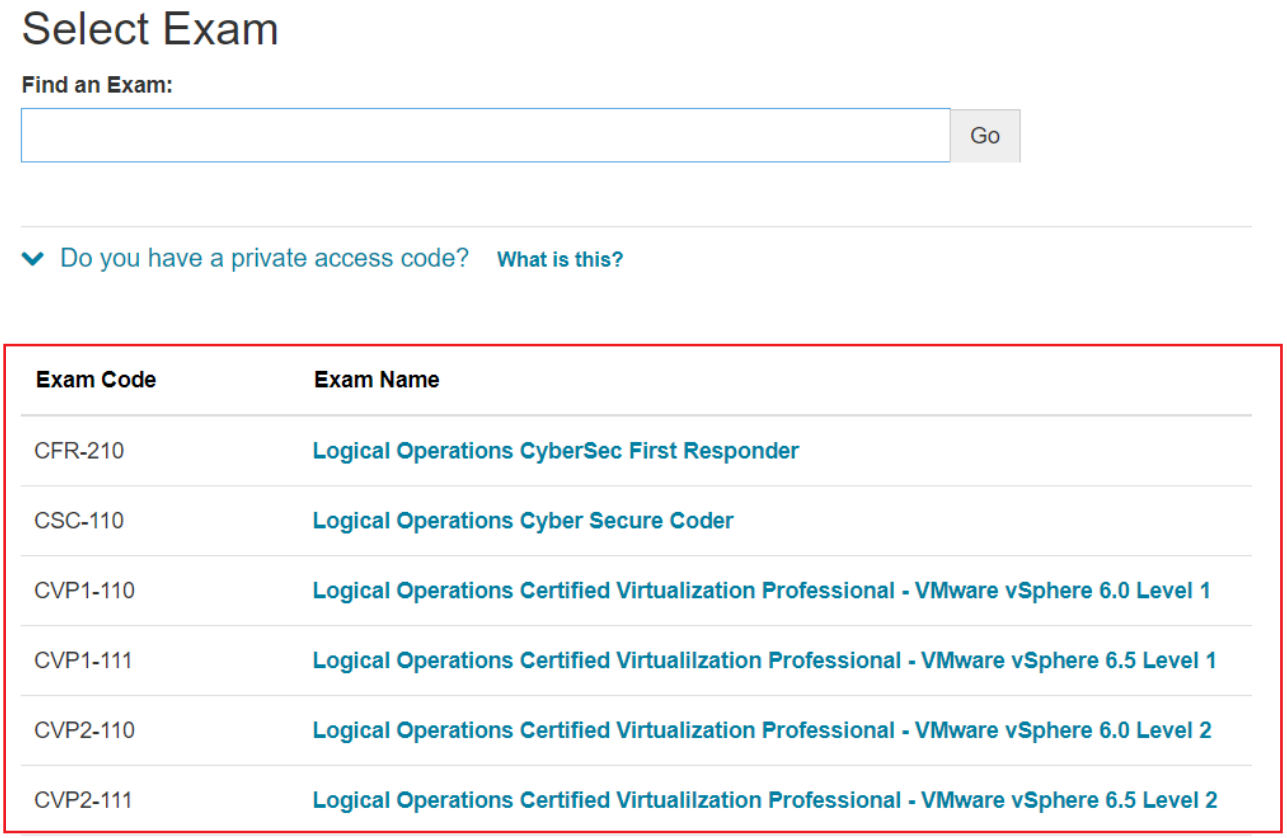
Step 4. Next, you will complete the three-step process of creating a Pearson VUE account, which includes providing requested demographic data and creating a Pearson VUE username and password.



Step 5. Upon successful completion of the account creation process, you will be taken to the **Home** screen. From here, click the **View Exams** button to access the list of available Logical Operations exams.

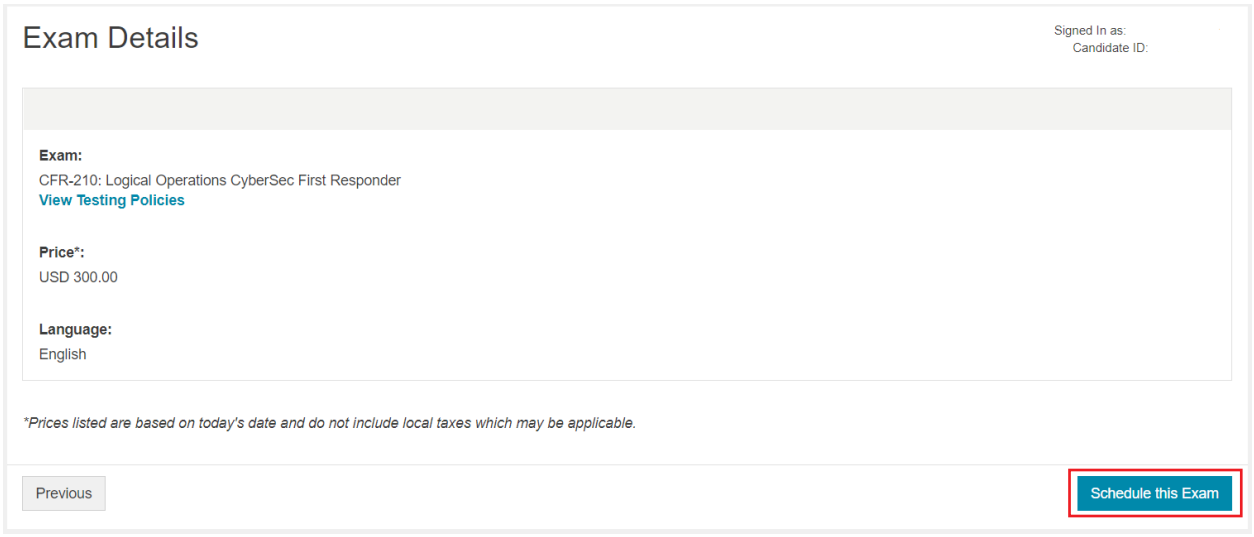


Step 6. From the list of available exams, select the exam that you would like to take.

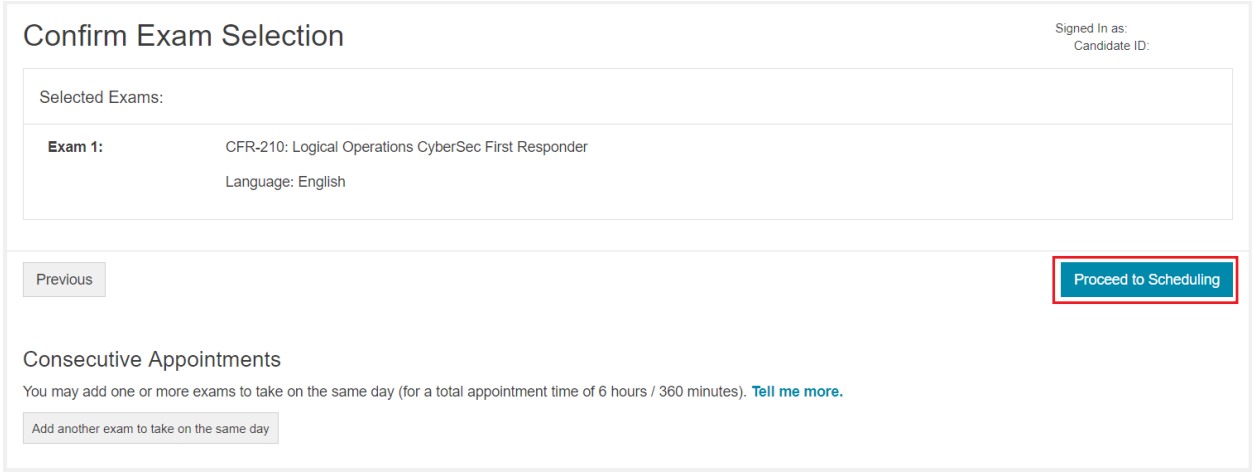


NOTE: If you are registering for an Anywhere Proctored test event and have been given a private access code (PAC), select the **Do you have a private access code?** link. Type in the PAC that was provided to you and click **Enter**. Then, select the exam for which you wish to register.

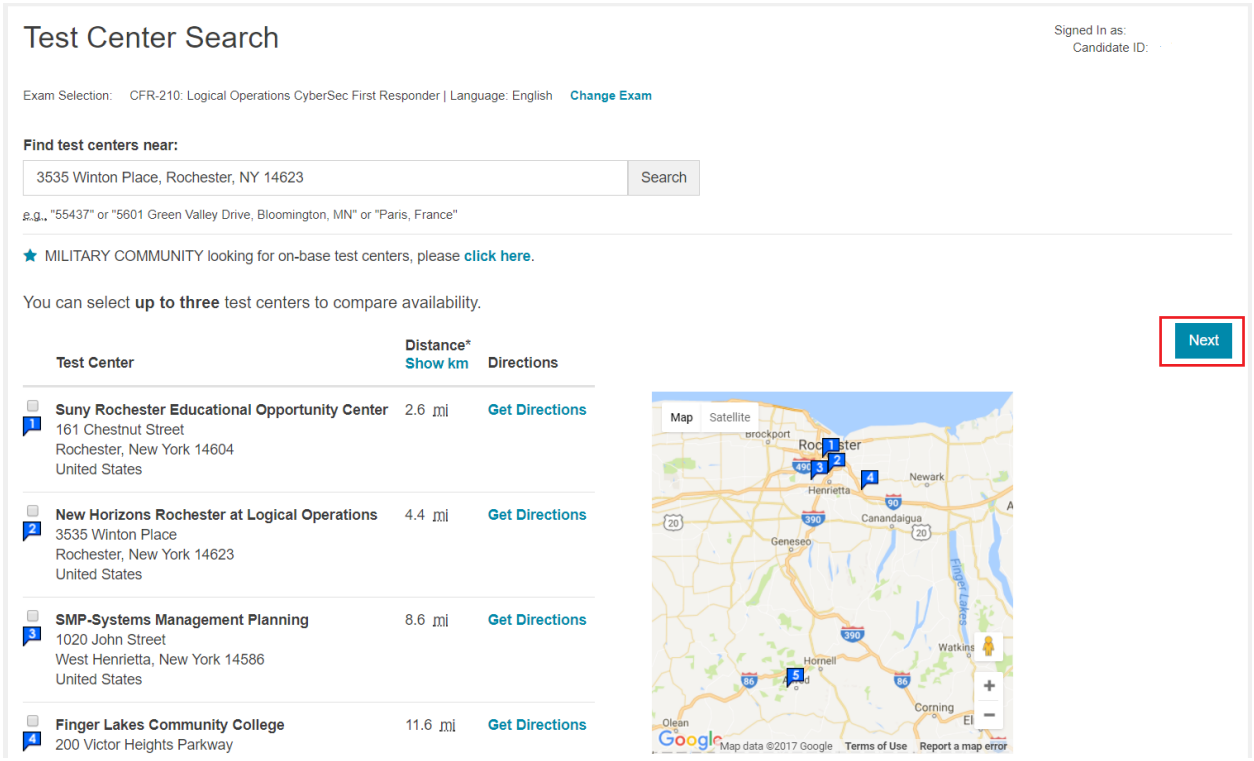
Step 7. Once you select an exam, you can view its information on the **Exam Details** screen, which includes the testing policies and price. Then, click **Schedule this Exam** to move to the next step in the scheduling process.



Step 8. On the **Confirm Exam Selection** screen, confirm the details of the exam you have selected and click **Proceed to Scheduling** to continue.

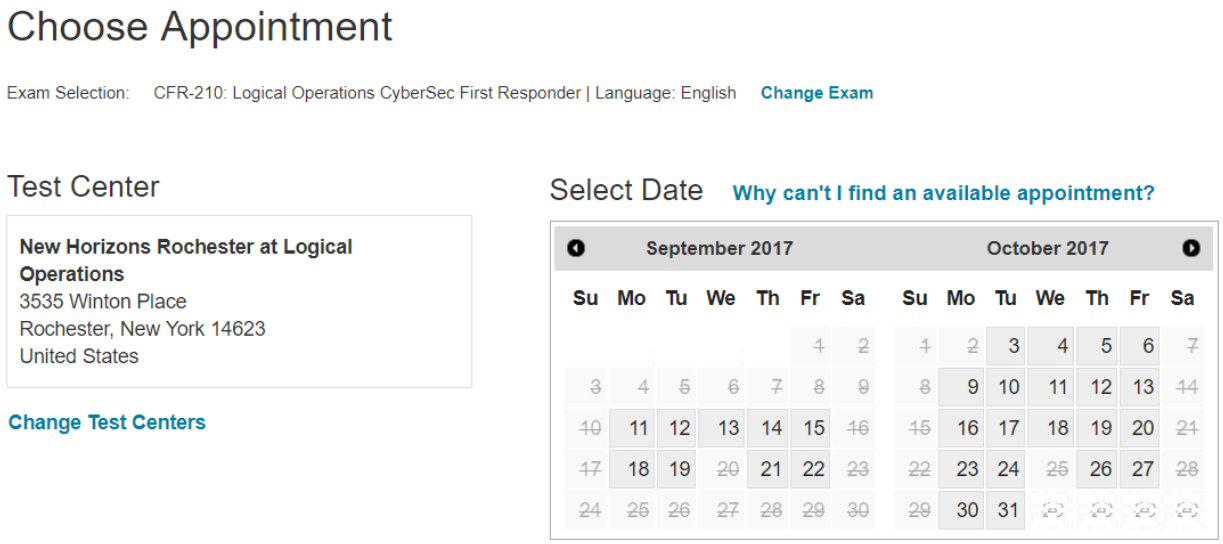


Step 9. Select the most convenient testing center location, and then select **Next**.

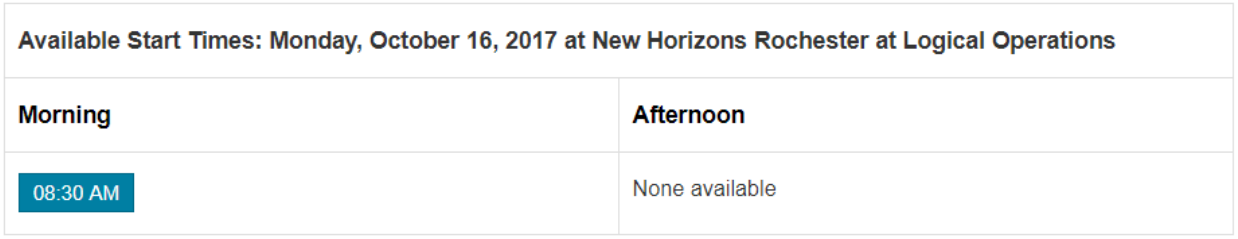


NOTE: for Anywhere Proctored events, you will not need to select a test center or exam date. You will automatically navigate to the My Order screen.

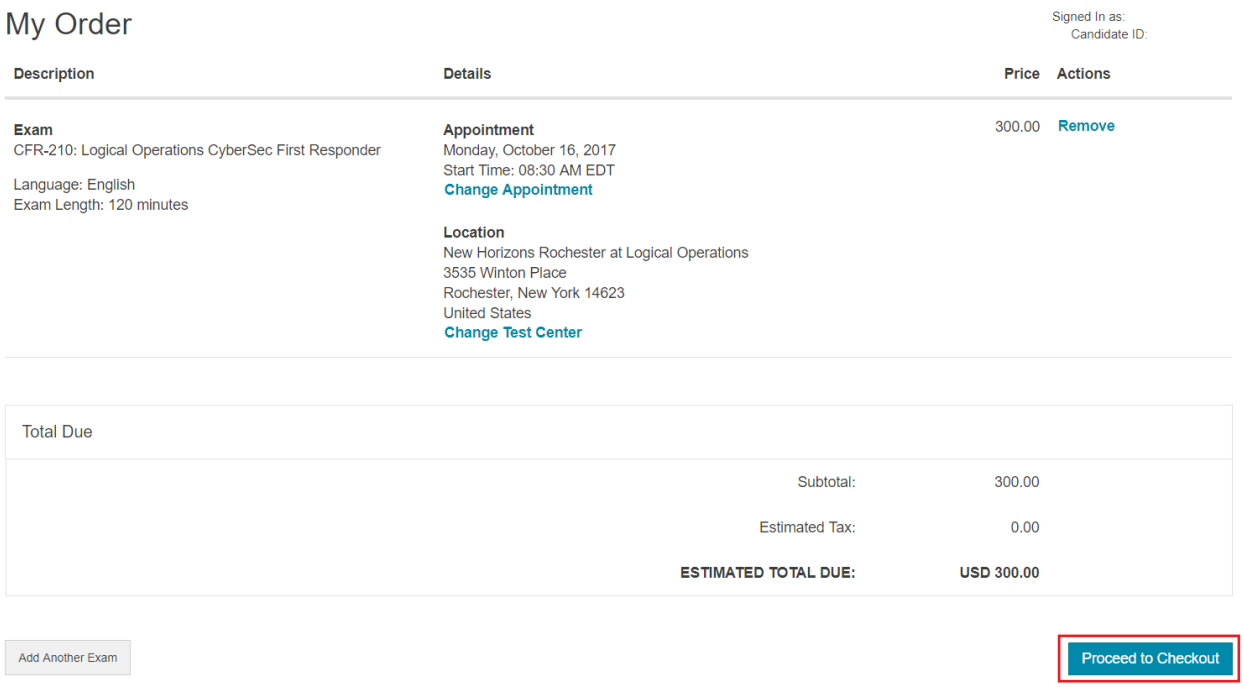
Step 10. On the **Choose Appointment** screen, select the day you would like to test from the available options displayed on the calendar.



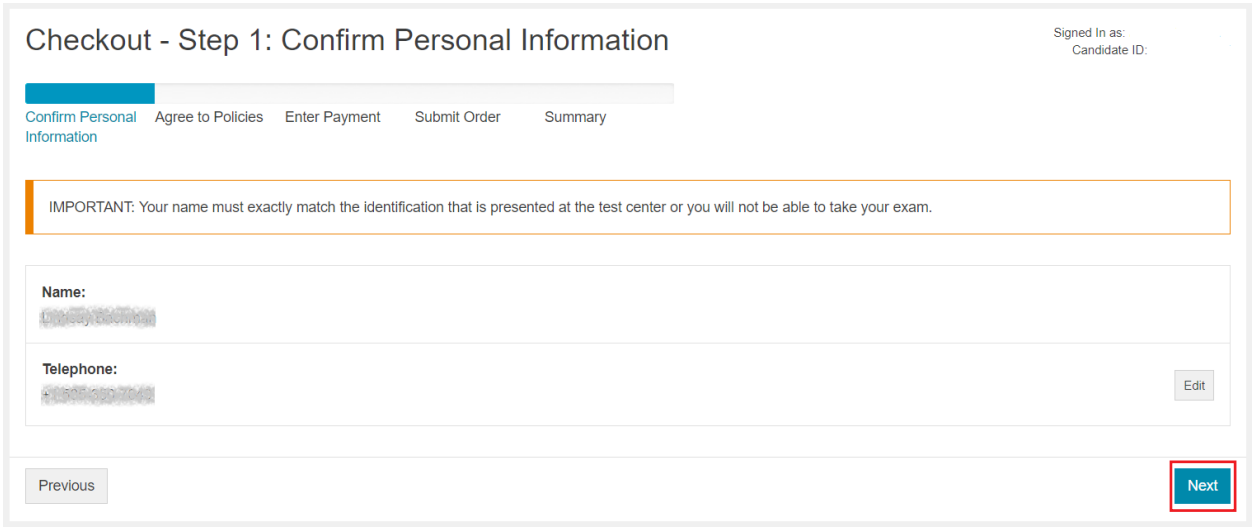
Step 11. Once you select a day, the available start times populate below the calendar and you can choose a suitable time to take your exam.



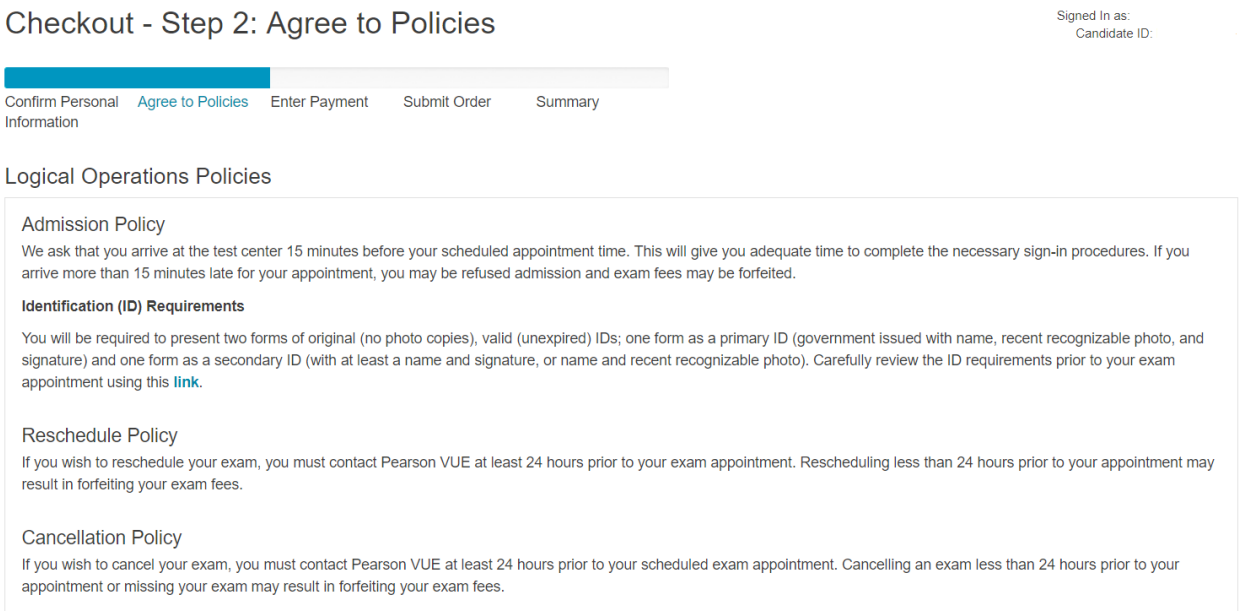
Step 12. On the **My Order** screen, review your order details and make any necessary changes before clicking **Proceed to Checkout** to continue.



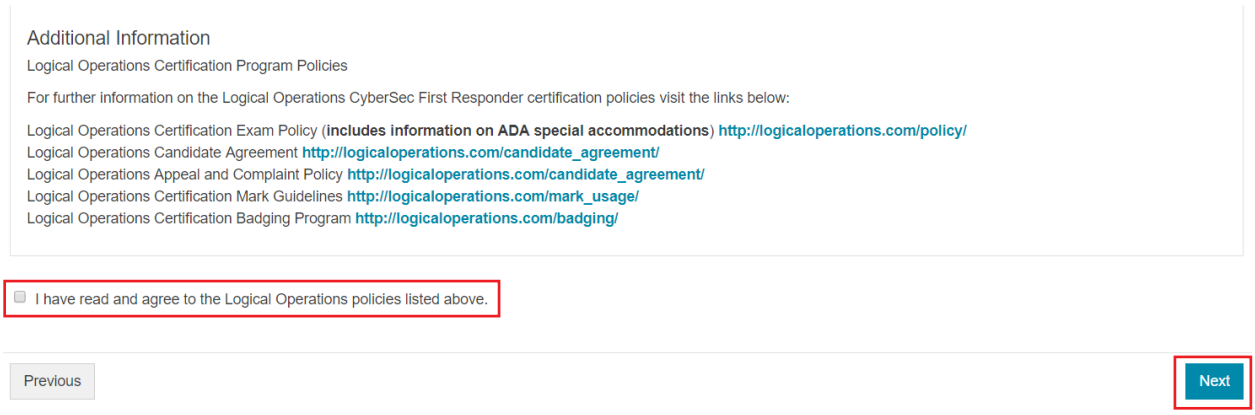
Step 13. On the **Checkout** screen, review your personal information. If any changes are necessary, click **Edit** to update your personal information. If everything is correct, click **Next**.



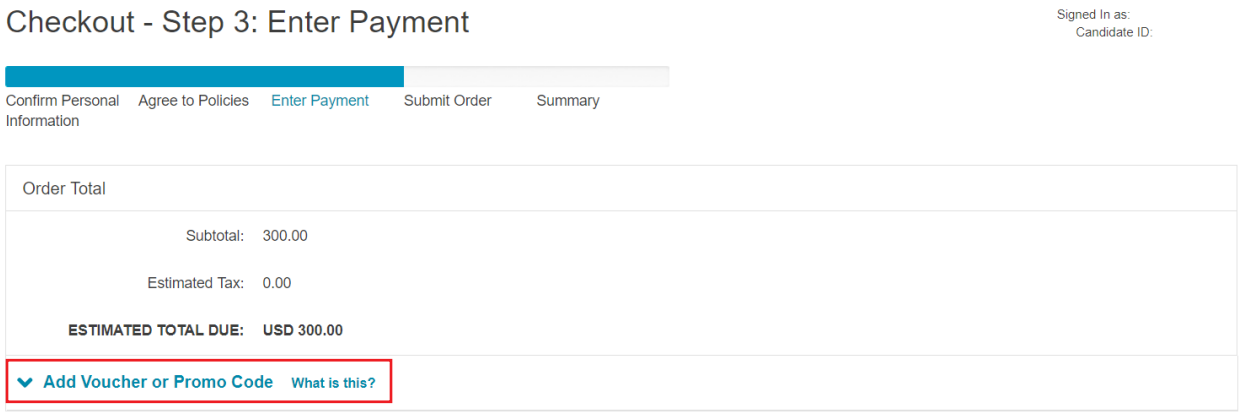
Step 14. Read and agree to Logical Operations' policies. Failure to do so will prevent you from completing the checkout process.



Make sure you check the policy agreement check box before clicking **Next**.



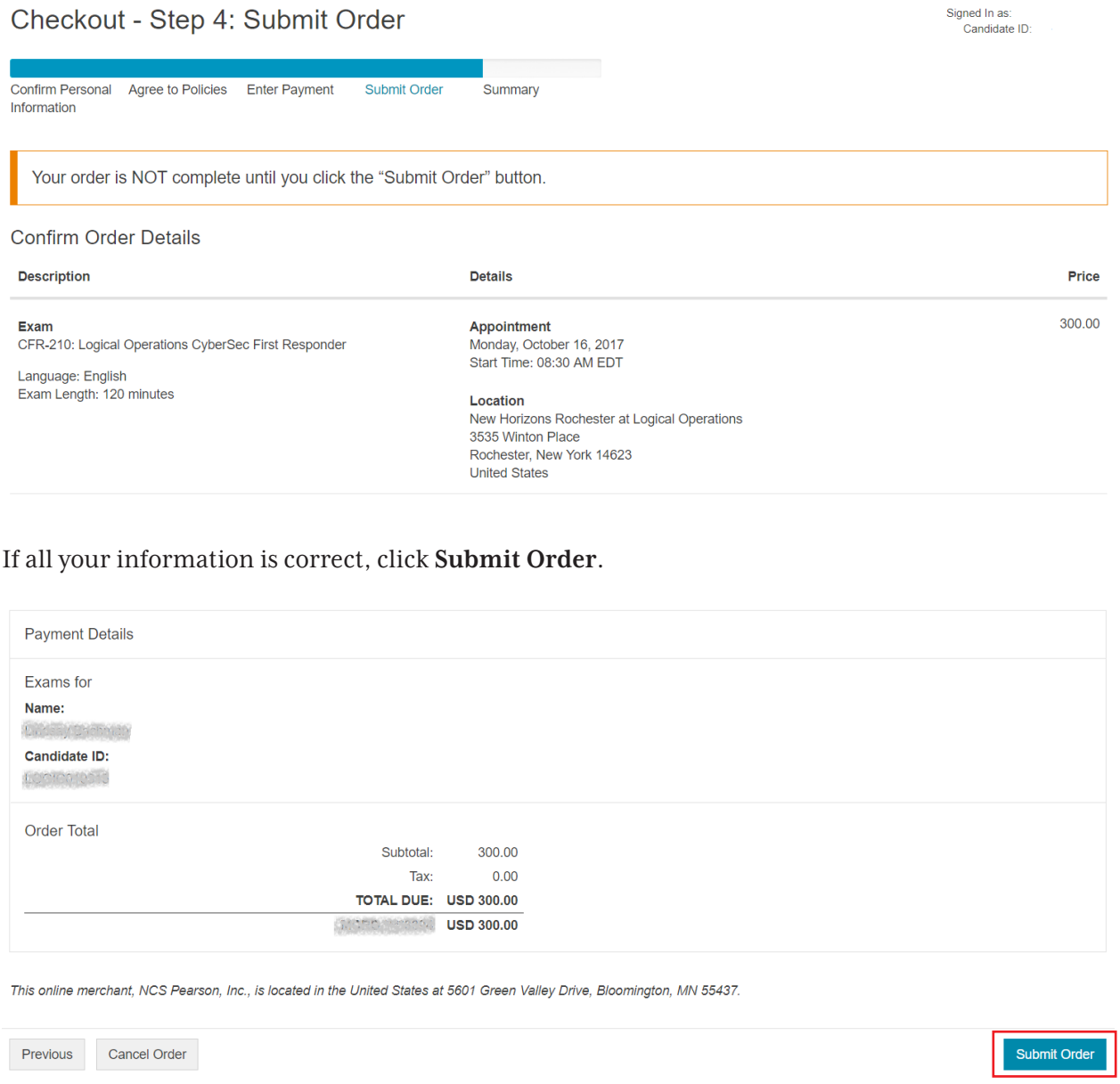
Step 15. To begin the checkout process, click **Add Voucher or Promo Code** and enter your exam voucher or promo code. Remember, you must purchase your voucher ahead of time from the Logical Operations store, a commercial training party, or a third-party vendor.



NOTE: PACs issued for Anywhere Proctored test events are neither an exam voucher nor a promo code. PACs only enable you to register for Anywhere Proctored events. You must still purchase your exam voucher ahead of time to complete the registration process.

Once you have entered your exam voucher or promo code, click **Next**.

Step 16. Review your order details one last time before submitting your order and scheduling your exam.



If all your information is correct, click **Submit Order**.

NOTE: You can always click **Cancel Order** to clear all your information and start over.

Confidentiality, Privacy, and Security

Privacy and Security of Individual Information

Logical Operations shall safeguard the privacy of individuals, where applicable, and shall hold in confidence and in a secure manner the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, subcontracted, or volunteer) acting on its behalf. Except as otherwise required, information about a particular individual is considered confidential information and shall not be disclosed to a third party by Logical Operations personnel (paid, volunteer, or subcontractor) without prior written consent of the individual. Where the law requires information to be disclosed to a third party, the individual shall be notified of the information to be provided 10 days prior to release of the requested information, unless prohibited by law.

Certificates

Certificate Verification

Records of certificants shall be maintained electronically according to the Logical Operations Record Control Policy and Schedule document.

Logical Operations uses a third-party vendor to issue electronic badges that will serve as the official public record of a certificant's certified status. These badges shall be issued automatically upon a candidate's successful completion of a Logical Operations certification exam. The badges shall include a mechanism for stakeholders to verify the certificant's status, when it expires, and the requirements for obtaining the certification.

Requests by any stakeholder for verification of an individual's certification status can also be made in writing and shall be responded to in writing. Only an indication of whether an individual is certified or not shall be provided (and if so, the certification term, ensuring that the status of in-progress or unsuccessful candidates is not disclosed). Requests for verification of an individual's certification status can be emailed to locertified@logicaloperations.com.

Requests for verification of progress in attaining certification shall be responded to in writing and provided only to the applicant/candidate, unless permission is granted in writing by the candidate for release to others. Requests for verification of progress in attaining certification should be emailed to locertified@logicaloperations.com.

In the event that Logical Operations is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided.

Exam Administration Process

Logical Operations uses third-party testing centers for the administration of all exam programs identified in this document to ensure a consistent, impartial experience for all candidates. Logical Operations maintains legally enforceable agreements with all test vendors to ensure adherence to the ISO/IEC 17024: 2012 standard.

Communication of Results

The final assessment results and certification issuance status shall be communicated to candidates electronically or by mail within 30 days of testing. The examination reports for passing candidates shall reflect only pass status. Failing candidates shall be given a scaled score on their performance on the entire exam, and shall be given, for their diagnostic purposes, information indicating their overall performance for each section of the exam.

Certificates

Certificate Issuance Criteria

A non-transferable certificate shall be issued only to individuals found to have met all certification requirements. No other factors shall be used to determine an individual's qualification to earn the certificate.

Certificate Requirements

Logical Operations will issue a certificate to all certificants; the certificate shall include:

1. The certificant's name
2. The certificant's identification number
3. The certification title
4. Logical Operations as the certificate issuer
5. The signature of Logical Operation's CEO
6. The date of issuance
7. The expiration date

The certificate shall be designed so as to prevent fraud and counterfeiting.

Certification Mark Guidelines

Certification Mark Usage

Logical Operations certification marks must be used as provided with no modifications or alterations of any kind. In addition to adhering to the requirements outlined in section 1.2 of the Logical Operations Candidate Agreement, Use of Logos and Marks, all Logical Operations certification holders must adhere to the technical requirements provided in this document.

When displaying any Logical Operations certification marks on printed or electronic materials, the marks must be separated from all other marks, logos, and images by a minimum distance equal to the diameter of the capital O. While the overall dimensions of particular Logical Operations certification marks may vary, the padding around them shall remain consistent.

Logical Operations certification marks must not be grouped with any other marks, logos, or graphics, either by proximity or by a visible border or shading. Logical Operations marks shall not be placed on any visible medium in any way to imply candidates are affiliated with Logical Operations or that Logical Operations is affiliated with any other organization without the express written permission of Logical Operations.

Successful candidates must display Logical Operations certification marks so that the colors are not altered in any way. When displaying Logical Operations certification marks on visual materials that contain other marks, logos, or graphics, certification holders may not use the colors identified in the Logical Operations Certified Color Palette to imply an affiliation between Logical Operations and any other entity.

	Pantone Color	CMYK	RGB/Hex#
Blue	PMS 299C [Coated]	Cyan (C): 85% Magenta (M): 19% Yellow (Y): 0% Black (K): 0%	Red (R): 0 Green (G): 157 Blue (B): 220 Hex#: 009ddc
White	–	Cyan (C): 0% Magenta (M): 0% Yellow (Y): 0% Black (K): 0%	Red (R): 255 Green (G): 255 Blue (B): 255 Hex#: ffffff
Gray	PMS 425C [Coated]	Cyan (C): 65% Magenta (M): 56% Yellow (Y): 53% Black (K): 29%	Red (R): 86 Green (G): 87 Blue (B): 89 Hex#: 565759

Other Usage Requirements

- Do not display or print marks in black and white or grayscale.
- Do not display or print marks on busy backgrounds or obscure them with other graphical elements.
- Do not crop out any element of a mark or use only a partial mark on visible materials.
- Do not outline marks or place any kind of border around them.
- Do not alter the dimensions of marks.
- Do not recreate marks in any fashion.

Badges

While Logical Operations certifications and credentials are recognized and respected globally, *communicating* that you earned them can be challenging. This is why we have established a program to help you quickly and easily share verification of your achievement whenever and wherever you choose.

We have partnered with several third-party vendors to provide you with a digital version of your Logical Operations credentials. Our various badging platforms provide:

- A web-enabled version of your credentials that can be shared online.
- Labor market insights that connect your skills to jobs.
- A trusted method for real-time credential verification.

What are badges?

Digital badges are web-enabled versions of a credential, certification, or learning outcome. You're eligible for Logical Operations badges based on the Logical Operations certification tests you have passed.

How will I benefit from badges?

Representing your credential with a badge enables you to share your abilities online in a way that is simple and trusted, and that can be easily verified in real time.

Badges provide employers and peers concrete evidence of what you had to do to earn your credential—and what you're now capable of doing.

How do I claim a badge?

In the email you receive from our partner, follow the included instructions to claim your badge. If you did not receive an email notification for your badge, please email locertified@logicaloperations.com and we will reissue your badge.

Appeals and Complaints

Overview

In order to facilitate an open and impartial certification program, Logical Operations (LO) has established policies and procedures for applicants, candidates, and certificants to appeal adverse decisions related to LO certification programs. Further, LO has established policies and procedures to enable all stakeholders to file complaints against Logical Operations' certification programs or individuals who may be in violation of LO certification policies—such as through misrepresenting certification status or cheating on an exam. The policies and procedures in this document shall be publicly available without request to all individuals on the Logical Operations website.

Appeals

Logical Operations shall consider all requests for appeals from any applicant, candidate, or certificant and shall, if it has been determined that the request for appeal is legitimate, assign an ad hoc certification exam appeals committee to review the request.

An ***appeal*** is a formal request for reconsideration of an adverse decision made by Logical Operations related to an individual's achievement of a certification or compliance with Logical Operations policies.

Purpose

The purpose of an appeal request review is to make determinations on appeal requests submitted by Logical Operations certification applicants, candidates, and certificants. The specific responsibilities of the certification exam appeals committee include:

- Acknowledging all appeal requests.
- Ensuring all appeals are processed and reviewed in an impartial manner, specifically avoiding real or perceived conflicts of interest.
- Giving all appeals due consideration.
- Making determinations regarding the validity of appeals.
- Notifying appeal requestors and Logical Operations of appeal outcomes.
- Maintaining a record of all appeals and the related decisions.

Appeal Submission and Acknowledgement

An appeal must be made in writing to Logical Operations within 30 calendar days of receiving the adverse determination. The written request must include a statement indicating the grounds for appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached.

Appeal request submissions can be made to credentialing@logicaloperations.com. Logical Operations will acknowledge receipt of the appeal within 5 business days of receipt. The acknowledgement shall include a description of the appeals process.

Appeal Review and Determination

Appeals shall be reviewed by the certification exam appeals committee within 45 calendar days of the appeal request submission. The function of the certification exam appeals committee in a given case is to review the decision being appealed based on the records available at the time of the determination and any additional information relevant to the appeal. Members of the certification exam appeals committee shall recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned, or there is an actual or apparent conflict of interests.

The certification exam appeals committee shall notify the Logical Operations certification department and the appellant of its decision within 14 calendar days of determination.

Appellant Non-Discrimination

Under no circumstances shall any agent of Logical Operations discriminate in any way against an applicant, a candidate, or a certificant who files an appeal request.

Certification Exam Appeals Committee Appointments

Decisions regarding appointments to certification exam appeals committees shall be made by the Logical Operations certification department with the guidance of the appropriate scheme committee members. Members of certification exam appeals committees shall be chosen from among the scheme committee members for the related certification program. Logical Operations shall make appointments in a manner that ensures fair and impartial representation of the target industry with no interest predominating.

Meetings

There are no formal requirements for the frequency of certification exam appeals committee meetings. These ad hoc committees shall meet, whether in person or remotely, as often as necessary to accomplish their responsibilities. The Logical Operations certification department shall issue an agenda, whether formal or informal, for each meeting. When meeting remotely, as in the case of a conference call or a web-conferencing session, all persons participating in the meeting shall be considered present for the meeting.

Quorum and Voting

For voting at a meeting, the participation of a simple majority of the current voting membership of the certification exam appeals committee shall constitute a quorum and a simple majority of voters shall constitute an actionable decision. The voting results shall be recorded and kept on file.

Any action required or permitted to be taken at any meeting of a certification exam appeals committee may be taken through electronic means, such as via email or submission of acceptance forms through other electronic means.

Program Disputes and Complaints

A ***dispute*** is an informal request for resolution of an issue related to the Logical Operations certification program. A ***complaint*** is a formal request, other than an appeal, for resolution of an issue related to the Logical Operations certification program or the professional behavior of a certificant.

Program Disputes

Individuals with disputes regarding the assessments, personnel, certificants, or other elements of the certification program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

Submission and Acknowledgement of Formal Complaints

A complaint shall be submitted in writing to Logical Operations within 90 days of the incident's occurrence. Complaints must be submitted to credentialing@logicaloperations.com. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Submissions shall also contain the complainant's email address, postal address, and a phone number at which the complainant can be reached. Dissatisfaction based on hearsay shall not be considered a complaint.

Complaints shall be acknowledged within 10 days of receipt. The acknowledgement shall include a description of the complaint process, and shall advise the complainant that he or she will receive status reports regarding the complaint.

Determination of Involvement

The Logical Operations certification department shall review all submitted complaints to determine if they can be addressed by Logical Operations staff or if it warrants the involvement of a complaint review committee. The Logical Operations certification department shall be responsible for sending status reports to the complainant as material changes in the status of the complaint occur.

Staff Review

In cases where the Logical Operations certification department determines that a complaint can be addressed by Logical Operations staff, the Logical Operations certification department will refer the complaint to a suitable staff member considering matters of confidentiality, conflicts of interest, and impartiality. The assigned staff member shall take action to resolve the issue and communicate the resolution to the complainant within 30 calendar days of reviewing the complaint. Should the assigned staff member fail to resolve the issue or should the complainant deem the resolution to be unsatisfactory, the complaint will be assigned for review to a complaint review committee.

Complaint Review Committee Review

If a complaint is found to warrant escalation, the Logical Operations certification department shall form a complaint review committee to consider the complaint. The complaint review committee's decision shall be communicated to the complainant within a period of no longer than 30 calendar days from reviewing the complaint. All decisions by the complaint review committee are final.

A complaint review committee assigned to any complaint shall be comprised of at least one Logical Operations staff member and at least one non-Logical Operations staff member. Any stakeholder in the Logical Operations certification program may be assigned as a member of a complaint review committee. These stakeholders can include, but are not limited to, Logical Operations certification staff and non-certification staff, members of the senior management team, and scheme committee members. The Logical Operations certification department shall consider issues of confidentiality, impartiality, and conflicts of interest when assigning members to complaint review committees.

Complaints Against Candidates or Certified Persons

Complaint Submission

Individuals may file a complaint against a certification candidate or a certified individual. The written complaint must include the stated complaint, relevant supporting materials, and the complainant's contact information. The complaint should be addressed to the Logical Operations certification department and can be submitted to **credentialing@logicaloperations.com**.

Complaint Acceptance and Review

The complaint shall be reviewed by the Logical Operations certification department to determine if the criterial for complaint acceptance have been met. The acceptance criterial are as follows:

1. The complainant must have personal knowledge of the alleged violation or misbehavior, or must be in a positions to supply relevant and reliable documentation.

2. The complainant must demonstrate by documentation and factual evidence that the complaint involves an issue or issues directly related to the certification standards or the *Logical Operations Candidate Agreement*.

3. The complaint will not be processed if Logical Operations records show that the named person is no longer certified by Logical Operations or is not a certification applicant, unless the complaint is related to said person having represented him or herself as having a current certification.

Accepted complaints will first be processed by the Logical Operations certification department for the purpose of attempting to resolve the complaint informally. If informal resolution is not possible, the Logical Operations certification department shall appoint a complaint review committee to review the complaint. The process and policies governing these complaint review committee reviews shall be the same as for complaints filed against the program itself.

Disciplinary Action

Logical Operations is the only entity authorized to take disciplinary actions in regard to Logical Operations certification programs. Disciplinary action will be taken by the appropriate member of the certification development department, with the input of the appropriate committee, according to established and documented policies and procedures.

Activities Warranting Disciplinary Action

Logical Operations may take disciplinary action against any candidate or certificant who is found guilty of any of the following:

- Obtaining a certification or renewing a certification through the use of fraud or deceit or assisting another person in doing so.

- Violating one or more provisions in the *Logical Operations Candidate Agreement*.

- Criminal activity, which may or may not result in a conviction, conducted in relation to activities for which the certification was issued.

- Unauthorized possession, distribution, or use of any Logical Operations exam-related materials or assisting another person in obtaining or using such materials.
- Unauthorized use of any registered certification mark or logo owned by Logical Operations.
- Failing to reasonably cooperate with any Logical Operations disciplinary investigation.

Disciplinary Actions

If Logical Operations determines, on its own or through the advice of a committee, that grounds exist to take disciplinary action against an applicant, a candidate, or a certificant, it may take one of more of the following actions or such other actions(s) as it may deem appropriate:

- Deny a candidate's application for examination or certification, or a certificant's application for recertification.
- Require a candidate to retake one or more examinations at a time and place to be determined by Logical Operations.
- Invalidate the examination score(s) of a candidate, require the candidate to wait a specified period of time before retaking the exam(s), and/or revoke the candidate's eligibility to sit for future exams.
- Issue the individual a reprimand.
- Require the individual to engage in remedial education and/or training.
- Suspend a certificant's certification for a period of time or until a specific condition has been met.
- Revoke a certificant's certification.
- Publish findings or sanctions on the Logical Operations website or in other communication channels.
- Notify other legitimately interested parties of Logical Operations' findings and disciplinary decisions.

Reinstatement After Revocation

If permitted by the individual's sanction, an individual whose certification has been revoked due to disciplinary actions may submit a request for reinstatement of certification after a period of no less than 1 year from the revocation determination. The request must be submitted in writing and shall be reviewed on a case-by-case basis by either the Logical Operations certification department or the appropriate committee. If it is determined that the individual is eligible for reinstatement, the individual may submit him or herself as a certification candidate and must fulfill all certification requirements to reobtain the certification. Requests for reinstatement must be submitted to credentialing@logicaloperations.com.

Logical Operations Candidate Agreement

1.1. Candidate Information

Logical Operations (LO) and its agents may gather, store, transmit, use, deliver, and otherwise process candidate information to screen candidates for exam eligibility, verify certification and continuing education status, analyze certification exam validity and effectiveness, and market LO services to candidates and certification holders. Logical Operations may also use candidate information for other reasonable activities deemed appropriate for other LO programs. Such information may be transferred outside of candidate countries of residence and outside of the country in which exam(s) were taken. Candidates should be aware of the fact that data-protection laws and regulations can vary drastically from country to country or region to region.

Logical Operations will make available to employers and potential employers particular information related to exam candidates including: the candidate's name, ID number, certifications held and the date upon which they were granted, continuing education status, certification expiration date, and any other information for verifying LO certification status.

1.2. Use of Logos and Marks

Logical Operations may issue to successful candidates certain marks, logos, certificates, certification numbers, badges, and other items (collectively, "marks") to verify that the candidates hold particular LO certifications. Candidates may include such marks on résumés, CVs, social media sites, business cards and stationary, and other professional items at any time they hold a current, valid LO certification. Candidates must discontinue the use of LO-issued marks for any of the following reasons:

- Their certification expires.
- They fail to meet continuing education requirements.
- They become otherwise unable to meet the physical or objective requirements of the certification.
- Upon the discovery of a violation of this candidate agreement.
- In the event that either Logical Operations or the candidates terminate this candidate agreement in accordance with section 1.8 of this policy.
- In the event of any incident that invalidates or otherwise cancels the candidates' status as holding an LO certification.

Further, if Logical Operations alters, updates, or changes any marks issued to candidates, candidates must cease using all previous versions of marks and update to currently issued marks. All LO-issued marks that successful candidates wish to display must be displayed in their current, up-to-date form and must not be covered, obscured, or otherwise defaced by other elements on or within any medium upon which they are displayed.

1.3. Earning and Maintaining Logical Operations Certifications

The granting of any Logical Operations certification is based on meeting any and all certification requirements, the successful passage of the associated LO certification exam, compliance with all of the terms of this candidate agreement, and the ongoing, successful completion of continuing education requirements. Candidates are required to inform Logical Operations in writing, without delay, of any issues that may affect their status as a valid LO certification holder. This includes, but is not limited to, meeting the physical or objective requirements of the certification. Further, it is the candidates' responsibility to monitor any changes in the requirements of LO certifications they hold and immediately inform Logical Operations if such changes affect their current status.

In the event that a candidate loses his or her LO certification, the candidate must stop claiming that he or she holds said certification and must stop using any marks associated with the certification.

1.4. Personal Conduct

Candidates may not engage in any form of cheating or otherwise try to obtain an unfair advantage while preparing for or taking an LO certification exam. Further, candidates may not participate in any breach of security, misconduct, misrepresentation, or other behavior that could damage the credibility or the validity of LO certifications. These activities may include, but are not limited to, the following:

- The dissemination of any exam-related content, including exam items (questions), exam answers, and any other information or activity associated with an LO certification exam.
- Copying, publishing, selling, offering to sell, distributing, or otherwise transferring, modifying, making derivative works of, reverse engineering, decompiling, disassembling, or translating any LO certification exam.
- Memorizing or attempting to memorize LO certification exam items or answers.
- Accessing or seeking to access any unauthorized copies, in any form, of any LO certification exam or exam-related items.
- Claiming to hold an LO certification without having met all of the requirements for obtaining and maintaining the certification.
- Using any LO-issued or LO-owned marks to misrepresent certification status.
- Being in possession of any materials or devices that could be used to access information while in the testing area. These materials and devices include, but are not limited to: mobile phones, smartphones, computers or tablets, watches, wallets, purses, briefcases, backpacks, papers, writing devices, folders, hats, vehicle keys, jackets, and coats.
- Providing falsified or otherwise invalid identification or posing as another person for the purposes of taking an LO certification exam.
- Creating any type of disturbance in the testing environment or otherwise interacting with other candidates or exam proctors in an inappropriate manner.
- Removing or attempting to remove any exam-related items from the testing center.

- Tampering with any testing center computers or other equipment while taking an LO certification exam.
- Giving, receiving, or seeking unauthorized assistance during an exam.
- Taking notes of any kind unless done using materials provided for the purpose of taking an exam.
- Failing to adhere to any Logical Operations policy or procedure related to an LO certification exam.
- Falsifying or otherwise altering or misrepresenting exam scores.
- Allowing another person or entity to use your LO certification to obtain employment, promote an organization, or gain other types of competitive advantages.

1.5. Policy Violations

If Logical Operations determines that a candidate has violated the terms of this agreement or has otherwise diminished or damaged the validity, security, and integrity of any LO certification exam, and if deemed necessary and appropriate by Logical Operations, Logical Operations reserves the right to:

- Revoke any and all of the candidate's previously granted LO certifications.
- Prohibit the candidate from applying for and taking any LO certification exam for a period of 6 months (first offense) or permanently (for any subsequent offense).
- Hold the candidate legally responsible for damages or losses caused by the candidate's actions in violating this, or other, Logical Operations policies.

Logical Operations will notify all candidates it has determined are in violation of this policy in writing within 10 business days of the discovery.

1.6. Exam Confidentiality

All exam and related materials are the proprietary and confidential intellectual property of Logical Operations. Any disclosure, reproduction, or dissemination of any Logical Operations certification exam materials is strictly prohibited. Violations of copyright law are subject to appropriate legal actions, which may include, but is not limited to, the pursuit of civil penalties, punitive damages, and injunctions. Logical Operations will take appropriate legal action against candidates found to be in violation of this agreement.

1.7. Appeals and Challenges

Once a candidate receives written notification from Logical Operations of a violation of this agreement, the candidate may, within 30 calendar days of the receipt of that written notice, file a written appeal with Logical Operations by emailing a request to **credentialing@logicaloperations.com**. Requests for appeal received in excess of 30 days from receipt of written notification (considered to be the day Logical Operations or one of its agents emailed the notification) will not be considered. Requests for appeal shall include a statement indicating the grounds for the appeal, an explanation as to why the appeal should be granted, and all supporting documentation or evidence to support the request. Requests shall also contain the appellant's email address, postal address, and a phone number at which the appellant can be reached. Logical Operations will acknowledge receipt of the appeal within 5 business days of receipt. The acknowledgement shall include a description of the appeals process.

If Logical Operations determines that the appeal has been appropriately submitted within the given timeframe, the appeal will be submitted to a committee of not less than 3 impartial members for review. The candidate appeals committee's decision will be considered final and will be determined by a simple majority vote.

At its discretion, Logical Operations may grant candidates the ability to correct some violations of this agreement. In such cases, candidates will have 30 calendar days from the time of written notification to correct the violation and provide Logical Operations or its agents with any and all requested documentation and supporting evidence to demonstrate said correction.

1.8. Agreement Term and Termination Policy

Candidate agreements shall commence on the date candidates accept the agreement and shall be valid until either party notifies the other of its intent to cancel the agreement. Parties must provide written notice of the intent to terminate this agreement at least 30 calendar days prior to the desired termination date. Additionally, Logical Operations may terminate the agreement without a 30-day written notice in the case that the candidate:

- Fails to comply with all terms of the agreement.
- Fails to comply with any continuing education requirements of any or all currently held LO certifications.
- Violates any policy, written or otherwise, of any testing center delivering an LO certification exam.
- Takes any action that damages the credibility, validity, or security of any Logical Operations certification exam or other product or service.

Upon termination of this agreement, Logical Operations may revoke any currently held LO certifications from the candidate and institute a 6-month, or longer, waiting period for the candidate to be eligible to enter into another candidate agreement with Logical Operations.

1.9. Warranty Disclaimer and Limitation of Liability

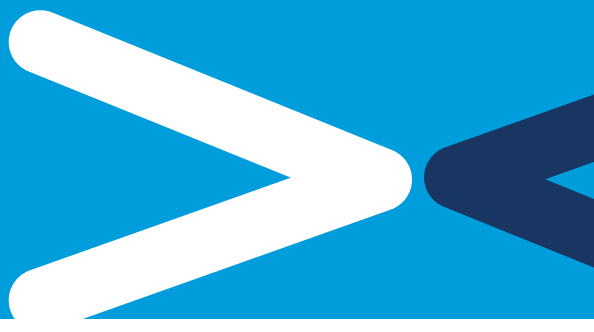
DISCLAIMER OF WARRANTIES: LOGICAL OPERATIONS CERTIFICATION EXAMS ARE PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LOGICAL OPERATIONS, ITS AFFILIATES, LICENSORS, THIRD-PARTY CONTENT OR SERVICE PROVIDERS, DISTRIBUTORS, DEALERS, AND SUPPLIERS (COLLECTIVELY, "SUPPLIERS") DISCLAIM ALL GUARANTEES AND WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, REGARDING LOGICAL OPERATIONS CERTIFICATION EXAMS, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT.

LIMITATION OF LIABILITY: LOGICAL OPERATIONS SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE, OR SPECIAL DAMAGES ARISING FROM OR OTHERWISE RELATED TO ANY LOGICAL OPERATIONS CERTIFICATION, OR THIS AGREEMENT. LOGICAL OPERATIONS' LIABILITY FOR DAMAGES HEREUNDER SHALL NOT EXCEED THE AMOUNT OF EXAMINATION FEES ACTUALLY PAID BY YOU TO LOGICAL OPERATIONS OR ITS AGENTS. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY. HOWEVER, SUCH EXCLUSION OR LIMITATION SHALL APPLY TO THE GREATEST EXTENT PERMITTED BY LAW.

This agreement will be governed and enforced according to the laws of the United States of America and the state of New York and within the courts of said jurisdictions.

Signature: _____

Date: _____



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