



Exam and Certification FAQs

1. How do I register for an Apple Certification exam?

Contact an Apple Authorized Training Provider (AATP) in your area.

2. English is not my first language. What options do I have for taking an Apple Certification exam?

The Mac Integration Basics and macOS Support Essentials certification exams are available in other languages. Check the respective course description page on the Apple Training website for more information. All exams are available at all AATPs.

3. I have a disability that might affect my performance on a certification exam. What accommodations are available?

Apple is dedicated to developing technology that is usable by and accessible to everyone, including people with disabilities. If you are unable to take an Apple certification exam, either using standard testing equipment or within the standard exam duration, the Apple certification program will make all reasonable efforts to accommodate you. Please contact an AATP at least 14 days in advance of your test date. You can find additional information about special accommodations in the Training and Certification Agreements and Policies document.

4. How much do certification exams cost?

Each AATP sets their own prices. Depending on the exam, the typical range is \$65-\$250 USD. Certification exam prices are subject to change and may vary based on currency values. In some countries and regions, additional taxes may apply. Beta exams are free. Contact your selected AATP for exact pricing.

5. Is there a penalty for guessing? Are points deducted for incorrect answers?

Here is some general information about exam scoring:

- Question with multiple answers—If a question instructs you to select all that apply, you do not have to choose the exact number of correct answers specified in the question. You will earn one point for each correct answer chosen. For each incorrect answer that you choose, .25 points will be deducted. This prevents candidates from simply selecting all responses.
- Questions with one answer—If you choose an incorrect answer, you do not earn points for that question, but you will not lose points for incorrect answers.
- Questions with a specific number of answers—If a question specifies that you must choose a specific number of correct answers, you must choose that exact number of answers. You will earn credit for each correct answer chosen, but you will not lose points for incorrect answers.

6. How should I interpret my score report?

The score report provides details about your technical strengths and areas for improvement. There are several important pieces of information on the score report:

Completion time—The score report indicates the time you finished the exam. You must wait seven full days after completing an exam before you are eligible to retake an exam. Please note: Pearson VUE uses Greenwich Mean Time to indicate the exam start and end time, so you may need to convert it to your local time.

Points scored—This is a numeric score for your overall exam performance. In most cases, each question is worth one point. Some exams, however, include questions that are worth more than one point because there are multiple correct answers. For example, a score could indicate that you earned 52 out of 64, even though the exam only has 60 questions. In this case, you have the potential to get 64 points. Other than this, Apple does not provide information about how many points specific questions are worth.

Retake options—If you failed the exam, the score report will include information on how you can retake the exam, if you are eligible. If you took the exam in a proctored setting, you should contact an AATP to reschedule.

7. What does my numeric score mean?

Apple provides numeric scaled scores on all exams to indicate your performance level. Apple has worked with customers and testing industry experts to create an exam scale that is consistent across all exams.

8. I have taken this exam multiple times and have received the same score every time. Does this indicate an error in the results computation?

No, it does not indicate that the program computing the results made an error. It's common for candidates to obtain similar or identical scores on multiple attempts of an exam.

9. I scored zero in one of the sections. How is this possible?

You answered all the questions in that section incorrectly.

10. I experienced significant delays between some of the questions. Did these delays impact the calculation of my score?

In some cases, you may experience a delay of a few seconds while your next question loads. A delay between questions does not impact the responses you have recorded. Your exam will be scored correctly regardless of delays between questions.

11. Where can I find additional information about my areas of weakness?

Although Apple certification exams provide feedback about the areas where examinees need to develop their skills further, Apple certification exams are not designed to provide detailed feedback. You can use the relevant exam preparation guides on the Apple Training website to identify your strengths and weaknesses.

12. What is the most effective way to prepare for an Apple Certification exam?

Apple end-user exams are strictly limited to the content of the corresponding Apple Pro Training Series (APTS) books or other cited materials (when no APTS book exists). If you master the contents of the book, you should be able to pass the certification exam whether you attended an instructor-led course or studied on your own.

Apple Certified Trainer exams may include questions from materials other than APTS books. For example, a trainer exam could include questions from a Train-the-Trainer Podcast, the ACT Policies and Practices document, a white paper, or online tutorials. The trainer acceptance email explains which supplementary materials you should study.

13. Can I find out how many questions there will be?

The exam preparation guides located on the Apple Training website indicate how many questions are in each section of an exam.

14. How much time will I have to complete the exam?

The time varies from one exam to another. End user certification exams will not exceed two hours under normal circumstances. In addition to answering the exam questions, you will have time to review the instructions and provide comments after you finish the exam. To request the duration of your exam, contact an AATP; however, because Apple reserves the right to change the exam content and time at any time, the most accurate information will be obtained if you contact an AATP on the day of your exam.

The testing software provides a notification screen before the exam begins that shows the maximum time allowed for answering the questions in that exam. Some candidates may complete the exam before reaching the maximum time.

Apple is dedicated to developing technology that is usable for and accessible to everyone, including people with disabilities. If certification candidates are unable to take an Apple certification exam within the standard exam duration, the Apple certification program is committed to making all reasonable efforts to accommodate these candidates.

15. What is the most efficient way to use my time during a certification exam?

Individuals vary in their approaches to test taking, so there is no one approach that works for everyone. However, these tips help most candidates:

- Use all of the time allowed for the exam.

- Answer the questions you know first. If you are unsure about a question, mark it and return to it later.

16. What is the most efficient way to navigate through previous questions on a certification exam?

To return to the question immediately preceding the question that you are answering, use the Previous button. To return to any other questions, use the Review Screen at the end of the exam.

17. The study materials I used to prepare for the exam included technically inaccurate information. How can I provide feedback?

If you have feedback about an instructor-led Apple authorized course, you can provide it directly to the instructor. For Peachpit books, use their Contact page.

18. How and when will I get my exam results?

You'll receive your pass or fail status immediately after you complete your exam. The exam provider will forward your score to the Apple Certification Record System within five working days of your exam.

19. If I fail an exam, what can I do?

If you fail a certification exam and want to retake it, review the exam preparation guide and continue to practice the necessary skills. When you are ready, contact an AATP to schedule a retake in accordance with our retake policy. You must pay for each exam you retake. You can read the retake policy at <http://www.apple.com/legal/certification/>.

20. What testing formats and question types appear on Apple certification exams?

Apple certification exams include various formats and question types to accurately evaluate your knowledge and skills.

Here are some of the possible question types:

- Multiple-choice questions with either a single response or multiple responses. You can earn partial credit for some multiple-choice multiple-response questions. For IT exams, you can get a fraction of the point that the question is worth. For Pro Apps exams, you can get one or more points, depending on how many points are available for the question.
- Hot-spot or interactive media questions that ask you to click an area in an image.

21. Can I find out which testing formats will be used in the exam I'm taking?

No. Apple does not identify the formats of any given exam at the time of registration. Also, we adopt new testing technologies and question types periodically. Both practices help us protect exam security and the value of Apple Certification.

The following questions and answers may help you.

Hot-spot questions

- Q. How do I know which elements are selectable?
- A. Selectable elements are marked with a border and shaded when you move your cursor over them. If an image doesn't include any shading or borders, the entire area is selectable.
- Q. I can't see the complete text of a question. What should I do?
- A. You can use the split bar to resize panes. In some cases, you might need to use the scroll bar to view the entire text or graphic.

Drag-and-drop questions

- Q. How do I answer a drag-and-drop question?
- A. Drag the appropriate source objects to the correct target locations in the answer area. When a source object is within a target, an outline will appear around the dimmed box. The object will snap into position when you release the mouse button.
- Q. How do I remove a source object from a target?
- A. You can either drag the object back to its original position or select the object and press the Delete key. To replace objects that have been positioned on a target, you can drag another object into its position. To reverse all selections, click the Reset button.
- Q. Do I need to use all source objects or targets provided?
- A. Yes, you need to use all source objects or targets provided.
- Q. Can I use source objects more than one time?
- A. Some source objects can be used only one time, while some can be used more than once.