ISPMA
INTERNATIONAL SOFTWARE PRODUCT MANAGEMENT ASSOCIATION

Regulations for Certification Exams

"ISPMA® Certified Software Product Manager"

V.8.1

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Scope

This document describes the examination procedures for the following ISPMA® certificates which are based on the corresponding ISPMA® syllabi:

- ISPMA® Certified Software Product Manager – The Foundation
- ISPMA® Certified Software Product Manager – Startups
- ISPMA® Certified Software Product Manager – Excellence in Strategic Management
- ISPMA® Certified Software Product Manager – Excellence in Product Strategy
- ISPMA® Certified Software Product Manager – Excellence in Product Planning
- ISPMA® Certified Software Product Manager – Excellence in Orchestration

Responsibilities

In line with ISO/IEC 17024, ISPMA® has partnered with independent certification agencies who conduct certification exams and issue certificates on behalf of ISPMA®.

Examination format

The exams for all these certifications are conducted based on multiple-choice tests. They are supervised by an invigilator nominated by the certification agency. During the exam the use of aids is not allowed (e.g. training material, books, phones, laptops, and etc.). Sheets of paper used for scribbling may not be taken out of the room. You are expected not to leave the room during the exam.

Online examinations are available as well. The specific requirements for online examinations depend on the chosen technology. The technical and procedural requirements are available from the certification agencies.

Examination duration

The examination durations are:

- The Foundation, Product Strategy, and Product Planning: 75 minutes. Non-native English speakers get an extension of 15 minutes. You may hand in your answers earlier.
- Strategic Management and Orchestration: 40 minutes. Non-native English speakers get an extension of 10 minutes. You may hand in your answers earlier.
- Startups: 45 minutes. Non-native English speakers get an extension of 15 minutes. You may hand in your answers earlier.

Conditions for passing the examination

The exam is passed when the examinee has scored at least 60 percent of the maximum number of achievable points. The total score is calculated by adding the scores of all questions of the exam. The score is evaluated as

- Excellent when it is above 80 percent of the maximum number of achievable points
- Good when it is between 70 and 80 percent of the maximum number of achievable points
- Pass when it is between 60 and 70 percent of the maximum number of achievable points
- Fail when it is below 60 percent of the maximum number of achievable points.

Information about results and exam repetition

The certification authority will inform you in writing about the results of the exam and send the certificate if you passed the exam. The mail is sent to the email address that you specified. If you pass the exam the certification agency will send you the certificate.

The exam can be retaken at most twice without a waiting period. If you fail the exam for the third time, you may retake it at the earliest of one year after the last exam.

Multiple-choice questions

The exam consists of

- The Foundation, Product Strategy, and Product Planning: 45 multiple-choice questions,
- Strategic Management and Orchestration, Startups: 20 multiple-choice questions.

Depending on the difficulty, each question yields 1 to 3 points. The achievable points are given in the header of the question.

The exam contains three types of questions:

1. Single choice (so-called A-questions). They yield 1 to 2 points. After the presentation of the question, 4 – 5 possible answers will be supplied, of which only one will be correct. This will be the one to check. Some single choice questions may be presented in a negative form (which one is the only wrong answer?).

   Evaluation:

   - Correctly checked answer: full point value
   - Incorrectly checked answer: 0 points
   - More than one checked answer: 0 points

2. Multiple-choice questions (so-called P-questions). They yield 1 to 2 points, depending on the difficulty. After the presentation of the question, a number of possible answers will be supplied of which 2 or more can be correct. The expected number of answers n is given in the presentation; e.g. Name the three types of diagrams suitable for modeling … (n = 3). You do not have to give the total number of expected answers (n).

   Evaluation:

   - For each correctly checked answer within the limit n: 1/n times the full points
   - For each incorrectly checked answer within the limit n: deduction of 1/n times the full points
   - Less than n answers checked: without consequence
   - More than n answers checked: total of 0 points
   - The points for correct choices and the deduction for incorrect choices are totalized per question. If the total for a question results in a negative figure, the question will be evaluated with 0 points.

   In doubt it may be better to give fewer answers in order to avoid deduction of points. Multiple choice questions often call for the identification of the best, most likely, or best fitting answers from a gray area. Some questions may be presented in a negative form (e.g. which two elicitation techniques are not suitable for …).

3. True/False questions (so-called K-questions). They yield 2 – 3 points, depending on the difficulty. After the presentation of the question, n statements will be supplied, each with two checkboxes for "true" and "false" or "applicable" and "not applicable" or "suitable" and "unsuitable", etc. You need to mark each statement as "true" ("applicable", "suitable") or as

"false" ("not applicable", "unsuitable"). Statements with no check mark will be deemed unanswered. You do not have to give the total number of expected answers (n).

Evaluation:

- Each correctly checked statement: $1/n$ times the full points
- Each incorrectly checked statement: deduction of $1/n$ times the full points
- Less than n answers checked: without consequence
- The points for correct choices and the deduction for incorrect choices are totaled per question. If the total for a question results in a negative figure, the question will be evaluated with 0 points.

In doubt it may be better to give less answers in order to avoid deduction of points.

ISPMA® Membership

Participants in ISPMA® certification exams will automatically be enrolled as members of ISPMA®:

- Certified ISPMA® member for everybody who passes an ISPMA® certification exam
- Subscribing ISPMA® member for everybody who participates in an ISPMA® certification exam but does not pass.

These types of ISPMA® membership are free of charge and can be discontinued at any time by sending an email to info@ispma.org.

Details on membership benefits are listed under https://ispma.org/membership/.

Data Privacy

ISPMA® and the involved certification agencies are committed to treat participants' personal data including exam results as confidential, i.e. they will not be disclosed to any third party.

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