



UNIVERSAL PUBLIC PROCUREMENT
CERTIFICATION COUNCIL

Examination Guide

 *What a **candidate**
needs to know before
taking the exam*



TABLE OF CONTENTS

- 3 | **Exam Registration**
- 4 | **Special Exam Day Accommodations**
- 5 | **Application Eligibility**
- 5 | **Preparing For The Examination**
- 7 | **Suggested Study Resources/Authoritative Literature**
- 8 | **Examination Day**
- 12 | **After The Examination**

APPENDIX A..... 14
2013 UPPCC Body of Knowledge – CPPO

APPENDIX B 17
2013 UPPCC Body of Knowledge – CPPB

APPENDIX C 21
Candidate Tips

APPENDIX D 21
Educational Resources

WELCOME

This guide is designed to help candidates understand the rules and procedures of the CPPO and CPPB examinations after their application for certification has been approved. Candidates are advised to read this guide carefully before registering to schedule an appointment and refer to it whenever there are questions.

Exam Registration

The UPPCC notifies all applicants of the outcome of the application review process via the preferred email address on file with the UPPCC approximately four (4) to six (6) weeks following the application submission deadline. The notification can also be viewed through the applicant's MyUPPCC account under "Message History."

If an applicant is approved, they become a candidate for testing. The email notification sent to approved candidates will provide information on the next steps with paying the examination scheduling fee. Please be sure to add the UPPCC email address to your 'safe senders' list: certification@uppcc.org.

Once the examination scheduling fee payment is made, candidates are sent an Authorization To Test (ATT) email notification to the preferred email address on file which contains specific instructions regarding how to schedule an individual testing appointment directly with Prometric (the official UPPCC testing agency). The ATT also contains the Eligibility ID Number. This is the number a candidate needs to schedule an exam with Prometric. The ATT email notification can also be viewed through the candidate's MyUPPCC account under "Message History."

Upon receipt of the ATT email, the candidate must verify that the name printed on the ATT letter matches the name exactly as it appears on the current photo identification that the candidate will present at the testing center at check-in. Candidates must a valid government-issued photo identification to the test center administrator for check-in on the day of the exam. The name on the valid identification must match the name used when the candidate registered and scheduled an appointment. The testing center staff is instructed to deny entry when identity cannot be verified. If you discover that your registered name printed on the ATT email does not match your identification, you must contact the UPPCC

iStock
by Getty Images
image is
downloaded
upon approval

immediately to have the mismatch resolved prior to the scheduled appointment, but preferably prior to scheduling an appointment.

Individuals are permitted to schedule an appointment within the next testing window only. Candidates will not receive an ATT email or be able to schedule an appointment for testing until the examination fee invoice is paid.

All testing is computer-based and is administered through a network of professional testing centers located around the globe. The UPPCC has contracted with testing vendor, Prometric, for scheduling, administration and scoring of certification exams. Candidates may schedule examination appointments directly with Prometric using the information provided in the Authorization To Test (ATT) email.

Appointments must be scheduled directly with Prometric (the official UPPCC testing agency) by the published registration deadline within the upcoming testing window only. Scheduling is available via the web or by phone with a Prometric registration agent. As the UPPCC shares the Prometric professional testing network with many other testing programs, it is advisable for candidates to register early, preferably as soon as the candidate receives the ATT letter. Early registration allows candidates the widest selection of testing centers, dates and times.

Upon completion of the exam scheduling process with Prometric, the candidate will receive an email confirming the exam and specific instructions directly from Prometric.

Special Exam Day Accommodation Requests

The UPPCC and its testing agency, Prometric, comply with the provisions of the Americans with Disabilities Act (ADA) (42 USCG section 12101, et. seq.) and with Title VII of the Civil Rights ACT, as amended (42 U.S.C. 2000e, et. seq.). UPPCC uses the guidelines in these documents to address similar requests made by candidates outside the United States. A person who has a physical or cognitive impairment or limitation that prevents him or her from taking the exam under standard testing conditions may request special accommodations. The types of accommodations that might be available include providing a person to read the questions and/or mark the answer sheet, extending the testing time, or providing a separate testing room.

A candidate must request testing accommodations before paying the examination scheduling fee to UPPCC. Testing accommodations approved by UPPCC will be transmitted to Prometric along with the candidate's testing authorization. Testing accommodation requests must include a separate letter describing each of the following:

- Candidate's disability or special need
- Adaptations the candidate is requesting
- Documentation from a physician or other appropriate diagnostic authority (e.g. psychologist, vocational specialist) regarding the disability and special needs

The documentation will need to be uploaded in the Special Exam Day Accommodations section.

The screenshot shows the 'Special Exam Day Accommodations' section of the application system. It includes instructions for candidates with disabilities and other special considerations, a list of required documentation, and a form to request accommodations. A red box highlights the 'Exam Day Accommodations' section, which includes a dropdown menu for 'Are you requesting Exam Day Accommodations?' and a file upload field for supporting documentation.

UPPCC will make every effort to accommodate special needs unless fulfilling them might alter the exam or results, or cause an undue burden on the testing center. There is no additional charge for testing accommodations.

English as a Second Language

UPPCC certification exams are offered in English only. Candidates whose primary language is not English may request additional 30 minutes in which to take the exam. To help UPPCC evaluate a request for extra testing time, the candidate must submit documentation that proves English is his or her second language (e.g. proof of citizenship, passport).

Requests and supporting documentation must be submitted to UPPCC before paying the exam fee.

A candidate who does not require special exam day accommodation is required to select "No" under the question, "Are you requesting Exam Day Accommodations."

Application Eligibility

An application is valid for a period of one (1) year from the date that the application is submitted with payment for staff review. If an applicant does not receive approval for the upcoming testing window OR if a candidate does not test OR is unsuccessful during the first testing window and is still within their one-year eligibility period, then the applicant may be considered eligible to test during the following testing window.

Staff will notify candidates with eligibility left with information on next steps. Approved candidates with

information such as Special Exam Day Accommodations etc. before proceeding to pay the examination scheduling fee of \$300.

Once the examination scheduling fee payment is made, candidates are sent an Authorization To Test (ATT) email notification to the preferred email address on file which contains specific instructions regarding how to schedule an individual testing appointment directly with Prometric (the official UPPCC testing agency). The ATT email notification can also be viewed through the candidate's MyUPPCC account under "Message History."

Preparing for The Examination

The Examination

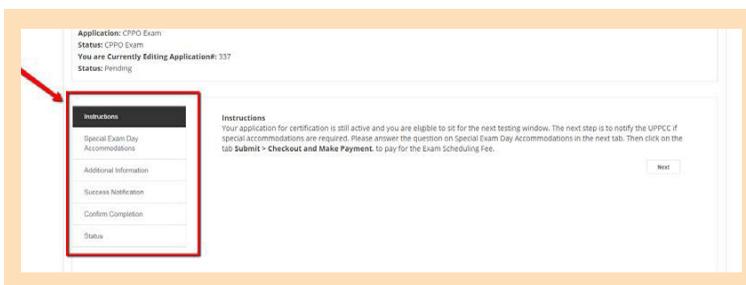
There is only one (1) examination required for each certification. The UPPCC examinations consist of 190 multiple-choice questions, 175 scored (operational) questions and 15 unscored (pre-test) questions covering the six (6) domain areas identified in the 2013 UPPCC Body of Knowledge. Each test question presents the candidate with four (4) options of which only one option is correct.

Candidates are permitted a total of 3.5 hours in which to complete the 190-question examination. The 3.5 hour timed portion of the examination is preceded by a navigational tutorial and followed by a post-examination satisfaction survey which includes an opportunity to comment on the examination itself or any individual test questions. Both the tutorial and the survey are optional and can take up to fifteen (15) minutes to complete. Time taken to complete the tutorial, and/or the survey do not factor into the 3.5 hour testing time permitted. Candidates who do not finish the exam in the allotted 3.5 hours will not be given a refund.

Candidates should keep in mind that the certification examinations are based on a broad body of knowledge in the field of public procurement, representing a variety of positions within the profession. Candidates may be experts in their specific job role, but should consider all other positions that are included in the profession when preparing for testing.

Candidates should approach the certification exams and respond to questions based on generally accepted best practices as addressed in the

eligibility left will register through the "Continuing Exam Candidates" menu and select the appropriate application and click on "Create New Application." From there, the candidate will complete minimal



textbooks from the authoritative literature listing and NOT respond to questions based on “how things are done” at his/her current government entity, which may or may not be a generally accepted best practice.

As the BOK serves as the outline for the content of the certification exams, the BOK also serves as an excellent guidance document for choosing appropriate education and exam preparation activities. The first step in any preparation process is to first review the current Body of Knowledge and assess personal areas of strength and weakness.

CPPB exam questions are designed to test candidates on the Body of Knowledge as it relates to the role of a buyer. Conversely, the CPPO questions are designed to test candidates on the Body of Knowledge as it relates to the role of a procurement manager and/or supervisor.

The exams consist primarily of situational, process-oriented questions, but also include some recall questions. Situational questions require a candidate to be able to apply his/her knowledge of topics found in the Body of Knowledge to responding appropriately to real world situations and problems, while recall questions simply ask a candidate to recall a simple fact or piece of knowledge such as a definition.

PRE-TEST QUESTIONS

Pre-test questions allow the UPPCC to collect valuable performance statistics on test questions before they become operational (scored) questions on an examination. Pre-test questions are not labeled as such, are randomly placed throughout the exam and do not factor into a candidate's

score. Operational (scored) questions must meet the content and composition specified in the Body of Knowledge (BOK) for the specific certification; CPPO or CPPB. Pre-test questions do not follow a pre-determined outline and can cover any topic in the BOK. Pre-testing is a common practice among professional certification programs.

EXAMINATION DEVELOPMENT

Individual exam questions are developed by UPPCC certified members of the profession. These individuals are members of the UPPCC Item Writing Committee. Item Writing Committee members receive professional training on how to construct quality test questions for the certification exams. The test questions that are generated are reviewed by a second group of professionals. The members of this second group, the Item Review Committee, receive professional training on how to review test questions. Only questions approved by the Item Review Committee are eligible for selection for an actual examination. The members of the Board of Examiners (BOE) develop the examinations from a bank of approved questions.

The BOE together with testing professionals at Prometric (the UPPCC testing agency) build each examination form by selecting the appropriate number of test questions from each of the six (6) content areas as prescribed in the 2013 UPPCC Body of Knowledge. The Body of Knowledge serves as an outline for individuals involved in all stages of exam development and should likewise be the basis for candidates preparing to take the examination. New forms of the exams are developed for each testing window so that the tested content remains current and relevant.

Suggested Study Resources/ Authoritative Literature

Authoritative literature, which addresses public procurement knowledge topics from the 2013 UPPCC Body of Knowledge, is available from a variety of sources. The Universal Public Procurement Certification Council (UPPCC) suggests the following textbooks as resources for candidates preparing for the either the CPPO or the CPPB certification examination. Additional reading/resources for candidates preparing for the CPPO examination follows the main list below:

Principles and Practices of Public Procurement: Values and Guiding Principles – Available at <http://principlesandpractices.org>.

Contract Administration - William D. Davison, CPPO & Elisabeth Wright, Ph.D., CPCM, NIGP, ISBN 1- 932315-05-5, ISBN 978-1-932315-05-9

Developing and Managing RFP's in the Public Sector - Khi V. Thai, Ph.D., NIGP, ISBN 1-932315-04-7, ISBN 978-1-932315-16-5

Fundamentals of Leadership and Management in Public Procurement - Clifford McCue, Ph.D. and Jack T. Pitzer, Ph.D., CPPO, C.P.M., 2005, NIGP, ISBN 1-932315-06-3, ISBN 978-1-932315-06-6

Getting To Yes: Negotiating Agreement without Giving In – Roger Fisher and William Ury, 1991, ISBN 978- 0140157352 – available for purchase at www.amazon.com.

Introduction to Public Procurement - Khi V. Thai, Ph.D., NIGP, ISBN 1-932315-20-94, ISBN 978-1932315- 20-2

Legal Aspects of Public Procurement - Kirk W. Buffington, C.P.M. & Michael Flynn, Esq., NIGP, ISBN 1- 932315-01-2, ISBN 978-1-932315-01-1

Strategic Procurement Planning in the Public Sector - McCue, C.P.& Johnson, B.R., NIGP, ISBN 1-932315- 30-6, ISBN 978-932315-30-1

Public Procurement Dictionary of Terms, 2012, NIGP, ISBN 1-932315-13-6 ISBN 978-1-932315-13-4, ISBN 978-1-932315-13-4

Sourcing in the Public Sector - Ken S. Babich, BCom., CPPO & Carole Pettijohn, Ph.D., NIGP, ISBN 1- 932315-03-9, ISBN 978-1-932315-17-2

State & Local Government Procurement: A

Practical Guide, NASPO

Additional reading/resources for the CPPO Exam:

Alternative Dispute Resolutions, Lawrence Martin, Ph.D., and John Miller, CPPO, 2005, NIGP

Contracting for Construction Services, Wendell C. Lawther, Ph.D., and John O. Adler, CPPO, 2008, NIGP

Capital Acquisitions - Wendell C. Lawther, Ph.D., and John O. Adler, CPPO, 2006, NIGP

Contracting for Public Sector Services, Lawrence Martin, Ph.D., and John Miller, CPPO, 2006, NIGP

Logistics and Transportation, Linda Stanley, Ph.D., and Darin Matthews, CPPO, C.P.M., 2007, NIGP

Risk Management in Public Contracting, Elisabeth Wright, Ph.D., CPCM, 2007, NIGP

Warehousing & Inventory Control, Jerry Gianakis, Ph.D., and Darin Matthews, CPPO, C.P.M., 2008, NIGP

NIGP publications are available through the NIGP Bookstore and can be ordered on-line from the NIGP website, www.nigp.org. The CPPO and CPPB certification programs are governed by the Universal Public Procurement Certification Council (UPPCC), an independent certifying body. The staff and volunteers of the UPPCC do not participate in the development of any preparatory resource or course, and no specific preparatory resource or course is endorsed by the UPPCC.

Examination Day

Exam Day Overview

EXAM DURATION

On the day of the examination, candidates should plan to arrive at the scheduled testing center early. Candidates who arrive more than thirty (30) minutes after the scheduled appointment time will be turned away and will be considered a no-show for the examination. Candidates should allow 4.5 hours for the examination, which includes the 3.5 hours for the examination, plus an extra hour for check in and check out procedures as well as time to view the pre-test tutorial and time to complete the post-survey questionnaire following the exam. Late arrivals to the test center for check-in that result in a denial of admission into the examination will result in the forfeiture of the candidate's exam fee. Refunds will not be given for exams that are missed because a candidate was not able to locate the testing center, arrived late or provided invalid identification.

WHAT TO BRING TO THE EXAM

Candidates are advised to limit the number of personal items brought into the center. For security reasons, candidates will not be permitted to bring personal belongings or study materials into the testing center. Secure storage is provided; however, space is limited. Prometric testing centers assume no responsibility for personal belongings and candidates should plan accordingly.

Upon arrival at the testing center, the test center administrator will perform the center's standard security check. The standard security check includes electronic wand of the candidate prior to entry into the testing room. The test center administrator will require the candidate to present one (1) piece of valid government-issued photo identification.

Acceptable forms of identification include:

- current, non-expired driver's license
- government issued photo identification card; or
- current, non-expired passport.

The photo identification presented must match the name that was used to register and schedule an appointment. If the administrator cannot make a positive identification, the candidate will not be permitted to test. If a candidate is denied entrance into a scheduled exam due to failure on the part of the candidate to inform UPPCC of a mismatch of the name used to register and schedule an appointment and the identification to be presented at the test center, the candidate will be responsible for any fees that may be billed by the test center as a result. Denied entry due to missing, expired or improper identification or late arrivals to the testing center will result in a no-show status for the examination appointment. No-shows will result in the forfeiture of the candidate's exam fee.

The administrator will scan the candidate's identification at check in. Electronic copies of the candidate's identification will be temporarily held by Prometric during the examination and verified against identification captured at check out and at any breaks that the candidate may take during the examination. All electronic identification records are destroyed upon check-out.

Candidates are encouraged to review and be acquainted with Prometric test security and check-in procedures as part of his/her exam preparation efforts. These policies are available from the "Prepare for Test Day" tab on the Prometric website.

EXAM SECURITY

In order to maintain the integrity of the examinations, all examinations are proctored by direct observation by the test center administrator and also under video and audio surveillance.

Following check-in, the candidate will be escorted by test center personnel to a work station and logged into the UPPCC examination. Upon log in, the examinee (candidate) will have five (5) minutes to read and accept the UPPCC Non-Disclosure Agreement and General Terms of Use for Exams. If the candidate does respond or does not click 'I Agree' to accept the terms within the allotted time, the exam session will end and cannot be restarted by test center personnel. The candidate will also forfeit the exam fee. If this occurs, the candidate must leave the test center, contact UPPCC and schedule a new exam appointment. To prepare exam day, please review the NDA that follows:

**UPPCC® NON-DISCLOSURE AGREEMENT AND
GENERAL TERMS OF USE FOR EXAMS DEVELOPED FOR
THE CPPO® AND CPPB® CERTIFICATION PROGRAMS**

I certify that I am the person whose name and address appears on the registration of record for this exam and for which I provided official identity verification at check-in for this exam.

I understand that the exam is confidential and is protected by the laws in the United States and elsewhere. It has been made available to me, the examinee, solely for the purpose of assessing my qualifications in the professional discipline referenced in the title of this exam. I agree that I am expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of the UPPCC®. I understand that any unauthorized disclosure of the content of this exam could compromise the integrity and security of the certification programs.

Furthermore, I understand that if I violate this Agreement or otherwise engage in any misconduct that the UPPCC® will take appropriate action(s) in response to the misconduct. Examples of action(s) that may result from candidate misconduct include:

- Cancellation of my exam scores without refund of my exam fee
- Revocation of my certification
- Complete ban from future participation in UPPCC® certification programs
- Civil and/or criminal prosecution

Examples of misconduct include:

- Impersonating another candidate for the purposes of taking the exam
- Providing or accepting improper assistance during the exam
- Possession of un-authorized items/materials during the exam
- Removing or attempting to remove exam materials from the exam facility
- Disseminating actual exam content by any means
- Intentionally causing a disturbance of any kind during the exam

I Agree I do not Agree

Following the acceptance of the NDA, a brief navigational tutorial will follow. The candidate will officially launch the exam following completion of the tutorial.

DURING THE EXAMINATION

The 3.5 hours of time permitted for testing does not include pre and post testing activities (i.e. check-in, pre-exam tutorial, Non- Disclosure Agreement, post exam satisfaction survey, etc.), but does include any unscheduled breaks the candidate may personally elect to take during the official exam.

Examination questions will be presented one at a time on the computer screen. For each question displayed candidates may choose to either answer it or skip it and move on to the next. Regardless of whether or not a question was answered, the candidate also has the ability to mark a question in order to come back to it later.

A clock, displayed on screen during testing, will count down continuously from 3.5 hours, so that the candidate is always aware of how much testing time is remaining. Available to candidates during the exam is a small, dry-erase board for use as scratch paper and an on-screen calculator.

The candidate will be permitted to take breaks during the examination, but any break that the candidate takes will not stop the exam clock. Any breaks will be counted as testing time. Candidates who leave the testing center for breaks or any other reason will be asked to sign a log book and present his/her identification to re-enter the center. Once the candidate reaches the end of the examination and if time still remains, he/she will be presented with a summary of the exam which will flag all the questions that were skipped or marked for review allowing the candidate to go back to those specific questions. The candidate may also return to any question on the exam and change his/her response. Candidates will receive a printed confirmation of testing at the test center upon completion of the examination. Exam results will be sent to all candidates regardless of result within six (6) to eight (8) weeks following the close of the testing window.

Inclement Weather and Local and National Emergencies

In the event of inclement weather or a local and/or national emergency on the day of the examination, candidates should phone the local Prometric Testing Center for which he/she has scheduled an appointment. If the testing center is closed and as a result an appointment is cancelled, UPPCC will arrange for the examination to be rescheduled. Candidates are not penalized if the examination is cancelled due to inclement weather or if a local or national emergency occurs.

Exam Cancellation/Reschedule Policy

Once the candidate has scheduled an examination appointment with Prometric, any reschedules or cancellations must also be made through Prometric. Associated fees that the applicant will be expected to make payment for at the time of the reschedule or cancellation is dependent upon the amount of advanced notice given to Prometric.

Examination appointments may be scheduled, rescheduled, cancelled and otherwise altered for the current testing window only. Candidates will not be permitted to cancel from one testing window and reschedule for another even if the testing window is within the one (1) year life of the certification application.

Candidates should note that although rescheduling an examination is permitted, seats fill up quickly and space may be limited or even unavailable as the desired testing date draws near. As such, it is advisable for candidates, if needed, to reschedule an examination as soon as possible. Rescheduling is only applicable for the current testing window by canceling the current appointment and rescheduling for a different date within the testing window.

To reschedule or cancel an examination, candidates should contact Prometric via the web or by phone. When canceling an examination, candidates should obtain written confirmation of the cancellation from Prometric.

EXCEPTIONS TO THE CANCELLATION/RESCHEDULE POLICY

The UPPCC recognizes that serious issues may arise that could prevent a candidate from canceling his/her exam appointment within the prescribed timeframe. There are acceptable instances in which thirty (30) or more calendar days' notification is not possible. Such acceptable instances include:

- Serious illness – either the candidate or an immediate family member (spouse, child, parent, etc.)
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Unexpected military duty call-up

Late cancellations or no-shows on the day of the examination due to one of the reasons listed above must be submitted in writing to the UPPCC as soon as possible, but no later than five (5) business days following the incident and must be accompanied by meaningful documentation. For injuries and illnesses to be considered acceptable, documentation must prove that the onset of the injury and/or condition occurred AFTER the candidate scheduled his/her examination appointment OR that the injury and/or condition worsened AFTER the candidate scheduled his/her examination appointment. Upon review of the written request and accompanying documentation, any cancellation/no-show fee will be waived for candidates whose requests were approved; however, the 10% administrative fee that applies to any and all exam refunds will still apply.

Exam Cancellation/Reschedule Fees

Thirty (30) or more calendar days' notice prior to the scheduled examination

No fee
(Admin Fee only if applicable)

Between twenty-nine (29) and five (5) calendar days' notice prior

\$50
(plus Admin Fee if applicable)

Less than five (5) calendar days' notice prior

\$100
(plus Admin Fee if applicable)

Other Exam Related Fees

Administrative Fee. - Post administration, the exam fee paid will be refunded via the original method of payment less a 10% administrative fee for any candidate who does not test and therefore requires a refund to be issued by UPPCC. This fee applies to:

- candidates who cancelled exam appointments with or without fee and did not reschedule and test during the testing window;
- candidates who did not schedule a testing appointment during the testing window; or
- candidates who were granted waivers of other fees under the Exceptions to the Cancellation/Reschedule Policy.

10%

No-Shows. - Candidates who fail to show for a scheduled exam appointment without sufficient prior notification will forfeit the full examination fee. Candidate No-Shows include:

- candidates who fail to show for a scheduled exam appointment without sufficient prior or post notification (via the Exception to the Cancellation/Reschedule policy) to the UPPCC;
- candidates who fail to show for a scheduled exam appointment without sufficient prior notification, but do not provide acceptable cause for the no-show via the Exception to the Cancellation/Reschedule Policy to be granted a waiver of the no-show fee;
- candidate was denied entry into the examination due to a mismatch of the candidates printed name on the ATT letter and the photo identification provided at check-in and failed to notify the UPPCC so that the mismatch could be corrected;
- candidate was denied entry into the examination due to improper identification presented at the testing center at check-in (improper refers to failure to provide identification, providing identification that has expired or providing unacceptable forms of identification);
- candidate arrived late to the testing center and could not be accommodated at the time of arrival due to scheduling availability.

\$300

Problems at the Testing Center

Very rarely do any issues arise at the test center that might be perceived as having a negative effect on a candidate's performance. However, the UPPCC takes these issues very seriously. In order for the UPPCC to investigate any problems thoroughly, all issues must be reported before leaving the test center.

Issues should be reported to the Test Center Administrator (TCA) during the exam/ before leaving the test center.

AFTER THE EXAMINATION

Scoring the Examinations

Each candidate's performance on the exam is measured against a predetermined standard. This standard is the benchmark standard of knowledge that can be expected of individuals that possess the requisite level of formal education, years of experience and continuing education/training for the associated certification as identified in the eligibility requirements. Candidates are not measured against the performance or other individuals taking the exam and do not compete with one another. This means that it is possible for all candidates to pass the exam if they meet the predetermined standard for passing.

Standard Setting (Pass/Fail Cut-Score)

The passing score for the UPPCC exams are set by a panel of experts representative of the diversity of the profession. The panel reviews each examination question, evaluates the difficulty of the question and makes a judgment of how a candidate with the requisite level of formal education, years of experience and continuing education/training for each associated certification as identified in the respective eligibility requirements would perform on the question. These judgments are then analyzed by testing experts to determine and recommend the standard or the passing score for each certification. The UPPCC Governing Board sets the standard based on the recommendation from the panel and the test developer.

Equating

Each form of the CPPO/CPPB exam has a unique selection of questions. Every exam form is constructed based on the specifications outlined in the 2013 UPPCC Body of Knowledge, however; no two forms of the examination are identical. Although the UPPCC strives to develop exams that are similar in difficulty, they are not precisely equal in difficulty. The equating process compares subsequent forms of the exam back to the original exam form used to establish the standard or the passing score and adjusts it accordingly.

Score Reporting

Following the scoring process, raw exam scores are mathematically converted to scaled scores that range from 1000 to 2500. Within that 1500 point scale, 1800 is linked to and represents the standard or passing score. The scale used to report scores is the same for every examination. Candidates must obtain a scaled score of 1800 or better in order to pass the CPPO/CPPB examinations.

CPPO and CPPB exam results will be made available through the candidates' MyUPPCC account regardless of the result approximately six (6) to eight (8) weeks following the close of the two (2) week testing window. Tested candidates will receive an email notification when results are available online. The notification can also be viewed through the applicant's MyUPPCC account under "Message History."

To protect the confidentiality of the candidate's score, results are never given over the phone, by email or by fax.

The intent of the examination is to distinguish those who meet the predetermined standard from those who do not. There is no evidence that someone who receives a very high score on the exam will perform significantly better on the job than someone whose score falls exactly at the passing point. Therefore, if a candidate passes the examination, he/she is informed only that the examination was passed. Passing candidates are not notified of his/her actual exam score.

Candidates who do not achieve a passing score will be notified of his/her score and will receive a diagnostic report showing the candidate's performance in each of the six (6) domain areas that comprise the exam. One (1) of three (3) performance indicators for each domain area will be provided. The three diagnostic performance levels are listed below:

Proficient – The score you obtained in this domain area is at or above the acceptable level; you have demonstrated an acceptable understanding of the content in this domain. A review of this area may be helpful to you prior to you prior to retaking the examination.

Marginal – The score you obtained is marginally unacceptable. Your understanding of the content in this domain area does not appear to be strong, additional study is recommended.

Deficient – The score you obtained is below an

acceptable level; substantial study of this content area is recommended prior to retaking the examination.

This information is provided to assist the candidate in deciding whether to retake the exam and how to plan study efforts for future exams.

Examination Score Validation

Candidates who do not achieve a passing score on his/her exam may request a revalidation of his or her score by the testing agency to verify the reported score. Score validation requests must be in writing and must be accompanied by a payment in the amount of \$75. Requests for score validation can be honored only up to thirty (30) calendar days after the date on the results email notification.

For information on the Appeals Process, see Appeals Process – Applicants, Candidates and Certificants.

Re-Examination

Candidates who wish to retake the examination must submit payment for a new examination fee to the UPPCC by the next application deadline date provided the application will still be active through the next scheduled examination window. Upon payment of the examination fee, the candidate will be issued a new Authorization To Test (ATT) email to proceed with scheduling an examination appointment with Prometric.

Passing the Examination

Upon successful completion of the certification examination, a certificate documenting the achievement along with a certification lapel pin is mailed to each new credentialed professional shortly after notification of examination results. The certificate is valid for five (5) years at which time renewal of the certification is required in order to maintain the certification earned.

Duplicate and Replacement Certificates

A duplicate and replacement certificate can be purchased through the certificant's online account visiting the online store through their MyUPPCC account.

Appeals Process – Applicants, Candidates and Certificants

Any applicant, candidate or certificant has the right to appeal to the UPPCC regarding any situation or incident that he/she believes has caused or may cause an adverse decision or result that directly affects the applicant candidate or certificant. Any individual who wishes to make an appeal (the "Appellant") must submit an appeal in writing to the UPPCC Director within fourteen (14) calendar days of an adverse incident occurring or of the notification of an adverse decision being made. In order for an appeal to be considered, it must expressly state the situation or incident and how said situation or

incident adversely affected or directly caused the adverse outcome. The appeal must be fact based and not simply an opinion of the affected individual in order for the appeal to be considered.

All certification applicants have the right to appeal the decision made on his/her application. All appeals should be directed to the attention of the appropriate individual or group at the UPPCC Offices, based on the appeal level as described below.

The first line of appeal is to the UPPCC Director. Letters of Appeal to the UPPCC Director must be submitted and received in writing within fourteen (14) calendar days of the application denial decision notification email. Appeals will not be considered if received more than fourteen (14) calendar days following the date on the decision letter. The Letter of Appeal must contain the following information:

- the applicant's name, address, telephone number, email address,
- a clear statement of the reason for appeal, and
- supporting exhibits, evidence, new documentation, if any, in support of the appeal.

Upon receipt, the UPPCC Director will review the appeal and render a written decision. Applicants should allow fourteen (14) calendar days for receipt of a decision from the UPPCC Director of an application appeal. The second and final line of appeal is to the UPPCC Board of Examiners (BOE). Letters of Appeal to the UPPCC Board of Examiners (BOE) must be submitted and received in writing within fourteen (14) calendar days of the date of the denial decision letter from the UPPCC Director of the first appeal. Appeals will not be considered if received more than fourteen (14) calendar days following the date printed on the denial decision letter from the UPPCC Director of the first appeal. The Letter of Appeal must contain the following information:

- the applicant's name, address, telephone number, email address,
- a copy of the denial of appeal notification letter from the UPPCC Director and all supporting documentation provided by the applicant; and
- the factual basis for the appeal to the UPPCC BOE specifying any NEW information not considered in previous decisions.

The BOE will render a decision within thirty (30) calendar days of the receipt of the Letter of Appeal to the BOE. *The decision made by the BOE is final.*

APPENDIX A

2013 UPPCC BODY OF KNOWLEDGE - CPPO

Periodically the UPPCC commissions a Job Analysis study to ensure that the certification exams are aligned with the skills, knowledge and abilities needed for successful job performance in the public procurement profession. The Body of Knowledge is the end result of the Job Analysis Study. A Job Analysis consists of several activities: the development of a survey tool, survey dissemination, compilation of survey results, and finally, the development of the Body of Knowledge.

The Body of Knowledge for the CPPO Certification was based on input from over 2,500 active public procurement professionals and consists of 78 total job tasks/responsibilities and 87 total knowledge statements representing common skills, knowledge and abilities that are essential to competent performance of **management level and above positions** within the public procurement profession.

Effective for the May 2014 testing window, the CPPO certification examination will cover all six domain areas listed below. The percentage of the exam that will come from each of the six domain areas is indicated by the percentage listed to the far right of each content domain heading. For example, 25% of the CPPO Exam will cover items from Domain I, while 5% of the exam will cover items from Domain V.

PROCUREMENT ADMINISTRATION – 25%

Knowledge of:

- A. common procurement performance measurement criteria (e.g. cycle time, inventory turns, customer satisfaction, number of disputes)
- B. automated procurement systems (e.g., electronic requisitioning)
- C. solicitation and contract file contents
- D. cooperative procurement programs
- E. value analysis (e.g., cost-reduction, cost avoidance, total cost of ownership)
- F. procurement audit and review processes
- G. purpose for department audits and reviews
- H. e-procurement programs
- I. supplier diversity programs (e.g., small, disadvantaged, minority-owned, women-owned, socio-economic business programs)
- J. sustainable procurement initiatives
- K. procurement policies and procedures (e.g., approvals,

- delegated level of signature authority)
- L. budgeting methods (e.g., performance based, zero based, line item)
- M. impact of budget cycle (e.g., lead times, receipt of goods, payment of goods)
- N. operational forms and templates (e.g., checklists, purchase orders, Request for Proposals boilerplate)
- O. procurement card programs
- P. process improvement programs (e.g., benchmarks, customer surveys)
- Q. standardization programs (e.g., materials, procedures, specifications)
- R. procurement trends
- S. procurement information resources (e.g., NIGP, Responsible Purchasing Network)
- T. professional values (e.g., ethics, guiding principles)
- U. outreach methods for internal and external stakeholders (e.g., tradeshow, training, networking, social media)
- V. team dynamics
- W. personnel management

Associated Tasks/Responsibilities:

1. design and maintain operational forms and templates (e.g., checklists, requisitions, solicitation boilerplate)
2. implement an automated procurement system (e.g., integrate business processes, interfaces)
3. administer a procurement card program (e.g., training, promoting, auditing, policies and procedures for use, implementation)
4. administer an e-procurement (conducting all or some procurement functions over the internet) program (e.g., training, promoting, auditing, policies and procedures for use, implementation)
5. implement a standardization process (e.g., materials, procedures, specifications)
6. implement operating work policies, guidelines, and procedures for the control of the department's work flow (e.g. training manuals, Code of Ethics, Standard Operating Procedures [SOP], process improvement)
7. interpret policies and procedures (e.g., apply policy situationally, respond to questions about policies and regulations)
8. establish cooperative procurement programs with other public agencies/private organizations
9. implement a sustainable procurement program (e.g., buy-recycled programs, green initiatives)
10. audit the procurement process (e.g., ratification process, confirming orders, identifying illegal purchases, unauthorized commitment)
11. prepare operating budget

- 12. manage purchasing department personnel (e.g., evaluate, counsel, discipline, coach)
- 13. train purchasing department personnel
- 14. promote purchasing department to Administration and other key stakeholders
- 15. originate and maintain procurement files
- 16. develop and maintain job descriptions and duties for procurement staff/team

II. SOURCING - 20%

Knowledge of:

- A. product specifications, descriptions, and prices (e.g., order history)
- B. scope of work for service contracts
- C. benchmarking techniques and processes
- D. procurement methods and techniques (e.g., request for proposal [RFP], invitation for bid [IFB], best value)
- E. supply and demand concepts
- F. total cost of ownership concepts
- G. make, lease, or buy concepts
- H. market research resources
- I. roles and responsibilities in the procurement process
- J. special considerations for supplies (e.g., controlled goods, hazardous materials, material and inventory management, re-use and recycling)
- K. requisition approval process (e.g., funds availability, appropriate authorizations)
- L. laws, regulations, and ordinances
- M. specification requirements (e.g., completeness, accuracy)
- N. specification types (e.g., design, performance)
- O. contract types (e.g., blanket order, term contracts, incentive)
- P. contract terms and conditions
- Q. small dollar purchases (e.g., telephone quotes, fax quotes, e-mail, procurement cards)
- R. competitive sealed bids and proposals
- S. competitive negotiations
- T. supplier preference programs (e.g., local, small business, minority-owned, woman-owned)
- U. noncompetitive procurement (e.g., sole-source, single source)
- V. emergency procurement
- W. cooperative procurement (e.g., joint solicitation, piggyback)
- X. professional services procurement (e.g., architect and engineering, legal, physician, accounting, insurance)
- Y. construction procurement
- Z. pre-solicitation conferences
- AA. solicitation process (e.g., issuing solicitation, addenda, solicitation openings)

- BB. offer evaluation (e.g., responsiveness, responsibility, price analysis, cost analysis)
- CC. sources of services and/or supplies
- DD. methods of payment
- EE. payment types (e.g., progress, advance, retainage, incentive)
- FF. fair and open competition concepts
- GG. protest processes and procedures
- HH. hearing processes and procedures
- II. debrief processes and procedures
- JJ. supplier requirements (e.g., space, delivery, industry standards)
- KK. contract document preparation
- LL. award recommendation process
- MM. contract approval process (e.g., legal, risk management, health and safety)

Associated Tasks/Responsibilities:

1. utilize an internal automated procurement system
2. utilize an e-procurement system
3. ensure compliance with supplier diversity policy (e.g., minority, women, small business, socio-economic, disadvantaged)
4. ensure compliance with sustainable procurement programs (e.g., buy-recycled programs, green initiatives)
5. review procurement requests for compliance with established laws, policies, and procedures (e.g., bid thresholds, small business programs, completeness of specifications, available funds, appropriate approvals)
6. conduct market research to ascertain the use/availability of commercial items and services
7. make recommendations to requester regarding make, lease or buy decisions
8. obtain historical information for decision making (e.g., forecast estimated demand, sourcing, procurement method)
9. analyze economic conditions affecting specific procurements
10. identify sources of services and/or supplies
11. select method of procurement (e.g., small purchases, procurement card, competitive sealed bids, competitive proposals, cooperative purchasing)
12. develop solicitation document (e.g., product specifications/scope of services, terms/conditions, performance period)
13. review solicitation document (e.g., consistent language, no conflicting requirements)
14. select contract type (e.g., blanket order, term contracts)
15. solicit competitive quotes
16. solicit competitive sealed bids/tenders

17. solicit competitive sealed proposals
18. ensure a transparent solicitation process that provides for open and fair competition
19. identify evaluation methodology/criteria and select team
20. conduct pre-bid or pre-proposal conferences
21. prepare and issue addenda
22. analyze and evaluate solicitation responses (e.g., responsiveness, responsibility)
23. prepare and make recommendation for award
24. respond to protests and inquiries (e.g., procedure, process, hearings)
25. select payment methods and options
26. review supplier samples and/or demonstrations with the buying organization management and/or customer departments
27. prepare and execute contractual documents (e.g., contract, award letter, acceptance agreement, purchase order)
28. conduct post-award respondent debriefing
29. mitigate risk through development of terms and conditions

III. NEGOTIATION PROCESS – 10%

Knowledge of:

- A. negotiation strategies and techniques (e.g., conflict resolution)
- B. problem-solving and decision-making techniques and processes
- C. negotiation process and documentation requirements

Associated Tasks/Responsibilities:

1. select negotiation team members and assign roles
2. prepare negotiations strategies (e.g., market research and availability, goals, outcomes, tactics, positions)
3. conduct negotiations (e.g., pricing, terms, renewals)
4. document negotiation process and results

IV. CONTRACT ADMINISTRATION - 20%

Knowledge of:

- A. techniques to ensure supplier compliance to specifications (e.g., receipt inspection, site visits, item sampling/testing)
- B. techniques to evaluate supplier performance
- C. elements of a contract
- D. contract management (e.g., performance, ongoing risk)
- E. contract performance deficiencies, disputes, and resolutions (e.g., notice to cure, liquidated damages)
- F. contract modifications (e.g., change orders, amendments, escalation)

- G. contract termination (e.g., default, convenience, non-appropriation)
- H. contract renewal process
- I. contract close-out (e.g., substantial completion, service transition, lien waivers)

Associated Tasks/Responsibilities:

1. conduct a post-award start-up conference
2. evaluate contractor/supplier performance (e.g., quality control)
3. monitor contractor/supplier compliance (e.g., insurance requirements, licensing requirements, prevailing wage)
4. modify contracts
5. remediate contractor/supplier non-compliance (e.g., cure notice, show cause notice)
6. resolve contract disputes
7. terminate contracts (e.g., default, convenience, non-appropriations)
8. conduct contract closeout activities

V. SUPPLY MANAGEMENT – 5%

Knowledge of:

- A. ordering process (e.g., route, expedite, follow-up)
- B. inventory management techniques and principles (e.g., Just In Time, min/max levels, Last In First Out, First In First Out)
- C. disposition of obsolete and surplus equipment and materials
- D. asset management
- E. supply chain management

Associated Tasks/Responsibilities:

1. follow-up and expedite orders
2. resolve delivery and receiving problems
3. maintain inventory (e.g., safety stock, stocking levels)
4. design internal distribution channels
5. account for assets (e.g., fixed, capital, consumable, tagging and tracking)
6. establish warehouse shipping and receiving processes (e.g., acceptance, rejection)
7. select method of disposal for obsolete and surplus equipment and materials
8. dispose of obsolete and surplus equipment and materials
9. facilitate movement of goods (e.g., transportation logistics, delivery locations, clearing Customs)

VI. STRATEGIC PROCUREMENT PLANNING – 20%

Knowledge of:

- A. analytical techniques (e.g., Pareto analysis)

- B. research techniques
- C. forecasting techniques and strategies
- D. procurement strategies based on forecast data, market factors, and economic trends
- E. strategic planning
- F. cost/benefit analyses on future acquisitions
- G. contingency/continuity of operations plan (e.g., disaster preparedness)
- H. succession planning

Associated Tasks/Responsibilities:

1. establish the mission statement, vision, and operating values of the procurement department
2. uphold and promote the mission, vision, and values of the procurement department (e.g., ethics, diversity, professionalism, accountability)
3. conduct value analysis (e.g., cost-reduction, cost avoidance, total cost of ownership)
4. implement goals, objectives, and measurement criteria for procurement department
5. monitor professional and legislative trends and laws (e.g., rules, regulations, executive orders)
6. conduct business analyses (e.g., outsourcing, privatization, partnering)
7. analyze economic trends and conditions that affect procurement
8. conduct cost/benefit analyses on future acquisitions
9. implement a process improvement plan (e.g., stakeholder satisfaction, remediation)
10. plan and implement procurement strategies and objectives based on forecast data, market factors, economic trends, and customer needs (e.g., strategic sourcing, staffing)
11. formulate a procurement contingency/continuity of operations plan (e.g., disaster preparedness, supply chain)
12. develop staff succession plan

APPENDIX B

2013 UPPCC BODY OF KNOWLEDGE - CPPB

Periodically the UPPCC commissions a Job Analysis study to ensure that the certification exams are aligned with the skills, knowledge and abilities needed for successful job performance in the public procurement profession. The Body of Knowledge is the end result of the Job Analysis Study. A Job Analysis consists of several activities: the development of a survey tool, survey dissemination, compilation of survey results, and finally, the development of the Body of Knowledge.

The Body of Knowledge for the CPPB Certification was based on input from over 2,500 active public procurement professionals and consists of 61 total job tasks/responsibilities and 87 total knowledge statements representing common skills, knowledge and abilities that are essential to competent performance of **buyer level positions** within the public procurement profession.

Effective for the May 2014 testing window, the CPPB certification examination will cover all six domain areas listed below. The percentage of the exam that will come from each of the six domain areas is indicated by the percentage listed to the far right of each content domain heading. For example, 36% of the CPPB Exam will cover items from Domain II, while 8% of the exam will cover items from Domain VI.

I. **PROCUREMENT ADMINISTRATION – 20%**

Knowledge of:

- A. common procurement performance measurement criteria (e.g. cycle time, inventory turns, customer satisfaction, number of disputes)
- B. automated procurement systems (e.g., electronic requisitioning)

- C. solicitation and contract file contents
- D. cooperative procurement programs
- E. value analysis (e.g., cost-reduction, cost avoidance, total cost of ownership)
- F. procurement audit and review processes
- G. purpose for department audits and reviews
- H. e-procurement programs
- I. supplier diversity programs (e.g., small, disadvantaged, minority-owned, women-owned, socio-economic business programs)
- J. sustainable procurement initiatives
- K. procurement policies and procedures (e.g., approvals, delegated level of signature authority)
- L. budgeting methods (e.g., performance based, zero based, line item)
- M. impact of budget cycle (e.g., lead times, receipt of goods, payment of goods)
- N. operational forms and templates (e.g., checklists, purchase orders, Request for Proposals boilerplate)
- O. procurement card programs
- P. process improvement programs (e.g., benchmarks, customer surveys)
- Q. standardization programs (e.g., materials, procedures, specifications)
- R. procurement trends
- S. procurement information resources (e.g., NIGP, Responsible Purchasing Network)
- T. professional values (e.g., ethics, guiding principles)
- U. outreach methods for internal and external stakeholders (e.g., tradeshow, training, networking, social media)
- V. team dynamics
- W. personnel management

Associated Tasks/Responsibilities:

1. design and maintain operational forms and templates (e.g., checklists, requisitions, solicitation boilerplate)
2. implement an automated procurement system (e.g., integrate business processes, interfaces)
3. implement a standardization process (e.g., materials, procedures, specifications, records retention/management)
4. implement operating work policies, guidelines, and procedures for the control of the department's work flow (e.g., training manuals, Code of Ethics, Standard Operating Procedures [SOP], process improvement)
5. interpret policies and procedures (e.g., apply policy situationally, respond to questions about policies and regulations)
6. establish cooperative procurement programs with

- other public agencies/private organizations
- 7. audit the procurement process (e.g., ratification process, confirming orders, identifying illegal purchases, unauthorized commitment)
- 8. manage purchasing department personnel (e.g., evaluate, counsel, discipline, coach)
- 9. train purchasing department personnel

II. SOURCING – 36%

Knowledge of:

- A. product specifications, descriptions, and prices (e.g., order history)
- B. scope of work for service contracts
- C. benchmarking techniques and processes
- D. procurement methods and techniques (e.g., request for proposal [RFP], invitation for bid [IFB], best value)
- E. supply and demand concepts
- F. total cost of ownership concepts
- G. make, lease, or buy concepts
- H. market research resources
- I. roles and responsibilities in the procurement process
- J. special considerations for supplies (e.g., controlled goods, hazardous materials, material and inventory management, re-use and recycling)
- K. requisition approval process (e.g., funds availability, appropriate authorizations)
- L. laws, regulations, and ordinances
- M. specification requirements (e.g., completeness, accuracy)
- N. specification types (e.g., design, performance)
- O. contract types (e.g., blanket order, term contracts, incentive)
- P. contract terms and conditions
- Q. small dollar purchases (e.g., telephone quotes, fax quotes, e-mail, procurement cards)
- R. competitive sealed bids and proposals
- S. competitive negotiations
- T. supplier preference programs (e.g., local, small business, minority-owned, woman-owned)
- U. noncompetitive procurement (e.g., sole-source, single source)
- V. emergency procurement
- W. cooperative procurement (e.g., joint solicitation, piggyback)
- X. professional services procurement (e.g., architect and engineering, legal, physician, accounting, insurance)
- Y. construction procurement
- Z. pre-solicitation conferences
- AA. solicitation process (e.g., issuing solicitation, addenda, solicitation openings)

BB. offer evaluation (e.g., responsiveness, responsibility, price analysis, cost analysis)
 CC. sources of services and/or supplies
 DD. methods of payment
 EE. payment types (e.g., progress, advance, retainage, incentive)
 FF. fair and open competition concepts
 GG. protest processes and procedures
 HH. hearing processes and procedures
 II. debrief processes and procedures
 JJ. supplier requirements (e.g., space, delivery, industry standards)
 KK. contract document preparation
 LL. award recommendation process
 MM. contract approval process (e.g., legal, risk management, health and safety)

Associated Tasks/Responsibilities:

1. utilize an internal automated procurement system
2. utilize an e-procurement system
3. ensure compliance with supplier diversity policy (e.g., minority, women, small business, socio-economic, disadvantaged)
4. review procurement requests for compliance with established laws, policies, and procedures (e.g., bid thresholds, small business programs, completeness of specifications, available funds, appropriate approvals)
5. conduct market research to ascertain the use/availability of commercial items and services
6. make recommendations to requester regarding make, lease or buy decisions
7. obtain historical information for decision making (e.g., forecast estimated demand, sourcing, procurement method)
8. analyze economic conditions affecting specific procurements
9. identify sources of services and/or supplies
10. select method of procurement (e.g., small purchases, procurement card, competitive sealed bids, competitive proposals, cooperative purchasing)
11. develop solicitation document (e.g., product specifications/scope of services, terms/conditions, performance period)
12. review solicitation document (e.g., consistent language, no conflicting requirements)
13. select contract type (e.g., blanket order, term contracts)
14. solicit competitive quotes
15. solicit competitive sealed bids/tenders
16. solicit competitive sealed proposals

17. ensure a transparent solicitation process that provides for open and fair competition
18. identify evaluation methodology/criteria and select team
19. conduct pre-bid or pre-proposal conferences
20. prepare and issue addenda
21. analyze and evaluate solicitation responses (e.g., responsiveness, responsibility)
22. prepare and make recommendation for award
23. respond to protests and inquiries (e.g., procedure, process, hearings)
24. select payment methods and options
25. review supplier samples and/or demonstrations with the buying organization management and/or customer departments
26. prepare and execute contractual documents (e.g., contract, award letter, acceptance agreement, purchase order)
27. conduct post-award respondent debriefing
28. mitigate risk through development of terms and conditions

III. NEGOTIATION PROCESS – 8%

Knowledge of:

- A. negotiation strategies and techniques (e.g., conflict resolution)
- B. problem-solving and decision-making techniques and processes
- C. negotiation process and documentation requirements

Associated Tasks/Responsibilities:

1. select negotiation team members and assign roles
2. prepare negotiations strategies (e.g., goals, outcomes, tactics, positions)
3. conduct negotiations (e.g., pricing, terms, renewals, best and final offer, best alternative to a negotiated agreement)
4. document negotiation process and results

IV. CONTRACT ADMINISTRATION – 20%

Knowledge of:

- A. techniques to ensure supplier compliance to specifications (e.g., receipt inspection, site visits, item sampling/testing)
- B. techniques to evaluate supplier performance
- C. elements of a contract
- D. contract management (e.g., performance, ongoing risk)
- E. contract performance deficiencies, disputes, and resolutions (e.g., notice to cure, liquidated damages)
- F. contract modifications (e.g., change orders,

amendments, escalation)

G. contract termination (e.g., default, convenience, non-appropriation)

H. contract renewal process

I. contract close-out (e.g., substantial completion, service transition, lien waivers)

Associated Tasks/Responsibilities:

1. conduct a post-award start-up conference
2. evaluate contractor/supplier performance (e.g., quality control)
3. monitor contractor/supplier compliance (e.g., insurance requirements, licensing and bonding requirements, prevailing wage, warranties)
4. modify contracts
5. remediate contractor/supplier non-compliance (e.g., cure notice, show cause notice)
6. resolve contract disputes
7. terminate contracts (e.g., default, convenience, non-appropriations)
8. conduct contract closeout activities

V. SUPPLY MANAGEMENT – 8%

Knowledge of:

- A. ordering process (e.g., route, expedite, follow-up)
- B. inventory management techniques and principles (e.g., Just In Time, min/max levels, Last In First Out, First In First Out)
- C. disposition of obsolete and surplus equipment and materials
- D. asset management
- E. supply chain management

Associated Tasks/Responsibilities:

1. follow-up and expedite orders
2. resolve delivery and receiving problems

VI. STRATEGIC PROCUREMENT PLANNING – 8%

Knowledge of:

- A. analytical techniques (e.g., Pareto analysis)
- B. research techniques
- C. forecasting techniques and strategies
- D. procurement strategies based on forecast data, market factors, and economic trends
- E. strategic planning
- F. cost/benefit analyses on future acquisitions
- G. contingency/continuity of operations plan (e.g., disaster preparedness)
- H. succession planning

Associated Tasks/Responsibilities:

1. establish the mission statement, vision, and operating values of the procurement department
2. uphold and promote the mission, vision, and values of the procurement department (e.g., ethics, diversity, professionalism, accountability)
3. conduct value analysis (e.g., cost-reduction, cost avoidance, total cost of ownership)
5. implement goals, objectives, and measurement criteria for procurement department
6. monitor professional and legislative trends and laws (e.g., rules, regulations, executive orders)
7. analyze economic trends and conditions that affect procurement
8. conduct cost/benefit analyses on future acquisitions
9. implement a process improvement plan (e.g., stakeholder satisfaction, remediation)
10. plan and implement procurement strategies and objectives based on forecast data, market factors, economic trends, and customer needs (e.g., strategic sourcing, staffing)
11. formulate a procurement contingency/continuity of operations plan (e.g., disaster preparedness, supply chain)

APPENDIX C CANDIDATE TIPS

- ✓ RELAX! Have confidence in yourself and your abilities.
- ✓ Remember... you have met eligibility requirements, now demonstrate your knowledge.
- ✓ Maintain a positive attitude.
- ✓ Get a good night's sleep and have a nourishing protein-filled breakfast.
- ✓ Arrive early at the test site.
- ✓ Immediately identify any inappropriate conditions to the test center administrator.
- ✓ Read all exam questions carefully.
- ✓ Do not spend too much time on any one specific difficult question.
- ✓ Skip questions that you are unsure of and return to them later.
- ✓ Eliminate any incorrect answer choices from the potential options.
- ✓ Apply practical reasoning to determine the correct answers.
- ✓ Divide the question into manageable and understandable parts.
- ✓ Keep the intent of the question and basic subject matter in mind.
- ✓ There are no trick questions. If two choices seem correct, choose the BEST answer. Remember, good test questions include options that are plausible, but not completely correct. Many options for test questions include common mistakes that individuals make when they don't completely understand the material being tested.
- ✓ Don't second-guess yourself — your first instinct is usually correct.
- ✓ Don't read too much into questions and over-anticipate the answers.
- ✓ Answer what is asked for and not what you feel should be asked.
- ✓ Estimate time required to answer remaining questions.
- ✓ Return to previously marked difficult questions to select an option.
- ✓ Plan time effectively.
- ✓ Monitor the on-screen counter which continuously counts down your remaining testing time from the start of the examination.

Appendix D EDUCATIONAL RESOURCES

NIGP is recognized by the UPPCC as a provider of quality education for public procurement professionals. UPPCC recommends many of the NIGP textbooks for exam preparation. NIGP also offers intensive 2-day and 3-day courses based upon these textbooks that are recommended by the UPPCC. These courses often include the textbook as part of the course.

Although NIGP coursework is not required to achieve certification, it is one opportunity to review and/or reinforce a candidate's individual understanding of the UPPCC Body of Knowledge (BOK). NIGP also offers CPPPO and CPPB informational webinars and preparatory courses both in face-to-face format as well as on-line.

In addition to NIGP, the UPPCC recognizes the following industry organizations as suppliers of quality procurement education. It is important to utilize the UPPCC Body of Knowledge (BOK) as the basis for formulating any test preparation plan. Since the BOK dictates the content to be tested on the certification exams, the candidate should choose educational products that work to reinforce a topic found in the BOK.

As the exam questions are kept secured at all times and are not shared with any organization, private entity or individual. Use caution when selecting programs that claim to address actual CPPB and/or CPPPO test questions.

[NIGP: The Institute for Public Procurement](#)
151 Spring Street
Herndon, Virginia 20170 USA Phone: +703-736-8900
www.nigp.org

[National Assoc of State Procurement Officials](#)
201 East Main Street Ste. 1405 Lexington,
Kentucky 40507 USA Phone: +859-514-9159
www.naspo.org

[National Assoc of Educational Procurement](#)
8840 Stanford Blvd, Suite 2000 Columbia,
Maryland 21045 USA Phone: +443-543-5540
www.naepnet.org

[California Assoc of Public Procurement Officials](#)
P.O. Box Y
Yuba City, California 95992 USA Phone:
+800-592-1970
www.cappo.org

[Florida Assoc of Public Procurement Officials](#)
P.O. Box 600
Winter Park, FL 32790-0600 Phone: +813-435-3109
www.fappo.org

[Institute for Supply Management](#)
P.O. Box 22160
Tempe, Arizona 85285 USA Phone: +800-888-6276
www.ism.ws

[National Contract Management Association](#)
21740 Beaumeade Circle, Suite 125 Ashburn,
Virginia 20147 USA Phone: +571-382-0082
www.ncmahq.org

[National Procurement Institute](#)
PO Box 370192
Las Vegas, Nevada 89137 USA Phone: +702-989-8095
www.npicconnection.org

[Supply Chain Management Association](#)
P.O. Box 112
Toronto, Ontario M5G 2C8 CANADA Phone:
+416-977-7111
www.scmnational.ca

[Canadian Public Procurement Council](#)
PO Box 2404
St-Nicolas, Quebec G7A 4X5 CANADA
Phone: +418-619-1951
www.cppc-ccmp.ca