
Swift Customer Certification Rules

1 Scope

Upon the customer's request, Swift may offer a Swift Customer Certification Programme for Staff (the "Programme") to customers' employees and contracted staff (the "Staff"), which allows such Staff to validate certain skills and knowledge in specific business areas related to Swift, for example:

- Swift Standards
- Swift Interface operations

The full list of available certification exams is published on swift.com/training with a description of each exam and related learning objectives.

Swift certifications have a limited period of validity. The validity period of each certification is listed in the certification pages on swift.com.

Swift will notify Staff of approaching expiry dates. Upon expiry, Staff have the option to renew their certification.

These Swift Customer Certification Rules are subject to the Swift Service Terms and Conditions and Swift Customer Certification Programme for Staff Terms and Conditions and must be read in conjunction with the relevant Service Proposal, which has been issued to you provided that, should there be any inconsistency between the provisions of SWIFT Service Terms and Conditions and Swift Customer Certification Programme for Staff Terms and Conditions, the latter shall prevail. Please also refer to the certification pages on swift.com for a detailed overview of the learning objectives, validity periods and descriptions of the certifications.

2 Target audience

The Programme is reserved to Staff of Swift users and service bureaux only. Other Swift customers, including, Swift partners are not eligible to the Programme.

3 Exam rules

Customer certifications are offered Swift-proctored or Customer-proctored, and both on an 'online' basis. Each offering is subject to a different pricing framework. The following rules apply to the customer and the Staff taking either Swift- and Customer-proctored certification exam.

- Each candidate must have an active SwiftSmart account and have logged in at least once in the last three months. Each candidate must login to SwiftSmart using their swift.com username and password.
- The learning objectives for each certification track are available on the training section of swift.com and should be reviewed prior to attempting the certification exam.
- The exams may be updated at regular intervals by Swift.
- Candidates will be presented with a number of questions which test their knowledge (and ability to apply this knowledge) to the pre-defined learning objectives.
- The questions are presented randomly from a pool of questions.
- Candidates receive a maximum time span to complete their exam.
- Candidates must score 80% or more to pass the certification exam.
- Cell phones and any other types of recording/playing equipment must not be used during the exam.
- Candidates are given a single attempt to pass the exam.
- Candidates may not interrupt the exam, nor leave the room during the exam.
- Candidates who successfully pass the certification exam will be provided with a certificate after the exam.
- The certificate can be used only until the date of expiry displayed.
- Candidates who fail the exam will be presented with an overview of the topics that require re-studying along with their scores.
- To allow re-study time, candidates who do not pass the certification exam will not be permitted to a re-sit until a period of at least three months has passed since taking the previous exam.
- Candidates will not be able to attempt the same certification exam more than twice in a twelve-month period.

4 Swift-proctored certifications

- Swift-proctored certifications form part of the Swift Professional Services suite.
- The customer details the requirements, which are documented in a Swift Service Proposal.
- The Swift customer must provide Swift with a final list of the Swift usernames (email addresses) of the Staff participating in the Programme at least two weeks prior to the start of the tailored training event.
- Certification exams can only be completed by named individuals who have previously enrolled for the exam.
- The Swift Subject Matter Expert on-site reserves the right to ask for verification of identity of any candidate.
- Each candidate must have access to a laptop / desktop which can communicate with SwiftSmart.
- The Swift Subject Matter Expert must be provided with a connection to the internet which allows communication to SwiftSmart.
- Should the Swift Subject Matter Expert arrive onsite and find this is not the case, no certification exams can be offered and no reduction in fees will be given.

5 Customer-proctored certifications

- Customer-proctored certifications are ordered via Swift eOrder.
- The Swift customer specifies the certification track, the number of exams ordered, and the name and email of the on-site proctor.
- The designated on-site proctor receives an activation code from Swift.
- The activation code remains valid for a one-month period.
- Each candidate must have access to a laptop / desktop which can communicate with SwiftSmart.
- When the exam candidate(s) is/are ready to start the certification exam, the on-site proctor must be physically present to unlock the candidate exams on each candidate laptop/desktop.
- The on-site proctor is responsible to verify the candidates' identity and the integrity of the exam conditions.
- In the event customer's usage exceeds the number of licences purchased on the applicable eOrder, Swift will charge customer for the certification licenses activated in excess of those purchased by customer. The certification licenses will be charged at the then current fees.