



Shared Infrastructure Programme

Service Bureau Specialists On-boarding exam

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Preface

Purpose of the document

This document explains the framework of the SWIFT Service Bureau Specialists On-boarding exam in the scope of Shared Infrastructure Programme.

Audience

This document is designed for Service Bureaux that need to certify one or several individuals.

Related documentation

[SWIFT SIP - Terms and Conditions](#)

[SWIFTSmart](#)

1 Introduction

As part of the Service Bureau certification under the Shared Infrastructure Programme, Service Bureau representatives must demonstrate detailed knowledge of SWIFT on-boarding processes and SWIFT technical connectivity components.

Each Service Bureau needs at least two service bureau on-boarding specialists, and two service bureau connectivity specialists. (They may, if preferred, be the same individuals).

This document will focus on the **On-boarding** exam.

2 Certification Process

2.1 Exam Process

Introduction

The SB Specialist on-boarding exam is a theoretical exam. Candidates have to take the exam via SWIFTSmart, while proctored by another employee of the Service Bureau.

The exam is composed of closed questions which cover knowledge of SWIFT on-boarding processes.

The candidate must achieve a passing mark to successfully complete the exam. Please note that the exam is open books and the candidate will be able to search the information in a PDF document on SWIFTSmart.

Registration

Each candidate before registration must have an active swift.com account and have logged in at least once in the last three months. Each candidate can login to SWIFTSmart using their swift.com username and password.

The candidate need to send an email to SB.certification.Office@swift.com to request to register for the exam.

Proctoring

Upon request for registration, the SB Certification Office will request the Service Bureau to assign an on-site proctor within their company and to communicate his/her name to SB.certification.Office@swift.com.

Within five business days, the on-site proctor will receive a separate email with the activation code in order to unlock the exam. This code does not expire.

The on-site proctor is responsible to verify the candidate's identity and the integrity of the exam conditions.

Exam

Each candidate must have access to a laptop/desktop which can communicate with SWIFTSmart. The candidate will receive a mail with the link to the exam.

When the candidate is ready to start the certification exam, the on-site proctor must unlock the exam on the candidate laptop/desktop.

Results

When the candidate has completed all the questions, the results will be displayed on SWIFTSmart. Candidates who successfully pass the certification exam will be provided with a certificate after the exam.

2.2 SB Specialist, on-boarding exam

The SB Specialist exam on-boarding consists of one module. The candidate has to answer 40 questions and has two hours to complete it. The link provided allows two attempts to succeed the exam.

A minimum score of 60% correct answers is required to pass the exam.

The learning documents, listed in below section 3.2 are available on SWIFTSmart. Once you are logged in, you will have the possibility to open a PDF file listing all these documents.

3. Training

Candidate can prepare to the SB Specialist exam by following SWIFT Smart courses, participating to tailored trainings, and by reading the documentation.

3.1 Courses

No specific training course is dedicated for the SB Specialist, on-boarding exam.

3.2 Self-study: relevant documents

To prepare for the certification, SWIFT recommends the candidate to refer to these documents:

- [Information about joining SWIFT](#)
- [Joining process](#)
- [swift.com Registration User Guide](#)
- [SWIFT By Laws](#)
- [Corporate Rules](#)
- [SWIFT user categories](#)
- [User eligibility criteria](#)
- [Message Routing Restriction tables](#)
- [Register for a non-connected BIC and branch code](#)
- [SWIFT Registration Procedure](#)
- [BIC Policy](#)
- [Alliance Essential kit service description](#)
- [Shared Infrastructure Programme \(Terms & Conditions\)](#)
- [Shared Infrastructure Policy](#)
- [Secure channel](#)
- [Termination](#)

4. Exam Fees

Exam via SWIFTSmart is free of charge.