



# RTPM<sup>®</sup> Certification Handbook



RTPM v2  
For exam applications  
submitted after 7/1/2023

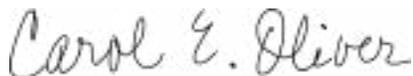
## Congratulations, you are on your way to earning a world-class information and communications technology (ICT) industry certification.

Dedicated information and communications technology (ICT) professionals such as yourself recognize and understand that holding a BICSI certification makes a difference in your career and the ICT industry. After earning the Registered Telecommunications Project Manager® (RTPM®) certification, you will be recognized as an elite, knowledgeable and experienced professional, well-versed in cutting-edge ICT project management principles. We appreciate your professional commitment in demonstrating the highest global standard with an RTPM certification.

BICSI develops and delivers the highest-quality credentialing programs that validate mastery in the field of ICT and contribute to the continued improvement of individual and organizational performance. We work closely with ICT professionals from around the world to ensure that our programs are up-to-date and relevant for today's competitive business environments.

This handbook provides an overview of the RTPM certification, including eligibility requirements and recertification requirements, and provides detailed information to help guide you through the entire certification process.

We wish you much success,



Carol Everett Oliver, RCDD, DCDC, ESS  
BICSI Board President



John H. Daniels, CNM, FACHE, FHIMSS  
BICSI Chief Executive Officer

### For more information:

[bicsi.org/credentialing](https://bicsi.org/credentialing)

### Questions:

Phone: +1 813.979.1991 or 800.242.7405

(USA & Canada toll-free)

Email: [credentialing@bicsi.org](mailto:credentialing@bicsi.org)

# Table of Contents

<b>About BICSI and the RTPM Certification</b> .....	<b>4-7</b>
What You Need to Know About the RTPM Certification .....	4
RTPM Credentialing Process Overview .....	6
Exam Delivery Statement .....	7
Non-Discrimination Policy .....	7
Sanctioned Countries .....	7
Contact Information .....	7
Name, Address and Email Information .....	7
<b>RTPM Credentialing Process</b> .....	<b>8-19</b>
The Five Phases .....	8
<b>Phase 1: Decide</b> .....	<b>8-9</b>
Exam Eligibility Requirements .....	8
GI Bill Information .....	9
U.S. Military Tuition Assistance Program .....	9
Reasons to Become an RTPM .....	9
<b>Phase 2: Prepare</b> .....	<b>10-13</b>
Exam Blueprint .....	10-12
Exam Copyright .....	13
Suggested Study .....	13
Exam Specifics .....	13
How Exams are Developed .....	13
<b>Phase 3: Apply</b> .....	<b>14</b>
Application Process .....	14
Application Processing .....	14
Fees .....	14
Payment Methods .....	14
Incomplete Applications .....	15
Application Denials .....	15
Refund Policy .....	15
Legal Name .....	15
Eligibility Dates .....	15
Waiting Period .....	15
Terms and Conditions .....	15
<b>Phase 4: Test</b> .....	<b>16-18</b>
Request for Special Accommodations .....	16
Appeal of Denial of Request for Special Accommodations .....	16
How to Schedule .....	16
Rescheduling or Cancellation Policy .....	17
Exam Fee .....	17
Exam Identification and Conduct Requirements .....	17
Confidentiality .....	18
Passing Score .....	18
Results .....	18
Retest Information .....	18
Comments .....	18
<b>Phase 5: Recertify</b> .....	<b>19-20</b>
Status Definitions .....	19
RTPM Certification Cycle .....	19
Recertification Requirements .....	19
Recertification Fees .....	19
Recertification Audit .....	20
<b>After Becoming an RTPM</b> .....	<b>21-22</b>
Use of the Designation .....	21
Certification Verification .....	21
Records Retention .....	21
Digital Credential .....	21
Downloadable Certificate .....	21
Recertification Suspension Policy .....	22
Reinstatement for Lapsed Credential Holders Policy .....	22
<b>General Policies and Procedures</b> .....	<b>23</b>
Code of Ethics .....	23
Professional Obligations .....	23
Credential's Appeals Process .....	24
BICSI Antitrust Statement .....	Back Cover

# ABOUT THE BICSI ICT CERTIFICATION INSTITUTE AND THE RTPM CERTIFICATION

BICSI is a professional association with a core purpose of advancing the information and communications technology (ICT) profession. As the preeminent resource for the connected world, BICSI currently serves 26,000 members and credential holders in over 100 countries and is headquartered in Tampa, Florida, USA.

## BICSI Core Values

Integrity • Service • Excellence

**Integrity** is defined as the quality of being honest and having strong moral principles and moral uprightness. Integrity defines who we are as a professional association. Some of the moral principles include traits such as courage, honesty, responsibility, accountability, openness, self-respect, and humility. Integrity is also defined as the state of being whole and undivided. BICSI staff, volunteers, members, credential holders, affiliates, and all other stakeholders must strive to do the right thing for the organization, even when no one is looking. Integrity is first because it is critical to BICSI's success, "... just as strong beams are critical to a house. If the beams are not whole, sound, or complete, if rotten is mixed with good, if termites have eaten the insides, then individual beams will break under stress; beams will fail in their relationship to other beams; nails will pull out and the house will fall."<sup>1</sup>

**Service** to the profession is important. However, BICSI takes it one step further by encouraging service before or above self because it reminds us that we are all part of something bigger than ourselves, and that is the BICSI mission. It defines what we do as a professional association. BICSI staff, volunteers, members, credential holders, affiliates, and all other stakeholders demonstrate the following attributes, among others:

- **Stewardship:** We plan and manage the resources entrusted to us with great care and responsibility.
- **Self-discipline:** We adhere to policies and procedures such as the BICSI Code of Ethics/Professional Obligations.

- **Self-control:** We do not behave in a way that would discredit ourselves, our association, or the ICT profession.
- **Loyalty:** We are faithful to our BICSI commitments and voluntary obligations.
- **Inclusion:** We all help create an environment free of fear, discrimination, harassment, intimidation, or unfair treatment.

**Excellence** defines how BICSI strives to do everything it does, from beginning to end and everywhere in between. BICSI staff, volunteers, members, credential holders, affiliates, and all other stakeholders all have a role in ensuring BICSI provides the highest quality training and education, maintains highly credible credentialing programs, provides highly valued membership programs that meet member needs, and provides responsive customer care that exceeds service expectations. No matter what role we have, we are all responsible for doing our personal best and providing a good example to others.<sup>2</sup>

BICSI will make integrity a daily practice through service above self, underpinned by excellence in everything we do to advance the information and communications technology (ICT) profession.

<sup>1</sup> Vriesenga, M. P., Maj. (n.d.). Thinking about Core Values [Scholarly project]. Retrieved November 13, 2020, from <https://www.airuniversity.af.edu/Portals/10/ASPJ/journals/Chronicles/michaelv.pdf>

<sup>2</sup> "Setting an example is not the main means of influencing another; it is the only means." Dr. Albert Einstein.

ICT encompasses the design, management, integration, and installation of pathways, spaces, optical fiber- and copper-based distribution systems, wireless-based systems and infrastructure that supports the transportation of information and associated signaling between and among communications and information gathering devices.

Through courses, conferences, publications, and professional credentialing programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services and offer opportunities for continual improvement and enhanced professional stature.

BICSI established its credential programs to provide a level of assurance to the industry and to consumers that an individual has knowledge in a designated area of information and communications technology (ICT) design or installation. Our professional designations are valued globally and are recognized throughout the ICT industry.

BICSI developed the Registered Telecommunications Project Manager® (RTPM®) Credentialing Program as a career path for individuals seeking an advanced understanding of personnel management and project management, as related to ICT. Project managers, project coordinators, lead technicians, project team leaders, and individuals seeking a profession in this rapidly growing field are encouraged to earn the RTPM. Project management (PM) includes gathering specific project information for the project initiation, creation of the project budget, identifying and managing stakeholders, orchestrating the proposal, identifying project deliverables, managing budget and deliverables, creation and management of launch and deadline dates, effective communication between all stakeholders, and closing of the project.

BICSI launched the BICSI ICT Certification Institute at the 2022 BICSI Fall Conference and Exhibition. This global institute is the distillation of the ethics, experience and excellence embodied by each BICSI certification.

For nearly 40 years, BICSI has set the global standard for ICT expertise and excellence, developing, and advancing the professions of cable installers, project managers, designers and consultants. BICSI certifications have helped more than 16,000 professionals achieve new competencies that drive personal and professional results. Professionals who obtain and maintain BICSI's ICT Certifications demonstrate to clients, employers, and peers their dedication to the profession and commitment to upholding high standards of integrity and excellence in professional practice.

This institute encompasses BICSI's seven certifications and one certificate: Registered Communications Distribution Designer® (RCDD®), Data Center Design Consultant® (DCDC®), Registered Telecommunications Project Manager® (RTPM®), Outside Plant Designer (OSP™), BICSI Cabling Installation Installer 1® (INST1®), Installer 2, Copper® (INSTC®), Installer 2, Optical Fiber® (INSTF®), Technician™ (TECH™)

All BICSI certification programs – from entry level to advanced – are thoroughly developed and routinely maintained following accreditation standards led by globally diverse subject matter experts who help ensure the certifications truly reflect emerging practice, advanced technology, real-life case studies and best practices.

## RTPM Definition

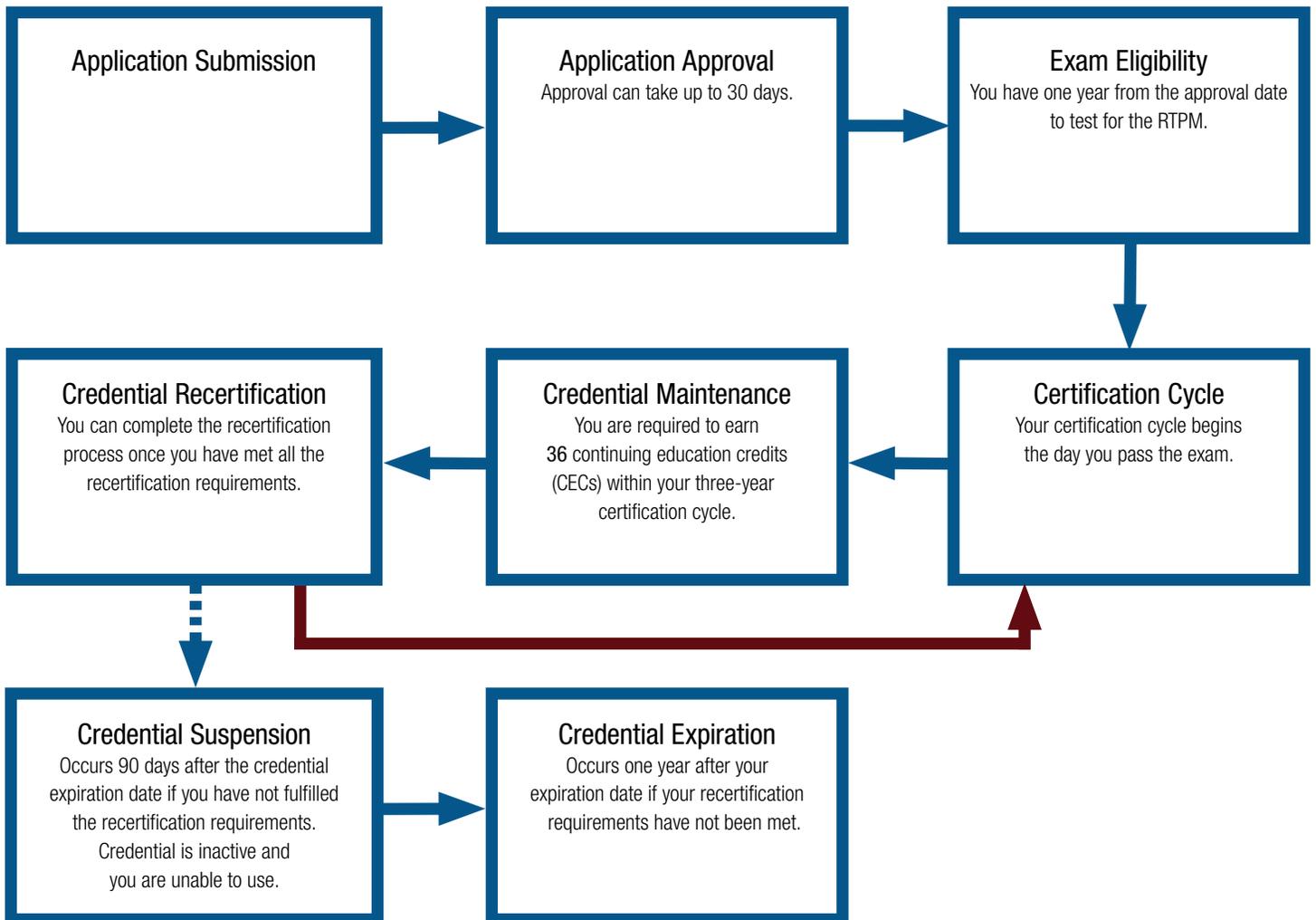
A BICSI Registered Telecommunications Project Manager (RTPM) oversees and coordinates the interaction between designers, engineers, installers, and technicians when new ICT projects are being developed or are undergoing construction. RTPM exam candidates are tested on their ability to understand and apply a vast collection of telecommunications project management principles, concepts, tools, and technology.

## What You Need to Know About the RTPM Certification

- |   |                                |
|---|--------------------------------|
| Recognized by the ICT Community and Employers | Engineered by PM Experts       |
| Meets the Highest Standards                   | Recognized Globally            |
| Fueled by ICT and PM Competencies             | Built with Your Career in Mind |



## RTPM CREDENTIALING PROCESS OVERVIEW



### Exam Delivery Statement

Pearson VUE is the exam delivery provider of BICSI ICT Certification Institute. Pearson VUE is the world's largest learning company with more than 35,000 employees working across the globe. They are the leader in computer-based testing, with testing centers located globally.

### Non-Discrimination Policy

It is the policy of BICSI ICT Certification Institute and Pearson VUE that no individual shall be excluded from the opportunity to participate in the BICSI RTPM Credentialing Program on the basis of gender, ethnic origin, national origin, religion, age, or disability.

### Sanctioned Countries

BICSI is committed to conducting business in compliance with the United States State Department of Foreign Assets Control (OFAC) Sanctions Programs and Country Information and the Specially Designated Nationals (SDNs) and Blocked Persons List. This would include any individual with a residence or a nationality of Iran, Syria, Crimea, Cuba, or North Korea.

Individuals who present approved candidate identification during the admissions process showing a non-sanctioned country permanent residence may test and receive certifications. For more information, please visit [click here](#).

### Contact Information

All questions and requests for information about the BICSI ICT Certification Institute RTPM Credentialing Program should be directed to:

BICSI, 8610 Hidden River Parkway, Tampa, Florida 33637  
Phone: +1 813.979.1991 or 800.242.7405 (USA & Canada toll-free)  
Email: [credentialing@bicsi.org](mailto:credentialing@bicsi.org)

All questions and requests for information about exam scheduling should be directed to:

Pearson VUE, 5601 Green Valley Drive, Bloomington, Minnesota 55437  
Phone: 866.904.4432 (USA & Canada toll-free)  
Web: [pearsonvue.com/bicsi](http://pearsonvue.com/bicsi)  
Web (for online exams): [pearsonvue.com/bicsi/onvue](http://pearsonvue.com/bicsi/onvue)

### Name, Address and Email Information

BICSI will send you important information through email and text. It is **your** responsibility to keep the contact information on your online BICSI Profile at [bicsi.org](http://bicsi.org) current. Please log onto your BICSI profile and make sure your home address, email address, and cell phone numbers are up to date so you do not miss any important notifications.



# RTPM Credentialing Process

## THE FIVE PHASES



### PHASE 1: DECIDE

#### Exam Eligibility Requirements

Applicants must meet specific educational and/or work experience criteria at the time they submit their application in order to be eligible to take the RTPM exam.

The requirements are outlined below.

Applicants must qualify for one of the following options:

#### Option #1

One year of Project Management Experience in ICT\* **AND** hold one of the following current BICSI certifications (RCDD, DCDC, OSP, INSTC, INSTF, TECH).

#### Option #2

Two years of Project Management Experience in ICT.\*

#### Option #3

Three years of ICT industry experience\*\* including one year of managing or supervising ICT projects.\*

#### Option #4

Hold a current Project Management certification or a degree\*\*\* in Project or Construction Management **AND** one year of ICT industry experience.\*\*

\*Project Management Experience in ICT includes the following project phases:

#### (1) Project Initiation

- a. Obtain and review specific project information
- b. Create initial project budget estimation
- c. Develop project proposal
- d. Create and assemble project deliverables

#### (2) Project Execution

- a. Perform project administrative activities
- b. Manage project implementation
- c. Communicate project status to stakeholders (Communication Plan)

#### (3) Project Closure

- a. Conduct project closure

\*\*ICT industry experience includes design or installation of technology pathways, spaces, and infrastructure, consisting of cabling and wireless systems, that support data transfer and data signaling between, and the interconnection of, communication, data processing, data display, or information gathering devices of various systems. These systems can include audio-visual, telecommunications, safety and security, computer networking, and building automation.

\*\*\*The degree must be from an accredited institution of higher education in the United States or foreign equivalent.

# RTPM Credentialing Process

## GI Bill Information

The BICSI ICT Certification Institute RTPM exam may be eligible for GI Bill reimbursement for those who qualify. The VA pays only the exam costs, or up to \$2,000 for each exam. Payment is issued after you submit proof of payment to the VA. The VA will pay for exams, even if you are unsuccessful in your attempt to earn a certification. For more information, including an application for reimbursement of exam fees, please visit the BICSI ICT Certification Institute web page at [bicsi.org/gibill](http://bicsi.org/gibill). Please note that BICSI ICT Certification Institute exam requirements and retest policies still apply.

## U.S. Military Tuition Assistance Program

Through the Credentialing Opportunities On-Line Program, qualifying U.S. military members can use their ICT-related installation, design, and project management experience toward earning a BICSI ICT Certification Institute certification. Recognized worldwide, our certification programs help you position yourself as an expert in the ICT industry and prepare you for a life-long career in an in-demand industry.

More information on the four available assistance programs can be found online at [bicsi.org/COOL](http://bicsi.org/COOL).



## Reasons to Become an RTPM

Positive Impact on Professional Image

Recognized by the ICT Community

New Job and Promotion Opportunities

Higher Salary Potential

Expands ICT Career Field

## PHASE 2: PREPARE

### Exam Blueprint

BICSI ICT Certification Institute's certification programs are a gold standard in the ICT industry. The RTPM certification validates that the credential holder has mastery of knowledge and skills to perform telecommunications project management according to accepted best practices in the ICT industry. Every three-to-five years the Registrations & Credentials Supervision Committee (RCSC) oversees a Job Task Analysis (JTA) of this credentialing program to ensure the program is current, relevant, and held to the highest standard. Based on this analysis, eight core competencies were identified as essential to a Telecommunications Project Manager. These core competencies are outlined below.

### RTPM EXAM CONTENT OUTLINE

AREA OF EXPERTISE	% OF EXAM
<b>PHASE 1: PROJECT INITIATION PROPOSAL(S) - RESPOND TO OR DEVELOP (E.G., RFI, RFP, RFQ, SOW)</b>	<b>56%</b>
<b>Obtain and Review Specific Project Information</b>	<b>15%</b>
<ul style="list-style-type: none"> <li>• Create project file repository</li> <li>• Identify project type and technology elements (e.g., inside plant, outside plant, wireless, technology application/systems)</li> <li>• Identify location of project (e.g., domestic, international rural vs. urban)</li> <li>• Identify client/owner requirements, standards, specifications and constraints (e.g., codes, accreditations, documentation, deliverables, material specifications, safety, security clearance, SOW, technology activation)</li> <li>• Determine technology responsibility matrix content (e.g., owner furniture, fixture, and equipment (FFE), SOW, technology systems, technology spaces)</li> <li>• Clarify client/owner expectations</li> <li>• Define period of performance (e.g., start, finish, technology activation)</li> <li>• Define contract type (e.g., time and materials (T&amp;M), guaranteed maximum price (GMP), firm fixed price (FFP))</li> <li>• Identify project team and stakeholders and contact information</li> <li>• Issue non-disclosure (NDA), teaming agreement (TA), and/or organizational conflict of interest (OCI)</li> <li>• Review project documentation and relevant existing information (e.g., as-builts, drawings, take offs, blueprints, shop drawings)</li> <li>• Perform site survey</li> <li>• Review gathered information, create an executive summary of the technology project, and determine project feasibility (i.e., go/no go)</li> </ul>	
<b>Create Initial Project Budget Estimation</b>	<b>13%</b>
<ul style="list-style-type: none"> <li>• Quantify project resources (e.g., labor, equipment, materials)</li> <li>• Consider locations(s) (e.g., domestic, international, accessibility to resources and labor)</li> <li>• Evaluate project documents and budget for value engineering (VE)</li> <li>• Determine life cycle maintenance plan including training, warranties, optional service contracts, and optional on-site support</li> <li>• Confirm insurance and bonding requirements</li> <li>• Identify project-related and installation fees (e.g., permits and right to use, disposals, parking, and access FEES)</li> </ul>	

AREA OF EXPERTISE	% OF EXAM
<b>Develop Project Proposal</b>	<b>13%</b>
<ul style="list-style-type: none"> <li>• Prepare Statement of Work (e.g., technologies, assumptions, type of contract, exclusions, qualifications)</li> <li>• Follow or create approval to proceed with project (i.e., charter)</li> <li>• Incorporate information previously gathered</li> <li>• Develop sub-contractor/consultant/vendor qualification criteria (e.g., past performance, financials, representations, and certifications)</li> <li>• Develop list of applicable codes, standards, regulations, legal considerations, and references required to govern project</li> <li>• Develop/Manage/Review project organizational chart</li> <li>• Identify necessary elements to obtain a notice to proceed (NTP) (e.g., contract award, purchase order)</li> <li>• Act upon receipt of notice to proceed (NTP)</li> </ul>	
<b>Create and Assemble Project Deliverables</b>	<b>15%</b>
<ul style="list-style-type: none"> <li>• Define project plan (e.g., work breakdown structure (WBS), task format)</li> <li>• Develop sites specific safety plan (e.g., job hazard analysis, safety data sheets, confined space entry)</li> <li>• Develop technology quality plan(s) (e.g., quality assurance, quality control)</li> <li>• Develop the change control plan and associated documentation (e.g., change order, design modification)</li> <li>• Develop communications plan (e.g., issues log, risk log, meeting minutes, stakeholder communication)</li> <li>• Develop risk management plan (e.g., risk matrix, risk register) to identify potential risk factors, rate probabilities of risks (low, medium, high), and develop mitigation strategies</li> <li>• Develop environmental plan (e.g., asbestos abatement, noise variance, soil remediation) Prepare submittals (e.g., product submittals, design plans, shop drawings)</li> </ul>	
<b>PHASE 2: PROJECT EXECUTION</b>	<b>29%</b>
<b>Perform Project Administrative Activities</b>	<b>12%</b>
<ul style="list-style-type: none"> <li>• Host/schedule/attend kick off meeting</li> <li>• Manage project financials</li> <li>• Manage purchase orders</li> <li>• Manage request for information (RFI) process</li> <li>• Manage change orders</li> <li>• Mitigate conflict (e.g., schedule, cost, personnel)</li> <li>• Manage compliance with codes and standards (e.g., firestops, bonding and grounding, spacing)</li> </ul>	
<b>Manage Project Implementation</b>	<b>10%</b>
<ul style="list-style-type: none"> <li>• Mobilize project resources (e.g., material, equipment, labor, site access)</li> <li>• Facilitate trade coordination (e.g., electrical, mechanical, dry wall)</li> <li>• Verify site personnel meet site requirements (e.g., background check, training and technical qualifications, badging)</li> <li>• Monitor actual project cost against budget</li> <li>• Modify plan based on evaluation of project controls</li> </ul>	

AREA OF EXPERTISE	% OF EXAM
<b>Communicate Project Status to Stakeholders (Communication Plan)</b>	<b>7%</b>
<ul style="list-style-type: none"> <li>• Participate in general project related meetings, conference calls, video conferences, and site visits (e.g., design, permitting, construction, end user)</li> <li>• Schedule and facilitate technology-specific meetings (e.g., design meeting, process review, local exchange carrier (LEC), phase gate meetings)</li> <li>• Communicate project status (e.g., daily, weekly, monthly, quarterly)</li> </ul>	
<b>PHASE 3: PROJECT CLOSURE</b>	<b>15%</b>
<b>Conduct Project Closure</b>	<b>15%</b>
<ul style="list-style-type: none"> <li>• Evaluate project completion and conduct acceptance review (e.g., punch list, walk through, infrastructure test results)</li> <li>• Manage resolution of deficiencies during the commissioning program</li> <li>• Review and accept commissioning results</li> <li>• Review or submit final project documentation deliverables as defined in the scope of work. (e.g., installed components, cut sheets [cable run list, cable mapping, cable splicing], software, test results for cabling, as-builts, O&amp;M, systems acceptance testing, accreditations, training, warranties, SLA, certificate of occupancy, record drawing)</li> <li>• Review lessons learned (e.g., internal, external)</li> <li>• Communicate project completion</li> <li>• Close out project financials (e.g., retainage/retention, outstanding balances)</li> <li>• Archive final project workbook and documents</li> </ul>	

## Exam Copyright

All exam questions are the copyrighted property of BICSI. Any attempt to reproduce all or part of an exam is strictly prohibited by law. Such attempts include, but are not limited to, removing materials from the exam room, aiding others in reconstructing any portion of an exam by any means, or selling, distributing, receiving, or having unauthorized possession of any portion of an exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should also be noted that exam scores might be invalidated in the event of this type of suspected breach.

## Suggested Study

No two candidates come to the exam with the same knowledge base, as ICT experience and educational backgrounds vary; therefore, it is not possible to train for or teach to the exam in its entirety. The best way to prepare is to review and study each functional area of the exam content outline for the RTPM Exam, as well as the suggested materials below:

Suggested Study:

- The New *Telecommunications Project Management Reference Manual (TPMRM)*, 2nd Edition
- 125+ hours of independent study
- PM101 v2.0: Foundations of Project Management, PM102 v2.0: Applied Telecommunications Project Management, PM103 v2.0: Advanced Tools for Project Management Courses

The PM102 is NOT a test preparation course. It is recommended to enhance your knowledge of telecommunications project management. You may find additional reference materials available for purchase on BICSI's website at [bicsi.org](http://bicsi.org).

## Exam Specifics

Number of Questions..... 100  
Allotted Examination Time..... Two Hours

## HOW EXAMS ARE DEVELOPED

BICSI ICT Certification Institute follows credentialing best practices to create and update the exams offered. Practicing ICT professionals are involved in every step of the exam development process, facilitated by expert testing organizations. The following are the steps taken in developing the RTPM exam:

- BICSI ICT Certification Institute conducts a JTA every three to five years of the telecommunications project management (TPM) profession and makes modifications and upgrades as part of the best practices for the credentialing program. The exam is developed from the Exam Content Outline created out of the JTA and then validated by a large group of ICT TPM Subject Matter Experts (SMEs).
- A team of ICT TPM professionals who currently hold the RTPM certification write the exam questions, based on the Exam Content Outline.
- The questions are reviewed via a three-step quality control process.
- Multiple exam forms are created and validated by a team of ICT professionals who hold the RTPM certification. These SMEs participate in a standard-setting study led by expert test development professionals.
- BICSI ICT Certification Institute conducts a scheme alignment study facilitated by expert test development professionals to determine exam qualifications/prerequisites and recertification requirements. A select group of SMEs who hold the RTPM certification participate in this study.

## PHASE 3: APPLY

### Application Process

The following items must be completed and submitted to BICSI ICT Certification Institute on your BICSI credentialing dashboard:

- A fully completed online RTPM Exam Application.
- Current resumé.
- If applicable, a copy of degrees, diplomas, and/or certifications.

### Application Processing

BICSI ICT Certification Institute processes applications in the order they are received. A nonrefundable application fee be must paid when submitting your application.

Please allow 30 days for approval.

Fees	PRICES*	DETAILS
Exam Application Fee (Paid to BICSI)	\$510 - BICSI Member \$725 - Nonmember	<p><b>Fees include:</b> Processing of exam application, first attempt exam fee, registration and testing with Pearson VUE, exam score report for unsuccessful attempts, downloadable certificate and digital certification once certification is achieved.</p> <p><b>Fees do not include:</b> Study materials, preparatory classes, study support fees, traveling expenses to and from testing centers or retest fees.</p>
Exam Retest Fee	\$230 - BICSI Member \$355 - Nonmember	Fee applies to retest with Pearson VUE after an unsuccessful attempt.

\*Pricing is subject to change without notice. Vouchers for exam fees may be provided to you by BICSI if necessary.

### Payment Methods

PAYMENT TYPE	METHOD FOR SENDING PAYMENT
Credit card	On your BICSI profile or over the phone.
Check or money order	Postal mail to BICSI.
Wire transfer	Email <a href="mailto:credentialing@bicsi.org">credentialing@bicsi.org</a> for wire transfer details.

### Incomplete Applications

Exam candidates whose application is submitted without all the requirements will receive an email outlining what information is missing and when it is due. The missing information must be submitted by the due date or the application will be considered incomplete and will not be accepted. The exam application fee will be forfeited.

### Application Denials

An application will not be approved, and/or the candidate's authorization to test may be revoked for any of the following reasons:

- Failure to meet the minimum eligibility requirements
- Application is incomplete
- Falsification of information on the application
- Misrepresentation of work experience or other information on the application
- Violation of testing policies and procedures

### Refund Policy

Application fees are not refundable or transferable, including those found to be ineligible.

### Legal Name

When submitting your application use your full legal name as it appears on your unexpired, valid, government-issued official identification documentation. This is the name that the testing administration site will use to verify your exam on your exam day. This is also the name that will appear on your official certification once you successfully pass the exam.

### Exam Eligibility Dates

Your application is valid for one year from the date it is approved. This is referred to as your eligibility dates in your Exam Authorization Letter.

### Waiting Period

During any exam eligibility period (one year from the date of application approval), there is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

### Terms and Conditions

You must agree to the following statements:

- I agree to inform BICSI, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.
- In the event of a certification suspension, I will refrain from any use and/or further promotion of the certification while it is suspended.
- In the event of withdrawal or revocation of the certification, I will refrain from use of all references to a certified status.
- I will make claims regarding certification only with respect to the scope for which certification has been granted.
- I will not use the certification in such a manner as to bring or BICSI ICT Certification Institute into disrepute, and not make any statement regarding the certification which BICSI considers misleading or unauthorized.
- I will not use certification status or the certification in a misleading manner.
- I certify that I will not provide, receive, or release any confidential exam information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.

## PHASE 4: TEST

### Request for Special Accommodations

BICSI complies with the Americans with Disabilities Act (ADA) and shall ensure no individual is deprived of the opportunity to take a BICSI ICT Certification Institute examination solely by reason of a disability as defined under the ADA. Candidates must submit a written request and recent (within the last three years) supporting documentation related to disability needs. The request and supporting documentation must be received at least 30 calendar days prior to the examination. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

### Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for Special Accommodations may file an appeal. See BICSI Credential's Appeals Process, page 24.

### How to Schedule

BICSI ICT Certification Institute partners with Pearson VUE to deliver the RTPM exam in a computer-based testing format. Pearson VUE will notify you of any changes to test site availability due to bad weather, technical issues, or other unscheduled events.

Once your application is approved, you will receive a BICSI Exam Authorization Letter by email confirming your approval. The authorization letter includes your candidate ID, **first attempt exam fee voucher**, as well as scheduling information.

We encourage you to schedule your exam appointment date as soon as you are approved. Scheduling early increases the chance you will receive your preferred testing date, time, and location.

When scheduling an appointment, have the following information available:

- Your name exactly as it appears on your valid, unexpired government-issued ID
- Your candidate ID number
- The name of your exam sponsor (BICSI)
- The exam for which you are approved (RTPM-v2-1-2023)
- Your preferred appointment date, time, and location
- First attempt exam fee voucher

To schedule online, visit [pearsonvue.com/bicsi](https://pearsonvue.com/bicsi) and click on “create an account” or “sign in,” if you already have a Pearson VUE account.

You can also schedule by phone. To do so, call 888.602.6941. International phone numbers may vary. Please refer to the Pearson VUE website for alternate numbers, if needed.



### Rescheduling or Cancellation Policy

You must contact Pearson VUE at least one business day prior to your scheduled appointment if you would like to reschedule or cancel your testing appointment. Rescheduling or canceling less than one full business day prior to your appointment may result in forfeiting your exam fees.

### Exam Fee

Your first attempt exam fee is included in your application fee and is paid directly to BICSI. The first attempt exam fee includes: registration and testing with Pearson VUE, and an exam score report for unsuccessful attempts. In the event you are unsuccessful, exam retest fees apply and are paid directly to Pearson VUE.

### Exam Identification and Conduct Requirements

The RTPM certification exam is administered in a highly secure testing environment. All exam candidates will be required to provide proof of identity with an unexpired, original government-issued photo ID with signature, such as a driver's license, passport, or military ID.

You will be required to provide a secondary ID. The name and photo on the primary or secondary ID must exactly match the name on the candidate's Exam Authorization Letter. The following are acceptable forms of secondary identification:

- Valid employer identification card
- Valid credit card with signature
- Valid bank card with photo

### Examples of Acceptable Names on Required ID

NAME ON APPLICATION	NAME ON ID	ADMITTED TO TEST
Mohammed Saeed	Saeed Mohammed	Yes
Christine Reynolds	Christine White	No
William Rice	Bill Rice	Yes
T.J. Coleman	Thomas J Coleman	Yes
Tanya L. Sullivan	Tanya Lee Sullivan	Yes

Trained Pearson VUE proctors will supervise the exam. Irregularities observed or suspected by the proctors, or identified by subsequent statistical analysis of your answers on the exam, may result in your removal from participation in the exam or invalidation of your score. Irregularities include, but are not limited to, creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove materials from the testing room. BICSI ICT Certification Institute reserves the right to investigate each incident of misconduct or irregularity.

Candidates must be able to use a computer and mouse.

Candidates are not allowed to bring any items into the testing room (phones, watches, hats, etc.). All necessary items will be available during the exam, including calculators and a whiteboard for scratch paper.

There are no scheduled breaks during the exam. If a break is needed, the break will count toward the two hours you have to complete the exam.

### Confidentiality

All exam questions are the copyrighted property of BICSI. It is forbidden under federal copyright law to copy, reproduce, record, distribute, display, or share these examination questions by any means, in whole or in part.

New credential holders will be listed, by name only, in BICSI publications. Please contact us immediately if you wish to be excluded. Exam (pass/fail) results are confidential and will not be disclosed to anyone without candidate consent, unless directed by valid and lawful subpoena or court order.

When you submit your RTPM exam application, you agree to abide by the BICSI Terms and Conditions (found on page 15 of this handbook). Among other things, the Terms and Conditions address post-examination questions and discussions. It states: “...I certify that I will not provide, receive, or release any confidential examination information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.”

Any such discussion would be a potential violation of the BICSI Terms and Conditions and could affect the status of your credential, up to and including revocation of your credential or permanent suspension from any BICSI credential exams.

### Passing Score

The RTPM exam is designed to identify candidates with proficiency in the necessary competencies and knowledge that drives success in the ICT industry. The passing score for the RTPM exam is determined by sound psychometric analysis. The passing score is established through a process called standard-setting, during which a selected panel of experts from the ICT field conduct a systematic evaluation of the test content. The panel discusses the qualifications for certification and makes a judgment on the level of knowledge an individual needs to be successful on the job. Their expert judgment is translated to a specific passing score on the exam using the statistical Angoff Method, a commonly used method in the credentialing industry. Your performance on the RTPM exam will be measured against this predetermined standard. Your performance will not be measured against the performance of other individuals.

### Results

After completing the exam, candidates who pass will be notified of their passing status immediately through Pearson VUE. Candidates who are unsuccessful on the exam will be provided a score report. The score report is an explanation of your performance level on each of the topic areas covered on the exam. It is not an actual score. Each section has a different weighting based on the number of questions in each section. One section may have a smaller or larger number of questions than in the other sections. It is meant to provide you with the areas for which you may need some additional study.

Candidates who pass the exam will have an electronic certificate available for download within 3 days of passing the exam through your credential dashboard. You will also receive instructions on how to obtain your digital credential and your RTPM logo.

### Retest Information

There is a 30-day waiting period between each unsuccessful exam attempt. After a third unsuccessful attempt, a 90-day waiting period will begin. You may be allotted additional attempts after the 90-day waiting period if your exam eligibility period is still valid.

Each exam retest requires the appropriate exam retest fee. If you do not pass the exam within your exam eligibility period, you can reapply for the exam by submitting a new application.

### Comments

If you would like to provide a comment on a specific question on the exam and have it reviewed, you may do so by making a comment in the exam using the comment feature. If you answered the question incorrectly and the committee determines a rescore, changing your final score from fail to pass, BICSI ICT Certification Institute will notify you by email within 30 days of your exam. The time spent commenting on questions is allotted in the two hour exam total time and only comments made during the exam will be reviewed.

## PHASE 5: RECERTIFY

STATUS	DEFINITION
Active	The status of a current certification.
Grace Period	The period between expiration of a certification and 90 days post expiration of that certification.
Inactive Suspended Period	The period after your grace period of 90 days through one year post-expiration of that certification.
Expired	The status of a certification greater than one year from expiration of that certification.
Reinstatement	BICSI ICT Certification Institute will review any reinstatement requests of which have been provided documentation of undue hardship preventing recertification during the standard recertification and suspension period.
Re-examination	After a certification has lapsed for greater than one year from the expiration date and has not been approved for reinstatement.

### RTPM Certification Cycle

Your RTPM certification is valid for three complete calendar years, with an expiration date of 31 December. Your certification will be valid for the remainder of that calendar year in which you first passed the exam plus an additional three years, regardless of the month in which you passed the exam. For example, if you earned your RTPM certification on 20 September 2022, your certification expiration date would be 31 December 2025.

### Recertification Requirements

Recertification is an important part of any respected credentialing program and it is required to maintain a certification after passing the exam. Recertification helps to ensure the validity and credibility of the RTPM certification. BICSI ICT Certification Institute views learning as a life-long endeavor and places an emphasis upon continuing education as part of maintaining your RTPM status.

It is the RTPM certification holder’s responsibility to ensure that all requirements and conditions for recertification are satisfied and submitted to BICSI ICT Certification Institute prior to the certification cycle ending. BICSI ICT Certification Institute issues recertification reminders as a courtesy, but it is the certification holder who is ultimately responsible for keeping track of and documenting continuing education credits (CECs) and any other requirements of the recertification process.

Within each three-year certification cycle, beginning when the exam is passed, all RTPMs must obtain a minimum of **36** approved CECs to recertify. If you do not recertify by your certification cycle end date, you may no longer use your RTPM certification or represent yourself as certified.

Recertification Fees	PRICES*	DETAILS
Recertification Fee	\$225 - BICSI Member \$385 - Nonmember	Fee applies to participate in the recertification process. A completed recertification application must be submitted online, along with payment.
Recertification Late Fee	\$175	Fee applies to recertifications completed 6 months to 1 year past the certification expiration date.
Reinstatement Fee	\$300	Fee applies to certification reinstatement.

\*Pricing is subject to change without notice.

BICSI ICT Certification Institute has implemented a Recertification Audit Policy. Your CEC submissions are subject to random audit no later than 30 days after you recertify your certification.

### **ALL CREDENTIAL HOLDERS ARE SUBJECT TO AN AUDIT.**

As a certification body, BICSI ICT Certification Institute requires certification maintenance to protect the quality and integrity of the certification programs. Knowledge and skills required for competent occupational and professional performance change over time. This maintenance process encourages credential holders to remain current in their field and it increases confidence among the public, employers, and other stakeholders.

BICSI ICT Certification Institute requires those holding a BICSI credential to participate in certification maintenance by adhering to the recertification requirements for the certification and to adhere to the **Continuing Education Credit (CEC) Program** at [bicsi.org/cec](http://bicsi.org/cec) in order to retain their certification.

As a BICSI credential holder, you have agreed to comply with the terms and conditions at the time of your exam application. By signing the BICSI Code of Ethics and Standard of Conduct, you have consented to the policies, processes, and procedures of BICSI ICT Certification Institute's certification program which includes the Continuing Education Credit Program and adherence to the terms of the audit process. This means that all CEC documentation has been reviewed by you and that you are acting in accordance with these policies and procedures.

The recertification audit serves as a method to ensure that credential holders are meeting the minimum standards to maintain the knowledge and skills needed to remain current in the field of Information and Communications Technology (ICT) in cable infrastructure and design.

Please continue to submit CECs and supporting documentation as you earn them to easily keep up with the audit process. Please maintain copies of your records for 6 (six) months after recertifying your certification in case you are randomly selected for an audit.





## AFTER BECOMING AN RTPM

### Use of the Designation

Professionals who have met the certification standards defined by BICSI ICT Certification Institute and who maintain their certification through the recertification process are authorized to use the RTPM designation.

Adding your RTPM credential to your professional profile will draw special attention to your achievement, and to the time and discipline involved in pursuing and attaining your goal. You may include your certification on business cards, in resumes, on your personal web pages, in bylines for articles or blog posts, and in email signatures.

### Certification Verification

The names of current credential holders are not considered confidential and may be published by BICSI. Published information may include name, city, state, country, certification held, and certification status. The names of all professionals holding the RTPM certification will be automatically listed in BICSI's online Verify a Credential Holder Search Directory, searchable by first name, last name, city, state, and country. The Directory facilitates verification of one's certifications by employers, clients, and vendors. It can be found at [bicsi.org/verify](https://www.bicsi.org/verify).

### Records Retention

BICSI retains paper documentation for two years. You must retain copies of all documentation sent to BICSI.

### Digital Credential

BICSI provides a digital credential to qualified recipients who have successfully passed their BICSI ICT Certification Institute installation and/or design exams, including the RTPM, to emphasize visibility and verification of your status. BICSI digital credentials are web-enabled versions of a credential that can be verified in real time, online. Embed in bid documents to easily manage, share, and verify your learning achievements.

### Downloadable Certificate

Access a downloadable certificate of your RTPM Certification via your credential holder dashboard on the BICSI website. Certificates are available for download approximately 24 hours after passing the exam.

# AFTER BECOMING AN RTPM



## Recertification Suspension Policy

A suspension period is intended to allow you the opportunity to complete your expired certifications' recertification requirements without the loss of the certification. The expired certification will instead be suspended (invalid) until all recertification requirements have been satisfied as defined below.

The suspension shall be provided automatically after 90 days past the expiration date.

You will receive a notice of expiration and placement into the suspension period. The suspension shall expire **one year** from the certification's original expiration date.

The suspension period **will not** alter the recertification period dates or change the certification's original expiration date. BICSI's website will indicate the credential holder's suspended certification during any suspended period. If proof of the suspension period is required by someone other than the credential holder (i.e. client or employer), you may log into your BICSI profile for status of your certification.

To view the Suspension Policy, in its entirety, as well as the conditions of suspension, please visit the BICSI Credentialing webpage at [bicsi.org/recertify](https://bicsi.org/recertify).

---

## Reinstatement for Lapsed Credential Holders Policy

Reinstatement of a lapsed certification is allowed under certain circumstances. Eligibility is available to any credential holder who has lapsed recertification for no more than two terms past the certification's original expiration date and the procedures to reacquire your certification are as follows:

### Option 1

- Retest.

### Option 2

- Provide documentation for the continued work of an RTPM performed over the lapsed period.
  - List any ICT training attended during the lapsed period.
- Attend and complete the PM102 class.
- Pay reinstatement fee.

**Reinstatements:** The certification will remain in expired status until the completion of the requirements outlined in this policy. The lapsed credential amnesty reinstatement opportunity is available to a lapsed credential holder one time only. Any future lapsed periods will require a retest to earn certification.

# General Policies and Procedures

## Code of Ethics and Professional Obligations

BICSI has established the Ethics Committee, the Code of Ethics, and a list of Professional Obligations to reinforce the Code. The Code of Ethics is as follows: **It is important that the BICSI members and credential holders exhibit the highest principles of ethical and professional behavior in the provision of their products and services associated with the information and communications technology (ICT) industry and in their professional interactions associated with BICSI or BICSI events.**

The below listed **Professional Obligations** serve as guidelines to assist members and credential holders to understand the meaning of the Code of Ethics. Adhering to these Professional Obligations will enhance public confidence in the integrity and service of BICSI members and credential holders.

Adherence to the **12 Professional Obligations** is mandatory.

As a BICSI member and/or BICSI credential holder, I have an ethical and professional obligation to the association, the ICT industry, and its consumers. I therefore pledge to:

- 1.** Maintain a high standard of professional conduct.
- 2.** Protect and enhance the reputation of the BICSI organization, the credentialing program, and any credential held, through my actions.
- 3.** Not misrepresent my BICSI credential(s) nor willingly allow others to represent or use my credential(s).
- 4.** Adhere to all relevant codes, laws, ICT industry standards, and BICSI methodologies.
- 5.** Serve all members of the public honestly impartially, providing no substandard service, based on age, race, national origin, color, gender, sexual orientation, disability, or religious belief.
- 6.** Refrain from knowingly misrepresenting or misstating my or any other individual's qualifications, abilities, or accomplishments.
- 7.** Respect a client's decision in the selection of competitive services and continue to offer and provide that client with quality services, when requested.
- 8.** Maintain the confidentiality of privileged information entrusted or known to me by virtue of my profession or position in accordance with all applicable laws and/or agreements.
- 9.** Be accurate and truthful in my dealings with clients and not misrepresent the quality, quantity, cost, availability, or ability of the services I provide.
- 10.** Be accurate, honest, and truthful in the presentation of all educational material or in the preparation of material orders and product availability.
- 11.** Provide unbiased, accurate, and objective assessments for all safety and operational deficiencies that may be discovered during the performance of my services.
- 12.** Refrain from using false and misleading statements or malicious actions that might injure another person's reputation or bring harm to their person or property.

# General Policies and Procedures

## BICSI Credential's Appeal Process

An appeal should be sent to BICSI's Liaison emailed to [credentialing@bicsi.org](mailto:credentialing@bicsi.org) Attn: RCSC Staff Liaison, within 14 calendar days from the date on the denial notification.

When a notification of intent to appeal has been received by the Staff Liaison, the RCSC Appeals Panel will be notified of the intent to appeal. The Staff Liaison will prepare a package of the related data and supporting documents and send to the Appeals Panel, within 7 calendar days.

This Appeals Panel shall reach a decision no later than 30 calendar days from the original receipt of the appeal. During the review of an appeal, should a member of the panel have a conflict of interest, that member must recuse themselves and an alternate will be assigned.

## Appeals Panel

The Appeals Panel is comprised of the RCSC Chair, Vice-Chair, Secretary and Staff Liaison (non-voting).

Acts as a primary body to review appeal issues and requests made to the RCSC and may request investigations and/or further research into an issue before making a determination. Panel shall review facts of a denied reinstatement of credential(s), denial of certification exam application or exam challenge.

The Appeals Panel has three (3) options:

- Uphold the original decision.
- Amend the original decision backed by further review.
- Deny the appeal.

All Appeals Panel decisions are considered one-time exceptions and **DO NOT** represent a permanent policy change unless the RCSC subsequently formally approves a permanent change.

## BICSI ANTITRUST STATEMENT

BICSI believes strongly in competition. U.S. antitrust laws are the rules under which our competitive system operates. It is BICSI's policy to comply in all respects with the antitrust laws.

Association meetings or workshops by their very nature bring competitors together. Accordingly, it is necessary to avoid discussions of sensitive topics. Agreements to fix prices, allocate markets, engage in product boycotts and to refuse to deal with third parties are automatically illegal under the antitrust laws. It does not matter what the reason for the agreement might be.

Accordingly, at any association meeting discussions of prices (including elements of prices such as allowances and credit terms), quality ratings of suppliers, and discussions that may cause a competitor to cease purchasing from a particular supplier, or selling to a particular customer, should be avoided. Also, there should be no discussion that might be interpreted as a dividing up of territories.

An antitrust violation does not require proof of a formal agreement. A discussion of a sensitive topic, such as price, followed by action by those involved or present at the discussion is enough to show a price-fixing conspiracy. As a result, those attending an association-sponsored meeting should remember the importance of avoiding not only unlawful activities, but even the appearance of unlawful activity.



©Copyright BICSI, January 2023. All rights reserved. BICSI and all other registered trademarks within are property of BICSI, Inc. The RTPM Certification Handbook and its contents are the property of BICSI.

### For more information:

[bicsi.org/credentialing](https://bicsi.org/credentialing)

### Questions:

Phone: +1 813.979.1991 or 800.242.7405  
(USA & Canada toll-free)

Email: [credentialing@bicsi.org](mailto:credentialing@bicsi.org)