

CERTIFICATION POLICY

RIMPA GLOBAL

RECORDS AND INFORMATION MANAGEMENT
PRACTITIONERS ALLIANCE

Advancing and Connecting the Records and Information
Management Profession.

CONTENTS

Document Control	4
Amendment, modification or variation	4
1 Purpose	5
2 Scope	5
3 Definitions	5
4 Policy Statement	6
5 Principles	6
6 Certification Process	7
6.1 Certification Process	7
6.2 Upgrades	7
6.3 Exam Resits	8
6.4 Transition arrangements	8
7 Certification issuance	9
7.1 Eligibility Requirements	9
7.2 Certification Levels	9
7.3 Issuance Timeframe	9
7.4 Certification Expiration	9
7.5 Recognition	10
8 Certification Renewal and Maintenance	10
8.1 Renewal Requirements	10
9 Withdrawal, Revocation and Suspension Policy	11
9.1 Withdrawal by applicant OR CERTIFIED PRACTITIONER	11
9.2 Revocation by RIMPA Global	11
9.3 Suspension by applicant or certified practitioner	11
9.4 Suspension by RIMPA Global	11
9.5 Transfer by applicant or CERTIFIED practitioner	12
10 Examination and Certification	12
10.1 Training aids	12
10.2 Exam Structure and Requirements	12
10.3 Scoring and Results	13
10.4 Exam Resit	13
10.5 Exam Integrity and Security	13
10.6 Recognition of Prior Learning and Credit Transfers	13
11 Accessibility	14
11.1 Platform Accessibility	14

11.2	Reasonable Accommodation for Exams	14
12	Appeals and Complaints	14
12.1	Appeals Process	14
12.2	Complaint Resolution	14
13	Payment and Refund	15
13.1	Certification Fees	15
13.2	Refund Conditions.....	15
13.3	No Refund Circumstances	15
13.4	Cooling-Off Period	15
14	Related Policies, Compliance, and Legals	16
14.1	Code of Ethics and Professional Conduct Policy	16
14.1.1	Professional Behaviour Expectations	16
14.1.2	Compliance with Laws and Regulations.....	16
14.1.3	Conflict of Interest	16
14.2	Privacy and Data Protection	16
14.2.1	Confidentiality, data collection and use	16
14.2.2	Data Retention.....	16
14.3	Fraud Prevention and Security.....	17
14.4	Intellectual Property and Copyright	17
14.4.1	Ownership of Certification Content	17
14.5	Terms of Use.....	17
14.5.1	Account Responsibilities.....	17
14.5.2	Use of Platform	17
14.5.3	Termination of Access	17
15	Support and Help Desk.....	18
15.1	Support Channels and Response Times	18

DOCUMENT CONTROL

VERSION	DATE	AUTHORS	APPROVAL	COMMENTS
0.01	01/04/2025	Carolyn Hartman SIWG	RIMPA Global Board	
1.0	15/04/2025	Board amendments	CEO	FINAL

AMENDMENT, MODIFICATION OR VARIATION

- a) This policy is effective from 15 April 2025 and is reviewed every two years.
- b) The policy may be amended, varied, or modified by the RIMPA Global Board.

1 PURPOSE

The purpose of this policy is to provide an approach for applicants to effectively navigate RIMPA's certification program and associated processes. In addition to equipping RIMPA employees with the mechanisms to ensure appeals and anomalies are handled and resolved in a consistent, fair, transparent, and reasonable manner, in accordance with the RIMPA Global governance framework.

2 SCOPE

This policy applies to all certification activities performed by, or engaged in, by the Board, employees, volunteers, members of RIMPA Global, certification suppliers and certification applicants.

3 DEFINITIONS

PHRASE	DEFINITION
Applicant	Certification applicant.
Certification	A credential awarded by a recognised third-party organisation to individuals who have demonstrated proficiency and knowledge in a specific profession or trade.
Certification activities	Any action taken by the applicant, RIMPA Global, or the exam provider to facilitate obtaining certification.
Certification applicant	A person who applies to RIMPA Global to be certified.
Certification expiration	Predetermined period after which a professional certification is no longer valid unless renewed.
Digital badge	A web-based emblem that signifies an individual's accomplishment, skill, or competency in a specific area.
Domain	The four capability domains - Governance, Information Management, Information Analysis, and Leadership.
Enrolment period	Begins once the applicant is provided access to the learning and exam platforms and lasts until the expiry of the 3-month period. During this timeframe, applicants are expected to prepare for the exam and complete the necessary requirements for certification.
Exam	90-minute examination of capabilities using a third-party platform.
Exam platform	The platform or system owned by the exam provider, that applicants must register on, and use to take exams.

Exam provider	An independent third party, engaged by RIMPA Global, to conduct all exams.
PHRASE	DEFINITION
Level	The three levels of certification – Experienced, Skilled, and Expert.
Member	RIMPA Global member.
Practitioner	Any information management practitioner.
Reasonable manner	Consistent, fair, transparent and timely manner.

4 POLICY STATEMENT

RIMPA Global is committed to improving the status of records and information management practitioners through the act of certification.

Certification provides a clear understanding of an individual's skills and strengths, offering verified evidence of these competencies for future opportunities. For employers, certifications serve as a reliable indicator of an applicant's qualifications and capabilities, facilitating informed recruitment.

This policy aims to ensure that the act of certification and all pathways to achieve the goal, are handled in a reasonable manner, in accordance with the RIMPA Global governance framework.

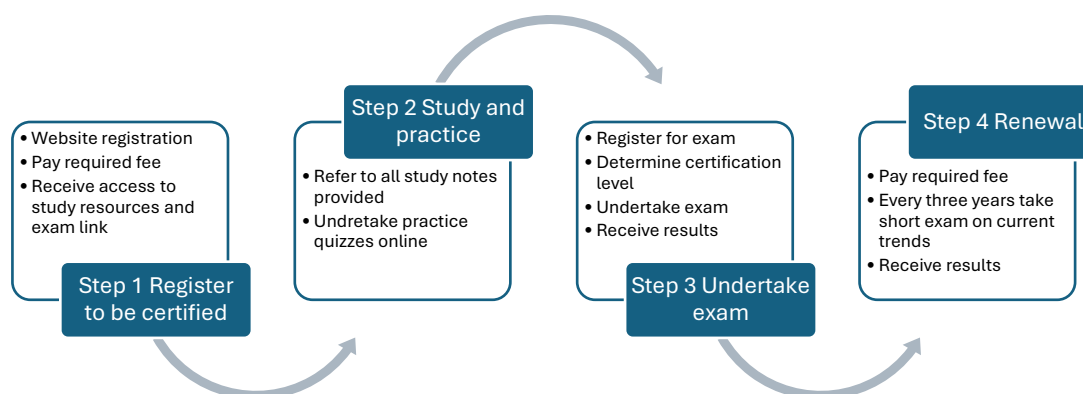
Certification can only be achieved and maintained by a natural living person.

5 PRINCIPLES

1. Certification will test and recognise a practitioners' capabilities in four domains – Governance, Information Management, Information Analysis, and Leadership.
2. Certification will be awarded at three levels – Experienced, Skilled, and Expert – and honoured with a digital certificate and badge.
3. RIMPA Global will partner with an external exam supplier to ensure information management certification is available to all practitioners.
4. Anomalies, complaints and appeals will be dealt with in a reasonable manner.
5. RIMPA Global and the exam supplier will keep accurate records of certification activities and will ensure security of all information in relation to certification.
6. All personal and certification information collected under this policy will be managed in accordance with RIMPA Global policies.

6 CERTIFICATION PROCESS

6.1 CERTIFICATION PROCESS



To achieve and maintain certification a practitioner must:

1. Register to be certified

- An applicant must register for certification using the link on the RIMPA Global website.
- An applicant must pay the required fee using the RIMPA Global payment method.

2. Study and practice

- An applicant should refer to the study notes. Exam answers can be found in the study notes. The study notes are the same for each level. The exam is more challenging at the higher levels.
- An applicant should use the practice quizzes to test their knowledge and become familiar with the exam experience.

3. Undertake exam

- An applicant must register for the exam using the link on the RIMPA Global website.
- An applicant will receive a request to register on a third party (exam provider's) exam platform.
- An applicant will be required to create a separate account on the exam platform.
- At this point the applicant can select the level of certification from Experience, Skilled or Expert they wish to achieve. The level cannot be changed once registration on the exam platform is complete.
- The applicant is responsible for completing the exam within the 30 days of registering to take/sit the exam.
- The exam provider will notify the applicant within five business days of the outcome, and where the applicant has passed the exam, provide a digital badge.

6.2 UPGRADES

An applicant can apply to upgrade to a higher certification at any time. Applicants will be required to pay the determined upgrade fee and complete the certification process.

Persons wishing to upgrade at the time of renewal will be required to pay the upgrade fee and not the renewal fee.

6.3 EXAM RESITS

Applicants who do not pass the exam on their first attempt are permitted to resit the exam upon payment of the applicable resit fee. This fee allows for one reattempt and is valid for up to 12 months from the date of the initial failed exam.

After this period, applicants will be required to pay the full exam fee if they wish to retake the certification assessment.

6.4 TRANSITION ARRANGEMENTS

Existing professional members as of 1 April 2025, who accept certification and pay a \$25 fee, will transition to the new model as certified members with a complimentary three-year certification as long as they maintain their professional member status. Existing professional members new status is explained in Table 1 Status changes.

Once the transition certificate expires, all future certification activities will be governed by this policy.

APRIL 2025 STATUS	TRANSITION	APPLICABLE POST NOMINALS
Associate (ARIM)	An Associated professional will be certified as Experienced	Associate (ARIM) and Certified Experienced in Records and Information Management (CERIM)
Chartered (MRIM)	A Chartered professional will be certified as Skilled	Chartered (MRIM) and <i>Note: planned change of post nominals to CRIM once changed in the constitution</i> Certified Skilled in Records and Information Management (CSRIM)
Fellow (FRIM)	A Fellow will be certified as Expert	Fellow (FRIM) and Certified Expert in Records and Information Management (CXRIM)

Table 1 Status changes

7 CERTIFICATION ISSUANCE

7.1 ELIGIBILITY REQUIREMENTS

There is no minimum eligibility requirement to participate in the certification process.

To be eligible for certification, all must be true;

- RIMPA Global must be satisfied a practitioner has proven they have the capabilities required to be certified at a level.
- An applicant must have completed the exam within three months from starting the certification application.
- An applicant must not have any outstanding fees or debts to RIMPA Global or the exam provider.

7.2 CERTIFICATION LEVELS

There are three certification levels – experienced, skilled and expert. To achieve a certification level, applicants must achieve a minimum pass on the exam: 60% for experienced level, 70% for skilled level, and 80% for expert level.

7.2.1.1.1 CERTIFICATION FORMAT

Applicants who successfully pass the certification exam, will be issued with certification and receive a digital certificate and badge.

Applicants can download, share, and publish the certificates and badges. The certificates and badges will be current for the period defined in 7.4 Certification Expiration.

7.3 ISSUANCE TIMEFRAME

If the applicant successfully completes the exam, the exam provider will advise the applicant and RIMPA Global will certify the applicant within five business days. Applicants will be advised via email and issued a digital badge and certificate.

7.4 CERTIFICATION EXPIRATION

Certificates will expire three years from receipt of the digital certificate unless certified practitioners have;

- renewed their certification prior to the expiry date,
- been certified at a higher level during the three years and the certification date has restarted or
- have had a suspension approved and a new expiry date assigned as defined under Section 9.3.

7.5 RECOGNITION

RIMPA Global partners and members will recognise holders of the certificate as having a minimum capability set in accordance with their certification level. The minimum capability set is described at [RIMPA Global Certification](#).

The RIMPA Global Certification Program offers significant benefits to both individuals and organisations, including:

- **Industry Recognition** – Certified professionals gain validation of their expertise, knowledge and capability, strengthening career opportunities.
- **Professional Growth** – The structured learning and assessment process fosters continuous development.
- **Organisational Compliance** – Employers benefit from certified employees who ensure compliance with IM standards.
- **Global Standards Alignment** – Certification aligns with international best practices in records and information management.

8 CERTIFICATION RENEWAL AND MAINTENANCE

8.1 RENEWAL REQUIREMENTS

A renewal requires less time to complete as the exam is approximately 30 minutes long.

Each period of certification is for three years.

Renewal exams will require a pass mark of 75% and applicants will only have one attempt to complete the exam and then the resit process is applied.

Those renewing who fail to obtain the 75% pass mark will be eligible to resit the exam in line with the policy.

Failed renewals must resit within 30 days of the failed exam date, or the full certification process must be repeated.

A certified practitioner;

- Will be notified three months before expiry, that the certification is due for renewal.
- Must renew their certification every three years to ensure the certificate remains valid.
- Can renew their certification any time before the certificate expires as defined in 7.4 Certification Expiration.
- Failure to successfully renew by the expiration period prohibits the applicant from renewing, and the practitioner must make a fresh application for certification.

It is the practitioner's responsibility to allow sufficient time to complete the renewal certification requirements within the required three months, from notification to final expiry date.

All eligibility requirements defined in 7.1 Eligibility Requirements apply for a renewal.

9 WITHDRAWAL, REVOCATION AND SUSPENSION POLICY

9.1 WITHDRAWAL BY APPLICANT OR CERTIFIED PRACTITIONER

An applicant may withdraw their certification application by:

1. Advising RIMPA Global, in writing, that they are withdrawing from the certification process.
2. Not continuing with the process, and the certification application will lapse after the period identified in 7.1 Eligibility Requirements.

Refunds will be managed in accordance with section 13 in this policy. A withdrawal cannot be reversed once approved.

9.2 REVOCATION BY RIMPA GLOBAL

RIMPA Global can revoke certification where RIMPA Global can prove unethical conduct of a certified practitioner including, but not limited to:

- Misrepresentation of qualifications or credentials.
- Dishonesty or fraudulent activity during the certification process.
- Breach of RIMPA Global's professional standards or code of conduct.

Revoked certifications cannot be reinstated, and individuals may be barred from reapplying for future certification.

9.3 SUSPENSION BY APPLICANT OR CERTIFIED PRACTITIONER

At any time, an applicant or practitioner may apply for a suspension of the certification process or their certification. RIMPA Global will consider each application, on merit.

If RIMPA Global accept the suspension request, suspension or multiple suspensions will last no longer than six months from the date that is the start of the first suspension, and;

- No study or reading material will be available to the applicant or practitioner during the suspension, and
- Badges will be disabled. Practitioners must not promote themselves as being certified during the suspension. A practitioner's promotion of their certification prior to the suspension being activated may remain in the public domain.

Requests for suspension must be accompanied by a medical certificate or other evidence to support the application. Routine demands of employment, family commitments, holiday arrangements, other commitments or poor time management will not be considered as reasonable grounds for granting a suspension.

RIMPA Global has the right to decline requests for suspension.

9.4 SUSPENSION BY RIMPA GLOBAL

RIMPA Global may decide to suspend certification if;

- any of the eligibility criteria are not met, as outlined in Section 7.1, or
- the applicant or practitioner is the subject of a RIMPA Global or law enforcement investigation.

To suspend, RIMPA Global will advise the practitioner and disable the digital certificate and badge.

9.5 TRANSFER BY APPLICANT OR CERTIFIED PRACTITIONER

There are no transfer pathways from a non-RIMPA Global certification to a RIMPA Global certification level.

10 EXAMINATION AND CERTIFICATION

10.1 TRAINING AIDS

RIMPA Global is committed to ensuring that all applicants have access to high-quality preparatory materials. To support applicants in their certification journey, RIMPA Global provides:

- Comprehensive reading guides and study notes tailored to certification requirements.
- Practice quizzes designed to familiarise applicants with the exam format and structure.

If RIMPA Global updates training aids, all pending applicants will be notified promptly to ensure equal access to the most current materials.

10.2 EXAM STRUCTURE AND REQUIREMENTS

The certification exam is undertaken online in the applicant's environment using their personal equipment.

Technical and Identification Requirements:

- The applicant must have a working camera, microphone and speaker
- The exam is best accessed on a device larger than a mobile phone for optimal performance.
- The applicant presents a photo identification in the first minute of the exam for identity verification.

Exam Conditions:

- The exam must be completed in one uninterrupted sitting, pausing or restarting is **not permitted**.
- The exam will stop at the end of the allotted timeframe.
- In 90-minutes for certification and 30-minutes for renewal, an applicant should answer as many of the multiple-choice questions. No question has more than five possible responses.
- Applicants are allowed to use only prescribed training resources during the exam, not human resources or unauthorised materials, to help answer the questions.

10.3 SCORING AND RESULTS

To achieve certification, applicants must attain the following minimum passing scores:

- **60%** – Experienced Level Certification
- **70%** – Skilled Level Certification
- **80%** – Expert Level Certification

Applicants will receive their official results within **five business days** of exam completion and validation.

10.4 EXAM RESIT

Certification exam resits are permitted under the following conditions:

- Applicants may **resit an exam upon payment of the resit fee**.
- Resits for certification exams **must be completed within three months** of the initial application.
- Resits for renewal exams **cannot be taken after the certification expiry period**.

10.5 EXAM INTEGRITY AND SECURITY

RIMPA Global employs multiple security and integrity measures to ensure the fairness and credibility of its certification exams. The RIMPA Global certification exam platform uses Honorlock as a security and integrity measure, providing:

- Automated proctoring to monitor exam sessions in real time.
- Identity verification to ensure the applicant matches the registered exam taker.
- Browser restrictions and AI monitoring to detect and prevent unauthorised resources or behaviours.

Applicants do not require live human supervision during the exam; however, all sessions are recorded and reviewed to ensure compliance with integrity standards.

10.6 RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFERS

RIMPA Global's Certification Program is designed to ensure consistency, integrity, and alignment with current industry standards. As such, Recognition of Prior Learning (RPL) and credit transfers are not applicable under this certification framework.

To obtain certification, all applicants are required to successfully complete the designated RIMPA Global exam through our approved exam platform. This ensures that every certified individual has demonstrated their knowledge and competencies through a consistent and verified assessment process.

11 ACCESSIBILITY

11.1 PLATFORM ACCESSIBILITY

RIMPA Global will, where possible, remove barriers and open certification opportunities for all applicants by creating a training and examination environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All applicants will receive fair and equitable treatment in all aspects of examination and certification without regard to beliefs and abilities.

Any complaints about accessibility can be made to RIMPA Global. RIMPA Global will deal with any comments and complaints in accordance with RIMPA Global policies.

11.2 REASONABLE ACCOMMODATION FOR EXAMS

RIMPA Global is committed to providing an inclusive and accessible certification process. We will take all reasonable steps to ensure applicants can fully participate in certification activities by offering appropriate adjustments where needed.

Applicants may request reasonable accommodation, which refers to any change or support that enables equal access to the exam process. This may include, for example, extended exam time for individuals with a learning difficulty, the use of assistive technology, or being provided a quiet or separate room for those with sensory sensitivities.

Requests for reasonable accommodation must be supported by a medical certificate or appropriate documentation outlining the need for adjustments. Each request will be considered on a case-by-case basis to ensure fairness and consistency.

12 APPEALS AND COMPLAINTS

12.1 APPEALS PROCESS

Applicants have the right to appeal any decision made during the certification process, including exam results. If an applicant fails the exam, they may submit an appeal.

- **Timeframe:** Appeals must be submitted within 10 business days of completing the exam.
- **Required Information:** The appeal must provide sufficient detail for RIMPA Global to assess the situation and determine an appropriate outcome.
- **Review and Outcome:** Once a valid appeal is received, it will be reviewed by RIMPA Global within 10 business days, and the decision will be communicated to the applicant within a further five business days.

12.2 COMPLAINT RESOLUTION

Applicants may file a complaint regarding any aspect of the certification process, including the exam platform or exam procedures.

- **Required Information:** Complaints should include sufficient details and a request for resolution so RIMPA Global can assess the situation.
- **Review and Response:** A decision on the complaint will be made and communicated in no later than 21 days after the complaint has been received.

13 PAYMENT AND REFUND

13.1 CERTIFICATION FEES

RIMPA Global has a commercial relationship with the exam supplier to support the certification process. Income derived from the certification process is in accordance with the commercial relationship and agreement.

The certification fee structure for applicants is published on the RIMPA Global website.

13.2 REFUND CONDITIONS

Applicants may request a refund for payments made to RIMPA Global. Refund requests will be reviewed on a case-by-case basis and will only be granted under the following circumstances:

- If the applicant provides verifiable evidence of negligence on the part of RIMPA Global or the exam supplier.
- In exceptional circumstances, as determined at the sole discretion of RIMPA Global.

All refund requests must be submitted to RIMPA Global in writing and accompanied by supporting documentation where applicable. RIMPA Global reserves the right to make the final decision on all refund claims.

13.3 NO REFUND CIRCUMSTANCES

Refunds will **not** be granted under the following conditions:

- The applicant fails to attend or complete the certification exam.
- The applicant provides incorrect or incomplete information during registration.
- The applicant fails to meet the eligibility criteria for certification.
- The refund request is submitted after the specified cooling-off period (except in cases outlined in Section 13.2).

Any other circumstances where the certification process has already commenced, including access to study materials or exam scheduling.

13.4 COOLING-OFF PERIOD

Applicants are entitled to a **cooling-off period of seven days** from the date of payment. During this period, they may request a full refund, provided that:

- No certification-related services, including exam scheduling, study materials, or preparatory resources, have been accessed.

- The request is submitted in writing via email within the seven-day timeframe.

After the cooling-off period, refund requests will be considered only under the conditions outlined in Section 13.2.

14 RELATED POLICIES, COMPLIANCE, AND LEGALS

14.1 CODE OF ETHICS AND PROFESSIONAL CONDUCT POLICY

14.1.1 PROFESSIONAL BEHAVIOUR EXPECTATIONS

An applicant is expected to behave in accordance with RIMPA Global policies.

Behaviour that is outside RIMPA Global expectations will be managed in accordance with Bullying Harassment and Discrimination Policy and Conflict of Interest Policy.

14.1.2 COMPLIANCE WITH LAWS AND REGULATIONS

An applicant is expected to behave in accordance with local laws and regulations depending on applicant or practitioner's personal and professional locations.

Any breaches of legislation will be managed in accordance with RIMPA Global policies.

14.1.3 CONFLICT OF INTEREST

An applicant or practitioner is expected to manage conflicts of interest in accordance with RIMPA Global Conflict of Interest Policy.

14.2 PRIVACY AND DATA PROTECTION

14.2.1 CONFIDENTIALITY, DATA COLLECTION AND USE

All information collected during, and for certification purposes, by RIMPA Global or the exam supplier will be managed and used in accordance with RIMPA Global policy.

A list of practitioners who receive certification will be published on the RIMPA Global website until their certification expires or the practitioner requests their details be removed.

Practitioners who do not want their name and certification level published, must advise RIMPA Global via admin@rimpa.com.au.

14.2.2 DATA RETENTION

All information managed by RIMPA Global is kept for a period that is in accordance with RIMPA Global policies.

14.3 FRAUD PREVENTION AND SECURITY

RIMPA Global enforces strict measures to prevent fraud, including:

- **Verification of certification claims** to ensure authenticity.
- **Monitoring of exam security practices** through proctoring technology and AI-based analysis.
- **Strict account security protocols**, including multi-factor authentication where applicable.
- **Confidential reporting mechanisms** allowing applicants and stakeholders to report fraudulent activity securely.
- **Disciplinary action** against individuals found to have engaged in fraudulent certification claims, up to and including revocation of certification and legal action.

14.4 INTELLECTUAL PROPERTY AND COPYRIGHT

14.4.1 OWNERSHIP OF CERTIFICATION CONTENT

RIMPA Global or the exam supplier own the intellectual property and copyright of all certification material. Applicants must not reproduce or use outside the certification process.

14.5 TERMS OF USE

14.5.1 ACCOUNT RESPONSIBILITIES

It is the applicant's responsibility to protect their accounts and any other authenticating information, to minimise the risk of the applicants account being compromised.

14.5.2 USE OF PLATFORM

The RIMPA Global certification website and exam supplier platforms may only be used for the purpose of certification.

14.5.3 TERMINATION OF ACCESS

Any breach of this policy or other conditions of the certification process may result in termination of access to the RIMPA Global website and exam supplier platform.

15 SUPPORT AND HELP DESK

15.1 SUPPORT CHANNELS AND RESPONSE TIMES

REQUIRED HELP	CONTACT DETAILS	RESPONSE TIME	ESCALATION
More information about certification	admin@rimpa.com.au or +61 1800 242 611	Within five business days	+61 1800 242 611
Technical issues with applying	training@rimpa.com.au	Within one business day	+61 1800 242 611
Technical issues with exam	kevin.pajarin@robinsonryan.com	Within one business day	+61 1800 242 611
Withdrawing from the certification process	admin@rimpa.com.au or +61 1800 242 611	Within five business days	+61 1800 242 611
Suspending or cancelling certification	admin@rimpa.com.au or +61 1800 242 611	Within five business days	+61 1800 242 611
Applying for exceptional circumstances	RIMPA Global Certification , admin@rimpa.com.au or +61 1800 242 611	Within 5 business days	+61 1800 242 611
To escalate any issue	RIMPA Global Certification , admin@rimpa.com.au or +61 1800 242 611	Within 5 business days	+61 1800 242 611