<u>CON 3990V</u>
USER EXPERIENCE ROADMAP (OUTLINE)

1. The Candidate (an eligible DoD employee) is ready to take CON 3990V DoD Contracting Certification Exam.

2. Candidate applies online via their respective Training Application System (TAS), for example: AITAS (Army), eDACM (Navy), ACQ Now (Air Force), and DATMS (4th Estate) which are interfaced with the Army Training Requirements and Resources System (ATRRS).

   NOTE: (logic built into TAS only allows registration at 30+ days after previous exam attempt failure or no-show (as applicable), and, also built-in is a Not-To-Exceed (NTE) 3 exam attempts in a 12-month period.

3. Supervisor and Acquisition Training Office (ATO) approve or disapprove request in the TAS.

4. Registration approvals are sent to DAU Via automated ATRRS Feed (using the same methods/procedures as a normal DAU course registration).

   NOTE: When a candidate receives a reservation in the TAS (AF/Army/Navy/4th Estate), they also receive an email that is in the same format as a regular training course. Candidate will be notified that they will get an "Authorization to Test" email from Pearson VUE explaining how to register for the exam on the Pearson VUE website (see step 6 below).

5. DAU Sends candidate's name & DAU-ID# to Pearson VUE via daily Secure File Transfer Protocol (SFTP) data file transfer.

6. Candidate Receives "Authorization to Test" Email from Pearson VUE (includes link in step 7 below) within 24 hours of registration approval.

7. Candidate establishes user account w/Pearson Vue by accessing DAU exam landing page at:

   https://home.pearsonvue.com/DAU

Once the user account is established, the candidate may then schedule the exam by selecting a date/time/location (either on-site at a listed Pearson VUE Test Center, or virtually utilizing the proprietary Pearson VUE virtual test proctoring environment "OnVUE"). *See Step 10 for addition details on delivery methods, re: Test Center (physical) vs. OnVUE (Virtual).*

NOTE: In rare cases where travel reimbursement is needed to take the exam, Candidates should consult with their respective DACM/DATM office or parent organization for guidance. More information regarding travel may be found in the DAU Student Policy Handbook link on the following webpage:

https://www.dau.edu/training/p/Student-Policies-Info

8. Candidate receives "Confirmation Email" from Pearson VUE (after successful appointment scheduling).

NOTE: Candidate has 90 days to take exam from the time Pearson VUE receives their information from DAU.

a.) If candidate needs to re-schedule for any reason, they can re-schedule (if >48 hours until appointment) by going back into their account in the Pearson VUE website. They will then receive a "Reschedule Email".

b.) If candidate needs to cancel for any reason, they can cancel (if >48 hours until appointment) by going back into their account in the Pearson VUE website. They will then receive a "Cancellation Email".

NOTE: If candidate does not get a confirmation email from Pearson VUE, they did not properly complete the transaction and must go back and complete it.

a.) If candidate needs to cancel or re-schedule within 48 hours of their appointment, their supervisor will need to contact the DAU CON 3990V Exam team at: scheduling@dau.edu to coordinate.

b.) Any no-shows that have not been previously cancelled or re-scheduled will be charged to the government by Pearson VUE as "seat fee" and the candidate's Training history in TAS will reflect a "no show", and will trigger the same rules of engagement as a failure (i.e., cannot re-test earlier than 30 days since last attempt, and no more than 3 attempts in a 12-month period)

9. Candidate will receive a "3 Day Reminder" email from Pearson VUE prior to their exam appointment.

10. Candidate takes the exam (utilizing one of 2 Options) and should expect the following process/steps:

Option 1: Virtual OnVUE proctored exam delivery (taken remotely at candidate's home or office using personal computer):

- Candidate completes exam
- Upon completion, candidate sees exit screen
- Session complete
- Automated email sent from Pearson VUE to candidate w/link to score report
- Score report available w/login and password in candidate's Pearson VUE account

NOTE: There is very little interaction between the remote OnVUE Proctor and the candidate unless there is an issue raised by one or the other. Some candidates may have no interaction with the proctor.

Option 2: In person proctored exam (Taken on-site at a Pearson VUE test center):

- Candidate completes exam
- Upon completion, candidate see exit screen
- Candidate advises proctor that exam is complete
- Proctor provides print-out of exam score report
- Session complete
- Automated email sent from Pearson VUE to candidate w/link to score report
- Score report available w/login & password in candidate's Pearson VUE account

NOTE: The PV score sheet (See sample at Attachment 1) provides feedback to candidate at the 4 high level categories on the exam: (1.0 Guiding Principles, 2.0 Pre-Award, 3.0 Award, and 4.0 Post Award). The feedback will be given as a % score in each category, and an overall score (%) that represents candidate grade).

11. The Candidate's test completion data transfers to DAU from Pearson VUE Daily via SFTP. (Referred to as "DoD employee" from now through remainder of process)

12. DAU transmits results to TAS/ATRRS via nightly feed

13. Completion Status (Pass/Fail) will show on DoD Employee's TAS/ATRRS training history and (only) successful completions (pass) will appear on DAU transcript . In the event of a failure, a manually generated attrition letter will be created and sent to the employee and the employee's supervisor. The employee must wait 30 days from the date of the last failure before they are eligible to re-schedule the exam. Registration begins again at step 2. (The 30-day cycle is tracked by ATRRS)

NOTE: If a DoD employee fails the exam and has not previously taken the Exam Prep Course (CON 3900V), then the first mandatory step in remediation is to take CON 3900V prior to subsequent Exam attempt.

14. DAU will not generate certificates of completion for passing the exam. Candidates may use their official DAU transcript, or their Pearson Vue grade report as documentation to support CON certification applications. Agency specific certification guidance will be provided by the servicing ATO.

15. Questions/concerns/feedback about the exam provider (Pearson VUE), the exam content, or the candidate's exam performance (below the lifecycle phase level), should be directed to the following email address: scheduling@dau.edu.